



Experience & Qualifications



Scope of Work / Method of Approach

Client References

**Desert Personnel
ATWORK**

Response to

**City of Desert Hot
Springs**

Request for Proposal:

**TEMPORARY STAFFING
SERVICES**

Pricing Details

Attachments



Desert Personnel @WORK
73-350 El Paseo
Suite 205
Palm Desert, CA 92260

March 12, 2014

City of Desert Hot Springs
ATTN: Jerryl Soriano, City Clerk
65-650 Pierson Blvd.
Desert Hot Springs, CA 92240

RE: Temp Agency Request for Proposal

Dear Jerryl Soriano,

Thank you for providing us with the opportunity to present our proposed solution to the staffing needs of the City of Desert Hot Springs. This letter is to express our interest in becoming the premier staffing provider for the City! As you will see from the information outlined within this proposal, we have extensive experience in the staffing industry.

As a whole, the team at Desert Personnel @Work has been in the staffing industry for nearly 40 years, starting in 1975 as Desert Personnel Service, Inc. and partnering with @WORK Personnel in 2013. Overall, @WORK brands account for 50+ offices across the country that all successfully staff the needs of their clients!

@WORK'S *corporate* headquarters is based out of Knoxville, TN, with locations scattered throughout the United States. Our branch location in Palm Desert, CA will serve as the home-base of operations in supporting the needs that are presented by the City of Desert Hot Springs.

Desert Personnel @WORK has proven itself as one of the top providers of staffing. With extensive experience staffing the Coachella Valley, Desert Personnel @WORK understands the specific needs and challenges that are presented when staffing various assignments. Our experienced and dedicated staffing consultants are passionate about finding the right person for the job. It is this continuing commitment to client satisfaction that has earned Desert Personnel @Work a superior reputation.



With the successful implementation of our staffing plan, Desert Personnel @WORK will be able to handle the needs presented by the City. By combining an aggressive recruiting plan, coupled with an effective communication plan, Desert Personnel @WORK will be able to seamlessly transition into the role of preferred staffing provider for the City.

Thank you again for giving us the opportunity to present our services to you! If you have any further questions in regards to our services, please don't hesitate to reach out to me via my contact information detailed below.

Sincerely,

A handwritten signature in black ink, appearing to read "L. Lolwing", is positioned below the word "Sincerely,".

--
Lindsey Lolwing
Account Manager
Desert Personnel @Work
760-346-3945 tel
760-346-2455 fax
lindseyl@atworkpersonnel.com



Corporate Information & Experience

Legal & Reference Information

Corporation Info: WG Hall, LLC / @Work Personnel

Trade Name: Desert Personnel @Work

Branch Address:

73-350 El Paseo, Suite 205

Palm Desert, CA 92260

Corporate Address:

3215 John Sevier Hwy

Knoxville, TN 37920

Web: www.desertpersonnelatwork.com

www.atwork.com

www.atworkpersonnel.com

www.atworkmedical.com

Total Number of Locations: 53

History of @Work

In the late 1980s, as managing partner for a staffing firm, John Hall, Jr. launched 11 staffing offices. The techniques he used showed him that offices in the rapidly growing staffing industry had the best chance for success if they were independent, very professional and backed by a strong corporate support system.

In 1990, Hall and his wife Glenda, assumed sole ownership of the 11 offices and formed @WORK. Today, @WORK has grown to be cited as one of Staffing Industry Report's Top U.S. Staffing Firms.



Staffing Experience

@WORK Personnel Services has been staffing our client partners since 1992! @WORK Personnel Services has 3 "sister" brands, "Medical Services", "HelpingHands Services", and "Search Group".



By having these sister brands, @WORK is able to tap into a wealth of "specialty" staffing knowledge, much of which can benefit our end customers!

Size

@WORK has combined annual revenues of approximately \$130,000,000. @WORK employees close to 120 internal staff members in our Personnel and Medical Staffing offices. We employ over 17,000 field-staff employees across the United States, working in all fields of industry.



Branch Staff Bios

Ty Seils - President

After spending 27-years in Commercial Broadcasting, including starting, what is now KJJZ 102.3 Ty joined Sarah as C.F.O. and President at Desert Personnel Service, Inc. and took the lead in partnering with @Work Personnel in 2013.

Sarah Seils – Office Manager, Vice President

After receiving her Bachelor's Degree at California State University - Long Beach, Sarah landed her own segment in Broadcasting in Wisconsin before arriving in Palm Desert, CA. In 1975 Sarah made her dream a reality by founding Desert Personnel Service, Inc. which has been a successful family-run, woman-owned business for nearly 40-years. Sarah has a passion for her community. A former charter member of Soroptimist International Palm Desert – Sunrise she has served as its president and treasurer. She also served as president of the Palm Springs Branch of American Association of University Women as well as had the proud opportunity to be chairman elect of the Palm Desert Chamber of Commerce.

Lindsey Lolwing – Account Manager Sales

For the past two years, Lindsey has run the Marketing, Social Media and Public Relations aspect of Desert Personnel @Work. As Account Manager Sales, Lindsey stays in tune with the local clientele and develops relationships to ensure continuing commitment to client satisfaction that has earned Desert Personnel @Work a superior reputation.

Prior to Desert Personnel @Work, Lindsey was with the Hyatt Corporation for 7-years in Sales and Marketing where she received awards and recognition as a Group Sales Manager.



Ruth Aguilar – Account Manager

As a resident of the Coachella Valley, a multi-ethnic population, Ruth has taken the role in servicing the needs of the Spanish speaking community.

Ruth understands the demands and what it takes to work in a full-service staffing agency. Ruth has worked in various office settings in an administrative capacity and has worked serving the public for over ten years.

Corporate Support Staff Bios

Jason Leverant - Vice-President, Sales

Jason Leverant has 10+ years of experience in the staffing industry, and has been with @WORK in the Operations department since 2007.

Jason provides the critical development activities that build and enhance the overall @WORK brand. By focusing on client development, @WORK is able to grow its network of business opportunities. These types of activities are essential in developing a winning model that makes @WORK a front-runner in the staffing industry!

Eric Todd - Vice-President, Operations

Eric Todd has been with @WORK's corporate office since 2005. His primary role is to ensure that all @WORK offices perform to @WORK, and our end client's expected standards. This attention to detail guarantees that our client customers receive a consistent level of quality in the receipt of our staffing services.

Eric's primary focus is supporting all @WORK Personnel Services' locations, assisting them in the event that they have additional needs that cannot be accommodated within or by the branch alone.



Method of Approach / Overview

Desert Personnel @Work has extensive experience in the staffing industry. As you will note from our References provided, we have worked with various outlets throughout the Coachella Valley. This successful, proven experience translates to a winning staffing partner for the City of Desert Hot Springs.

Through our extensive Credentialing and In-Service process, we are able to provide candidates that not only express experience and expertise; they have to prove it through various skills assessments, self-evaluations, and orientations.

Included here-in, you will see an extensive breakdown of our services provided. The City of Desert Hot Springs may or may not utilize all aspects that Desert Personnel @WORK offers, but they are available in the event a need arises!



Available Services

Desert Personnel @Work is proud to offer three (3) distinct staffing models to all of our staffing partners. These three models include *Temporary Staffing*, *Temp-to-Hire Staffing*, and *Career Placement*. Each of these staffing models are distinctly different and are described below:

Temporary Staffing - this type of staffing has been referred to as "short term", "per-diem", or "emergency" staffing. Temporary staffing normally involves an assignment with a finite term. It is typically utilized when a company needs coverage in the event of employee illness, medical leave, vacation coverage, or an extra project has come up. This type of staffing does not involve the temporary employee being hired by the end customer. In the event that the customer has the desire to hire an employee on a "temporary" assignment, their assignment would be converted to a "Temp-to-Hire" assignment, and all policies under Temp-to-Hire would apply.

Temp-to-Hire Staffing - this is one of the most common types of staffing in the marketplace today! This type of staffing involves Desert Personnel @Work sourcing a candidate to be placed at our staffing partner's location with the intent of filling a long-term vacancy. This sourced candidate would be eligible to be hired by the City of Desert Hot Springs after a minimum hourly quota has been met. Our current minimum hourly quota for all Temp-to-Hire assignments is **500 hours**. Our client partners typically utilize Temp-to-Hire staffing as a way to "try before you buy". We are able to provide skilled, qualified, and credentialed staff to the City of Desert Hot Springs, focusing 100% of our attention on sourcing the **right** candidate every time. In the event that one of our staffing partners has the desire to hire one of our candidates before the minimum hourly quota is met, a pro-rated balance will be calculated and billed based upon the difference in required to worked hours.

Career Placement - Under this form of staffing, @WORK acts as a "headhunter", sourcing highly-skilled employees to be placed directly into roles under the employment of our staffing partner's companies. Career Placement is billed as a percentage of the candidates first-year's salary. Our standard Career Placement rate is currently **20%**. Clients take advantage of our services here when they have a difficult-to-fill position, or when they just don't have enough time to screen many candidates to find the right one.



Staffing/Recruiting Methodologies

Method of Approach / Action Plan

Desert Personnel @Work is primarily a staffing company, providing highly-skilled employees.

An effective communication, recruiting, and credentialing plan needs to be in place in order for a successful relationship. We've outlined some effective strategies that will be utilized in order to maximize the relationship between Desert Personnel @Work and the City of Desert Hot Springs. Each of these strategies are outlined below:

Communication

A successful staffing partnership hinges upon a successful line of communication between provider and end-client. Desert Personnel @Work understands this need, and provides our clients with an exceptional level of communication by using all means at our disposal, including multiple contact numbers, email addresses, fax communications, as well as the ability to capitalize on non-traditional communication channels including text messaging.

Upon award of the contract, the City of Desert Hot Springs will be contacted and provided with all of our primary contact information, including the representative that would act as their primary point of contact, our phone number, our fax number, our 24/7 On-Call number, as well as email addresses for *all* staff members that will be supporting their needs.

Desert Personnel @Work would also reach out to all primary support staff, including Accounting departments in order to ensure that the invoice and payment process is clearly defined and runs smoothly.

Any additional/specific requests for communication lines made by the City of Desert Hot Springs would also be included in our communication plan moving forward.



Development

We are constantly recruiting and hiring top candidates in the Coachella Valley to work with our client partners. In order to provide the highest quality staff, we have an extensive development plan to maximize provider traffic to our office, coupled with an in-depth credentialing package. These efforts are detailed below:

Recruiting

Desert Personnel @Work utilizes a number of different avenues to effectively recruit for potential staffing providers, including but not limited to Internet job boards, local media advertising, job fairs, and social network websites. We also rely heavily on our large network of active employees who supply us with a strong, grassroots "word-of-mouth" style recruitment campaign that typically provides us with very high quality candidates.

We have also tapped into targeted mass-communication channels, including emails blasts, post card mailers, and other resources that allow us to reach out quickly and effectively to potential staff throughout our entire coverage regions.

Screening / Credentialing

Desert Personnel @Work takes pride in our extensive screening and credentialing processes. In addition to any Federal and State mandated hiring documentation, and client specific requirements, we require that all staff be taken through our full requirements checklist.

This checklist includes a full assessment of an employee's skills and abilities utilizing Kenexa Prove-It, as well as reference checking.

Only after an employee has completed our credentialing process are they able to work assignments and represent Desert Personnel @Work on field assignments. Of course, we take into consideration any additional requirements as set forth by our client customers. In the event there are additional requirements that the City of Desert Hot Springs requires of their staff, Desert Personnel @Work institutes these requirements on ALL employees that would be submitted and assigned to the City of Desert Hot Springs.



Assignment Replacement Policy

We pride ourselves in the ability to make a superior match with our placements. We focus on reducing turnover by providing temporary staff who fit our clients' needs, not only from the perspective of skills and qualifications, but also based upon the right personality fit.

At times, though, human nature gets the best of our screening and qualification processes, and an employee has to be removed, replaced, or does not complete an assignment in full. In the event this occurs, our replacement policies are outlined below:

If you are dissatisfied with their skills and work behavior for any reason, we ask that you notify our office within the first four hours of the assignment and you will not be charged. The employee will be replaced as soon as possible.

We will remove our employee immediately *if requested*, or if you'd prefer, we can allow the initial employee to work as we source a replacement candidate. We allow our clients to direct us in such a way that would best suit their needs!

We understand that your needs are ever changing, and by keeping an adequate pool of qualified candidates, we can be ready for any hiring/staffing situation that presents itself!



Time/Attendance Tracking Tools

Desert Personnel @Work has a number of different time/attendance tracking tools at our disposal. These tools assist us in accurately tracking our temporary employees worked hours. By keeping a strict eye on how these tools are utilized, we are able to provide our end customers an accurate and efficient experience, from the initial staffing to invoicing and payment.

Timecards

Traditionally, we utilize our standard tri-copy "Timecard", a manual record-keeping tool that is approved at the end of the week by our temporary employee's "report-to" supervisor. We also have a "Group Time Sheet" available for our clients that utilize multiple employees, which report to the same supervisor.

DESERT PERSONNEL @WORK 1355063

INSTRUCTIONS

1. This is a tri-copy form to be used by each employee on each work day.
2. Employee only information.
3. Supervisor only to be available at the end of your work week to verify hours worked.
4. Report to be filed in office after each assignment.

EMPLOYEE NAME (PLEASE PRINT)

ADDRESS CITY ZIP

REPORT TO (NAME) (JOB TITLE) (DEPT. PHONE)

I hereby certify that the hours shown were worked by me during the week ending above, and were properly verified by an authorized representative of the company named above.

I understand I am to contact the office after completing my Assignment to determine if there is other work available for me. I agree that if I do not accept the office upon completion of an Assignment they can assume I am not available for assignment.

I certify that if I had a work related injury during this job period that I accepted the injury as a consequence with DESERT PERSONNEL COMPANY PERIOD.

EMPLOYEE INFORMATION

SSN SOCIAL SECURITY NO. (9-9-9-9-9-9-9-9-9-9) SEX (M/F) DATE OF BIRTH (MM/DD/YY) (1/1/11)

EMPLOYEE NOTE: All assignments I have made are to be returned to employees without a check. Any information not used has been left blank. Do not write on this time card.

DAY	DATE	TIME IN	TIME OUT	LUNCH	REGULAR HOURS	OVERTIME HOURS
MON						
TUE						
WED						
THU						
FRI						
SAT						
SUN						

APPROVALS

CLIENT SIGNATURE: _____ DATE: _____

EMPLOYEE SIGNATURE: _____ DATE: _____

DO NOT WRITE BELOW THIS LINE (FOR OFFICE USE ONLY)

EMPLOYEE NO. (123456) TIME IN (0800) TIME OUT (0400) OVERTIME (0000)

SEE INSTRUCTIONS AND TERMS ON REVERSE SIDE

DESERT PERSONNEL @WORK ACCOUNTING COPY

Standard

DESERT PERSONNEL @WORK

GROUP TIME SHEET

Form No. DES-0006 Rev. 08/04 Approved/Print Management Services

CUSTOMER: _____ OFFICE LOCATION: _____

STATEMENT: _____ SELF CHECK: _____

ADDRESS: _____

DATE	MONDAY		TUESDAY		WEDNESDAY		THURSDAY		FRIDAY		SATURDAY		SUNDAY		TOTAL	
	REGULAR	OVERTIME	REGULAR	OVERTIME	REGULAR	OVERTIME	REGULAR	OVERTIME	REGULAR	OVERTIME	REGULAR	OVERTIME	REGULAR	OVERTIME	REGULAR	OVERTIME
1																
2																
3																
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Customer, by its authorized signature herein, certifies that the hours stated here are correct and that the work was performed satisfactorily. Further, the customer agrees to the terms and conditions herein and the reverse side hereof.

The employees named above, by their initials, certify that the hours stated here are correct and they have read and agree to the terms and conditions on the reverse side of this time sheet.

Customer's Authorized Signature _____ Title _____

Vertical text on right: RETURN TO ACTIVITY

Group



Client References

Client Name: Alexander Events, Inc.

Contact Name: Nancy Alexander, Owner

Email: alexanderevents@me.com

Address: 59105 Lincoln Street, Thermal, CA 92274

Contact Number: 760-396-2001

Scope of Service: High end event and theme set-up

Client Name: Sun City Country Club

Contact Name: Yolanda Warsha, Director of Human Resources

Email: yolanda.warshaw@scpdca.com

Address: 38180 Del Webb Blvd. Palm Desert, CA 92211

Contact Number: 760-200-2249

Scope of Service: Active Adult Community

Client Name: Bagdasarian, Inc.

Contact Name: Bobbie Bozik, Owner

Email: bbozik@mrgrape.com

Address: 6550 Lincoln Street, Mecca, CA 92254

Contact Number: 760-396-2168

Scope of Service: One of California's largest grower, shipper and marketer of Grapes, Citrus and Vegetable

Client Name: Palm Springs VillageFest

Contact Name: Jasmine, Waits, Manager

Email: jasmine.waits@palm Springs-ca.gov

Address: P.O. Box 2743, Palm Springs, CA 92263

Contact Number: 760-320-3781

Scope of Service: Thursday night street fair featuring arts, crafts, food, and entertainment

Client Name: Saks Fifth Avenue

Contact Name: Susan Robles, Assistant General Manager

Email: Susan_Rosales@S5a.com

Address: 73-555 El Paseo, Palm Desert, CA 92260

Contact Number: 760-837-2981

Scope of Service: American multi-billion dollar luxury department store chain



Pricing Details

Positions:	Mark-up:
Accountant – Temporary Projects (Accounting Clerk)	Pay rate range: \$15.00-\$19.00 + 45%*
Accounts Payable	Pay rate range: \$13.00-\$19.00 + 45%
Administrative Assistant	Pay rate range: \$10.00-\$14.00 + 45%
Building Services (Building Inspector)	Pay rate range: \$18.00-\$25.00 + 45%
Claim Settlement	Pay rate range: \$15.00-\$20.00 + 45%
Engineering Services (Public Works Director/City Engineer)	Pay rate range: \$23.00-\$35.00 + 45%
Grant Reimbursement	Pay rate range: \$12.00-\$20.00 + 45%
Property Claim Recovery	Pay rate range: \$18.00-\$28.00 + 45%
Records Management	Pay rate range: \$18.00-\$23.00 + 45%

**Desert Personnel @WORK billing rates are based per hour on market wage averages for the job descriptions included in this proposal as of March 2014. Rates will expire after 1-year. Rates do not reflect overtime. Client understands that substantial time and expense is involved in Desert Personnel @Work recruiting, screening, marketing and maintaining an inventory of temporary workers.*

Additional Obligations and Services

- Desert Personnel @Work is the employer of record.
- Desert Personnel @Work issue's W2's
- Desert Personnel @Work pays all local, state, and federal taxes.
- Desert Personnel @Work pays all unemployment insurance taxes.
- Desert Personnel @Work provides workers compensation insurance on all employees.
- Desert Personnel @Work maintains all personnel/payroll records.

Accountant

\$17.00 Example Pay Rate / 45% Mark-Up

$\$17.00 \times 1.45\% = \24.65 (Hourly Bill Rate)

Administrative Assistant

\$11.00 Example Pay Rate / 45% Mark-Up

$\$11.00 \times 1.45\% = \15.95 (Hourly Bill Rate)

*PLEASE NOTE: PLEASE LET ME KNOW IF MY RANGE IS NOT IN-LINE WITH WHERE IT NEEDS TO BE AS I DID NOT HAVE JOB DESCRIPTIONS FOR CLAIM SETTLEMENT, GRANT REIMBURSEMENT, PROPERTY CLAIM RECOVERY AND RECORDS MANAGEMENT. I AM UNSURE IF THESE ARE ADMINISTRATIVE SUPPORT POSITIONS OR MANAGEMENT. THANK YOU.