




The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at ***wvOASIS.gov***. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at ***WVPurchasing.gov*** with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.


## Header 4

 List View

## General Information | Contact | Default Values | Discount | Document Information | Clarification Request

Procurement Folder: 1453543

Procurement Type: Statewide MA (Open End)

Vendor ID: VC0000081919 


Legal Name: BUZZCLAN LLC

Alias/DBA:

Total Bid: \$0.00

Response Date: 07/16/2024 

Response Time: 12:58

Responded By User ID: gov@buzzclan.com 

First Name: Sachin

Last Name: Jain

Email: gov@buzzclan.com

Phone: 4692512899

SO Doc Code: CRFQ

SO Dept: 0212

SO Doc ID: SWC2400000006

Published Date: 7/11/24

Close Date: 7/16/24

Close Time: 13:30

Status: Closed

Solicitation Description: STATEWIDE CONTRACT -TEMPORARY  
STAFFING SERVICES

Total of Header Attachments: 4

Total of All Attachments: 4



Department of Administration  
Purchasing Division  
2019 Washington Street East  
Post Office Box 50130  
Charleston, WV 25305-0130

State of West Virginia  
Solicitation Response

**Proc Folder:** 1453543  
**Solicitation Description:** STATEWIDE CONTRACT -TEMPORARY STAFFING SERVICES  
**Proc Type:** Statewide MA (Open End)

Solicitation Closes	Solicitation Response	Version
2024-07-16 13:30	SR 0212 ESR07162400000000439	1

**VENDOR**  
VC0000081919  
BUZZCLAN LLC

**Solicitation Number:** CRFQ 0212 SWC2400000006  
**Total Bid:** 0  
**Response Date:** 2024-07-16  
**Response Time:** 12:58:06  
**Comments:**

**FOR INFORMATION CONTACT THE BUYER**  
Mark A Atkins  
(304) 558-2307  
mark.a.atkins@wv.gov

**Vendor**  
**Signature X** **FEIN#** **DATE**

All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	TEMPORARY EMPLOYEE STAFFING SERVICES	0.00000	HOUR	0.000000	0.00

Comm Code	Manufacturer	Specification	Model #
80111600			

**Commodity Line Comments:**

**Extended Description:**

TEMPORARY EMPLOYEE STAFFING SERVICES:  
Note: Vendor must use Exhibit\_A Pricing Page(s) for bid pricing and submit with bid.  
If vendor is submitting a bid online, Vendor should enter \$0.00 in the Oasis commodity line and attach the pricing page to their bid.



Classification	Worker Pay Rate	Withholding Rate	Overhead Rate	Total Rate*
Accounting Technician 2	\$ 22.00	\$ 3.08	\$ 3.08	\$ 28.16
Administrative Services Assistant 1	\$ 20.00	\$ 2.80	\$ 2.80	\$ 25.60
Administrative Services Assistant 2	\$ 22.00	\$ 3.08	\$ 3.08	\$ 28.16
Cook	\$ 15.00	\$ 2.10	\$ 1.50	\$ 18.60
Custodian	\$ 14.00	\$ 1.96	\$ 1.40	\$ 17.36
Data Entry Operator2	\$ 18.00	\$ 2.52	\$ 2.52	\$ 23.04
Executive Secretary	\$ 20.00	\$ 2.80	\$ 2.80	\$ 25.60
Groundskeeper	\$ 14.00	\$ 1.96	\$ 1.40	\$ 17.36
Health Service Worker	\$ 18.00	\$ 2.52	\$ 2.52	\$ 23.04
Laboratroy Assistant 3	\$ 23.00	\$ 3.22	\$ 3.22	\$ 29.44
Laborer	\$ 15.00	\$ 2.10	\$ 0.50	\$ 17.60
Mail Runner	\$ 14.00	\$ 1.96	\$ 1.40	\$ 17.36
Office Assistant 2	\$ 22.00	\$ 3.08	\$ 3.08	\$ 28.16
Office Assistant 3	\$ 23.00	\$ 3.22	\$ 3.22	\$ 29.44
Paralegal	\$ 25.00	\$ 3.50	\$ 3.50	\$ 32.00
Parking Attendant	\$ 14.00	\$ 1.96	\$ 1.40	\$ 17.36
Word Processor	\$ 15.00	\$ 2.10	\$ 2.10	\$ 19.20

\* Vendor should enter their Worker Rate + Withholding Rate + Overhead Rate and the Total Rate box will automatically calculate.

Vendor Name: BuzzClan, LLC.

Contact Person: Sachin Jain

Phone #: 469-251-2899

Fax #: 469-251-2899

Email: presales@buzzclan.com

Signature: *Sachin Jain* Date: ily 16, 2024



**State of West Virginia  
Response to Request for Quotel #  
SWC2400000006  
Temporary Staffing Services**

**RFP DUE DATE: JULY 16, 2024 BY 1:30 PM**

**PREPARED FOR:  
State of West Virginia  
Mark A Atkins  
304-558-2307  
mark.a.atkins@wv.gov**

**PROPOSAL SUBMITTED BY:  
BuzzClan, LLC.  
Sachin Jain | Vice President  
5757 Alpha Road, Suite 340  
Dallas, Texas 75240  
Phone: 469-251-2899  
Email: presales@buzzclan.com**



**5757 Alpha Rd., Suite 340, Dallas, TX 75240**

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## COVER LETTER

State of West Virginia  
Mark A Atkins  
304-558-2307  
mark.a.atkins@wv.gov

**Date:** June 12, 2024

**Subject:** Response to Request for Quote # SWC2400000006-Temporary Staffing Services

BuzzClan LLC (BuzzClan) submits our offer for your review and consideration. BuzzClan is a Minority Owned Business Enterprise, Women-Owned Business Enterprise headquartered in Texas. We understand that the State of West Virginia ("state") is seeking qualified vendors to provide Temporary Staffing Services.

BuzzClan ensures on-time, high-quality, and in-budget project implementation, emphasizing client needs, teamwork, innovation, and large-scale credentials in both commercial and federal sectors, demonstrating confidence and commitment to meet the State's Temporary Staffing Services requirements.

### Company Profile

<b>Legal Company Name</b>	BuzzClan, LLC
<b>Corporate Address</b>	5757 Alpha Rd., suite 340, Dallas, TX 75240
<b>Branch Office</b>	110 James St., Hinton, WV 25951
<b>CAGE Code</b>	79CC6
<b>DUNS No.</b>	012882406
<b>Federal Tax ID</b>	46-2327694
<b>Unique Entity ID</b>	MEU7KMF5H9C6
<b>TX DIR Contract Number</b>	DIR-CPO-4568
<b>Authorized Contact Person</b>	<b>Sachin Jain</b> , Vice President <b>Phone:</b> 469-251-2899   <b>Email:</b> Presales@buzzclan.com

BuzzClan delivers versatile Temporary Staffing Services across industries, prioritizing flexibility, quality personnel, and adherence to RFP policies. We also have significant experience in working with many government entities including the *TX DIR, University of North Texas System, University of Minnesota, US House of Representatives, NJ Department of Health, City of Phoenix, LCRA, Hennepin County, London Hyrdo, City and County of San Francisco, City of Wentzville, Missouri Department of Transportation, USDA, United States Census Bureau* and have developed a strong bonding with various organizations throughout the state by complying with all Federal, State and Local rules & regulations. It is our objective to provide cost-effective Temporary Staffing Services to the State.

***By submitting this proposal, we confirm our full compliance with the requirements and Terms and Conditions specified under this RFP and that we shall abide by them furthermore, we acknowledge receipt of any amendments and Q&A sessions related to the RFP. Our proposal will be valid for a period of 180 days from the date of bid submission.***

Sincerely,



Sachin Jain (Vice President)  
**Phone:** 469-251-2899  
**Email:** presales@buzzclan.com

## EXECUTIVE SUMMARY

With a proven track record of delivering exceptional staffing solutions to diverse clients across various industries, BuzzClan is uniquely positioned to meet and exceed the requirements outlined in CRFQ 0212 SWC2400000006.

BuzzClan provides staffing services nationwide with an active network of local employment agencies possessing in-house local candidates. BuzzClan is strongly positioned to service the staffing requirements under this contract from its headquarters in TX backed with:

- An in-house team of highly skilled consultants, coupled with local candidates from sub-contractors/independent consultants.
- Highly skilled recruitment specialists operating from Talent Delivery Centres (TDCs) in three different time zones to service clients nationwide.
- BuzzTAQ - A scalable and AI-driven applicant tracking system for talent acquisition, which can source, analyze, and recommend the best 'fit to hire' applicant with distinctive accuracy.

Our staffing services offering is a part of BuzzClan's People Advisory Services (PAS) group, which operates from our various offices located in the states of TX (HQ), CA, WA, MT, FL, IL, GA, NY, WV, NY, NJ, and VA. We will be servicing this contract from our branch office located at 110 James St., Hinton, WV 25951. BuzzClan's Office work timings are from 08:00 AM to 06:00 PM (Monday to Friday).



**Exhibit 1:** Our Talent Delivery Centres located in different time zones provide seamless staffing services.

BuzzClan leverages the hybrid delivery model to offer onsite/ offsite services to clients. Our recruitment division is a combination of Recruiters, Subject Matter Experts (SMEs), Data Miners, Account Managers, Human resources, E-care Executives, Trainers & support employees. We have established multiple Talent Delivery Centres (TDCs) in different time zones, keeping in mind geographic penetration, multi-lingual talent, cultural fit, and specific client requirements, ensuring nationwide coverage.

### Why Choose BuzzClan for Temporary Staffing Services

- **Proven Track Record:** BuzzClan has a strong history of delivering high-quality staffing solutions across various sectors, earning recognitions like the Inc. 5000 list and USPAACC Fast 100 Awards.
- **Comprehensive Recruitment:** Our advanced multi-channel recruitment strategy and thorough screening process ensure we attract and place the most qualified candidates.

- **Customized Onboarding and Training:** We provide tailored onboarding programs and role-specific training, ensuring staff are well-prepared from day one.
- **Continuous Performance Management:** Our continuous performance monitoring and regular feedback sessions ensure high service standards and address any issues promptly.

Choosing BuzzClan means partnering with a reliable, efficient, and innovative staffing provider committed to meeting your unique needs and driving operational success.

## COMPANY BACKGROUND

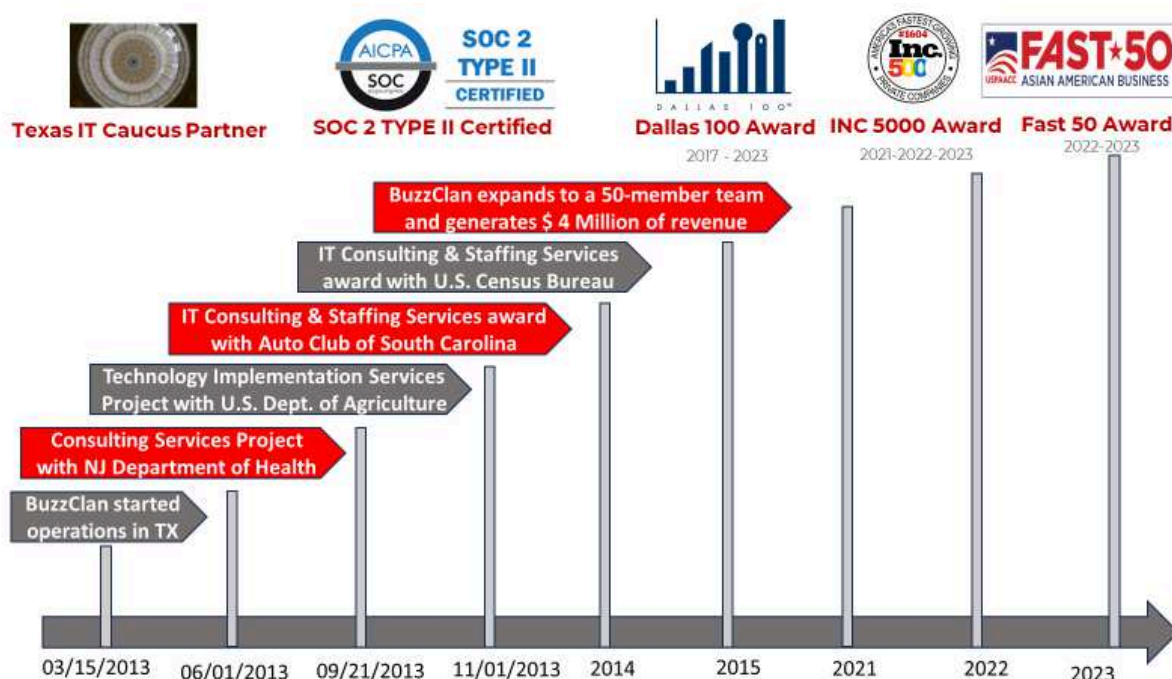
BuzzClan LLC (BuzzClan) is a TX-certified M/WBE, Women Owned Business enterprise founded in 2013. Since its inception, BuzzClan has provided temporary staffing, outsourcing services, and staffing support to its clients throughout the United States & Canada. There has been no change in the firm's primary business activity. BuzzClan has been providing services to its clients for more than 11 years.

We currently have over 300+ employees located in 45+ states and work with over 50 clients in various industries including but not limited to Government, Health, Defense, Technology, Manufacturing, Healthcare / Pharmaceutical, Transport, Finance / Banking, Supply Chain, Logistics, IT, Telecom and Government agencies.

<b>Clients</b>  Public sector - 150+ Commercial Sector - 50+	<b>Number of years in Business and Locations</b>  <b>11+ years</b> <b>7 Worldwide locations</b>
<b>No. of employees</b>  300+ employees 250+ combined Years experience of tech leaders	<b>Customer Retention</b>  <b>99.12%</b>



BuzzClan is a winner of the USPAACC OFFICIAL **#Fast50 Asian American Business Excellence Award**. With an unprecedented Revenue Growth, BuzzClan Ranked **No.184 on Inc. Magazine's List** of the Fastest-Growing Private Companies in Texas. Later in the Year BuzzClan **Ranked No.2602 on Inc. 5000**, Annual List of America's Fastest-Growing Private Companies.



**Exhibit 2: Milestones achieved in the last ten years.**

BuzzClan has extensive experience in providing **Temporary Staffing Services** on diverse technological and non-technological platforms to our Fortune State, Federal and commercial clients. Our consultants have worked in environments like *State of Idaho, State of Kansas, State of Georgia, State of Connecticut, the University of North Texas System, University of Minnesota, US House of Representatives, NJ Department of Health, City of Phoenix, LCRA, Hennepin County, London Hyrdo, City and County of San Francisco, Department of Education, Federal Reserve Board,*

*USDA, United States Census Bureau, State of Michigan*, and possess extensive experience in providing support for projects whether large, small, or complex.

#### **Types of Services we provide:**

- **Contract Staffing Services:** We provide rapid access to highly qualified talent and a better approach to matching the right associate with the right position resulting in better business results.
- **Contract-to-Hire Staffing Services:** We can help you with a hand to hire the genuine resources with specialized skills on contract, permanent or contract to hire basis depending on your needs.
- **Team-based Staffing Services:** Our Team-Based staffing model combines the best of all our models: specialized skills you need, flexibility in hiring duration, and integrated leadership.
- **Project-based Staffing Services:** Our project-based staffing services are specifically designed to address the staffing needs of a specific role or project by providing you with talented resources that can fulfill your immediate or temporary needs.
- **Onsite/Onshore Remote and Global/offshore staffing services:** We have the right blend of technical expertise, business acumen, and soft skills to fulfill your culture and organizational requirements.

### **EXPERIENCE AND PAST PERFORMANCE**

Temporary and Contract staffing is our specialty - we put people to work better than anyone! We excel at recruiting, screening, testing, and placing quality temporary employees at solid, reputable companies for short and long-term assignments. Benefits of temporary staffing include: real time talent, flexibility, reducing overtime, increasing productivity, improving processes, and "Twenty-Four (24)-hours fill guarantee," and much more.

BuzzClan has helped numerous customers in real-world situations in providing the most powerful, affordable and easy-to-use staffing support services.

To provide administrative support of the recruited candidates, BuzzClan has a dedicated team at the BuzzClan Headquarters with specialists in - payroll, accounting, benefits management, training, taxation, IT systems, insurance, DoL and legal matters. This team is also responsible for the support functions associated with the transfer and support of current incumbent employees when they move from existing contractors to a new BuzzClan contract.

- Controlled approach to project delivery that consistently results in cost savings and expedited project schedules
- Expert in Temporary Staffing of similar Clerical/Administrative, Accounts, Professional Services, Skilled labor and Information Technology labor categories
- All key team members have worked successfully together
- On-site project team will be committed 100% through project duration
- BuzzClan's in-house team has extensive experience in Temporary Staffing of IT, Administration, Professional, Engineering, Skilled Labor, General Services, Supply Chain management, Finance/Accounts, Healthcare domains in different industries
- Project Team and Support Staff are readily available, resulting in immediate joining to ensure project objectives are met
- Knowledge of local market conditions and established relationships with local consultants
- Aggressive management methodologies providing the most value for the project

BuzzClan has dedicated recruiting teams to focus on distinct major technical areas like Administration & Project Management, Account Management, Human Resource & Support and Communication. As a result, we have deep knowledge of specific skill sets and know where to find those technical professionals in high demand. We maximize the benefits of our depth, diversity and delivery capability, ensuring adaptability to client needs, thus bringing out the most innovative solutions in



every business and technology domain. By partnering with the best staffing firms, you can access the most qualified talent in your market and hire only those candidates who can and will make a long-term positive impact as an employee within your organization. To succeed in today's environment, businesses need to lead through increased complexity and volatility, drive operational excellence and enable collaboration across enterprise functions, develop higher quality leadership and talent, and manage amidst constant change.

**Here we have attached the list of our few current clients to whom we have provided similar services in past 5 years:**

Statewide Clients		
State of Idaho	State of Oregon	State of Wisconsin
State of Michigan	State of North Carolina	State of Florida
District of Columbia	State of Iowa	State of Delaware
State of South Carolina	State of Oregon	State of Utah
State of Georgia	State of Colorado	State of Hawaii
State of Oklahoma	State of South Dakota	State of Vermont
State of Minnesota	State of Kansas	State of Texas
State of Connecticut		
Cooperative Contract		
TX-DIR	NCTCOG	TIPS
OMINIA	Choice Partners	Metropolitan Washington Council of Governments
EPIC6	Allied States Cooperative	
County-Wide/City-Wide Clients		
Hennepin County, MN	City of Wentzville, MO	City of Santa Maria, CA
City of Denton, Texas	City of New Braunfels, TX	City of Phoenix, AZ
Leon County, FL	Ramsey County, MN	Lake County, FL
City of St. Louis, MO	City of Portland, ME	Okaloosa County, FL
Spartanburg County, SC	Harris County, TX	Jefferson County, CO
Educational Clients		
San Antonio Independent School District, TX	Beaufort County School District, SC	Mesquite Independent School District, TX
Douglas County School District, CO	Richardson Independent School District, TX	The School District of Greenville County, SC
Broward County Public Schools, FL	Oklahoma State University & the A&M Systems, OK	Garland Independent School District, TX
Atlanta Public School, GA	University of California, CA	West Virginia University, WV
San Jacinto College, TX	Georgia State University, GA	University of Minnesota, MN
Fort Worth Independent School District, TX	University of South California, CA	
Agency		
My Health My Tarrant, TX	Community Transit, WA	Colorado Springs Utilities, CO
State of SC DTO	Columbia Association	NJ, Department of Health
Broward County Board of County Commissioners	Ohio Department of Veteran Affairs	West Virginia Department of Health and Human Resources
Lower Colorado River Authority, TX	Allegheny County Department of Human Services	



*Below is a summary of our similar past project experiences, showcasing our expertise and successful collaborations with various organizations:*

<b>SIMILAR PAST PROJECT EXPERIENCE 1</b>	
<b>Project Title</b>	Compliance & Equity Assurance Division Services
<b>Duration of the Project</b>	January 2020 - Present
<b>Budget</b>	On an as-needed basis
<b>Specific Contact Information:</b>	Organization Name: Compliance & Equity Assurance Division with San Diego Housing Commission Address: 1122 Broadway, Suite 300, San Diego, CA 92101 Contact Person Name: Tamar Blanco Telephone Number: 619-578-7579 Email Address: tamarb@sdhc.org
<b>SUMMARY OF SERVICES</b>	Provided Compliance and Equity Assurance services including policy development, equity assessments, and compliance monitoring. Supported the division in ensuring housing programs meet federal and state regulations. Assisted in the development and implementation of equitable housing strategies.

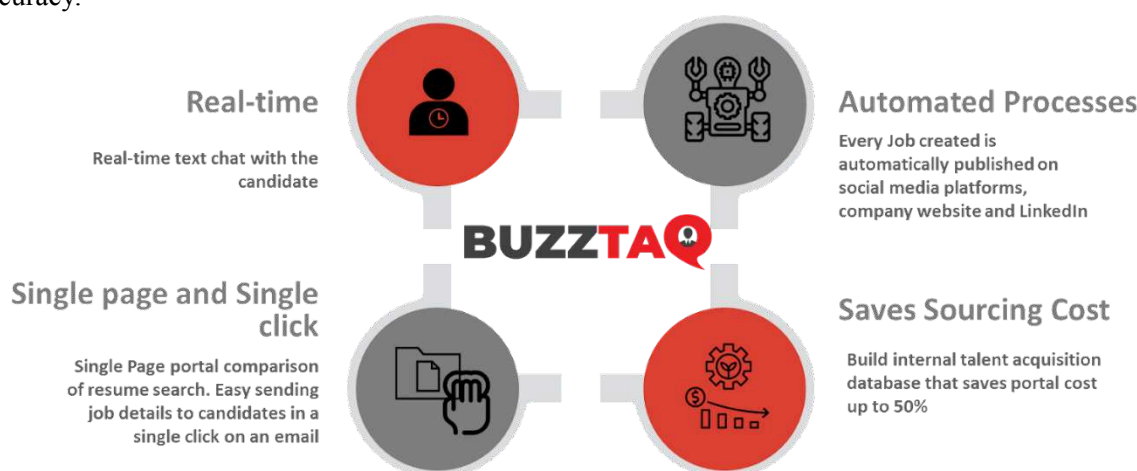
<b>SIMILAR PAST PROJECT EXPERIENCE 2</b>	
<b>Project Title</b>	Statewide Temporary Staffing Services
<b>Duration of the Project</b>	June 2019 - Present
<b>Budget</b>	On an as-needed basis
<b>Specific Contact Information:</b>	Organization Name: State of Idaho - Idaho Military Division Address: 4040 W Guard St, Boise, ID 83705 Contact Person Name: Megan Molumby Telephone Number: 208 - 332-1605 / 208- 334-4995 Email Address: Megan.Molumby@dhw.idaho.gov
<b>SUMMARY OF SERVICES</b>	State of Idaho is seeking Statewide Temporary Staffing to include qualified temporary staff to fulfill a variety of Administrative Support (Including Office, Clerical, and Sales), Commercial/Industrial Workers, Healthcare Staffing Services, and Professional Services. We have provided program assistants to Idaho Office of Emergency Management under the statewide Temporary staffing services contract. We have also provided Research Analyst, Project Manager, and Technical Records Specialist 2 to multiple departments under this contract.

<b>SIMILAR PAST PROJECT EXPERIENCE 3</b>	
<b>Project Title</b>	Regional Council Services
<b>Duration of the Project</b>	March 2018 - Present
<b>Budget</b>	On an as-needed basis
<b>Specific Contact Information:</b>	Organization Name: North Central Texas Council of Governments Address: 616 Six Flags Drive, Arlington, TX 76011 Contact Person Name: Denise Brown-Anderson Telephone Number: 817-704-5621

	Email Address: DBrown-Anderson@nctcog.org
<b>SUMMARY OF SERVICES</b>	Provided a variety of support services including project management, policy development, and administrative support. Assisted in the implementation of regional programs and initiatives, and supported various departments within the council with professional and technical expertise.

## STAFFING PLAN

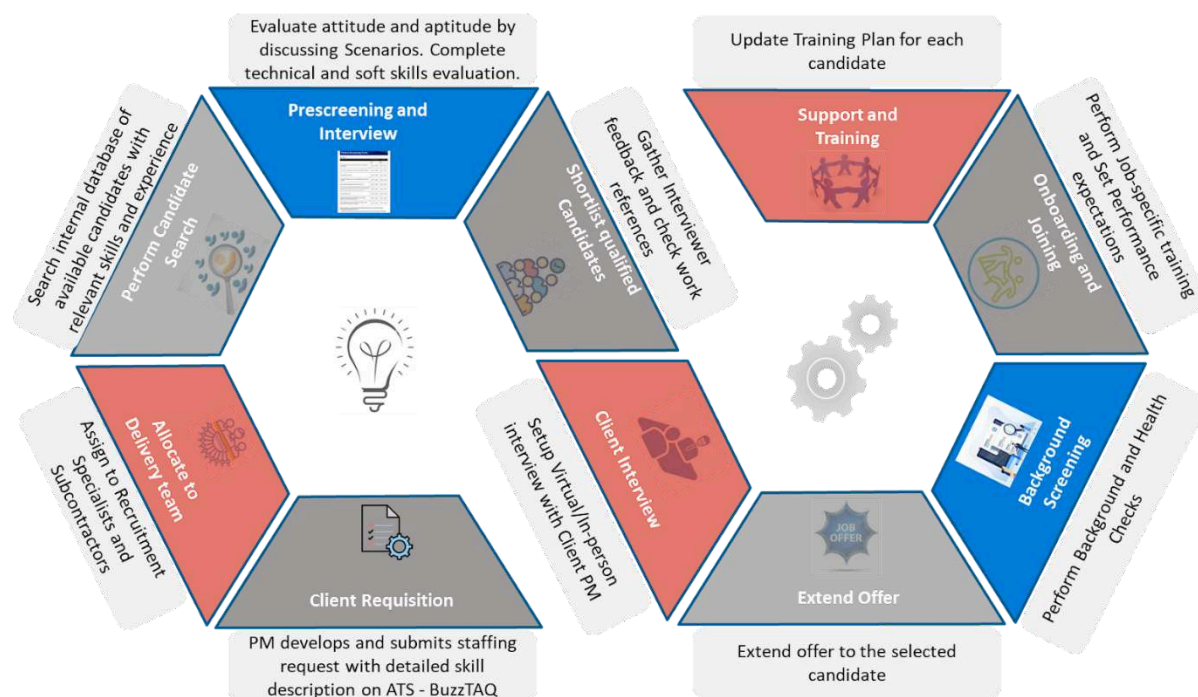
BuzzClan uses its in-house developed BuzzTAQ, a scalable and AI-driven application for talent acquisition, to source, analyze, and recommend the best ‘fit to hire’ applicant with distinctive accuracy.



**Exhibit 3:** Key Highlights of BuzzTAQ used for talent acquisition.

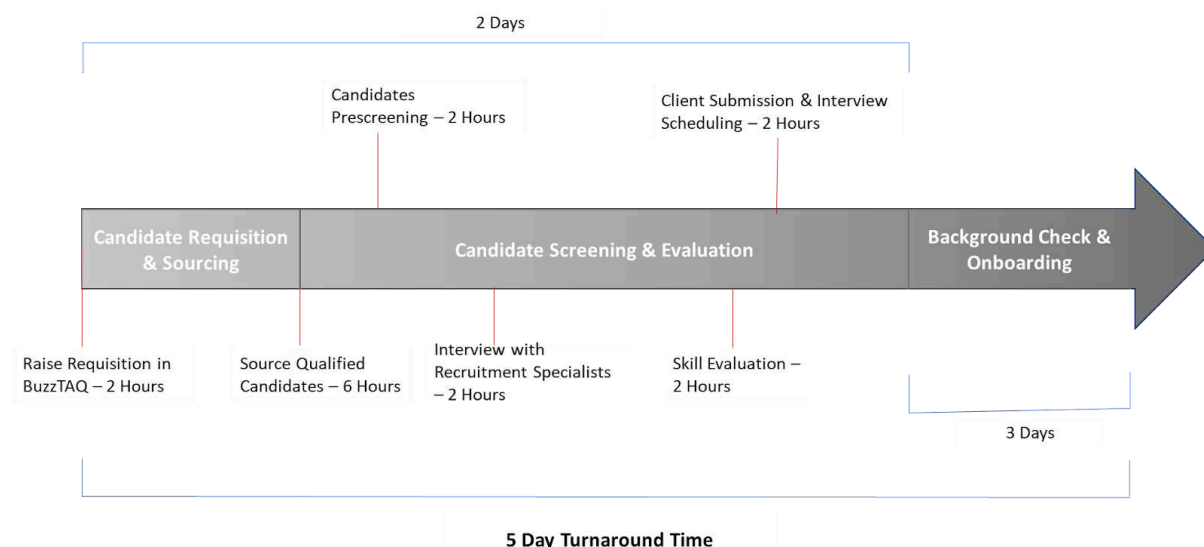
Once a requirement is released, our Account Manager gains an in-depth understanding of the project, SOW, technical environment, candidate qualifications, experience, and mandatory, and desirable skill set requirements. The account manager then drafts a requisition and submits it on BuzzTAQ which is also forwarded to the recruitment manager for assigning to the recruitment specialists. Our recruitment specialists begin sourcing the potential candidates using internal staff and referrals, resume databases, job sites, and local employment agencies. BuzzClan’s Recruitment process is depicted in Exhibit 4.





**Exhibit 4: BuzzClan's Agile Recruitment Process in compliance with ISO 9001:2008**

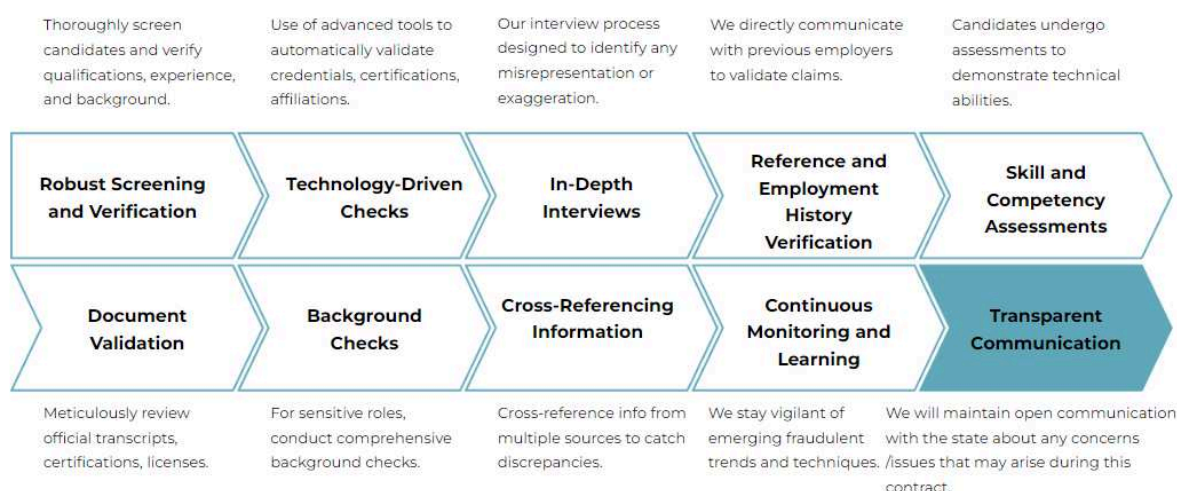
BuzzClan's service delivery team performs specific duties from requirement gathering through onboarding, completing every aspect of the recruitment life cycle. Each of the ten steps in the recruitment process has defined metrics with turn-around times, and BuzzClan's service delivery team members are accountable for performance against those metrics assigned to them. We report on metrics on time ensuring that we are meeting the State's objectives. Our selective recruitment policy ensures that only the best available in the industry are inducted and provide cost-effective solutions to the challenging needs to meet the Client's expectations. Exhibit 5 depicts our service delivery timelines.



**Exhibit 5: Recruitment Delivery Timelines**

### Pre-screening Process

BuzzClan's technical panel follows a well-defined pre-screening process to evaluate a candidate before it is sent to the client for review. BuzzClan has implemented and refined over the years, a thorough Fraud Detection, Aversion, and Quality Control process for providing uninterrupted and high-quality staffing services. Exhibit 6 illustrates our quality control and skill evaluation process.



**Exhibit 6: BuzzClan's Fraud Detection, Aversion, and Quality Control process**

BuzzClan has partnered with different online skill assessment platforms like TestDome, TestGorilla, DevSkiller, HireVue and Prove It (by Kenexa) to assess and measure candidates' technical and soft skills required for different client projects.

BuzzClan controls the quality of its workforce through stringent quality measures and an advanced internal candidate/skill matching system. We measure our quality of service based on our staff's level of professionalism, knowledge, ability, dedication, and execution to the company's standards of excellence. We host weekly meetings between team leaders and their respective team(s) to focus and measure their quarterly and annual goals.

### Background and Health Check Process

BuzzClan staff performs a thorough background check on shortlisted candidates, which includes education, reference, work experience, skill set/certification, and criminal record check. BuzzClan has partnered with a third-party vendor - Sterling for performing background screening, including criminal background checks, employment verifications, and drug testing for prohibited substances including THC (Marijuana), Cocaine, Opiates Morphine, Codeine, and Heroin. We can provide 5-panel, 9-panel, 10-panel, and 12-panel drug screenings as requested by the State.

### Employee Onboarding and Training

BuzzClan uses the employee onboarding process for integrating the new employee into State's organization and preparing them for their new role, which helps them become more productive and engaged in their work more quickly and also ensures a smooth transition into State's company culture. A high level view of the activities/tasks conducted are depicted in the table below.

<b>Before Joining</b>	<ul style="list-style-type: none"> <li>All necessary equipment, tools, and access to systems are made available for the new employee.</li> <li>A mentor is assigned to provide guidance and support.</li> <li>A welcome email is sent to the new employee, providing information about the first day, dress code, and any required documentation.</li> </ul>
<b>Day 1: Welcome and Orientation</b>	<ul style="list-style-type: none"> <li>An overview of the organization's history, culture, and mission is presented.</li> <li>Employee's role and responsibilities are discussed.</li> <li>All necessary HR paperwork, including tax forms and benefits enrollment, are completed.</li> </ul>
<b>Training and Skill Development</b>	<ul style="list-style-type: none"> <li>Job-specific training, which may include hands-on training, online courses, or job shadowing, is provided.</li> <li>Clear performance expectations and goals are set.</li> </ul>

Benefits and Compensation	<ul style="list-style-type: none"> <li>• Benefits package, including health insurance, retirement plans, and any other benefits offered are explained.</li> </ul>
First Performance Review	<ul style="list-style-type: none"> <li>• A review call is scheduled after a few months to assess the employee's progress and to address any areas for improvement.</li> </ul>

### Orientation

Before the start of the engagement, BuzzClan Account Management Team members along with an on-boarding specialist and Consultant Care Representative will conduct the first orientation with the contingent worker. The focus of this orientation is centered on the rules of engagement, policies & procedures, communication & reporting expectations. This orientation sets the foundation of the relationship and mutual expectations.

### Pre-assignment readiness measures:

As BuzzClan, we ensure that our professionals are "ready to work" upon arrival at the facility through comprehensive pre-assignment readiness measures. This includes thorough orientation and training sessions tailored to the specific requirements of the facility and role, ensuring that our professionals have the necessary skills, knowledge, and resources to perform their duties effectively from day one.

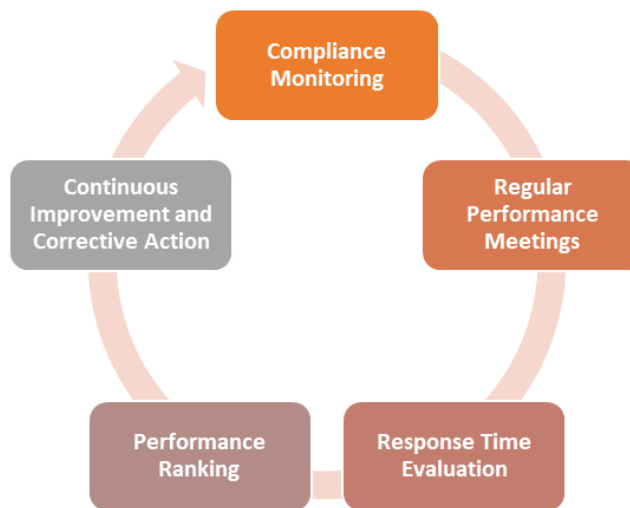


*Exhibit 7: Pre-assignment readiness measures*

We maintain open communication channels with both our professionals and the facility to address any concerns or questions promptly, fostering a supportive and collaborative environment conducive to success. Our proactive approach to readiness minimizes transition time and maximizes productivity, ultimately benefiting both our professionals and the facility we serve.

### Performance commitment and review:

At BuzzClan, we are fully committed to meeting and exceeding the performance requirements outlined by the State for the Standing Offer. Our approach to meeting these requirements involves proactive communication, meticulous attention to detail, and a dedication to continuous improvement. We understand the importance of adhering to the statement of work within the Standing Offer and any renewals thereof. Our team meticulously monitors our compliance with these requirements, ensuring that we meet all contractual obligations and deliverables. We are prepared to meet with State at least four times a year to assess our performance in relation to the Standing Offer. These meetings provide valuable opportunities for open dialogue, feedback exchange, and collaborative problem-solving to ensure alignment with State's expectations.



**Exhibit 8: Performance commitment and review Process**

We recognize the criticality of prompt response times to requests for staffing. Our streamlined internal processes and dedicated team members enable us to prioritize and respond to staffing requests swiftly and efficiently. Suppliers are ranked based on overall performance, response time, accuracy in invoicing, and quality of professionals. At BuzzClan, we prioritize excellence in every aspect of our service delivery, aiming to consistently achieve the highest rankings by exceeding State's expectations across all performance metrics. In the event of any dissatisfaction with our performance, we welcome feedback from the State and are committed to taking swift corrective action. Our proactive approach to identifying and addressing areas for improvement ensures that we continuously enhance our service delivery and exceed State's expectations. BuzzClan's ability to meet State's performance requirements is grounded in our commitment to excellence, proactive communication, and continuous improvement. We are dedicated to fostering a collaborative partnership with the State, ensuring that our services consistently meet and exceed their needs and expectations.

### Performance Evaluator

BuzzClan has well defined and demonstrated metrics and key performance indicators (KPI's) for measuring employee performance and continuous improvement. Our effective performance management also contributes to the overall job satisfaction of workers and ultimately to retention. We have used techniques and methods such as helpfulness, efficiency, quality of work, innovative thinking, and adherence to company values. We believe - "Measuring is important, but measuring what you need to measure and measuring it the right way is critical," Some of our performance metrics are:

**Metric #1 Attendance:** We have an automated time and attendance solution - IQ Navigator by which we can keep an eye on things. If a team member is consistently showing up late, leaving early, or taking an unusual number of sick days, He's likely not showing his full potential. Tracking hours accurately and efficiently allows managers to track attendance and performance.

**Metric #2 Helpfulness:** We believe Helpfulness is important for fostering a culture of teamwork, allowing teams to perform better when tackling difficult tasks together. It might be difficult to measure helpfulness.

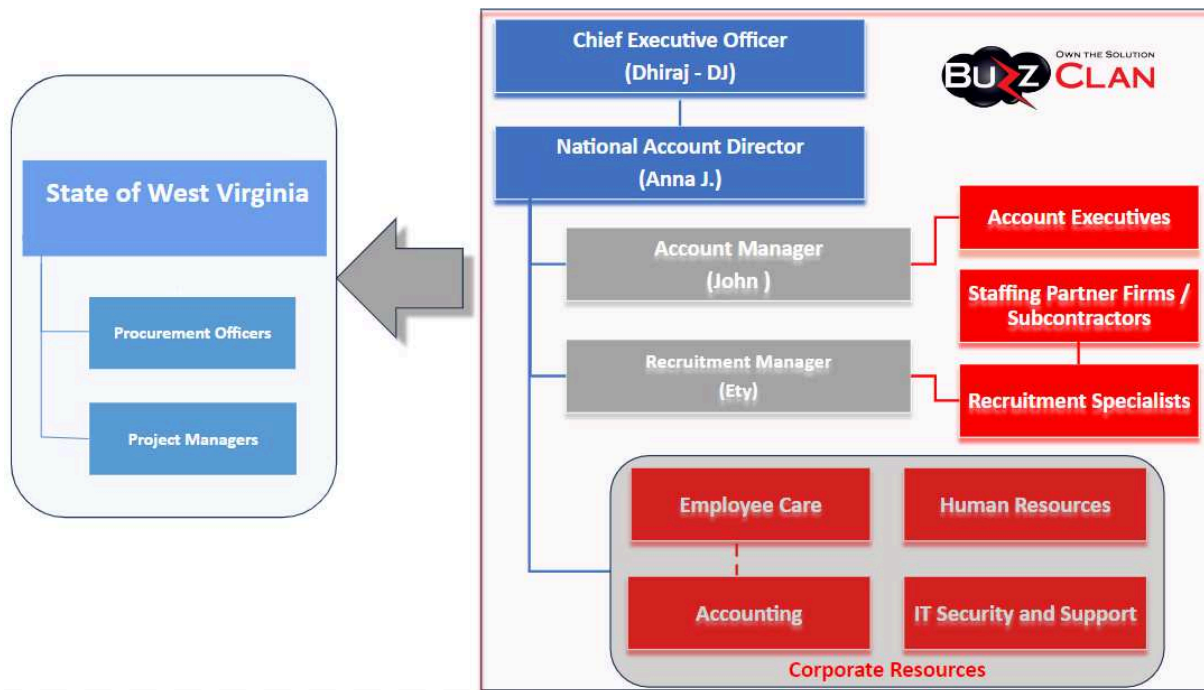
**Metric #3 Efficiency:** Team members are able to complete their work on time by using our online solution called IQNavigator.

**Metric #4 Initiative:** Initiative is a sign of team satisfaction and engagement. We look for members who take initiative. It is also important for growing businesses and for rapidly changing workplaces that require people who can adapt and be proactive.

**Metric #5 Quality:** Quality is measuring the amount of work that gets rejected or needs to be redone as a proxy for quality work; we have developed automated and manual methods to check quality of work being performed by employees.

## KEY PERSONNEL

The organizational structure illustrated in the diagram showcases the hierarchy and roles of BuzzClan's team in managing the State of West Virginia's temporary staffing contract. This well-defined structure ensures efficient management, compliance, and seamless communication between BuzzClan and the State of West Virginia.



*Exhibit 9: Organizational Chart*

**John Singh (Account Manager), operating from Hinton (WV), will interact regularly with the State's procurement/project managers for feedback and any issue resolutions.** John will be responsible for end-to-end process and other administrative activities including but not limited to handling requirements and responding to state inquiries regarding the contract activities, answering questions related to ordering and delivery, and more.

Anna J (National Account Director ) operating from our headquarters in Dallas, will act as John's backup in his absence. She will be the go-to person in case John is unable to resolve any client issue.

Ety will support this contract as the Recruitment Manager shouldering resource sourcing responsibility. She will be tasked with covering all state openings. Ety will become knowledgeable of the state, the hiring managers, and what works best for them for the variety of roles they may utilize. She will work with the Recruitment Specialists from across our organization and our team of subcontractors to screen the prospective candidates. Ety will be constantly providing feedback to our Recruitment Specialists and our Subcontractors, based on their candidate skills matching the qualifications and will select the most suitable candidates for eventual submission to the state. In this way, our Recruitment Specialists/Subcontractors will continuously be improving their ability to recruit talent for the state. **BuzzClan will assess the workflow from time to time and assign additional personnel to the team supporting the state.**

## QUALITY ASSURANCE

BuzzClan has a corporate-wide quality control program with dedicated resources that collect and disseminate best practices and lessons learned. Our quality management team is the proponents of our continuous improvement efforts. This program is fully scale-able to meet the needs of each contract, whether it is a two-person or several-hundred-person effort.



At the heart of our quality control program is our Quality Management System (QMS). Regardless of type of product or service, we define quality as “Conformance with Specifications.” This is a measurable approach to quality assessment. With this understanding of objective quality evaluation, we build quality into our products and services through consistent application of the following principles: Absolute clarity of task specifications and goals; Comprehensive and precise planning, including Standard Operating Procedures (SOPs) and Principal Indicators (PIs); Training and formal qualification of employees for the tasks they will perform; and Process discipline, confirmed by audits, evaluations, and trending.

BuzzClan has developed processes, procedures, templates, and checklists for each functional area. These are stored in the QMS Asset Library (QMSAL) where they are accessible to all staff. A process owner will be appointed and made responsible for development and institutionalization of the processes under the supervision of the Quality Assurance Manager.

Our Quality Assurance Manager Monitors Task Order management use of the QMSAL and adherence to the policies and QMS process. The Quality Assurance Manager works with Contract/Task Order manager to identify the functional areas that apply to their projects, and to tailor the processes and procedures as necessary. We build quality-oriented reviews into the task order schedule baseline and ensure that the quality of work is reaffirmed via the quality measure reports. Integrating the quality policy adherence procedure with the project/contract schedule ensures that Contract/Task Order manager do not overlook procedural requirements and that performance monitoring and control is governed by the overall quality process.

***BuzzClan strategies and process to promote quality:***

- Understand the expectations and requirements of customer
- Determine how well we and our competitors are satisfying these expectations and requirements
- Develop service standards based on our findings
- Strictly monitor the methods and frequency used to collect the client’s feedback
- Continuously measure and test the client’s satisfaction level at various stages in the staffing process and Communicate the survey results to the client based on their required frequency, format and content

BuzzClan believes just finding and sourcing a perfect candidate is not enough, we count ourselves responsible enough for monitoring performance of the candidate sourced by BuzzClan.

BuzzClan also believes in providing Quality services and has been successfully providing quality services to our various clients. In order to achieve this goal, we follow our Quality Management Process shown in Figure:



**BuzzClan's Quality Management Process**

BuzzClan focuses on designing practical tools and techniques that prove to be beneficial to the State. In order to avoid any risks and provide best of services to the State, BuzzClan uses **Quality Management Process** to fulfill all the requirements.

**Plan** – BuzzClan will thoroughly analyze the temporary staffing requirements released by the State and develop a feasible execution plan to provide accurate service. For instance, the State requires Project managers and SME for a project. BuzzClan’s Account Manager and SME will first study the requirements and then assign these requirements to a team of Recruiters to fill the required positions.

**DO** – BuzzClan will be implementing the plan by using a Project Activity Time Listing technique.

**Project Activity Time Listing Table**

Activity Code	Activity Description	Activity Duration	Activity Earliest Time		Activity Latest Time		Progress Remark
			Start	Finish	Start	Finish	

**Check** – In terms of providing resources to state, BuzzClan would make sure the project is on course within a given budget and a scheduled time. Our Account Manager would be in contact with the state’s POC to monitor performance, manage risk, respond to questions or requests from the government, and manage our relationship with the state. This person will serve as the point of contact for identifying and escalating issues should we encounter them. This person will also spearhead mitigation of any performance issues that may arise.

**Act** – BuzzClan’s Account Manager will assess performance on a weekly basis through status meetings with project personnel and additionally with the government. The Recruitment Manager will actively solicit intelligence on contract performance, both directly through interaction with customers and resources, and indirectly through observation. If he/she believes that there is a potential risk for substandard performance developing, he/she will take preventive action to ensure that performance remains high, and that task orders stay within schedule and budget.

**Proactive Methods to Avoid deficiencies:**

Our Quality Control Plan enables us to proactively anticipate, possibly avoid, and expeditiously resolve problems through the development of action plans which identify the problem as well as its cause; determine the best alternative for avoiding/resolving the problem; ascertain the individual(s) within State and BuzzClan responsible for resolving the issue; and producing a timetable for accomplishing that objective.

More than any other, “preventing deficiencies” encapsulates the dynamics of today’s proactive approach to quality and is the cornerstone of Team BuzzClan’s overall approach to quality management. Gone are the days of “find-and-fix” management. BuzzClan will ensure that any other corporate partners will effectively implement their respective QC Plans, and that they align with BuzzClan.

The following is the overview of team with key activities that to ensure uninterrupted, high quality performance and overall contract effectiveness

Team	Activity Performed
Key Management	<input type="checkbox"/> Contract Management and execution <input type="checkbox"/> Quarterly meeting with State vendor management team <input type="checkbox"/> Monthly meeting with Client Management/ Client’s Customers <ul style="list-style-type: none"> <li>o Meet Client’s customers to market contract</li> <li>o To understand future IT needs</li> <li>o Gather feedback on performance of ABC’s On-site staff</li> </ul> <input type="checkbox"/> Quarterly meetings with Purchase Department to monitor Contract Performance <input type="checkbox"/> Submit Monthly Compliance Reports <input type="checkbox"/> Weekly dashboard reports to Executive Management

Back Office Staffing Operation Team	<input type="checkbox"/> Manage IT Staffing need of state requisitions <input type="checkbox"/> Write Synopsis of the state requisitions <input type="checkbox"/> Search suitable candidates <input type="checkbox"/> Format resumes as per state requirement <input type="checkbox"/> Screen candidates
Human Resource Management	<input type="checkbox"/> Collect periodic feedback of On-site staff working <ul style="list-style-type: none"> <li>o Create issue ticket and direct to respective department</li> <li>o Monitor tickets and share updates to the concern staff</li> <li>o Create a training request</li> </ul> <input type="checkbox"/> Send monthly updates of any news or any policy changes to On-site IT staff Publish referral program

## COMPLIANCE AND LEGAL

BuzzClan is committed to ensuring that all legal and compliance requirements outlined in the RFP are fully addressed. BuzzClan's commitment to compliance and legal adherence ensures that all aspects of the temporary staffing services contract for the State of West Virginia are managed with the highest level of integrity and professionalism. Our certified team, robust compliance management system, and dedication to ethical standards position us as a reliable partner for meeting the State's staffing needs. Our team is equipped with the necessary certifications and attestations to meet and exceed the State of West Virginia's standards for temporary staffing services.

### Legal and Compliance Overview:

1. **Regulatory Adherence:** We adhere to all state and federal regulations governing temporary staffing services. Our compliance framework includes regular audits and reviews to ensure that all processes are aligned with legal standards.
2. **Certifications and Attestations:** Our team holds various certifications that demonstrate our expertise and commitment to compliance. These include:
  - o **PMP Certification:** Held by Ety Garg, ensuring project management practices meet the highest standards.
  - o **IBM Certified Bid Manager:** Held by John Singh, highlighting his expertise in managing government contracts.
  - o **Eminence & Excellence Award:** Received by John Singh, recognizing his exceptional performance in bid management.
3. **Compliance Management System:** We utilize a comprehensive compliance management system to monitor and enforce adherence to all legal requirements. This system includes:
  - o **Automated Tracking:** Our ATS-BuzzTAQ system ensures that all recruitment activities are tracked and compliant with legal standards.
  - o **Regular Training:** Our staff undergo regular training on legal and compliance matters to stay updated with the latest regulations and best practices.
  - o **Documentation and Reporting:** We maintain meticulous records of all staffing activities and provide detailed reports to ensure transparency and accountability.
4. **Ethical Standards:** We are committed to maintaining the highest ethical standards in all our operations. Our code of conduct ensures that all employees act with integrity and respect in all dealings with clients, candidates, and partners.
5. **Client-Specific Compliance:** We tailor our compliance practices to meet the specific requirements of the State of West Virginia. This includes:
  - o **Custom Policies and Procedures:** Developing and implementing policies and procedures that align with the State's guidelines.
  - o **Regular Audits and Reviews:** Conducting regular audits to ensure ongoing compliance with State regulations.
  - o **Continuous Improvement:** Implementing feedback mechanisms to continuously improve our compliance practices.







Department of Administration  
Purchasing Division  
2019 Washington Street East  
Post Office Box 50130  
Charleston, WV 25305-0130

State of West Virginia  
Centralized Request for Quote  
Service - Prof

<b>Proc Folder:</b> 1453543			<b>Reason for Modification:</b>
<b>Doc Description:</b> STATEWIDE CONTRACT -TEMPORARY STAFFING SERVICES			
<b>Proc Type:</b> Statewide MA (Open End)			
<b>Date Issued</b>	<b>Solicitation Closes</b>	<b>Solicitation No</b>	<b>Version</b>
2024-07-01	2024-07-16 13:30	CRFQ 0212 SWC2400000006	1

BID RECEIVING LOCATION

BID CLERK  
DEPARTMENT OF ADMINISTRATION  
PURCHASING DIVISION  
2019 WASHINGTON ST E  
CHARLESTON WV 25305  
US

VENDOR

**Vendor Customer Code:**

**Vendor Name :** BuzzClan, LLC.

**Address :** 5757 Alpha Rd., Suite 340

**Street :** 5757 Alpha Rd., Suite 340

**City :** Dallas

**State :** TX **Country :** USA **Zip :** 75240

**Principal Contact :** sachin Jain | Vice President

**Vendor Contact Phone:** 469-251-2899 **Extension:**

FOR INFORMATION CONTACT THE BUYER

Mark A Atkins  
(304) 558-2307  
mark.a.atkins@wv.gov

Vendor  
Signature X

FEIN# 46-2327694

DATE July 16, 2024

All offers subject to all terms and conditions contained in this solicitation

<b>ADDITIONAL INFORMATION</b>
The West Virginia Purchasing Division is soliciting bids to establish a Statewide Open-End contract for (17) specific Temporary Job Classifications commonly required by State Agencies in all 55 counties in West Virginia, per the attached documents.
Note: Vendors bidding on each classification will be required to provide the job classification to all State Agencies throughout the State of West Virginia.

<b>INVOICE TO</b>	<b>SHIP TO</b>
ALL STATE AGENCIES VARIOUS LOCATIONS AS INDICATED BY ORDER	STATE OF WEST VIRGINIA VARIOUS LOCATIONS AS INDICATED BY ORDER
No City US	No City US
WV	WV

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	TEMPORARY EMPLOYEE STAFFING SERVICES	0.00000	HOURL		

Comm Code	Manufacturer	Specification	Model #
80111600			

**Extended Description:**  
 TEMPORARY EMPLOYEE STAFFING SERVICES:

Note: Vendor must use Exhibit\_A Pricing Page(s) for bid pricing and submit with bid.

If vendor is submitting a bid online, Vendor should enter \$0.00 in the Oasis commodity line and attach the pricing page to their bid.

SCHEDULE OF EVENTS		
Line	Event	Event Date
1	Technical Questions due by 2:00 PM EDT	2024-07-03

	Document Phase	Document Description	Page 3
SWC2400000006	Final	STATEWIDE CONTRACT - TEMPORARY STAFFING SERVICES	

**ADDITIONAL TERMS AND CONDITIONS**

See attached document(s) for additional Terms and Conditions