



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 @ 2

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General Information [Contact](#) [Default Values](#) [Discount](#) [Document Information](#) [Clarification Request](#)

Procurement Folder: 1453543

SO Doc Code: CRFQ

Procurement Type: Statewide MA (Open End)

SO Dept: 0212

Vendor ID: 000000159751

SO Doc ID: SWC2400000006

Legal Name: DISKRITER INC

Published Date: 7/11/24

Alias/DBA:

Close Date: 7/16/24

Total Bid: \$0.00

Close Time: 13:30

Response Date: 07/16/2024

Status: Closed

Response Time: 12:37

Solicitation Description: STATEWIDE CONTRACT -TEMPORARY STAFFING SERVICES

Responded By User ID: DiskRiter@1947

Total of Header Attachments: 2

First Name: Laveena

Total of All Attachments: 2

Last Name: Yadav

Email: solutions@diskriter.com

Phone: 412-465-1214



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 ESR07162400000000435	1

**VENDOR**  
000000159751  
DISKRITER INC

**Solicitation Number:** CRFQ 0212 SWC2400000006  
**Total Bid:** 0  
**Response Date:** 2024-07-16  
**Response Time:** 12:37:08  
**Comments:** Diskriter, Inc.

**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.

## COVER LETTER

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Jul 16, 2024

Attention:  
 Mark A. Atkins  
 Buyer  
 State of West Virginia  
 Department of Administration  
 Purchasing Division  
 2019 Washington Street, East  
 Charleston, WV 25305-0130  
 Phone: (304) 558-2307  
 Fax: (304) 558-3970  
 Email: mark.a.atkins@wv.gov

**Subject:** Diskriter's response to provide State of West Virginia's Department of Administration's (State of West Virginia)'s **Statewide Contract – Temporary Staffing Services**

Dear Mark Atkins,

On behalf of Diskriter, Inc., I would like to thank you for the opportunity to respond to the **State of West Virginia's** CRFQ. I believe that our enclosed response and documentation will reflect the clear advantages, philosophy, and strengths of choosing Diskriter Inc. as your valued temporary staffing services partner. Diskriter agrees and accepts to the terms and conditions of the CRFQ. Diskriter confirms that we are not taking any exceptions to this CRFQ.

Please find the Company details below:

1. Company Details	
Legal Company Name and DBA (if applicable)	Diskriter, Inc.
Address	370, Castle Shannon Blvd # 10499, Pittsburgh, PA 15234
Telephone Number	412-465-1214
Website Address	www.diskriterinc.com
Authorized Contact Details	
Name of Single Point of Contact	Laveena Yadav
Title	Chief Executive Officer
Telephone Number	412-465-1214
Email Address	<a href="mailto:business.coordinator@diskriter.com">business.coordinator@diskriter.com</a>

Diskriter has understood that the State of West Virginia requires qualified vendors to provide Temporary Staffing Services for the State of West Virginia. We have clearly understood the Scope of Work of this CRFQ and confirms that we have more than **76** years of experience in providing services similar in size and scope. Diskriter has the capability of providing temporary staffing services in the areas of **administrative, light industrial, professional and IT, Healthcare, and technical industries**. As a trusted partner, Diskriter is committed to providing a comprehensive staffing and payroll services through flexible availability, consistent engagement, and tailored

### Our Core Values & Accolades

- ✓ 76 years of Experience
- ✓ Nationwide provider of Staffing Solutions
- ✓ More Than 1200 Professionals
- ✓ More Than 2500 Clients Served
- ✓ Spread In 20 Different Locations
- ✓ 24/7 Support Across All Time Zones



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:** 000000159751

**Vendor Name :** Diskrtier, Inc.

**Address :** 370

**Street :** Castle Shannon Blvd # 10499

**City :** Pittsburgh

**State :** PA **Country :** USA **Zip :** 15234

**Principal Contact :** Laveena Yadav

**Vendor Contact Phone:** (412) 465-1214 **Extension:**

FOR INFORMATION CONTACT THE BUYER

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

Vendor  
Signature X

25-0934128  
FEIN#

07/15/2024  
DATE

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	HOUR	\$0.00	\$0.00

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		
<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Technical Questions due by 2:00 PM EDT	2024-07-03

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

**ADDITIONAL TERMS AND CONDITIONS**

See attached document(s) for additional Terms and Conditions





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:**000000159751

**Vendor Name :** Diskriter, Inc.

**Address :** 370

**Street :** Castle Shannon Blvd # 10499

**City :** Pittsburgh

**State :** PA **Country :** USA **Zip :** 15234

**Principal Contact :** Laveena Yadav

**Vendor Contact Phone:** (412) 465-1214 **Extension:**

FOR INFORMATION CONTACT THE BUYER

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mark.a.atkins@wv.gov

Vendor  
Signature X

25-0934128  
FEIN#

07/15/2024  
DATE

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**ADDITIONAL INFORMATION**

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.

**INVOICE TO**

ALL STATE AGENCIES  
VARIOUS LOCATIONS AS  
INDICATED BY ORDER

No City                      WV  
US

**SHIP TO**

STATE OF WEST VIRGINIA  
VARIOUS LOCATIONS AS  
INDICATED BY ORDER

No City                      WV  
US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	TEMPORARY EMPLOYEE STAFFING SERVICES	0.00000	HOUR	<b>\$0.00</b>	<b>\$0.00</b>

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.

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**SCHEDULE OF EVENTS**

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
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



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> ADDENDUM_1
<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>
2024-07-08	2024-07-16 13:30	CRFQ 0212 SWC2400000006	2

BID RECEIVING LOCATION

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

VENDOR

**Vendor Customer Code:**000000159751

**Vendor Name :** Diskriter, Inc.

**Address :** 370

**Street :** Castle Shannon Blvd # 10499

**City :** Pittsburgh

**State :** PA

**Country :** USA

**Zip :** 15234

**Principal Contact :** Laveena Yadav

**Vendor Contact Phone:** (412) 465-1214

**Extension:**

FOR INFORMATION CONTACT THE BUYER

Mark A Atkins  
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mark.a.atkins@wv.gov

Vendor  
Signature X

25-0934128

FEIN#

07/15/2024

DATE

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

**ADDITIONAL INFORMATION**

ADDENDUM\_1 is issued for the following:

1.To publish the Purchasing Division's response to the questions submitted by Vendors during the Technical Questioning period.

No other changes made.

-----  
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.

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	TEMPORARY EMPLOYEE STAFFING SERVICES	0.00000	HOUR	\$0.00	\$0.00

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**

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
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



Department of Administration  
Purchasing Division  
2019 Washington Street East  
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Charleston, WV 25305-0130

State of West Virginia  
Centralized Request for Quote  
Service - Prof

<b>Proc Folder:</b> 1453543			<b>Reason for Modification:</b> ADDENDUM_2
<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>
2024-07-11	2024-07-16 13:30	CRFQ 0212 SWC2400000006	3

BID RECEIVING LOCATION

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

VENDOR

**Vendor Customer Code:**000000159751

**Vendor Name :** Diskriter, Inc.

**Address :** 370

**Street :** Castle Shannon Blvd # 10499

**City :** Pittsburgh

**State :** PA **Country :** USA **Zip :** 15234

**Principal Contact :** Laveena Yadav

**Vendor Contact Phone:** (412) 465-1214 **Extension:**

FOR INFORMATION CONTACT THE BUYER

Mark A Atkins  
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mark.a.atkins@wv.gov

Vendor  
Signature X

25-0934128  
FEIN#

07/15/2024  
DATE

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<b>ADDITIONAL INFORMATION</b>
ADDENDUM_2 is issued for the following:  1. To publish additional information to the Purchasing Division's responses provided in Addendum_1.  No Other Changes.  ----- 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  No City                      WV US	STATE OF WEST VIRGINIA VARIOUS LOCATIONS AS INDICATED BY ORDER  No City                      WV US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	TEMPORARY EMPLOYEE STAFFING SERVICES	0.00000	HOURL	\$0.00	\$0.00

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



Department of Administration  
Purchasing Division  
2019 Washington Street East  
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State of West Virginia  
Centralized Request for Quote  
Service - Prof

<b>Proc Folder:</b> 1453543			<b>Reason for Modification:</b> ADDENDUM_1
<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>
2024-07-08	2024-07-16 13:30	CRFQ 0212 SWC2400000006	2

BID RECEIVING LOCATION

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

VENDOR

**Vendor Customer Code:**000000159751

**Vendor Name :** Diskriter, Inc.

**Address :** 370

**Street :** Castle Shannon Blvd # 10499

**City :** Pittsburgh

**State :** PA **Country :** USA **Zip :** 15234

**Principal Contact :** Laveena Yadav

**Vendor Contact Phone:** (412) 465-1214 **Extension:**

FOR INFORMATION CONTACT THE BUYER

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Vendor  
Signature X

25-0934128  
FEIN#

07/15/2024  
DATE

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

**ADDITIONAL INFORMATION**

ADDENDUM\_1 is issued for the following:

1.To publish the Purchasing Division's response to the questions submitted by Vendors during the Technical Questioning period.

No other changes made.

-----  
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.

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	TEMPORARY EMPLOYEE STAFFING SERVICES	0.00000	HOUR	\$0.00	\$0.00

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**

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Technical Questions due by 2:00 PM EDT	2024-07-03

# SOLICITATION NUMBER: CRFQ 0212 SWC2400000006

## Addendum Number: 1

---

The purpose of this addendum is to modify the solicitation identified as CRFQ 0212 SWC2400000006 ("Solicitation") to reflect the change(s) identified and described below.

### Applicable Addendum Category:

- ☐ Modify bid opening date and time
- ☐ Modify specifications of product or service being sought
- ☒ Attachment of vendor questions and responses
- ☐ Attachment of pre-bid sign-in sheet
- ☐ Correction of error
- ☐ Other

### Description of Modification to Solicitation:

1. To publish the Purchasing Division's response to the questions submitted by Vendors during the Technical Questioning period.

No other changes made.

**Additional Documentation:** Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

### Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: CRFQ 0212 SWC2400000006**

**Instructions:** Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

**Acknowledgment:** I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

**Addendum Numbers Received:**


(Check the box next to each addendum received)

<input checked="" type="checkbox"/> Addendum No. 1	<input type="checkbox"/> Addendum No. 6
<input type="checkbox"/> Addendum No. 2	<input type="checkbox"/> Addendum No. 7
<input type="checkbox"/> Addendum No. 3	<input type="checkbox"/> Addendum No. 8
<input type="checkbox"/> Addendum No. 4	<input type="checkbox"/> Addendum No. 9
<input type="checkbox"/> Addendum No. 5	<input type="checkbox"/> Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Diskriter, Inc.

Company



Authorized Signature

07/15/2024

Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.



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> ADDENDUM_2
<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>
2024-07-11	2024-07-16 13:30	CRFQ 0212 SWC2400000006	3

BID RECEIVING LOCATION

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

VENDOR

**Vendor Customer Code:**000000159751

**Vendor Name :** Diskriter, Inc.

**Address :** 370

**Street :** Castle Shannon Blvd # 10499

**City :** Pittsburgh

**State :** PA **Country :** USA **Zip :** 15234

**Principal Contact :** Laveena Yadav

**Vendor Contact Phone:** (412) 465-1214 **Extension:**

FOR INFORMATION CONTACT THE BUYER

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

Vendor  
Signature X

25-0934128  
FEIN#

07/15/2024  
DATE

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

**ADDITIONAL INFORMATION**

ADDENDUM\_2 is issued for the following:

1. To publish additional information to the Purchasing Division's responses provided in Addendum\_1.

No Other Changes.

-----  
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.

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

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**

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Technical Questions due by 2:00 PM EDT	2024-07-03

# SOLICITATION NUMBER: CRFQ 0212 SWC2400000006

## Addendum Number: 2

---

The purpose of this addendum is to modify the solicitation identified as CRFQ 0212 SWC2400000006 ("Solicitation") to reflect the change(s) identified and described below.

### Applicable Addendum Category:

- ☐ Modify bid opening date and time
- ☐ Modify specifications of product or service being sought
- ☐ Attachment of vendor questions and responses
- ☐ Attachment of pre-bid sign-in sheet
- ☐ Correction of error
- ☒ Other: To publish additional information previously provided in Addendum\_1.

### Description of Modification to Solicitation:

1. To publish additional information to the Purchasing Division's responses provided in Addendum\_1.

No Other Changes.

**Additional Documentation:** Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

### Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.



**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: CRFQ 0212 SWC2400000006**

**Instructions:** Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

**Acknowledgment:** I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

**Addendum Numbers Received:**

(Check the box next to each addendum received)

<input checked="" type="checkbox"/> Addendum No. 1	<input type="checkbox"/> Addendum No. 6
<input checked="" type="checkbox"/> Addendum No. 2	<input type="checkbox"/> Addendum No. 7
<input type="checkbox"/> Addendum No. 3	<input type="checkbox"/> Addendum No. 8
<input type="checkbox"/> Addendum No. 4	<input type="checkbox"/> Addendum No. 9
<input type="checkbox"/> Addendum No. 5	<input type="checkbox"/> Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

\_\_\_\_\_  
Diskriter, Inc.

Company

\_\_\_\_\_  


\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
07/15/2024

Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.

**DESIGNATED CONTACT:** Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

(Printed Name and Title) Laveena Yadav | Chief Executive Officer

(Address) 370, Castle Shannon Blvd # 10499, Pittsburgh PA 15234

(Phone Number) / (Fax Number) (412) 465-1214 / (877) 815-6528

(email address) business.coordinator@diskriter.com

**CERTIFICATION AND SIGNATURE:** By signing below, or submitting documentation through wvOASIS, I certify that: I have reviewed this Solicitation/Contract in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation/Contract for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that this bid or offer was made without prior understanding, agreement, or connection with any entity submitting a bid or offer for the same material, supplies, equipment or services; that this bid or offer is in all respects fair and without collusion or fraud; that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; that I am authorized by the Vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on Vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

By signing below, I further certify that I understand this Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law; and that pursuant to W. Va. Code 5A-3-63, the entity entering into this contract is prohibited from engaging in a boycott against Israel.

Diskriter, Inc.

(Company)



(Signature of Authorized Representative)

Laveena Yadav | Chief Executive Officer

(Printed Name and Title of Authorized Representative) (Date)

(412) 465-1214 (877) 815-6528

(Phone Number) (Fax Number)

business.coordinator@diskriter.com

(Email Address)

**Statewide Contract  
CRFQ 0212 SWC2400000006  
TEMPORARY STAFFING SERVICES  
(TEMP24)**

---

**10. VENDOR DEFAULT:**

**10.1.** The following shall be considered a vendor default under this Contract.

**10.1.1.** Failure to perform Contract Services in accordance with the requirements contained herein.

**10.1.2.** Failure to comply with other specifications and requirements contained herein.

**10.1.3.** Failure to comply with any laws, rules, and ordinances applicable to the Contract Services provided under this Contract.

**10.1.4.** Failure to remedy deficient performance upon request.

**10.2.** The following remedies shall be available to Agency upon default.

**10.2.1.** Immediate cancellation of the Contract.

**10.2.2.** Immediate cancellation of one or more release orders issued under this Contract.

**10.2.3.** Any other remedies available in law or equity.

**11. MISCELLANEOUS:**

**11.1. Contract Manager:** During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.

**Contract Manager:** Laveena Yadav  
**Telephone Number:** (412) 465-1214  
**Fax Number:** (877) 815-6528  
**Email Address:** business.coordinator@diskriter.com

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## COVER LETTER

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Jul 16, 2024

Attention:  
 Mark A. Atkins  
 Buyer  
 State of West Virginia  
 Department of Administration  
 Purchasing Division  
 2019 Washington Street, East  
 Charleston, WV 25305-0130  
 Phone: (304) 558-2307  
 Fax: (304) 558-3970  
 Email: mark.a.atkins@wv.gov

**Subject:** Diskriter's response to provide State of West Virginia's Department of Administration's (State of West Virginia)'s **Statewide Contract – Temporary Staffing Services**

Dear Mark Atkins,

On behalf of Diskriter, Inc., I would like to thank you for the opportunity to respond to the **State of West Virginia's** CRFQ. I believe that our enclosed response and documentation will reflect the clear advantages, philosophy, and strengths of choosing Diskriter Inc. as your valued temporary staffing services partner. Diskriter agrees and accepts to the terms and conditions of the CRFQ. Diskriter confirms that we are not taking any exceptions to this CRFQ.

Please find the Company details below:

1. Company Details	
Legal Company Name and DBA (if applicable)	Diskriter, Inc.
Address	370, Castle Shannon Blvd # 10499, Pittsburgh, PA 15234
Telephone Number	412-465-1214
Website Address	www.diskriterinc.com
Authorized Contact Details	
Name of Single Point of Contact	Laveena Yadav
Title	Chief Executive Officer
Telephone Number	412-465-1214
Email Address	<a href="mailto:business.coordinator@diskriter.com">business.coordinator@diskriter.com</a>

Diskriter has understood that the State of West Virginia requires qualified vendors to provide Temporary Staffing Services for the State of West Virginia. We have clearly understood the Scope of Work of this CRFQ and confirms that we have more than **76** years of experience in providing services similar in size and scope. Diskriter has the capability of providing temporary staffing services in the areas of **administrative, light industrial, professional and IT, Healthcare, and technical industries**. As a trusted partner, Diskriter is committed to providing a comprehensive staffing and payroll services through flexible availability, consistent engagement, and tailored

### Our Core Values & Accolades

- ✓ 76 years of Experience
- ✓ Nationwide provider of Staffing Solutions
- ✓ More Than 1200 Professionals
- ✓ More Than 2500 Clients Served
- ✓ Spread In 20 Different Locations
- ✓ 24/7 Support Across All Time Zones



services to meet the developing needs of our clients. We are focused on providing our clients with quality personnel and customer service while delivering valuable training and guidance to our applicants and employees. Diskriter is proficient with staffing personnel with different backgrounds and skill sets, while adhering to the policies and procedures set forth in this CRFQ. We have excellent experience with various agencies with similar Temporary Staffing Services, ***Inimitable Account Management Team***, experienced recruiters & data miners, and resume database for each Institution locations which makes us fully capable and unique from other firms.

What distinguishes Diskriter from its competitors is our ***Immediate and Efficient Response*** to our clients and the exceptional quality of our services. We communicate with our clients directly and consistently to make certain every aspect of performance is being addressed.

Diskriter has extensive experience with many ***Regional and National Temporary Staffing Service Programs***, and our philosophy is building close alliances with our clients that produce favorable results for both the parties. As a successful staffing leader, we have a team of highly skilled professionals & recruiters and a ***Robust Data Base*** comprised of the best candidates to provide flexible staffing options to fulfill the needs of the State of West Virginia. Our contract professionals have been known to add tremendous value to all their project endeavors.

Diskriter is a nationwide provider of ***Staffing Solutions, Payroll Management, Health Information Management Services (HIM)*** and we have a successful business history of 73 years in meeting client services requirements. Since decade, we have been consistently recognized as a leader in providing innovative solutions to complex Staffing and Payroll challenges. Diskriter has been awarded with numerous accolades by organizations such as: ***“101 Best and Brightest Companies”*** to work for in the Nation, ***“Best in Baker's Dozen Customer Satisfaction Ratings”***, ***“Inavero's Best of Staffing Client and Talent Award”*** to name a few. Our experience includes successful partnerships with many agencies in public as well as private sector. We have always achieved our best in providing labor categories in IT, Engineering, Administrative/Clerical, Accounting, Transportation, Pharmacy, Healthcare, Light Industrial, Healthcare IT and Others. Our ***Green Think solutions suite*** has been applauded by several our government customers in reducing their carbon footprint while optimizing their internal processes.

Diskriter acknowledges the receipt of CRFQ documents, Addendums #1 and #2, Q&A, and confirms that we have read all the information associated with this CRFQ and terms in the CRFQ. Thank you again for your consideration to allow us to participate in this CRFQ. I am providing you with my personal assurance that we will exceed your expectations and our references will corroborate my assurance. We look forward to meeting with your team to detail our solutions and share the wide range of benefits that Diskriter can offer.

Sincerely,

Laveena Yadav | Chief Executive Officer | Diskriter, Inc.  
370, Castle Shannon Blvd # 10499, Pittsburgh, PA 15234  
Office: (412) 465-1214; Fax: (877) 815-6528  
Email: [business.coordinator@diskriter.com](mailto:business.coordinator@diskriter.com)  
Website: [www.diskriterinc.com](http://www.diskriterinc.com)

## 1. QUALIFICATIONS AND EXPERIENCE

### 1.1 Brief History of the Firm

Diskriter, Inc. (Diskriter) is a Minority, Woman-Owned business led by Ms. Laveena Yadav which was founded in 1947 incorporated in the State of Pennsylvania. Over the last 75 years, Diskriter, Inc. has provided the best in staffing and is currently supporting over 2500 government and commercial entities at the Local, State and Federal Levels. Diskriter is a full-service staffing solution provider, with a significant history providing temporary employees in IT, Administration, and Clerical, Technical, Healthcare Para Legal, Administration and Light Industrial. We have successfully acquired, managed, and delivered a variety of staffing services projects and provided thousands of staff years of resources in technical and non-technical resource support services on diverse platforms to both government and commercial clients.

*Below table illustrates our company information:*

Company Details	
<b>Firm's Legal Name</b>	Diskriter, Inc.
<b>Legal Structure of the Firm</b>	"C" Corporation
<b>Year of Establishment</b>	17 December 1947
<b>Address / Headquarters</b>	370, Castle Shannon Blvd # 10499, Pittsburgh, PA 15234
<b>FEIN</b>	25-0934128
<b>No of Years in Business</b>	76 Years
<b>Size</b>	<\$27.5M
<b>No of Staff</b>	1200+
<b>Ownership, Officers, and Directors</b>	Laveena Yadav (100%)
<b>Primary / Authorized Person's Contact Details</b>	Laveena Yadav / CEO Phone: (412) 465-1214; Fax: (877) 815-6528 Email: <a href="mailto:business.coordinator@diskriter.com">business.coordinator@diskriter.com</a>
<b>Website</b>	<a href="http://www.diskriterinc.com">www.diskriterinc.com</a>

Diskriter, Inc. is a committed Temporary Staffing Services provider of strategic administrative and business management solutions to Federal, State and local Government entities. Human Resources training, retention, flexibility and workload management will be essential elements of the overall human resources management function for the contract. The objective of the staffing and management retention process is to attract, hire, train, and retain qualified personnel necessary to meet contract task requirements and performance metrics. The right people will be vital to successful performance on the contract. We offer full suite of Staffing Solutions including Long-term Contract Staffing, Temp-to-Hire Placement, Direct Hire, Permanent Placement, Temporary Resource Services and Payrolling. We have an automated Vendor portal for automated ordering, Candidate Review, tracking, Timesheet reporting and invoicing.

Diskriter has extensive experience in successfully managing and delivering multiple contracts and task orders. We provide services on strategic initiatives and optimal Technology Solutions to various Local, State and Federal Government customers through our CMMI and ISO based certified processes. We have productively handled and completed similar projects & benefited the respective agencies by providing consultants with the skill sets as per their requirements. Diskriter has enough resources to manage the multiple contracts and we do have separate teams to support the requirements that are generated from the other contracts.

Diskriter is a business conglomerate, headquartered in Pittsburgh, Pennsylvania. Our history dates to 1947 when we established one of the earliest healthcare services platforms in the country. Since



then, we have diversified into several business verticals, process, and niches, serving our customers with utmost integrity and building long-term relationships based on trust & mutual respect. Since 1990, Diskriter has grown from a single desk staffing agency to become one of the leading staffing agencies. Diskriter specializes in customizing workforce management solutions, talent acquisition and contingent staffing services to meet the needs of its clients. Over the last 28 years Diskriter has served more than 2500 clients and is currently supporting more than 450 clients nationwide including fortune 500 companies. Diskriter has a team of over 1200 professionals. Diskriter has a robust database comprised of the best candidates in order to provide flexible staffing options to fulfill the needs of the State of West Virginia. Our CEO Laveena Yadav owns the 100% share of the company.

We started our early days as healthcare services platform in the country. After getting the huge success in the business and a great response from our customers, we diversified into several business verticals, process, and niches. Now the customers hire Diskriter to get our unmatched assistance in different sectors like IT / Non-IT Staffing, Healthcare RCM, Digital Marketing and Designing & Development. Which are further diversified in the domain of their origin which our customer can choose as per their requirement. We believe in quality and that is what we provide. We have a clientele in leading companies belonging to sectors like IT, Healthcare, Pharmacy, Retail, Hospitality, Software, Telecom and hospitals across the USA. We treat our clients with utmost integrity, and they want to be in a long-term association based on trust & mutual respect.

Diskriter utilizes a well-defined, highly accountable and effective account management program. The Account Manager acts as our company's primary point of contact related to overall service delivery before, during and after implementation. Primary responsibilities include managing service delivery; achieving service level agreements; ensuring customer satisfaction, retention and growth; providing timely reporting and analysis; and conducting periodic business reviews for continuous improvement. Our Account Managers are supported by account service teams, shared services groups, subject matter experts and other corporate staff, as necessary, to achieve our client's business goals and objectives.

Diskriter offers a proven comprehensive and disciplined management approach, specifically tailored to fulfil all State of West Virginia's requirements. We combine results focused performance based contracting practices, service processes, and problem escalation workflows. Our dedicated approach offers real, tangible enterprise value, combining discipline with flexibility to align with the State of West Virginia's culture and existing environment. We proactively identify, monitor, control, and resolve project issues and risks using our Diskriter portal to provide ongoing transparency to the State of West Virginia.

Diskriter will assign an Account Management team for the State of West Virginia's that will ensure the smooth functioning of the project on a daily basis. As a healthy practice, our Account Manager interacts with the State of West Virginia by holding one to one meeting on a weekly or monthly basis with the permission of the State of West Virginia to develop the professional business relationship, and addresses problems and concerns affecting the project as well as shares other relevant information. Diskriter will communicate with the State of West Virginia in an effective, continuous, clear, and accurate manner to identify, recognize, react to, report, escalate, if needed and resolve the issues. Our Account Managers will provide to the State of West Virginia, detailed contract and status reports, as well as, issue logs on a weekly basis

We have excellent experience with various State local and Fortune 500 clients with similar Temporary Staffing Services, inimitable account management team, experienced recruiters & data



miners and resume database for each Institution locations which makes us fully capable and unique from other firms. Diskriter offers the following advantages to the State of West Virginia that helps us to provide efficient services and allow us to deliver better value to the State of West Virginia:

- ***Inimitable Account Management Team:*** We follow well defined and documented team management approach for handling such contracts to ensure that contract requirements are supported. We will assign the State of West Virginia a dedicated account management team to ensure the right delivery of services and needs are fulfilled with huge State of West Virginia satisfaction. Our account manager & account executives will work very closely with the State of West Virginia and Diskriter's on-site staff.
- ***Well Defined Recruitment Approach:*** Diskriter's main approach is to provide clients satisfaction by keeping their staffing needs in mind as per the needs. We are having good scope in providing good quality of staff to our clients in various fields as per requirement. Diskriter will ensure your company receives highly qualified candidates who will seamlessly maintain your high productivity rate. To accomplish this goal, our recruiters conduct an extensive interview with each applicant using behavioral/evaluation technique. Our dedicated account executive will work with your company to create detailed job descriptions based upon your needs to ensure we identify the best matches and recruit accordingly. Rather than simple collect a "laundry list" of requirements and skills, Diskriter asks questions that allow us build a functional job profile, including key success milestones and attributes that allow us to match not only skills, but also subtle elements such as fit with managerial style, corporate culture, etc.
- ***Sourcing Methodology:*** Our sourcing methodology has helped us develop a fine-tuned process to get the best qualified and equipped candidates meeting the customer's requirements. Our search capability entails all necessary industry experience, strong relationships at national level and wide access to a database of candidates.
- ***Ability to staff work request/ task orders immediately/ Resume Database:*** We understand the importance of the initiatives taken by the State of West Virginia and we are committed to provide our best resources. Diskriter has excellent resources in its resume database pool for various categories required by the State of West Virginia. Diskriter has more than 320,000 highly proficient and experienced candidates in our resumes database. We keep on updating this database enabling us to meet requirements of client with short-term notice.

Diskriter has a proud history of providing exceptional recruiting and staffing services for businesses in a wide variety of industries. Clients trusted us by receiving customized support that addresses their business' specific needs and temporary or permanent employees with the commitment to help business succeed. We deliver:

- A customer-focused approach that protects and enhances a client's brand.
- Highly qualified, vetted employees with skillsets in a variety of industries.
- Experience in serving both small & mid-size businesses.

***Our services include:***

**Temporary Staffing:** To manage client's workload fluctuations by covering special projects, maternity leaves, vacation, sick time, and rush orders while saving on overhead costs through our temp staffing service.

- **Temporary-to-Hire:** An approach that allows clients to observe productivity, work style and character ahead of permanent employment.
- **On-Site Managed Staffing:** A fully customized and integrated staffing strategy with our personnel and systems on-site at client facility.
- **On-Site Recruitment:** We utilized our proven employee screening techniques to attract temporary employees. On-site recruiting also allows facility tours that assure a good fit between the temporary employee and company.
- **Direct Hire:** Our recruiting resources and staffing network to identify top-quality, well-matched candidates to fit your business requirements and culture for permanent hires.
- **Payroll Services:** A cost savings solution that outsources the entire payroll process – including employee compensation, Social Security, payroll taxes, and handling of Unemployment/Worker’s Compensation claims.

### 1.1.1 Primary Line of Business


Over the last 30 years, Diskriter has served more than 2500 clients and is currently supporting more than 450 clients nationwide. Diskriter has a team of over 1500 professionals. Diskriter has a robust data base comprised of the best candidates to provide flexible staffing options to fulfill the needs of the Client. Diskriter has a proud history of providing onsite employment services for businesses in a wide variety of industries. With over 30+ years of staffing and workforce management experience coupled with the recognition of value of a reliable and dedicated employment agency, Diskriter is recognized as a customer service-oriented staffing solution dedicated to providing high quality personalized services to Clients. Clients trust us by receiving customized support that addresses their business’ specific needs and temporary or permanent employees with the commitment to help business succeed. We also conduct focused behavioral interviews and comprehensive skill assessments to ensure you get the exact temporary staffing solution you need. *We specialize in the following services:*

Key Services	Highlights
<b>Healthcare RCM Solution</b>	<ul style="list-style-type: none"> <li>✓ Medical Transcription</li> <li>✓ Medical Coding</li> <li>✓ Medical Billing Services</li> <li>✓ CDI</li> <li>✓ Compliance and Audits</li> <li>✓ Computer Assisted Coding</li> <li>✓ Healthcare Staffing Services</li> <li>✓ Nursing and related Services</li> </ul>
<b>Staffing Services (Temporary, Temporary to Permanent, Permanent Full-Time, Staff Augmentation)</b>	<ul style="list-style-type: none"> <li>✓ Temporary Staffing</li> <li>✓ Temporary-to-Hire</li> <li>✓ Direct Hire / Permanent</li> <li>✓ Managed Staffing</li> <li>✓ On-Site Staffing</li> <li>✓ Payroll Processing</li> </ul>
<b>Digital Marketing</b>	<ul style="list-style-type: none"> <li>✓ Search Engine Optimization</li> <li>✓ Search Engine Marketing</li> <li>✓ Social Media Marketing</li> <li>✓ Reputation Management</li> <li>✓ Content Marketing</li> <li>✓ Email Marketing</li> </ul>
<b>Design &amp; Development</b>	<ul style="list-style-type: none"> <li>✓ Website Designing</li> <li>✓ Website Development</li> <li>✓ Mobile App Development</li> </ul>

Key Services	Highlights
	<ul style="list-style-type: none"> <li>✓ E-commerce Website Development</li> <li>✓ Software Development</li> </ul>

### 1.1.1.1 Principal Business Location and Any Other Service Locations

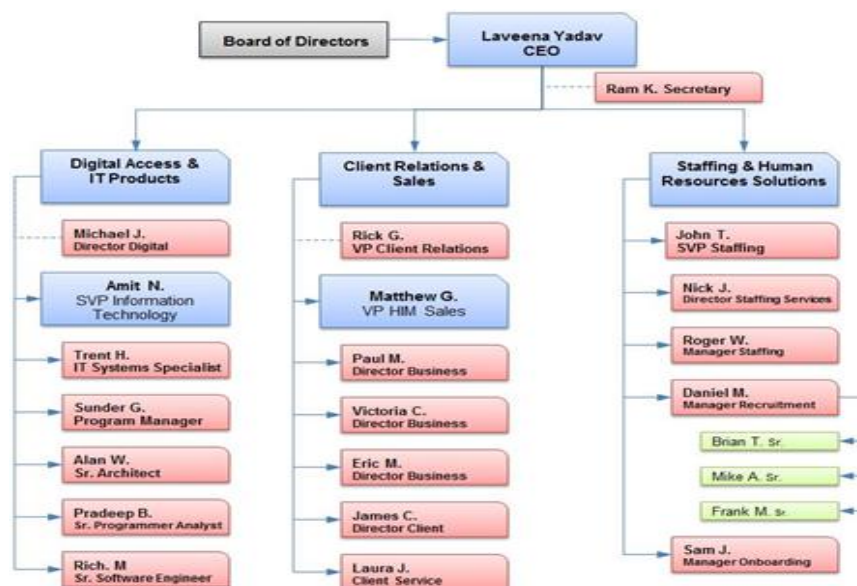
Diskriter has its main branch at Pittsburgh in the State of Pennsylvania. We have staff operating at 8:00 AM to 5 PM from Monday to Friday. Here is the list of our office locations:

 <b>Diskriter, Inc.</b> Headquarters Address: 2840 Library Road, Suite 300, Pittsburgh, PA 15234		
<b>Diskriter Office Locations</b>		
<b>Kenai</b> 125 N. Willow St STE B Kenai, AK 99611	<b>Roswell</b> 300 Colonial Center Parkway, STE 100N Roswell, GA 30076	<b>Ellenton</b> 627 25th Drive East Ellenton, FL 34222
<b>Boulder</b> 1942 Broadway Street Suite 314C Boulder, CO 80302	<b>Encino</b> 16830 Ventura Blvd, Suite 360 Encino, CA 91436	<b>Cape Canaveral</b> 7676 Magnolia Avenue Cape Canaveral, FL 32920
<b>Springfield</b> 2847 S. Ingram Mill Rd, St A100 Springfield, MO 65804	<b>Lubbock</b> 6721 6th Street Lubbock, TX 79416	<b>Grand Forks</b> 2605 5th Avenue N. Grand Forks, ND 58203
<b>Lexington</b> 828 Lane Allen Rd St 219 Lexington, KY 40504	<b>Indsor Mill</b> 7504 Haystack DR Indsor Mill, MD 21244	<b>Grands Rapids</b> 1850 Sherwood DR. Grands Rapids, MI 49506
<b>Loxahatchee</b> 17888 67th Court North Loxahatchee, FL 33470	<b>Columbia</b> 13 Wotan Lane Columbia, SC 29229	<b>Wheeling</b> 41 Suncrest Ave Wheeling, WV 26003
<b>Springfield</b> 901 S 2nd St, 201 Springfield, IL 62704-7909	<b>Philadelphia</b> 7256 Souder St. Philadelphia, PA 19149	<b>Valdosta</b> 5429 Pointer Drive Valdosta, GA 3160
<b>Oxford</b> 302 Enterprise Drive, Suite A Oxford, MS 38655-2762	<b>Florham Park</b> 17 Hanover Rd, Florham Park, NJ	<b>Rockford</b> 216 Dawn Ave Rockford, IL 61107
<b>Keizer</b> 5305 North River Road Suite B1 Keizer, OR 97303	<b>Cuyahoga Falls</b> 1842 Lancaster Street Cuyahoga Falls, OH 44221	<b>Philadelphia</b> 9503 State Road Philadelphia, PA 19114
<b>Virginia Beach</b> 4445 Corporation Lane Suite 264 Virginia Beach, VA 23462	<b>Randolph</b> 10199 RT. 242 Randolph, NY 14772	<b>Quincy</b> 275 Victory Road Quincy, MA 02171
<b>Nashville</b> 1507 16th Ave South, #V8 Nashville, TN 37212	<b>Jamestown</b> 115 Myrtle Street Jamestown, NY 14701	<b>Bakersfield</b> 5329 Office Center Court Bakersfield CA

## 1.2 Organizational Structure and Proposed Key Personnel

### 1.2.1 Organizational Structure

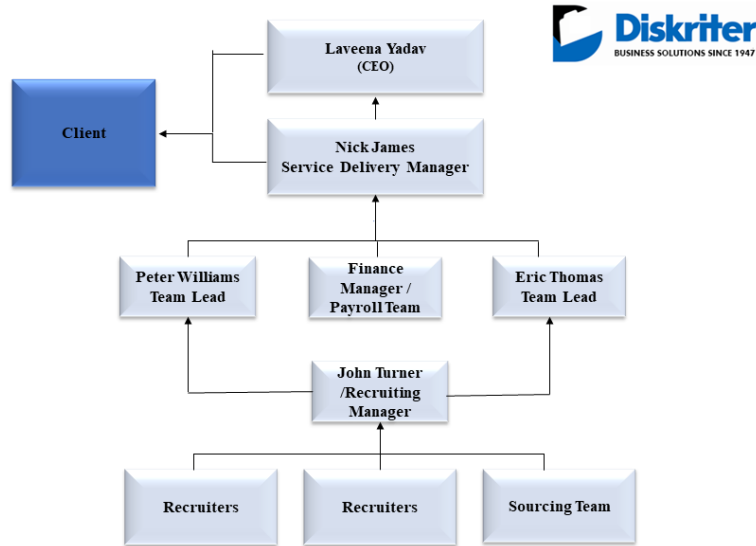
Diskriter has more than 1200 employees working across the United States for several clients and please find our Organization Structure below:



Diskriter's Organizational Chart

### 1.2.1.1 Communication Plan

Diskriter, Inc. proposes Nick James as an Account Manager for this CRFQ. He is responsible for all the contract-related queries and the State of West Virginia can contact him for any issues. Our Account Manager has more than 25 years of experience in Account Management and he will provide all the required assistance to the State of West Virginia. Our Account Manager has direct contact to our CEO, Ms. Laveena Yadav. Our CEO is authorized to direct day to day work and coordinate with all the contractual matters, respond to questions and action items from the State of West Virginia and resolve problems. She has managed / managing more than 55+ contracts which are similar in size and scope.



**Organizational Chart**

Ms. Laveena has extensive experience in Account Management, Operations, and Customer Relationship Management & Business Development. She has extensive experience in ensuring the timely and successful delivery of our staffing solutions according to customer needs and objectives. She has proven experience in communicating clearly the progress of weekly, monthly, and quarterly status updates to internal stakeholders. She is skilled in heading various State accounts to effectively manage day-to-day operations and liaising with key State agencies to gather requirements and understand overall functioning of existing resources. She is well versed in managing, motivating and leading teams for running successful business process operations with proven ability of achieving Service Delivery/Targets. She is skilled in identifying and growing opportunities within account, collaborating with recruitment team to ensure growth attainment. She has strong experience in managing on-site consultants and responding to all questions or concerns and proficient in generating client monthly reports and delivering to government Program Management Officer. She possesses excellent skills in building and maintaining strong, long-lasting customer relationships.

### 1.2.2 Proposed Key Personnel

Diskriter confirms that the proposed Key Personnel will be 100% dedicated to support the State of West Virginia's account throughout the tenure of the contract. Diskriter will assign a dedicated Account Manager to serve the State of West Virginia requirements. He will be available to the State of West Virginia during Business and Non-Business Hours. State of West Virginia can

contact our Account Manager directly through phone/Email. Diskriter has capability of filling any requirement within 24 hours. Diskriter's employees are highly trained and experienced recruiters who focus on quality screening tools and procedures that deliver quality candidates to our clients. Our recruitment process utilizes several proven values for professionals. We have robust data base of the prescreened talent updated daily, we have a streamline referral process that will pipeline candidates for current and future needs. This pro-active approach ensures that we have readily available pool of talent to meet any requirement entrusted on us. Diskriter has a proud history of providing wide array of employment services to businesses in a wide variety of industries. We conduct focused behavioral interviews and comprehensive skill assessments to ensure you get the exact temporary staffing solution you need. Diskriter, after receiving an order from the State of West Virginia, the turnaround time to place a qualified temporary employee is typically four (4) hours. Specialty positions require an 8 to 24-hour turnaround, and ASAP orders generally can be filled within two (2) hours.

***Diskriter proposes the following Key Personnel for this Project:***

***1.2.2.1 Laveena Yadav – CEO / Contract Liaison / Account Manager***

Laveena joined Diskriter in 2010. As the CEO, Laveena is responsible for the leadership, management and strategic direction of Diskriter and its Divisions including Medical Transcription, Coding, HIM Interim Management and Consulting, and Rehabilitation / LTAC services (HIM Services), Contracted Services, Digital Access, as well as Administration. She is directly involved in the management of all business units to guarantee client satisfaction and takes an active, hands-on management and sales approach.

Laveena Y, Chief Executive Officer at Diskriter is an asset to Diskriter's management team. She holds a master's degree in computer science as well as Master's Degree in Management. She has experience in building and supporting processes for Microsoft and Johnson & Johnson. Her in depth knowledge of technical processes and her ability to achieve overall process efficiency creates a rare blend of skills that on one hand is motivated by her immense zeal to achieve client satisfaction and on other hand develop an exceptional solution that works perfectly for clients.

As the CEO of Diskriter, Laveena continues to provide strong leadership and dedication towards client satisfaction. The overall satisfaction of clients is a priority for Diskriter and Laveena goes the extra mile to accomplish this goal. Her professionalism and attention to detail go a long way in keeping the communication lines open and put clients at ease. She works very closely with clients and her Operations Team to provide best quality solutions and service.

***1.2.2.2 Nick James – Account Manager / Professional Recruiter***

Energetic and results driven Talent Acquisition and Recruiting Leader with 25 years of successful execution of Process Development, Implementation and Management; Employee Retention, Full Life Cycle Recruiting, Diversity Recruiting, Talent Development, Talent Branding, Talent Management and Talent Strategy along with Organizational and Strategic Planning.

***PROFESSIONAL SUMMARY***

- Plan, develop, organize, implement, evaluate and manage Talent Acquisition function.
- Manage full cycle recruiting; develop and execute a staffing strategy to align with the current and future strategic direction of sourcing, workforce planning, competitive intelligence, branding, social media, and job fairs.
- Successfully managed and delivered hiring and on boarding services for staffing teams of over

300 Talent acquisition employees.

- Experience in managing the End-to-End Full Cycle Recruitment Process/Practices for US, Canada and Middle East.
- Strong people management skills with ability to mentor and manage large team.
- Hands-on experience in managing Recruitment Operations and experience in MSP/VMS Models.
- Excellent problem-solving skills by doing root cause analysis and provide solutions
- Ability to take challenges and successfully delivered.

### ***RECRUITMENT SKILLS***

- ***Applicant Tracking Systems (ATS):*** TALEO, BULLHORN, JOBDIVA, SENDOUTS SURG, BIGBILLER Vendor Management Office/Systems (VMS/VMO): FIELDGLASS, ETEMP, BEELINE, PRO UNLIMITED WAND, IQNAVIGATOR, PEOPLECLICK/PEOPLEFLUENT and ZEROCHAOS.
- ***MSP Programs:*** Randstad, TAPFIN, Kelly Services, Pontoon, Adecco Group, Aerotek, Allegis, Wilson HCG, CAI/COMPAID/COMPUTER AID INC,
- ***US-Work Permit and VISA Knowledge:*** H1-B, H4, E0, A.D, G.C, U.S-Citizen, TN-permit, E3, F1 (OPT & CPT) US- Professional Tax Term Knowledge: W2 (Hourly and Salary), 1099, Corp to Corp (c2c), Contract to hire, permanent and fulltime, Per Diem. Documentation and Legal documents verification: Background check form, SLA, MSA, NDA, NCA, NOA, W2, LCA, I-797, EAD, PR, GC,
- ***Job Board Experience:*** Dice.com, Monster.com, CareerBuilder.com, and corp-corp.com. (Other Job Boards – Jobvertise.com, Ladder, craigslist.com, devbistro.com and Google, Google Group).
- Client management and retention Process management
- End-to-End Recruitment management
- Change management Team management Business management Account management Portal management Candidate Onboarding Client Onboarding Compliance management Delivery management Program management Interview management
- Recruitment Budget management VMS and MSP Management
- RFP Management Resource Allocation and Management
- Induction & Training Monitoring KRAs and KPIs Volume Hiring
- Internal Hiring
- Interview & Selection Process mgmt. Employee Engagement
- HR policies formulation Negotiation and finalization.

### ***INDUSTRIES***

- Aerospace industry
- Agriculture Chemical industry
- Computer industry
- Construction industry
- Defense industry Education
- Industry Energy industry
- Entertainment industry
- Financial services industry
- Food industry
- Health care industry



- Pharmaceutical industry
- Hospitality industry
- Information industry Manufacturing
- Mass media Telecommunications industry Transport industry

### *Career Synopsis*

*Company: Diskriter / Duration: Feb 2013 - Present*

*Designation: Head Recruitment – USA + Internal (Complete Operations)*

*Reporting: CEO & President*

### **ACCOUNTABILITIES:**

- SME in Diskriter hiring -Single POC for all fulfillment channels (Contract, Subcon and contingent Programs)
- Continuous improvement shown in terms of Scale of hiring, Skills hired, hiring models supported
- Heading USA Captive Business and managing multiple customers
- Handled Major ramp up numbers within less lead time for various major Fortune 500 giants
- Built a well-oiled supply engine that responds to business needs without any time delay
- Leading a team of 200 recruiters includes managers, Leads
- By evaluating the Recruitment & Sourcing approaches on a periodic basis, brought in changes to improve the efficacy of the entire process
- Implemented successfully various hiring models for various customers
- Working closely with the sales team and contributing to new customer acquisitions on a continuous basis. Effective participation in RFP for new bids. Managed BU for continental North America across all verticals
- Hands-On experience with high volume recruiting. Possess strong sense of urgency, flexibility, and adaptability.
- Manage individual teams of account managers and recruiters specifically focused on a vertical market strategy
- Work closely with hiring managers to stay ahead in requirement gathering and updating recruiters
- Improve efficiency of the process - Turnaround Time to hire, interview process, Quality of hires, Selection conversion
- Actively participated in Business Networking Events, keeping abreast of developments in Technology and Recruitment areas.

### **1.2.2.3 Peter Williams – Team Lead**

#### **SUMMARY**

- Around 13 years of overall experience in the field of Recruitment & Client Relationship Management.
- Exposure in implementing strategies for augmenting business, identifying and penetrating new market segments for business excellence. Sound conceptual knowledge of recruitment and marketing with strong grip over analysis and problem-solving techniques. Conversant in organizing, interpreting and communicating market information / data to facilitate the decision-making process with the team.
- **Full life cycle recruiting** of all levels of staff and departments in: IT, software & hardware

development, telecommunications, Engineering, Medical, Healthcare etc.,

- Strong abilities in sourcing, screening, qualifying and hiring candidates for permanent and contract positions in client firms.
- Experienced in successfully working with hiring managers to specify required skill sets.
- Excellent interviewing and consultation skills. Proficient in working with candidates and providing pre-interview screening and consultation.
- Ability to source candidates through Internet resources/referrals/database.
- Demonstrated ability to identify, evaluate and source technical candidates in a highly competitive environment.
- Supervised and trained employees in technical recruiting skills.
- **Positions Recruited:** IT: DBAs' Developers, Programmers, Architects, QA, Network Engineers, Project Managers, Network Security, Business Analysts, EDI/Gentran Analyst, Oracle, PeopleSoft, SAP, PowerBuilder, Lotus Notes, Crystal Reports, Business Objects, Ruby on Rails, DataStage, JD Edwards, SharePoint, Tivoli, Remedy, ColdFusion, Web Focus, Cognos, Documentum, BizTalk.
- **Recruitment & Search Management:** Experience in permanent- contract placement recruiting, Account management and Business Development. Expert at screening, interviewing and qualifying candidates, ensuring a quick, painless search. Sensitive to candidate needs and company time constraints. Expert at achieving a good rapport with candidates, developing trust between all parties and closing the deal in a confident and secure manner. A knack for cultivating client/company relationships.
- **Leadership:** Skilled in all aspects of running a business: delegating tasks, managing employees, implementing company's processes and running the day-to-day operations of a staffing company or department.

## **SKILLS**

Screening, Technical Recruiting, Benefits Negotiation, Talent Acquisition, Sourcing, Internet Recruiting, Applicant Tracking Systems, CbizOne, Screening Resumes, Contract Recruitment, IT Recruitment, Staffing Services, Employee Relations, Vendor Management, Human Resources, Background Verification, MS Word, MS Excel and MS Outlook

## **EDUCATION**

M.B.A in H.R

## **PROFESSIONAL EXPERIENCE**

***Sr. Technical Recruiter/ Lead – Sept 2014 to Present***

### ***Responsibilities:***

- Handling US customers and addressing their issues/concerns & handling the end-to end requirement process.
- Monitoring/Handling the Client requirements on a regular basis.
- Worked cooperatively with all members of the staffing team to develop and implement staffing plans. Recruited for permanent/contract-Hire and contract professionals
- Owned full-cycle recruiting: interviewed, offered, negotiated and closed candidates for assigned requisitions.
- Performed extensive recruiting for various technologies including Developer/Designers/Architect, Engineers, and DBA's.



- Presenting the right match to the Account's Manager as a best fit for their requirements.
- Head hunted highly qualified Software Engineers, Software Test Engineers, Program Managers, Web Developers, and other senior engineering leaders.
- Developed, drove and executed comprehensive search strategies to recruit senior and niche candidates in limited candidate spaces.
- Responsible for mentoring and providing on-going training and support for new recruiters and serve as a resource for learning and navigating senior technical policies and procedures.
- Maintained up-to-date knowledge of top Pure Networks business/technical and policy initiatives and competitors.
- Effectively recruited IT Professionals in a time-sensitive environment.
- Developed databases for third party vendors and candidates contact information.
- Coordinating for interview schedules to the candidates with the Account Manager.
- Increased the sub-contracting vendor base sourcing for qualified candidates for screening. Contract negotiation.
- Maintaining candidate's data base for G.C/EAD, c2c, 1099, w2 and US citizen.
- Involved in the immigration process (H1, L1, and B1) for candidates travelling onsite and also in H1 Transfer activities.
- Have used VMS like JobDiva and Taleo.

#### ***Sr. Technical Recruiter – April 2012 to July 2014***

##### ***Responsibilities:***

- Handled End to End recruitment cycle for US Nationwide requirements
- Utilized job boards (Bull Horn, Monster, Dice, Career Builder)
- Identifying right talent through job boards, networking and Internet Search
- Perform initial screening and submit the profile to Account Manager for approval
- Client submission followed by database updating and follow-ups
- Setting up Interviews and doing reference checks
- Pipelining candidates for niche skills
- Proactively recruit for both existing requirements/job openings as well as maintaining a steady candidate flow experienced within the office's technical skill specialty in anticipation of future business, in order to quickly provide talent to meet critical client needs
- Post-open requisitions on resume websites (Monster, CareerBuilder, Dice, LinkedIn, Blogs, Jobdiva)
- Mostly recruited on both H1-B and W2 for all types of contract and fulltime positions.

#### ***1.2.2.4 Eric Thomas – Team Lead***

##### ***SUMMARY***

- I have total 13 years' work experience in different domains including HealthCare, IT Consulting,
- Telecom, Finance in B-B and B-C and C-C business environment.
- Good knowledge on Different ERP tools for example SAP, PeopleSoft, Oracle functional, JDEdward etc.
- Worked on technologies like Programmer, research associate, Quantitative analyst, QRM, Anti Money Laundering (ALM), Front Office, Middle Office, and Back Office based position, Trading Applications, Hyperion, PeopleSoft, etc.
- Proficient in internet searching tools including Dice, Monster, Corp to Corp, Career Builder,

LinkedIn etc.

- More than 5+ years' experience working with US customers/Clients in AR (Account Receivables) Health care (US Collection B to B)) and US recruitment (B to C and B to B)
- I have 5+ years' experience in US recruitment/Staffing for contract, contract to hire and full-time positions.
- I have a very strong working experience with US federal, US States, County, US government, that requires TSC (top security clearance), SC (security clearance) for US Citizen and some Commercial projects that include Health Care, Financial telecommunication, infrastructure, manufacturing, Energy etc.
- Strong understanding on US Visa i.e. H1, H1B, L1, L2, B1, B2, OPT, F1, H4, TN1, TN2, GC, EAD etc.
- Strong knowledge on US Tax Terms: -W2 (salary & Hourly), 1099, C2C, W2 (with and without benefits)
- US Tax Systems: -Federal Tax, Employer's Tax, State level Taxes, Employee's Taxes etc.
- Knowledge of H1 transfers procedure.

### ***Education***

- MBA IN IT

### ***Area of Interest:***

Reading Books on innovation and discoveries, Meeting people from different culture and civilization, travelling to new and different beautiful places.

### ***PROFESSIONAL EXPERIENCE:***

***Confidential – September 2014 to Present / Team Lead/Sr. Technical Recruiter***

***Software Tools:*** -Dice, Monster, CareerBuilder, Techfetch, JobDiva, Taleo.

***Clients:*** State of NJ, Commonwealth of PA, State of DE, Commonwealth of Virginia, State of Arkansas, State of Maine, Comerica Inc., Gwnet County, State of Oregon, JDSU, Sunoco Inc. (Gas and Oil), BCBS of MI, New Castle County (Delaware), state of Michigan, State of Georgia, State of District Columbia, State of Iowa, BCBS of FL, Cardinal Health, Larsen & Tubo, Limited Brand (Merchandising)

***Position:*** IT Project manager, Architect, Program Manager, SAP/PeopleSoft Consultant, Programmer/Lead, GIS Analyst, DBA, Data warehouse, Software Engineer, Linux/Unix/websphere/Web logic and SharePoint Admin, Network/System Admin, Cobol & Mainframe Programmer, SME, QA, BA and all non-IT positions as well.

### ***Responsibilities:***

- Currently working here as a Sr. Recruiter/Lead, handling a team of 5-10 recruiters, taking care of interviewing, training and briefing the new joining.
- Tracking a daily records of client requirements, assigning the jobs to the recruiters, quality submission on the job, client interview request, purchase order etc. Preparing the excel sheet for each recruiters submission and interview request on daily basis
- Circulating the position to all vendors, working on Portals to get the best recent available resume with almost all required skills and all or some desired skill set in the minimum time period.
- Following up with my team members what requisition they are working, which one is on

highest priority and setting a priority for all requisition asking them to work on those position as per his/her capability. Posting the job on LinkedIn, dice, c2c etc.

- At the time of purchase order, following up with vendor, preparing purchase order, doing reference check, following up with consultant regarding start date and their information, sending paperwork to both the party (employer and consultant) and get them signed by them ASAP.

### ***March 2012 to August 2014 – Sr. Technical Recruiter***

***Software Tools:*** Dice, Monster, CareerBuilder,

***Clients:*** All are Preferred Vendors i.e. Capgemini, AT&T, Wells Fargo, Lincoln Financial, Bank Of America, Microsoft, IBM, Bank Of NY etc.

***Positions:*** Java/flex/.net programmer, Cognos, BI, BO, sql server developer, oracle developer, oracle DBA etc.

### ***Responsibilities:***

- Fetching the requirement from sales manager, posting them onto dice and C2C.
- Circulating the position to tier 1 and 2 vendors.
- Searching resumes on dice, discussing the requirement and after checking all required skills and education, submitting to the manager.
- Informing consultant about interview, providing feedbacks, following up with consultant's employer.
- Programmer, research associate, analyst, mechanical

### ***Sr. Recruiter – January 2008 to March 2010***

#### ***Oct. 2008 to March 2012***

***Clients:*** Investment Banks - Goldman Sachs, Morgan Stanley, JPMorgan Chase, Bank of America, BOA- Merrill Lynch, Deutsche Bank, Citigroup, Credit Suisse, Barclays Capital, UBS, HSBC, Nomura Holdings, RBC Capital Markets, BNP Paribas, The Royal Bank of Scotland Group, TD Securities, Jefferies Group, Bank of New York Mellon and Bloomberg

***Position:*** Programmer, research associate, Quantitative analyst, QRM, Anti Money Laundering (ALM), Front Office, Middle Office, Back Office based position, Trading Applications, Hyperion, Peoplesoft, etc.

### ***1.2.2.5 John Turner – Sourcing Specialist / Quality Analyst***

#### ***SUMMARY:***

Recruitment Lead with 8+ years of relevant experience in the US Recruitment and placement of candidates for both private sector and Public sector organizations. Talent acquisition experience includes placement of candidates in various aspects of the career life cycle including entry level professionals to C-suite executives.

#### ***EDUCATION:***

M.B.A IN H.R

#### ***SKILLS:***

- ***Recruiting Function:*** Recruitment & Team Building, Key Relationship Management, VMO

Management, Client Satisfaction and Account Management & Development.

- **Vertical Expertise:** Private Sector (Non-Profit Corporations, Telecom, HealthCare, Banking, Finance, Manufacturing and, IT Company). Public Sector (City & State Government, State County)
- **Technology Expertise:**
- **Web:** HTML, CSS, JAVASCRIPT, PHOTOSHOP, PHP,
- **Database:** ORACLE 9i, 10g-*certified*, MYSQL, DBMS, RDBMS.
- **System and Internet:** Microsoft, Linux Redhat and Cisco
- **Business Applications:** Microsoft Word, Excel, Access, PowerPoint (Office Suite), Microsoft Outlook and Outlook Express, Lotus Notes.
- **Internet Search Techniques:** X-Ray search technique, Boolean search technique.
- **Applicant Tracking Systems (ATS):** BULLHORN, JOBDIVA and SENDOUTS SURG
- **Vendor Management Office/Systems (VMS/VMO):** FIELDGLASS, ETEMP, BEELINE, WAND and IQNavigator.
- **US-Work Permit and VISA Knowledge:** TN-permit, E3, F1 (OPT & CPT), H1-B, E.A.D, G.C, U.S-Citizen
- **US- Professional Tax Term Knowledge:** W2 (Hourly and Salary), 1099, Corp to Corp (c2c), Contract to hire, permanent and fulltime, Per Diem.
- **Job Board Experience:** Dice.com, Monster.com, CareerBuilder.com, and corp-corp.com. (Other free Job Boards – Jobvertise.com, scguild.com, craigslist.com, devbistro.com and Google, Google Group). Social Networking: LinkedIn
- **Skills Recruited for:** Software Developer, Software Engineer, Software Testing, Middleware Technologies, Business Analyst, Data Analyst, Architect(enterprise/solution), Project Manager, Program manager, Director, ERP, Infrastructure(System/Network), Web Developer, Information Architect, Mainframe, Data warehouse, Data Modeling, DBA, Application DBA, ETL, Informatica, Business objects, Business Intelligent, Mobile Technologies (Android/Apple/mac), Mechanical and Electrical Engineers.
- **Infrastructure Requirements:** Support, Admin, Engineer, Architect, manager, NOC, System/Network, Telecom (CISCO, AVAYA, JUNIPER, GENESYS, SONET, NOKIYA etc.,) SYSTEM (Microsoft, Unix, Linux, Solaris, AIX etc.,)
- **Financial Domain Requirements:** Front office, Back Office, Middle Office, Trade Floor Support, Trading Applications, Risk Mgmt Applications, Market Data, Credit Data.
- **Financial Skills:** Investment Mgmt, Investment Banking, Fixed Income Products, Foreign Exchange, Equities, Bonds, Swaps, Options, Derivative, Wealth Mgmt, Risk Mgmt, Trading, Banking, Accounting, Auditing and Brokerage.
- **Engineering Recruitment:** Electrical and Mechanical Engineers, Pharmaceutical Equipment's and Instruments, Aerospace Industrial Machines and Equipment, HVAC Equipment's, HAZMAT/ hazardous material, Validation (oq/pq/iq),

## **PROFESSIONAL EXPERIENCE:**

**Confidential – (June 2014 – Till Date) – Sr. IT / Technical Recruiter (Lead)**

**Pharmaceutical:** Genentech, Abbott, Sanofi, Johnson & Johnson, Aerospace/Aionics: Honeywell, Beat LLC,

**Government Clients:** NYC State and City Depts like DOITT, NIH, Telecom: Verizon, Frontier Comm, Qualcomm

**Senior Technical Recruiter**

### ***Work for Clients: Wall Street Financial Clients Client List:***

***Invest Banks:*** Goldman Sachs, Morgan Stanley, JPMorgan Chase, Bank of America /Merrill Lynch, Deutsche Bank, Credit Suisse, Barclays Capital, UBS, Nomura Securities, RBC Capital Markets, BNP Paribas, The Royal Bank of Scotland Group, TD Ameritrade, Jefferies Group, bank of tokyomitsubishi. ***Big Four (audit firms):*** Ernst & Young and KPMG

***Other Financial Companies like Thomson & Reuters***

***Pharmaceutical Company: Johnson & Johnson***

***Major Accountabilities: Recruitment, VMO Account Management and Training***

- Worked as a Lead Recruiter.
- Handled both Managerial-Driven and VMO requirements.
- ***VMO:*** FIELDGLASS, BEELINE, WAND and IQNavigator
- Used ***Bullhorn*** for the Recruitment Activities.
- ***Job Boards:*** Dice, Monster, CareerBuilder, Ladder, Techfetch and Bullhorn (Internal Resume Database-Bullhorn).
- ***Developed*** a good understanding of technical job requirements based on Investment Mgmt., Investment Banking, Fixed Income Products, Foreign Exchange, Equities, Bonds, Swaps, Options, Wealth Mgmt, Risk Mgmt, Trading, Banking, Accounting, Auditing and Brokerage.
- Mainly worked with tax terms - ***W2, c2c and Fulltime.***
- ***Trained*** fresher and junior recruiters.
- ***Main Activities:*** Get the requirement from Sales manager and VMO – Study it – Posting – Mass e-Mailing – Resume search and cold calling – lock the candidate and get the deal done – Submit the resume on VMO or to Sales Manager – Update the activities on Bullhorn – Follow-up with the Sales Managers – Interview Setup and Placement.

### ***Senior Technical Recruiter***

***Worked for Clients:*** Goldman Sachs, Morgan Stanley, JPMorgan Chase, Bank of America, BOA-Merrill Lynch, Deutsche Bank, Citigroup, Credit Suisse, Barclays Capital, UBS, HSBC, Nomura Holdings, RBC Capital Markets, BNP Paribas, the Royal Bank of Scotland Group, TD Securities, Jefferies Group, Bank of New York Mellon

***Major Accountabilities: Recruitment and Training***

- Worked as an Individual Team Player
- Used ATS called ***JOBDIVA*** for resume search and other recruitment activities.
- Job Boards: ***JOBDIVA, Dice, Monster USA, CareerBuilder***
- First level ***Tech screening*** of the consultants.
- Mainly worked with tax terms - ***W2 and individual c2c.***
- ***Trained*** fresher and junior recruiters

***Main Activities:*** Get the requirement – Study it – Posting – Mass e-Mailing – Resume search and cold calling – lock the candidate and get the deal done – Submit the resume on Etemp – Update the activities on the JobDiva – Follow-up with the sales Managers – Interview Setup, Paperwork and Placement.



























### ***1.3 Overall Experience***

Since 1990, we have been providing short term to long term contract services, recruitment services, as well as direct hire recruiting services to some of the leading commercial and public sector






companies. Reputable organizations such as *Schneider Electric, IBM, Accenture, Volt, Aramark, KVN Services, Country Road Services, Real 3000 Services, CU4 Healthcare Services, New Health Hub Services, Lowes, NBC*, to name a few, have come to rely on Diskriter's ability to deliver some of the industry's best and brightest skilled professionals in leading-edge technology.

- UPMC Horizon
- Edward W. Sparrow Hospital
- American Water
- The Real Car rental
- Atlas Fit Gym
- Job Bricks
- Rocks Furniture
- Real3000
- Country Road Services
- KVN Services
- Ever Teaching



	Town of Manchester, CT		Orange County Corrections Health Services Department, FL
	Escambia County Board of County Commissioners, FL		City of Titusville, FL
	New York City Housing Authority		Colorado Department of Human Services
	County of Somerset, NJ		Charlotte Housing Authority, NC
	County of Sacramento, CA		Wyoming Department of Administration and Information
	Onondaga County Resource Recovery Agency, NY		Baltimore County Public Schools, MD
	Wisconsin Department of Corrections		Waco Independent School District, TX
	North Carolina Department of Information Technology		City of Irvine, CA
	West Virginia Department of Health and Human Resources		Commonwealth of Virginia Department of Corrections
	New Jersey Schools Insurance Group		Louisiana Department of Health
	Seattle Public Schools, WA		Allen Independent School District, TX
	Fulton County Schools, GA		Colorado Department of Corrections
	University of Texas		Fauquier County, VA



	Frisco Independent School District, TX		County of Fresno, CA
	Idaho Department of Labor		Tarrant County, TX
	Utah State Prison		

*Below are few of the State Departments from our esteem clients list with whom we have been working over a decade and served them both with temporary and with permanent personals:*

***Town of Manchester, CT***

***Mar 2017 – Jul 2022***

Diskriter is providing the Temporary Labor Services to the Town of Manchester in the areas of Administrative/Clerical, Accounting/Finance, Light Industrial, Skilled Labor, Food Service, Laboratory Science Support, Media, and Content Creation

***University of Texas***

***Apr 2017 – Jul 2020***

Diskriter is providing Temporary Staffing Services for various departments of the University on a need basis for Staffing Shortages and Vacancies. The staffing needs includes Administrative Staff, Customer Service, Accounting Clerk, Front Desk reception, Custodians, Accountants, Maintenance Technicians, Human Resources Assistant, Mail Clerk, Clerical Assistant, Data Entry, Marketing Assistant, Office Assistant, Legal Assistant or records assistant.

***County of Somerset, NJ***

***Jun 2015 – Aug 2020***

The County of Somerset provides a wide range of services to its residents which includes general government, public protection, roads maintenance, health care, public assistance, fire protection, libraries, sanitation, and general aviation airports. Diskriter has won a contract with the County to provide the IT Professional Staff in the areas of Application Architecture and Design, Application Requirements and Business Analysis, Application Development, Microsoft Technologies, Project Management, Other Specialized Skills.

***City of Irvine, CA***

***Aug 2013 – Sep 2015***

Diskriter is providing the Temporary Employment Services to the City of Irvine. Through this contract the City requires Administrative and Industrial Staff such as Accountant, Accounting Assistant, Associate Planner, Behavioral Health Clinician, Cashier, Code Compliance Officer, Data Entry Operator, Executive Assistant, Human Services Coordinator, IT support Specialist, Office Assistant, Parks and Rec Attendant, Permit Services Representative, Planning Technician, Principal Office Assistant, Purchasing Assistant, Purchasing Agent, Senior Accountant, Senior Office Assistant, Custodian, Electrician, Equipment Operator, Facilities Technician, Facilities Trade Technician, Maintenance Worker, Mechanic, Parks Lead Worker, Parks Technician, Plant Operator Trainee, Refuse Collector, Water Plant Operator

***Frisco Independent School District, TX***

***Jan 2018 – Mar 2020***

Diskriter has been qualified to provide the Temporary Personnel Services to the Frisco Independent School District. Temporary staffing includes Administrative Assistant, Clerk, Maintenance Workers, Grounds Keeper, Payroll Specialist, Financial Aides, Plumbers, Technicians, General laborers, Office Assistants, Librarians, Principals, Clerical Labor Representatives, Staffing Executive, Custodians, Teaching Assistants, Reprographic Technician,



Lab Technicians, Examiners, Medical Technical Representatives, and Medical Clerical Representatives.

***County of Fresno, CA***

***Sep 2017 – Jun 2021***

Diskriter provides Temporary Personnel Services to the County of Fresno. The Scope of Services include comprehensive staffing and service support to the Community and Human Services Division for operation requirements for the following Categories: (1) Contract Writer, including but not limited to specification writing, plans analysis, etc. (2) Construction Cost Estimator, including tasks but not limited to construction cost review for projects, preparing independent cost estimates, cost analysis, etc.; (3) Customer Service Specialist, including tasks, but not limited to administrative work involving permits, work orders, zoning, etc.; (4) Senior Field Inspector, including responsibilities, but not limited to building surveying, inspects work, methods and materials, etc.; and (5) Construction Rehabilitation Inspector to include work, but not limited to, technical rehabilitation inspection, construction engineering inspection services.

***Waco Independent School District, TX***

***Aug 2012 – Jul 2015***

Diskriter is providing the As Needed Temporary Staffing Services to the Waco Independent School District. Through this contract WISD procures temporary Staff on an hourly basis for short-term, long-term or temp-to-perm assignments for several Categories such as Advisor, Program Administration, Grounds Keeper, Librarians, Staff Executive, Director, Craftsmen, Custodians, Light Industrial Laborer, Financial Aides, Legal Staff, .IT, Scientific, Lab Technicians etc.

***Wyoming Department of Administration and Information, WY***

***Mar 2011 – Apr 2014***

Diskriter provides the Information Technology Staffing Services to the Wyoming Department of Administration and Information in the areas of Administrative Maintenance, Business Analysis Services, Project Management Services, Architecture, Information Services, Application Development, Information Technology Service Management (ITMS), Management Support Services, IT Privacy & Security Services, User Experience Design, Strategy and Research, Specialized IT Support Services for Actuarial Systems/Business

***Allen Independent School District, TX***

***May 2013 – Apr 2018***

Diskriter has established a Temporary Staffing Services Master Agreement to maintain the quality of AISD's Information Technology's daily operations and projects. During this contract Diskriter assist the AISD in providing the high caliber, qualified and experienced candidates to fill information technology temporary assignments within the AISD.

***Fauquier County, VA***

***Apr 2010 – Mar 2015***

Diskriter is providing the Temporary Staffing Services to the Fauquier County for various departments on a need basis for Staffing Shortages and Vacancies. The staffing needs includes Administrative Staff, Customer Service, Accounting Clerk, Front Desk reception, Maintenance Technician, Materials Handler, Custodial and Skilled Laborers, Human Resources Assistant, Housing Assistants, Grounds and Building Custodians, Clerical Assistant, Data Entry, Marketing Assistant, Office Assistant, Legal Assistant or records assistant

***San Antonio Water Systems, TX***

***May 2018 - Ongoing***

Diskriter is providing Temporary Staffing Services to the San Antonio Water Systems. Through this SAWS is procuring staff for Administrative and Industrial Staff such as Accountant, Accounting Assistant, Associate Planner, Behavioral Health Clinician, Cashier, Maintenance



Technician, Plumber, Code Compliance Officer, Data Entry Operator, Executive Assistant, Human Services Coordinator, IT support Specialist, Office Assistant, Parks and Rec Attendant, Permit Services Representative, Planning Technician, Principal Office Assistant, Purchasing Assistant, Purchasing Agent, Senior Accountant, Senior Office Assistant, Custodian, Electrician, Equipment Operator, Facilities Technician, Machine Operators, Facilities Trade Technician, Maintenance Worker, Mechanic, Parks Lead Worker, Parks Technician, Plant Operator Trainee, Refuse Collector, Water Plant Operator.

***CU4 Healthcare Services, CO***

***Apr 2018 - Ongoing***

We have been working with the C4U Healthcare Services from past 4 years and provided staffing needed with entry-level to highly skilled medical staff professionals and provide the Administrative Assistants, Healthcare staff, Medicaid Staff, Accountants, Financial Aides, IT, Technical and Legal staff. Diskriter has provided the required Work force to the C4U Healthcare Services on time without any delays and provided the staff for managerial levels as well as the labor staff that was required by the firm on time by hiring them through the wide database of the company.

We provided recruitment services on time and with highly skilled professionals as per need. Diskriter provided authentic and dedicated personnel, TAT, Quality of services, and Project Implementations which helps CU4 Healthcare Services in achieving goal of delivering an outstanding service to our client

***New Health Hub Services, CO***

***May 2018 - Ongoing***

We have been working with the New Health Hub Services from past 5 years and they had intermittent, ongoing needs for supplemental high-level Office Assistants, Accountants, Billing Clerks, Legal, Paralegal, Scientific, Lab Technicians, Clinical& Non-Clinical, CPC certified coders, transcriptionists, Healthcare and Medical Staff. Other staffing services had not provided people of a high enough caliber to meet the client's needs; these temporary employees represented the firm poorly to its clients and vendors, affecting its reputation. The client turned to Diskriter Staff to improve their staffing model and we went to work:

- Taking time to truly understand the firm's requirements and expectations
- Screening and selecting high level candidates with firm's specific demands in mind
- Building a talent pool, specifically for this client, to provide additional staff at a moment's notice

Our Result. Impressed by the high standard of talent and Pro Staff's quick response to its needs, this firm has relied exclusively on Pro Staff for more than eight years. The firm's excellent reputation remains intact.

***Louisiana Department of Health***

***Jun 2008 – May 2015***

Diskriter is in contract with the Louisiana department of Health to provide Temporary Staffing Services on a need basis. The temporary staff includes Accountants, Administrative Assistants, Office Assistants, Clerks, Payroll Assistant, Financial Aides, Light Industrial Laborers, Paralegal, Lab Technicians, Clinical staff etc. We have successfully provided 21 healthcare professionals to serve the Louisiana Department of Health in times of need.

***Orange County Corrections Health Services Department***

***Jun 2006 – May 2010***

Diskriter provides temporary staff for Orange County Corrections Health Services Department in the areas of Administrative Assistants, Customs Officers, Custodians, Accountants, Crafters, Food Workers, Computer Operators, Clerks, Document Writers, and Office Services Assistants, licensed, qualified registered nurses, licensed practical nurses, and emergency medical technicians on an hourly basis.

## 1.4 References

### 1.4.1 Reference #1: Real3000 Services

<i>Temporary Staffing Services</i>	
<b>Client</b>	Real3000 Services
<b>Address</b>	1 Cragwood Road, Suite 301, South Plainfield, NJ 07080
<b>Contact Details</b>	<b>Name:</b> John Allen; <b>Title:</b> Operations Head <b>Phone:</b> 888-361-2711 x 792; <b>Email:</b> <a href="mailto:JohnA@real3000.com">JohnA@real3000.com</a>
<b>Contract Duration</b>	April 2014 – Ongoing
<i>Description of the Services</i>	
We have been working with the client from past 10 years and provided staff in administrative services, Administrative Assistant Public Safety Operator ,Office Administrator, Maintenance Worker, Senior Financial Analyst, Utility Service Worker, Crew Helper, Custodial Staff, Senior Tax Accountant, Mechanic, Accountant, Accounting Assistant, Storekeeper, Civil structural engineer, Electrical Inspector, Civil designer, Senior Engineering Technician, AutoCAD technician, Automation Engineer, Electrical Engineer, Instrumentation Technician, Accounting manager, Billing clerk, Certified public accountant, Payroll clerk, Payroll manager, Tax Manager.	

### 1.4.2 Reference #2: New York City Housing Authority, NY

<i>Temporary Staffing Services</i>	
<b>Client</b>	New York City Housing Authority
<b>Address</b>	90 Church Street, New York, NY – 10007
<b>Contact Details</b>	<b>Name:</b> Patricia Lindo; <b>Title:</b> Administrative Manager <b>Phone:</b> (212) 306-2807; <b>Email:</b> <a href="mailto:patricia.Lindo@nycha.nyc.gov">patricia.Lindo@nycha.nyc.gov</a>
<b>Contract Duration</b>	August 2018 – Ongoing
<i>Description of the Services</i>	
Diskriter, Inc. as a Prime contractor provided Temporary Staffing services to the New York City Housing Authority in the areas of IT, Administration, Clerical and General Labor.	

### 1.4.3 Reference #3: Country Road Services

<i>Temporary Staffing Services</i>	
<b>Client</b>	Country Road Services
<b>Address</b>	110 Meadowlands Parkway, Suite 100a, Secaucus, NJ 07094
<b>Contact Details</b>	<b>Name:</b> John Matthew; <b>Title:</b> Operation Supervisor <b>Phone:</b> 855-934-2851 x 709; <b>Email:</b> <a href="mailto:john.matthew1@countryroadservices.com">john.matthew1@countryroadservices.com</a>
<b>Contract Duration</b>	May 2013 – Ongoing
<i>Description of the Services</i>	
Diskriter has been providing the Temporary Staffing Services for the Country Road Services from past 10 years and provided staff in IT, administrative services, Accounting Clerk, Senior Financial Analyst, Senior Tax Accountant, Accounting Assistant, Civil structural engineer, Civil designer, Senior Engineering Light Industrial and skilled laborers, Technician, AutoCAD technician, Automation Engineer, Electrical Engineer, Instrumentation Technician, Accounting manager, Accounts Payable, Billing clerk, Certified public accountant, Payroll clerk, Payroll manager, Tax Manager, PeopleSoft HR Functional Analyst, PeopleSoft Systems Analyst Senior, PeopleSoft Finance Senior Business Analyst.	

#### 1.4.4 Reference #4: KVN Services

<i>Temporary Staffing Services</i>	
<b>Client</b>	KVN Services
<b>Address</b>	5329 Office Center Court, Suite 227, Bakersfield, CA 93309
<b>Contact Details</b>	<b>Name:</b> Ronald Smith; <b>Title:</b> Compliance Administrator <b>Phone:</b> 877 256-0002 x 700; <b>Email:</b> <a href="mailto:Ronald.smith@kvnservices.com">Ronald.smith@kvnservices.com</a>
<b>Contract Duration</b>	Jan 2015 – Ongoing
<i>Description of the Services</i>	
<p>Diskriter has been working with KVN Services since 2015 and in a span of last 1 year has grown out to become one of the largest vendors in the Professional Services space. Diskriter has staffed over 35 resources. These have primarily been resources in Accounting Assistants, Accountant, Maintenance Worker, PS Tele communicator, Storekeeper, Administration, Forensic Scientist, Senior Accountant, Automotive Servicer, Senior Engineering Technician, Office Administrator, Home Automation Technician, Automation Technician, Security Alarm Technician, Electrical Engineer, Technical Architects Senior Financial Analyst, Certified public accountant, Payroll clerk.</p>	

#### 1.4.5 Reference #5: CU4 Healthcare Services

<i>Temporary Staffing Services</i>	
<b>Client</b>	CU4 Healthcare Services
<b>Address</b>	2032 Lowe St., Fort Collins, CO 80525
<b>Contact Details</b>	<b>Name:</b> Aaron Thomas; <b>Title:</b> Operations Manager <b>Phone:</b> 866-299-5099 x 799; <b>Email:</b> <a href="mailto:Athomas@cu4healthcare.com">Athomas@cu4healthcare.com</a>
<b>Contract Duration</b>	Feb 2015 – Ongoing
<i>Description of the Services</i>	
<p>We have been working with the C4U Healthcare Services from past 9 years and provided staffing needed with entry-level to highly skilled medical staff professionals and provide the CPC (Certified Professional Coder) certified medical coder and other medical staff. Diskriter has provided the required Work force to the C4U Healthcare Services on time without any delays and provided the staff for managerial levels as well as the labor staff that was required by the firm on time by hiring them through the wide database of the company.</p> <ul style="list-style-type: none"> <li>We provided recruitment services on time and with highly skilled professionals as per need. Diskriter provided authentic and dedicated personnel, TAT, Quality of services, and Project Implementations which helps CU4 Healthcare Services in achieving goal of delivering an outstanding service to our client</li> </ul>	

#### 1.4.6 Reference #6: New Health Hub Services

<i>Temporary Staffing Services</i>	
<b>Client</b>	New Health Hub Services
<b>Address</b>	232 W Main St., Sterling, CO 80751
<b>Contact Details</b>	<b>Name:</b> George Abraham; <b>Title:</b> Purchasing Agent <b>Phone:</b> (844) 898-2488 x 702; <b>Email:</b> <a href="mailto:George.A@newhealthhub.com">George.A@newhealthhub.com</a>
<b>Contract Duration</b>	Nov 2014 – Ongoing
<i>Description of the Services</i>	
<p>We have been working with the New Health Hub Services from past 5 years and they had intermittent, ongoing needs for supplemental high-level Medical Staff. Other staffing services had not provided people of a high enough caliber to meet the client's needs; these temporary employees represented the firm poorly to its clients and vendors, affecting its reputation. We provided CPC (Certified Professional Coder) certified medical coders, medical transcriptionist, and data entry staff as needed. The client turned to Diskriter Staff to improve their staffing model and we went to work:</p> <ul style="list-style-type: none"> <li>Taking time to truly understand the firm's requirements and expectations</li> <li>Screening and selecting high level candidates with firm's specific demands in mind</li> <li>Building a talent pool, specifically for this client, to provide additional staff at a moment's notice             <ul style="list-style-type: none"> <li>Our Result: Impressed by the high standard of talent and Pro Staff's quick response to its needs, this firm has relied exclusively on Pro Staff for more than eight years. The firm's excellent reputation remains intact.</li> </ul> </li> </ul>	

## 1.5 Approach to Scope of Services

### 1.5.1 Recruitment and Screening Process

We have excellent experience with various agencies with similar Temporary Staffing Services Contracts, inimitable account management team, experienced recruiters & data miners and resume database for each Institution locations which makes us fully capable and unique from other firms.

- **Staffing Contracts:** We are currently hold 150+ Staffing Contracts and provide staff on temporary and permanent basis
- **Local Presence & Strong Relationship:** We are locally available in almost all the states. We have an outstanding business relationship with various departments which comes under state government and have a keen interest in building a strong business relationship with the State of West Virginia. We are already providing temporary staffing services with the Statewide staff augmentation contracts of similar size
- **Experienced and dedicated Account Management Team:** Our Account Management Team will work diligently with State of West Virginia to identify the contract needs and to provide best resources for those needs with effective communication. Our Account Management team has many years of collective experience handling similar temporary staff augmentation contracts
- **Well Defined Recruitment & Staffing Approach:** Our recruitment & Staffing approach enable us to handle multifaceted temporary staffing services contracts with no limitation to the volume of hiring and time requirements. Our recruitment division consist of 100+ people including recruiters, data miners, and research analysts, having an average experience of 5-7+ years, recruiting professionals to support State of West Virginia requirements
- **Financial Capability:** Diskriter is financially stable and rapidly growing company having annual revenue of with total revenue of over \$300 Million since its inception
- **Competent Managerial Team:** Our managerial board comprises of members who have years of dense experience and have technical expertise to understand the contemporary needs of organizations
- **Experienced and Certified Staff:** Our relevantly certified and experienced staff are consistently rated at par industry standards in staffing evaluations
- **Tailored Solutions:** We work as your extended team to provide you tailored solutions that aligns with your specific requirement
- **Repeat Clientele:** The percentage of repeat business that we get is the certificate to our work well done. About 95% of our revenue has been through repeat businesses

At the beginning of the contract, for communication purposes, Diskriter will work with the client to identify points of contact on various aspects such as goals, objectives, status, and plans for the project. Likewise, we designate an Account Manager (AM) as the primary point of contact from our side. Our Account Manager is responsible for the all the communication regarding the requisition, resumes submitted, candidate submitted, communication regarding interviews, selection etc. client requirement notification will initiate our Purchase / Task / Job Ordering process. We have a Standardized Work Order/Work Request /Purchase / Job /Task order process.

- ***Request a Resource:*** To request a resource, our clients may send an email, or via other means, to our designated Account Manager OR we can provide access to our online ordering module (ATS) / resource management tool, through which the resource requisitions can be made easily.
- ***Response to Resource Requisition:*** The Account Manager will respond immediately and send the list of pre-finalized candidates to choose from.
- ***Interview and Selection:*** The Account Manager will fix up the interview time and venue with our Clients either via, Skype or as required by the Client. If required, we ensure our candidates come for a face-to-face interview with our clients.
- ***Project Orientation:*** Once the candidate is finalized, the Account Manager informs the candidate and provides initial orientation on contract information, project requirements, client goals and objectives, reporting needs, and any specific status/performance guidelines.
- ***Performance Tracking:*** The Account Manager then assigns the candidate to the project and begins tracking the performance of the candidate using the Online ordering module.
- ***Project Quality:*** We use Client's or our own standard Quality Assurance and Quality Control procedures to monitor the quality of our resource's performance. Our resources also get readily available help from our Expert Team of specialists.
- ***Project Monitoring:*** We use our Accounting System tool to track the engagement of our resources and their performance details, so we could readily know the resource performance, billing hours, status, and other required details to help us meet our client needs successfully.
- ***Project Communication:*** The Account Manager will be in constant communication with our clients on contract, goals and objectives, projects, and candidates related performance.
- ***Follow up on resources selected and working for the State of West Virginia:*** Our AM ensures that service personnel assigned are performing to the expectations of the client's requirement. Periodic feedback on the performance of the individual is taken and Diskriter provides all support to the individual to excel in his assignment with the State of West Virginia.

#### **1.5.1.1 Recruitment Methodology**

At Diskriter, we bring to the table an experienced team of recruitment professionals, with domain specialization to cater to specific industries. Our proven track record demonstrates our ability to understand client's talent needs and provide clients with the right solution to finding key people faster, while freeing up management bandwidth to concentrate on core management activities. Below is an overview of our work plan for external recruitment. We have devised this process to ensure client is fully aware of what is to be expected at each of the 5 stages in our recruitment process.

- **Step 1 – Initiation Phase:** Diskriter believes in valuing the importance of learning our client's business, aims, goals, corporate culture, and specific personnel/skill requirements. Upon acquiring this knowledge, a customized recruitment plan and brand statement is designed to address each one of the client company's unique needs. A kickoff meeting is set with the client and a submission plan is built according to the client project timeline, resource requirements, pricing requirements and hiring process is then agreed upon. client briefing to understand the requirements of potential candidates and establish a recruitment plan.
- **Step 2 – Planning Phase:** We prepare recruitment plan for candidate's searches. Diskriter's industry-leading team of multiple recruiters performs targeted searches for top talent within its

proprietary database (containing more than 400,000 candidate's resumes) and strategic job portals, social networks. Diskriter maximizes exposure by advertising your classified job description across all leading job boards and develops client-specific talent pipelines while leveraging over 73 years' worth of industry-specific referrals.



- **Step 3 – Selection Phase:** Diskriter's recruitment experts rigorously screen all potential candidates and if required; conducting detailed face-to-face interviews, technical assessments, drug test and at least two reference checks with previous managers that can validate a candidate's competency and experience with desired skills. Our screening process ensures a shortlist of the best candidates that fit client specific needs. We will create role in accordance with the recruitment plan. All responses are handled and vetted before a shortlist is proposed.
- **Step 4 – Delivery Phase:** When Diskriter has qualified candidates worthy of submission, client receive a comprehensive candidate overview, including a current resume, a skills/requirement match summary, contractual rate or salary expectations, and candidate availability. Diskriter account executive works with your hiring team to schedule candidate interviews and solicit feedback from both parties' post-interview. Support for both the client in shortlist selection, interview support / preparation, feedback, negotiation, and contract.
- **Step 5 – On-boarding and Offers:** When the client feels that they have found the suitable person for the job, Diskriter account executive works with client hiring manager/designee to present an offer to the candidate and confirm start dates. Diskriter then provides full on boarding services to include complete background and drug check as requested. After Diskriter's on boarding process is complete, your Diskriter account executive walks your new team member in on his or her first day.
- **Step 6 – Support Phase:** Providing qualified and quality engaged professionals are critical to success. At Diskriter we believe in constant communication, and we administer consultant performance evaluations after 30 days on assignment, and again bi-annually. This regular feedback and collaboration with our clients and consultants ensure the fit of consultants over time, assists with recognition programs, and increases retention and project completion. Contract management for Interim appointments and final reports prepared.

#### 1.5.1.1.1 Screening Process

One thing that distinguishes us as a leader in the staffing world is our extensive screening process that ensures the safest work environments for our clients and candidates. Diskriter ensures that



personals are qualified and proficient by using its advanced screening process. Our levels of candidate screening are:



- ❖ **Step 1 – Initial Screening and Skill Assessment:** Our recruiters evaluate candidate skills in multiple areas including management, customer service and Interpersonal skills.
- ❖ **Step 2 – Initial Phone Screening:** Once we identify a potential candidate our recruiters perform a phone screening to determine how their current and previous work experiences line up with our client’s primary needs. We ask about work background/history, training and education, wages they’re looking to earn, areas they’re willing to travel to, and if they’re willing to submit to a drug screen and background check.
- ❖ **Step 3 – Skill and proficiency Testing:** In the current Business scenario companies are beginning to understand that to stay competitive they need to focus on developing and hiring most suitable candidates for the right job. Diskriter evaluates skills of each candidate by conducting its own set of skill and proficiency tests which shows us how much capable a candidate is.
- ❖ **Step 4 – Background Check Process:** We endeavor to verify candidates’ credential details to ensure the legitimacy of the candidate to work in United States. We also make sure that candidate has required license to perform the task as per client requirement. Wherever reasonably possible, feasible and instructed, we will provide details of the results of those conversations or written details, subject to our terms of Business.
- ❖ **Step 5 – Referrals and References Check:** The references and referrals provided by the prospective candidate are directly contacted by our recruiters who authenticate the information provided by the candidate. Further, the referrals and references provided are cross-checked for their identity which is conducted by a third-party vendor.

***While conducting reference checks we ask following questions to the provided references:***

- What is your relationship to the candidate?
- Can you confirm the candidate’s job title, dates of employment and work duties?
- Can you describe the candidate’s work performance?
- Was the candidate accountable in performing tasks?
- What are the candidate’s strengths and weaknesses?
- What was it like to work with the candidate?
- Why did the candidate leave a position?
- Company policies aside, would you rehire this candidate?
- Is there anything else I should know about this candidate?

***We make sure to follow below criteria while assessing the candidates***

- Educational background
- Relevant work experience
- Specific skills or “technical skills”
- Ability to work in a team environment

- Leadership qualities
- Critical thinking and problem solving
- Communication skills
- Attitude and motivation
- Quality references
- Body language
- Social media/web presence

#### **1.5.1.1.2      *Testing***

As referenced in the prescreening process, Diskriter utilizes Prove It! Software to assess each candidate's computer skills such as typing, data entry, and MS Office proficiency. We also evaluate grammar, spelling, proofreading, and general mathematic skills. Upon the client's request, additional hard or soft skill assessments can be conducted. Every applicant, whether placed on an assignment or not, is assisted with information and skills to enter the workforce. We provide computer training tutorials, job specific training (through videos or on-the-job training), resume evaluations, and interview tips. Since safety is top priority at Diskriter, safety manuals are administered to our employees. Every applicant and employee have room to expand upon their skills by learning from their coworkers, training programs, and other independent means. When filling a position, we focus on placing an employee with the proper skill set and background experience to be an asset to our client. Though most of our applicants already possess the skills required to perform the basic requirements of the job, we help in the development of their skills beyond this foundation.

Candidate skills testing is customized according to the needs of the client and/or the position being filled. Tests can be administered anytime during the screening and evaluation process. Diskriter can provide skills testing for over several disciplines, including the following: typing; Microsoft Office applications; general administrative tasks testing such as filing, word and mathematical problem solving, data entry, customer service; hundreds of technical and software skills testing; to name a few.

In addition to the Diskriter Assessment series, we extensively test candidates on their software proficiency, which is particularly important in today's high-tech work environment. Using the sophisticated evaluation and training system of ProveIt! Diskriter's branch staff ensures that candidates possess the necessary skills for exceptional performance. ProveIt! Tests provide the highest quality performance- based testing on virtually all of today's top office software, so we may ascertain each candidate's level of proficiency on Windows as well as Macintosh operating systems. As new software is introduced to the workplace, all Diskriter candidates are encouraged to enhance their skills using ProveIt! Tutorial programs. Prior to assignment, Diskriter can test contractors on over several applications across several disciplines, with customized training and evaluation programs that simulate the work to be performed at locations within the client.

#### **1.5.1.1.3      *Interview Process***

After reviewing the candidate's resume, Diskriter then interviews each candidate to determine job expectations, salary requirements, and background information. Skills are assessed and evaluated to ensure a high level of competency. The tests may include reading comprehension and proofreading or general mathematics. Candidates are also tested on computer proficiency in Microsoft Office programs, depending on the position.



After determining a candidate is qualified and serious about an opportunity, we conduct professional reference checks. Sometimes an additional interview is needed to establish a correct fit for the client and the candidate. We take our time to understand the candidate's personality and experiences to make a match beneficial to the candidate and to the client. Our goal is to find the right person, for the right job, the first time.

After thoroughly pre-screening the candidate, resumes and recommendations are presented to the client. Diskriter prefers an interview between the client Manager and the candidate. If the client chooses to interview a candidate prior to employment, Diskriter will coordinate a meeting. If not, other arrangements will be made.

#### **1.5.1.1.4 Background Checks / Background Verification Process**

Diskriter has a well-defined and documented background check policy. Under this policy, depending upon the client requirement, candidates are subjected to compulsory pre-employment background checks. All temporary employees' references and background can be checked before Diskriter will consider placing an employee with a client. Additionally, Diskriter will work with the client to provide supplementary screening specific to job positions. Diskriter has trusted partnerships with companies that have the resources to perform a variety of background checks at a local, client, and state level, including:

<b>Background Screening</b>	<b>Assessment Method</b>
<b>Verification of Education and Credentials / Certifications</b>	Diskriter's verifier will examine the candidate's full academic history, ensuring that they are qualified and able to perform the duties. We work alongside institutions and authorized agents to ensure that the verifications we carry out are as accurate as possible, giving the information, to choose the best candidate
<b>Employment Reference Checks</b>	<p>Diskriter will verify a professional reference by seeking answers to predetermined questions including information on communication skills, work attitude, professionalism and punctuality. This information will be obtained through a phone interview with a former supervisor or personnel department.</p> <p>The references and referrals provided by the prospective candidate are directly contacted by our recruiters who authenticate the information provided by the candidate. Further, the referrals and references provided are cross-checked for their identity which is conducted by a third-party vendor.</p> <p>While conducting reference checks we ask following questions to the provided references:</p> <ul style="list-style-type: none"> <li>▪ What is your relationship to the candidate?</li> <li>▪ Can you confirm the candidate's job title, dates of employment and work duties?</li> <li>▪ Can you describe the candidate's work performance?</li> <li>▪ Was the candidate accountable in performing tasks?</li> <li>▪ What are the candidate's strengths and weaknesses?</li> <li>▪ What was it like to work with the candidate?</li> </ul>
<b>Social Security Verification</b>	Diskriter's Verifier validates the applicant's Social Security number, date of birth and former addresses.
<b>Motor Vehicle Record Search</b>	Depending on state law, this search will reveal a three (3) to five (5) year driving history. Reported information will include type of license, any violations, disciplinary actions, convictions, issue date, expiration date, revocations, suspensions, accidents, status and restrictions
<b>Criminal Record Check</b>	<p>Diskriter have access to criminal record searches all over the world. Our Criminal record check includes review of criminal convictions and probation. The following factors will be considered for applicants with a criminal history:</p> <ul style="list-style-type: none"> <li>▪ The nature of the crime and its relationship to the position.</li> <li>▪ The time since the conviction.</li> <li>▪ The number (if more than one) of convictions.</li> </ul>

<i>Background Screening</i>	<i>Assessment Method</i>
	<ul style="list-style-type: none"> <li>Whether hiring, transferring or promoting the applicant would pose an unreasonable risk to the business, its employees or its customers and vendors.</li> </ul>
<i>Drug/Alcohol Screening</i>	<p>All candidates are required to go through the 10 panel drug testing process as a backup and the test reports will be verified with the Medical Officer. Diskriter has partnered with ESS for drug testing; ESS can provide drug testing services at all panel level. ESS is a national leader in the pre-employment drug and background screening field to conduct accurate, competitively priced and legally compliant background checks and drug screens. <i>ESS</i> maintains a secure environment, ensuring all drug and background screening information is kept completely confidential. Diskriter maintains pre-employment screening practices per client instruction designed to prevent hiring individuals who use illegal drugs or individuals whose use of legal drugs or alcohol indicates a potential for unsafe or impaired performance. An employee whose drug test result is positive will be ineligible for hire.</p>
<i>Credit Report</i>	<p>This report provides information into a person's financial background. It also provides present and past addresses, current and past employers, and verifies and identifies users of the social security number provided.</p>
<i>Sex Offender Registry</i>	<p>While convictions for sexual offenses will appear upon the criminal record in the City or state where the offense was committed, oftentimes sexual offenders will relocate where their criminal records will not reflect the offense. Information returned from sexual offender registry inquiries may include name, AKA name, physical characteristics, date of birth, residential address, employer, City, state of conviction, date of conviction, and offense(s).</p>

#### **1.5.1.1.5 Training**

Diskriter believes in constant training and improvement of Staff. We will provide the necessary training as required by the agency. We will take care of the cost including travel and expenses. We currently reimburse for any certification that is obtained by our employees. We also have access to knowledge portals such as [udemy.com](https://www.udemy.com/) that have some very good courses. We can suggest some of these based on discussion with the resource and the agency.

Diskriter invests wisely in its greatest asset- its people, to deliver value to our customers. It is the policy of Diskriter to assure that our employees are fully trained in the most current systems and technologies they support. We provide our employees with training opportunities to increase their level of expertise, to improve work processes, learn higher value skills, and use state-of-the-art-technology so that their value is recognizable within the client organization. Each of our full-time employees develop in concert with their manager an annual learning plan which helps them achieve niche-specific, employee education and development.

Diskriter's training program provides several advantages to our customers. First, to provide the highest quality of support to our customers, Diskriter ensures that our employees are trained on the client's existing systems and technology. Second, Diskriter provides for any necessary training in the "soft skills" that will enhance the level of service to the client. Lastly, Diskriter remains committed to maintaining our employee's skill level with our customers' environment throughout any future changes and enhancements in technology.

Diskriter achieves its training objectives by offering employees several options including in-house training and partnerships with outside training organizations. We also offer tuition reimbursement to employees for courses offered by accredited educational institutions that are relevant to their field and career path. We also encourage and reimburse any expenses incurred while attending user group meeting, seminars, or conferences. Diskriter recognizes the costs associated with

training new employees and keeping up with technological advancements and provides that value back to our customers.

Diskriter will follow a requirement driven training process with high quality standards. The training program will ensure knowledge transfer to system users, ensuring they will be able to manage the system as well as utilize the system in the most efficient manner. Business users will learn how to use the system from start to end, covering all processes and scenarios. The system administration training will provide a deep understanding on system configuration. The training will be primarily hands-on exposure to the new system.

#### **1.5.1.1.6 Onboarding**

Diskriter will follow the client's terms to onboard the candidates. Please find our Onboarding Procedure below:

**Pre-Employment Process:** During this time, the Diskriter's onboarding team will be sending some paperwork and items to complete through the Diskriter Staffing On-Boarding system. As a selectee to a position with client, employees are responsible for being an active participant in the pre-employment process. Verification of employment source must be confirmed, pre-employment conditions must be met, any overseas entitlements must be determined, and the necessary in-processing forms must be completed. Our onboarding process is explained in below steps:

- **Step 1: Accept the tentative offer** – The tentative offer will be sent via the Diskriter Staffing system. Employee will use the link provided in the email to accept the offer.
- **Step 2: Complete the Pre-Employment Paperwork** – The Diskriter Staffing system will provide a checklist of all documents and items that need to be completed prior to the final offer. The types of forms required will depend on employee's status, location, and the requirements of the position.
- **Step 3: Meet any Conditions of Employment** – Each position will have different requirements. Conditions of Employment are any requirements, other than qualifications, that must be met or complied with before being appointed to a particular position. Examples of these include pre-employment drug tests, physicals, background screening/security clearance.
- **Step 4: Coordinate the client** – The client is employee's Entrance on Duty date. Our onboarding team will coordinate with the client for start date, time, address, and reporting manager details and update the employee.
- **Step 5: Receiving Offer** – Employee will receive his final offer email once all forms have been completed, and all Conditions of Employment have been met. Our onboarding team will send a job offer to the employee.
- **Step 6: Prepare for your first day** – Our onboarding team will guide the employee throughout the first day procedure until employee is successfully on boarded at client location.

#### **1.5.1.1.7 Communications**

Communication with the client is the key to a successful partnership. Being open with department heads regarding staffing needs, recommendations, and feedback is what drives this CRFQ's success. The client will have the ability to communicate with the designated Account Manager via email, phone, or in-person to address all questions and concerns regarding staffing requisitions, interview schedules, approvals for temporary placement, etc. The Account Manager works closely

with the Project Manager and recruitment team to provide recommendations for potential placement to fill the client staffing vacancies.

#### **1.5.1.1.8 Approach to Issue Tracking and Problem-Solving Policy**

We believe in service after the sale. After Diskriter places an employee, our Project Coordinator / Account Manager will maintain constant communication with the client. The Project Coordinator will always be available to hear feedback on employees and to address any issues. We will evaluate the employee's performance as outlined below:

<b>Assignment Time</b>	<b>Diskriter Plan of Action Frame</b>
<b>Week 1 Follow-Up</b>	Within the first week of placing an employee, Diskriter follows up with that employee's supervisor. We want to ensure that the employee is arriving on time and can perform the assigned job.
<b>30-Day Evaluation</b>	After an employee has been on the assignment for 30 days, Diskriter requests the client to complete a short survey to evaluate the Evaluation employee's performance.
<b>Continuous</b>	Ongoing follow-up is conducted by Diskriter to ensure the highest level of service.

#### **1.5.1.1.8.1 Performance tracking and Issue Management**

We understand the importance of availability and will have additional staff trained and ready to back up existing resources in any case of any unforeseen emergencies. The Diskriter 'will be in contact with the client Supervisor to verify if the employee is performing satisfactorily. In the event of unsatisfactory performance, Diskriter will provide the replacement. Depending on the circumstances and the preferences of the client, Diskriter will arrange for the immediate removal of the employee. It is the responsibility of Diskriter to identify additional candidates to replace the terminated employee.

Diskriter will be available 24x7x365 to the client and the candidates. The client can contact Diskriter for any Staffing needs, issues, questions, requests. All the queries of the client are addressed in a timely fashion. It always promotes open communication. Diskriter is committed to forming and enhancing its relationship with the client and anticipates visiting onsite on a rotating quarterly basis to ensure client and temporary employee satisfaction.

Diskriter guarantees that – in the most unlikely event when the immediate replacement is required with minimal notice, we shall provide replacement to those service personnel within one business week with mutually agreed condition. This is possible because we have a very robust Recruitment Process. The details are as follows:

- Diskriter has in-house built tools that we use to manage the resources and their screening details, so we could readily know the resources available
- We have our own job portal that is accessed by all our employees and our subcontractors who will respond to any position that they are interested in
- Diskriter advertises in leading job boards and/or newspapers
- Employee references- Many of the resources we have added have come from employee references. This has helped us maintain good quality of resources

Diskriter will be in contact with the client through phone/Email/Skype/Zoom. Our proposed Account Manager, when needed, will seek a help of expert's team for the timely resolution of reported problems with an assigned employee to provide best results to our clients. If the situation is not resolved at the Account Manager level, it gets escalated. Please find the escalation procedure below:

<i>Escalation Plan</i>		
<i>Account Manager</i>	1 day (max)	If the issue is not resolved within 1 business day, it gets escalated to the Account Manager
<i>Chief Operating Officer</i>	1 day (max)	If the issue is not resolved within 2 business days, it gets escalated to the CEO
<i>Chief Executive Officer</i>	ASAP	Corrective Action

#### **1.5.1.1.9 Time Sheet and Payroll Management Process with Schedule**

Our standard process mandates that our talent submits approved timesheets weekly to their Diskriter account team for entry into our online time management systems, to ensure accurate timekeeping. Both the employees and Account Representative present at the client site are given logins and have access to eTurnip which enables the employees to do their time entry in the application. All the employees submit their timesheet in eTurnip on weekly basis and the Account Representative reviews the time entries and verifies them. After verification from Account Representative, timesheets are submitted within eTurnip application for approval by the Account Manager at Diskriter. A notification is sent to both the employees and Diskriter's Account Manager. If there are any corrections or queries regarding the timesheets, Account Manager at Diskriter connects with Account Representative present at the client site for clarification. Once approved by client account representative, Diskriter's Account Manager then accepts and approves the timesheets, and a notification is also sent to the employee regarding approval of their timesheet.

We generate invoices that accommodate our clients' individual requirements. For example, invoices can be generated by the client or for the entire company on a weekly, bi-weekly, or monthly basis and are net due upon receipt. Additionally, multiple employees may be combined on one invoice or billed separately. Invoices are always accompanied by signed timecards.

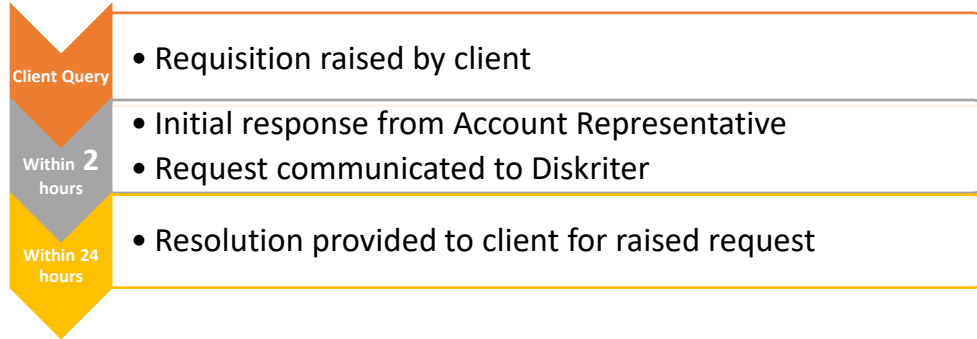
#### **1.5.1.1.9.1 Billing and Invoicing**

Diskriter will process all time sheets and paychecks and provide the client with accurate, concise, and timely invoices. If the client requires changes to the invoicing process during the term of the contract, Diskriter will work with the appropriate client representative(s) to modify its invoice process and ensure that Diskriter remains fully compatible with the invoice processing requirements of the client. This includes the related invoicing and management reports as required by the client.

#### **1.5.1.1.9.2 Problem Escalation Process**

Our effective account issue / or conflict management contributes to overall satisfaction and ultimately to client retention. We place a high degree of attention on delivering exceptional customer service and it is not only Diskriter's core belief, but also a mandate from the very top of the organization. Diskriter's philosophy on customer service says, "Customer Service is only as good as the Customer says it is". Diskriter provides a dedicated Account Representative to oversee the workflow of an account. This individual serves as an immediate resource and go-to person for the client concerning account issues. Our Account Representative typically replies within two hours after the email is received from the client. The Account Representative will directly resolve issues, escalate issues and will try to facilitate resolution within 24 hours after an issue is raised by the client and will also have additional backup support from other Account Supervisors. Further, Diskriter's Client Support Services (CSS) team is available on call 24x7x365. Diskriter prides itself with our responsiveness and level of customer service. We take pride in meeting or exceeding our customer needs in a timely manner as required by our clients. The Account Manager, when needed, will seek help from an expert team at Diskriter which comprises of

Technical and Management members, for the timely resolution of reported problems with an assigned employee to provide best results to our clients.



#### 1.5.1.1.10 Overtime and Holiday Pay

Diskriter complies with all Federal, State and local Labor Laws pertaining to the employee wages including minimum wage and overtime pay. Diskriter pays overtime pay on the 8/40 ruling that specifies that employees will be paid one and one-half times the employee's regular rate of pay for all hours worked in excess of eight hours a day or 40 hours in a week. State of West Virginia does not anticipate requesting temporary personnel to work more than eight hours per day. In the event that personnel are required to work in excess of eight hours/day or 40 hours/week, Diskriter will obtain overtime approval in writing from the State of West Virginia prior to working the overtime.

Diskriter provides holiday pay after the employees have worked continuously for 960 hours. In addition, the employee must work the day before and the day after the holiday. If the Holiday falls on either a Monday or a Friday, the employee must have worked during the normal working day of the State of West Virginia the day before and day after the holiday.

#### 1.5.1.1.11 Turnaround Time

Diskriter, Inc. will promptly respond to all standard requests, including those received by email or voice mail, within 30 minutes with a confirmation that the Purchase/Task/Job order request was received by email or voice mail, within 30 minutes with a confirmation that the Order Request was received, as well as a status report. After receiving an order from the client, the turnaround time to place a qualified temporary employee is typically four (4) hours. Specialty positions require a 48 to 72-hour turnaround, and ASAP orders generally can be filled within two (2) hours.

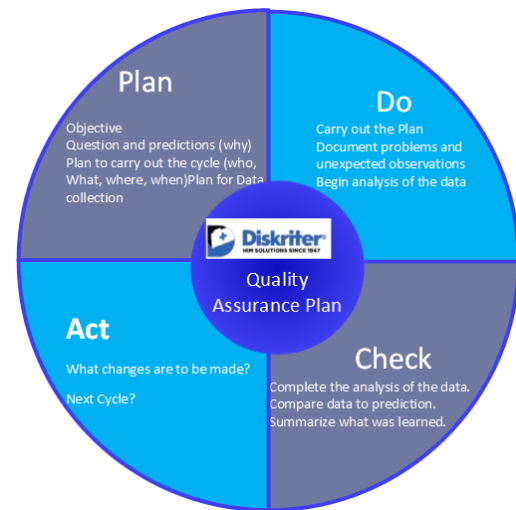
Activity	Projected		Notes	Who
	Begin	Through		
Initial consultation	30 min	1 hours		HR & HIRING Manager
Position Description Development	1 hours	2 hours		HR & HIRING Manager
Marketing/Ad Campaign Development	2 hours	4 hours		HR
Marketing/outreach Campaign Development	4 hours	6 hours	Determines Viability	HR
Applicant Screening	6 hours	8 hours	Formal	HR
Candidate Assessment	8 hours	Interviews		HR
Interview Question Development	10 hours	Pre-Interviews		HR & HIRING Manager
Pre-Interview Client Consultation	12 hours		Candidate Review	HR & HIRING Manager
Interview Question Selection	Pre interview			HR & HIRING Manager
Schedule/Coordinate Interviews	14 hours			HR
First Round Interviews	16 hours			HR & HIRING Manager
Background Reference Checks on Finalist	24 hours	48 hours	Requires 1 day	HR
Submit Finalist for Review	48 hours			HR
Final Interviews	52 hours			HR & HIRING Manager
Offer Position	52 hours			Hiring Manager
Send Regrets to Remaining Applicants	52 hours			HR
New Employee Starts	72 hours			Candidate



### 1.5.1.1.12 *Quality Assurance Plan*

We have a continuous improvement program in place.

- A systematic process with identified leadership, accountability, and dedicated resources; Use of data and measurable outcomes to determine progress toward relevant, evidence-based benchmarks;
- Focus on linkages, efficiencies, and provider and client expectations in addressing outcome improvement;
- Continuous process that is adaptive to change and that fits within the framework of other programmatic quality assurance and quality improvement (QI) activities (i.e. JCAHO, Medicaid, and other HRSA programs);
- Data collected is used to feedback into the process to assure that goals are accomplished, and they are concurrent with improved outcomes.



We believe that without good feedback, our operation cannot improve productivity, and our employees cannot grow and learn. Diskriter ensures to respond quickly to performance issues through a continuous feedback loop in order to assist client efficiently in the following steps:

- ***Creating the right setting*** – We conduct all performance feedback in a private, one-on-one setting, without interruptions. Feedback on the employee's performance is private between us and the employee whom it concerns.
- ***Utilizing self-feedback*** – We provide employee with a chance to comment on his or her own behavior and productivity. We create a two-way conversation centered on each of the performance topics. In this situation, a supervisor asks the employee for his opinion, and then the supervisor will give his own opinion.
- ***Addressing performance problems honestly and directly*** – We try to address any serious issue with the employee as soon as it is noticed, preferably the same day. Supervisors should take the employee aside, describe the observed problem behavior, and then ask the employee why it happened. The supervisor will then want to re-state the performance expectations for the job.
- ***Communicating expectations clearly*** – We believe that performance expectations need to be delivered in a concise, clear manner, without questionable interpretations, especially when there is a problem. So, we use specific numbers, dates, productivity units, metrics and standards when communicating performance expectations to an employee.
- ***Include the positive*** – While considering the performance issues we always practice pointing out what the employee is doing right. It is important to recognize employees for their accomplishments to keep them motivated. We try to identify two or three of the most critical areas to improve and allow the employee to focus on improving these. As the employee improves in these areas, we can work together on identifying and fixing the other, less-critical issues.
- ***Keep documentation*** – At a minimum, we keep notes on any performance problems discussed, including the date, the problems discussed, and the performance expectations communicated to the employee. This documentation is kept in the employee's file. This is both to refresh our

memory in the future and to be used as documentation in the event of legal action taken on a disciplinary action.

#### **1.5.1.1.13      *Benefits Offered to Temporary Staff***

Diskriter has a very robust Employees Benefits Program offered to all of its temporary employees. An employee can choose from a variety of benefits plans and options, health benefits cover for an employee and his family members at a reasonable rate. The employee's weekly, biweekly or monthly contribution to health benefits varies with the plan he chooses. Here are the important program features:

Diskriter offers a generous variety of insurance options to keep its employees and their family healthy.

***Health Insurance:*** Temporary Employees may enroll with family members in employee Health Insurance coverage. Family members eligible for coverage under "Self plus One" or "Self and Family enrollment" are:

- Spouse (including a valid common law marriage)
- Children under the age 26, including legally adopted children, recognized natural (born out of wedlock) children and stepchildren (including children of same-sex domestic partners).
- A child is eligible for coverage under the "Self plus One" enrollment (if they are the designated covered family member) or self and Family enrollment, if a state-issued birth certificate lists employees as a parent of that child.
- Under certain circumstances, employees may also continue coverage for a disabled child 26years of age or older who is incapable of self-support.

#### ***Eligibility:***

Health insurance is available to Temporary employees also. Temporary employees must work an average of at least 30hours per week at the point of hire or over a defined measurement period to be eligible for benefits.

***Dental:*** Eligible family members include:

- Spouse
- Unmarried, dependent children under the age 26, including legally adopted children and recognized natural children who meet certain dependency requirements. This also includes stepchildren and foster children who live with the temporary employee in a regular parent-child relationship.
- Under certain circumstances, temporary employee may also continue coverage for a disabled child 26years of age or older who is incapable of self-support.

#### ***Eligibility:***

Dental insurance is available to Temporary employees also. Temporary employees must work an average of at least 30hours per week at the point of hire or over a defined measurement period to be eligible for benefits.

***Life Insurance:*** Temporary Employees may enroll with family members in employee life coverage which is offered in high and low options. Upon an insured's death, the plan pays a benefit to the person's designated beneficiary. If the temporary employee dies as a result of an accident, an accidental death benefit is paid in addition to the regular benefits. In the case of dismemberment, the plan pays a benefit to the insured.



***Eligibility:***

Full time employees in a benefit-eligible position or part time employees with 50FTE in a benefit eligible position.

***Sick Leave:***

As a temporary employee, one will earn sick leave that may be used for self or a family member's medical, dental, or optical examination or treatment. Regardless of length of service, temporary employees earn 13 days of sick leave each year. There are no limits on the amount of sick leaves that can be accumulated. Employees may use up to 9 administrative work weeks of accumulated sick leave (360 hours) each leave year to care for a family member with a serious health condition.

***Holiday & Medical Insurance:***

As per Diskriter Employee handbook all the Temporary employees may be entitled to certain employee benefits like medical insurance and enrollment in their retirement plan. Depending upon the length of time the temporary employee is in our service, they may earn the right, whether by company policy or law, to enroll in the benefits programs available to permanent employees. For example, Diskriter allows employees to enroll in the company-sponsored medical insurance program after three consecutive months of full-time service. To avoid this potential benefit drain, we push the employees to revisit Diskriter existing policies related to FMLA leave, medical insurance, and other employee benefits to ensure that they are not unwittingly opening up their insurance benefits pool to the crop of temporary employees in their midst. We keep ourselves proactive & updated with the statutory laws.

***1.5.1.1.14 Equal Employment Opportunity Policy***

The Diskriter is committed to providing a non-discriminatory employment environment for its employees. The policy of the Diskriter is to fully comply with applicable federal, state and local laws, rules and regulations in the area of non-discrimination in employment. Discrimination against employees and applicants due to race, color, religion, sex (including sexual harassment), national origin, disability, age (40 years or older), military and veteran status is prohibited. Violations of this policy will be subject to discipline, up to and including termination.

Equal employment opportunity and non-discriminatory commitments include, but are not limited to, the areas of hiring, promotion, demotion or transfer, recruitment, discipline, layoff or termination, rate of compensation and company sponsored training. All employees are expected to comply with this Equal Employment Opportunity Policy. Managers and supervisors who are responsible for meeting business objectives are expected to cooperate fully in meeting Diskriter's equal employment opportunity objectives. Any employee who believes he or she has been discriminated against must immediately report any incident to the company's designated CEO. The company will not tolerate retaliation against any employee who reports acts of discrimination or provides information in connection with any such complaint.

We establish ongoing partnerships with other recruiting sources like organizations that assist individuals with disabilities, faith-based organizations, veteran organizations, placement services, women's groups, and ethnic or multicultural centers. We post open positions on diversity online recruiting boards. Our team will always look to increase the minority recruitment for Diskriter and its clients. We have worked with several clients by following the below procedures and believe that diversity hiring recruiting is very similar to recruiting for a difficult skill set.

Our team has a global and diverse constituency, whether dealing with candidates, clients or stakeholders. Having diverse staff enables us to understand and meet the needs of people from diverse perspectives and creates an atmosphere that supports positive relationships and communications. As working on company EEO policy, our team of recruiters always try to approach diversified communities and groups to hire or employ diverse teams on projects. Diskriter's EEO Officer is responsible for overseeing adherence to EEO laws and policies and will ensure that employment actions regarding staffing and managing the work are carried out in a nondiscriminatory manner. We have different sourcing methods which not just allow us to find diverse candidates according to race, gender, ethnicity, but also in terms of diverse skillset, work culture and communication style. To maintain this diversity, we use various these sourcing strategies which allow us to create a diverse talent pool:

- Employee Referrals
- Corporate philanthropy geared to diverse interests
- Keeping a positive outlook that helps your own diverse employee candidates recruit for you!
- Attending Virtual Career Fairs geared towards minority groups
- Partnering with Multicultural Professional Organizations
- Social Media Focused on Diversity Groups

#### **1.5.1.1.15      *Diversity Practices***

Diskriter recognizes that a diverse supplier base is integral to company profitability and strategic objectives solidifying the connection between customer satisfaction and winning in the marketplace. Diskriter's supplier diversity program expands purchasing opportunities for businesses owned and operated by Under-Represented Minorities, Women, Lesbian, Gay, Bisexual and Transgender (LGBT), Veterans and Service-Disabled Veterans, and People with Disabilities. Building and maintaining a community of diverse suppliers increases Diskriter's opportunity to hear new ideas, apply different approaches, and gain access to additional solutions that respond to customer needs. Such collaboration helps Diskriter deliver innovation, quality products, and world-class service to a growing marketplace. We always consider engaging qualified subcontractors to fulfil requirements received under our contracts. Our assigned Account Manager is responsible for effectively managing & utilizing the subcontractors and meet the overall contract goal. We proactively identify suppliers who can augment our business based of the following:

- Diversity Status
- Supplier office should be located in the City, County or State where the contract is based
- Acceptance of the state contract terms and conditions
- Preferred – state or any public sector contract experience

#### **1.5.1.1.16      *Sexual Harassment Policy***

Diskriter prohibits any form of employee harassment based on race, color, religion, sex, national origin, age, and disability, status as a Vietnam-era or special disabled veteran, or status in any group protected by federal, state, or local law. Any interference with Diskriter employees' ability to perform their assigned job duties is not tolerated.

With respect to sexual harassment, Diskriter prohibits the following:

- Unwelcome sexual advances, requests for sexual favors and all other verbal or physical conduct of a sexual or otherwise offensive nature, especially where:
  - Submission to such conduct is made either explicitly or implicitly a term or condition of employment.
  - Submission to or rejection of such conduct is used as the basis for decisions affecting an individual's employment; or
  - Such conduct has the purpose or effect of creating an intimidating, hostile or offensive working environment.
- Offensive jokes, comments, innuendoes, and other sexually oriented statements.

If harassment is reported, Diskriter will conduct a prompt, thorough and confidential investigation. If an investigation confirms the harassment to have taken place, corrective action will be taken, including disciplinary action up to and including termination. Diskriter also prohibits any form of retaliation against any employee for filing a bona fide complaint or assisting in the investigation of a bona fide complaint.

#### **1.5.1.1.16.1 Harassment and Workplace Violence**

Everyone has the right to a work environment free from harassment of any type. We will not tolerate verbal, nonverbal, or physical conduct by anyone associated with our business (including suppliers and clients) that harasses or creates an intimidating, offensive, abusive, or hostile work environment, including any workplace violence or sexual harassment. Our employees and managers are required to comply with all anti-harassment laws in the locations where they work.

Workplace violence includes robbery and other commercial crimes, domestic and stalking cases, violence directed at the employer, past or current employees and/or family members, clients, suppliers and other third parties. Subject to applicable laws and regulations, we prohibit the possession and/or use of firearms, other weapons, explosive devices, and/or other dangerous materials on Company premises or while conducting Company business.

Sexual harassment occurs whenever unwelcome conduct on the basis of gender affects a person's job. Such conduct includes unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature that results in an intimidating, hostile or offensive working environment.

#### **1.6 Value-Added Services**

We believe that to provide a quality service, all facets of our business must be aligned. We have created a people-focused strategy, which is the center of the superior service we strive to provide. Trust and engagement begin with the relationships we build with associate employees, clients and candidates. We are here to be a resource to help provide solutions to personnel concerns. We pride ourselves on our client relationships and our contingent workforce. We are here to be the solution to our client's needs

- Diskriter will develop a mutually beneficial long-term business relationship, which produces measurable results in an environment of integrity, ethics, and trust
- Diskriter will support the mutual strategic goals while planning and implementing continuous improvement in products, services, processes, and human involvement
- Diskriter will promote a cooperative relationship in which conflicts are resolved through negotiation



- Diskriter will openly communicate requirements, make special efforts to understand them, consider the capabilities of the other partner, and agree to strive to meet requirements 100% of the time
- Diskriter will be accountable for its commitments and follow through by supporting the oral and written commitments it makes
- Diskriter will anticipate, meet, and exceed mutual internal/external client's needs
- Diskriter will commit itself to a program of continuous improvement
- Diskriter will recognize and reward the contributions of each partner

In our partnerships, we work for our client's long-term interest. With an understanding of our client's needs and culture, we focus on placing potential employees by opposing contractors and selecting work-ready talent. We invest resources in a variety of areas including retention, industry versus service alignment, project maintenance, productivity/turnaround time and communication. We recognize that the more we know about your business and how it operates, the better we can anticipate and serve your needs. Our ability to listen and understand is a key factor in our success. We bring to our client's knowledge, skill, experience, flexibility/adaptation, people-skills and enthusiasm about what we do.

## STATEWIDE COVERAGE:

Each Job Classification submitted will  
be required for vendor to provide in all 55  
counties throughout the State of West Virginia.

## REQUEST FOR QUOTATION

CRFQ SWC2400000006

(CMA TEMP24)

Temporary Staffing Services

EXHIBIT\_A

Classification	Worker Pay Rate	Withholding Rate	Overhead Rate	Total Rate*
Accounting Technician 2	\$ 24.00	\$ 4.08	\$ 5.18	\$ 33.26
Administrative Services Assistant 1	\$ 23.00	\$ 3.91	\$ 4.97	\$ 31.88
Administrative Services Assistant 2	\$ 25.00	\$ 4.25	\$ 5.40	\$ 34.65
Cook	\$ 21.50	\$ 3.66	\$ 4.64	\$ 29.80
Custodian	\$ 20.50	\$ 3.49	\$ 4.43	\$ 28.42
Data Entry Operator2	\$ 24.54	\$ 4.17	\$ 5.30	\$ 34.01
Executive Secretary	\$ 35.00	\$ 5.95	\$ 7.56	\$ 48.51
Groundskeeper	\$ 20.00	\$ 3.40	\$ 4.32	\$ 27.72
Health Service Worker	\$ 21.84	\$ 3.71	\$ 4.72	\$ 30.27
Laboratroy Assistant 3	\$ 49.43	\$ 8.40	\$ 10.68	\$ 68.51
Laborer	\$ 21.00	\$ 3.57	\$ 4.54	\$ 29.11
Mail Runner	\$ 28.50	\$ 4.85	\$ 6.16	\$ 39.51
Office Assistant 2	\$ 24.00	\$ 4.08	\$ 5.18	\$ 33.26
Office Assistant 3	\$ 32.51	\$ 5.53	\$ 7.02	\$ 45.06
Paralegal	\$ 36.16	\$ 6.15	\$ 7.81	\$ 50.12
Parking Attendant	\$ 23.50	\$ 4.00	\$ 5.08	\$ 32.58
Word Processor	\$ 25.00	\$ 4.25	\$ 5.40	\$ 34.65

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

Vendor Name: \_\_\_\_\_ Diskriter, Inc.  
 Contact Person: \_\_\_\_\_ Laveena Yadav  
 Phone #: \_\_\_\_\_ 412-465-1214  
 Fax #: \_\_\_\_\_ 877-815-6528  
 Email: \_\_\_\_\_ business.coordinator@diskriter.com

Signature: \_\_\_\_\_ Laveena Yadav

Date: \_\_\_\_\_ 07/16/2024