

**SECTION 1/5**

**1. Provide Company Name, Street Address, City, State, Zip, Country.**  
INFORMATION

**2. Provide name of Parent company if applicable.**

COMPANY Plc is COMPANY Inc's parent company and is headquartered in London, England.

**3. Provide Internet Homepage URL.**

WEBSITE

**4. Provide the year your company was established.**

1989

**5. Is your company publicly or privately held?**

Public.

**6. What are the advantages and disadvantages to your company being public or private?**

COMPANY is traded on the London Stock Exchange (LSE: GLO) and there are many advantages to being a public company. Our public prominence has increased our industry recognition and has stimulated customer interest. Being a public company, COMPANY has access to additional funds when required. Another advantage is that we are heavily scrutinized by PriceWaterhouseCoopers and other auditors to ensure compliant practices. The one disadvantage of being traded on the London Stock Exchange is that our Financial Years run April-to-March, meaning that while U.S. traded companies calculate their annual results in January, COMPANY, Inc.'s U.S. results are determined 3 months later.

**7. How many total employees do you have?**

2,150

**8. How many total contractors do you have?**

1,900

**9. Is your company a commercial customer of CLIENT? If Yes, identify each type of account relationship.**

No.

**10. Is your company a certified Minority Business Enterprise (MBE)? (also known as WBE or Woman Business Enterprise)**

No.

**11. Briefly describe the nature of all of your company's business operations; including operations unrelated to this RFP (e.g., identify major business lines, major markets served, service history, etc.)**

Business Operations:

COMPANY's major lines of business are Technology Staffing Services and Project Solutions. COMPANY operates across the entire spectrum of technology and works within a wide range of customer industries. The primary industries are Technology, Financial and Telecom sectors.

Within the field of IT, our technology services cover the entire spectrum of operating systems, networks, languages and databases – from infrastructure to development.

COMPANY's National Delivery Center (NDC) is a dedicated operation to service Vendor Management customers. The center was opened to accommodate the large influx of requirements and increase in customer demand. The singular purpose of the NDC is to provide the timely delivery of highly skilled technology consultants to our major account customers using vendor-managed programs. The NDC supplies extra recruiting support and intensified screenings for COMPANY's VMS-using customers in need of high volume sourcing.

Within the field of project solutions, COMPANY offers full turnkey projects when more than just staff augmentation is needed. We take on our customers' projects and fully staff them while managing those resources and driving and measuring their productivity. COMPANY's solutions delivery includes integration, operations, development and project management to a wide range of vertical markets.

Major Markets Served:

COMPANY provides technical experts within industries as diverse as Information Technology, Finance, Healthcare, Government, Energy, Retail, Telecommunications, and Professional Services.

Over 85% of COMPANY's U.S. business is with Fortune 500 and respected global organizations. To demonstrate COMPANY's reputation with large customers in major markets, CLIENT3 recently awarded COMPANY with a "Customer Service Excellence Award," which was recognized in *The Wall Street Journal*. See Appendix A.

COMPANY also provides technology professionals to major wireless carriers nationally and globally. In the financial market, COMPANY currently services a wealth of customers including commercial banking firms, credit card companies, investment institutions, and stock exchange organizations.

COMPANY's Global Operations provide Technology Staffing Solutions across major markets throughout Europe, the Middle East, Africa, the Asia-Pacific and South America. Our offices in England, Belgium, Amsterdam, Germany, India, Argentina, and Australia provide the region-specific support needed to deliver to our customers outside the U.S.

Service History:

While starting as a two person operation in 1989, COMPANY has expanded across the globe with contractors working in over 40 countries. In addition to COMPANY's CLIENT3 award, our service excellence has received constant recognition:

- Recipient of the prestigious Queen's Award for Enterprise in recognition of our exceptional growth and the development of our international business.
- Qualified for Purple Squirrel's exclusive ranking of the Top 100 Fastest-Growing IT Staffing Firms in the United States.
- COMPANY's CEO, CEO, was profiled in Crains Business Magazine for his People-Approach as an Executive.
- COMPANY's CEO, CEO, was a keynote speaker on successful leadership at a national industry event held by the National Association of Computer Consultant Businesses (NACCB).
- COMPANY has received accolades in Business Wire, Forbes and Hoovers.
- COMPANY is a 2007 sponsor of Monster Intelligence's Technology Recruiter and Job Seeker Activity and Best Practices reports.
- COMPANY hires industry's most talented and proactive sales account executives. An example: In 2006 a COMPANY salesperson won and became Donald Trump's Apprentice on NBC's The Apprentice. See Appendix B.
- COMPANY was runner up in 2005 and 2006 for the SEEK Annual Recruitment Awards (SARA) in the "Large Recruitment Agency" category held in Sydney, Australia.

**12. Does your company currently provide Technology Staffing Services to CLIENT? Describe those services if applicable.**

Yes. We originally supplied contractors to MBNA from 2002 to 2006, with 45 consultants on assignment in March 2006.

**13. How many years has your company been offering Technology Staffing Services?**  
18 years.

**14. Do you currently provide the described services to other financial institutions?**  
Yes

**Comment:** Yes, we provide technology staffing services to many of the USA's leading financial institutions including CLIENT2, ABN AMRO, Wells Fargo and NYSE as well as global firms such as HSBC and HBOS.

**15. What percentage of your business is with other financial institutions?**

**Comment: Choices: 0-25, 26-50, 51-75, 76-100%**  
26-50%

**16. Do you currently provide other products/services to CLIENT? (Please comment as needed and indicate your contact person at CLIENT, if no comment, please indicate N/A)**

N/A

**17. How many current clients do you have for the services outlined in the specifications?**

**Choices: 0-10, 11-25, 36-100, over 100.**

Over 100.

**18. Please list your top 5 competitors.**

Tek Systems, Modis, Comsys, Apex, K-Force

**19. Provide a detailed description of all operating units, subsidiaries, and affiliated companies that will support the requirements of this RFP.**

The requirements of this RFP will be fully supported by COMPANY, Inc.

**20. Do you have permanent offices outside the United States? If yes, identify each type of account relationship and where these offices are located internationally.**

**Comment –**

COMPANY has permanent offices in the following international locations: Amsterdam (Netherlands), Birmingham (U.K.), Bristol (U.K.), Brussels (Belgium), Buenos Aires (Argentina), Dusseldorf (Germany), London (U.K.), New Delhi (India), Melbourne (Australia) and Sydney (Australia). All COMPANY worldwide offices provide Technology Staffing Services and Solutions across the entire realm of technologies within a variety of customer industries.

**21. Does your company have internal training and certification requirements. If so, include a description of training types and schedules. Specifically demonstrate that an appropriate on-going training program is in place for all personnel assigned to the CLIENT account.**

**Comment**

All individuals hired with COMPANY receive in-house training on corporate processes and procedures (HR., IT, Payroll/Billing, Compliance). Also, all recruitment and sales staff receive industry and recruitment training from our training team.

COMPANY's technical recruiters undergo AIRS (Advanced Internet Recruiting Strategies) certification and we have ongoing training from this organization that relates to recruiting in general. (Topics include, but are not limited to, time management, skills rating, recruiting during mergers, diversity recruiting, college recruiting, hiring sales executives, network security, etc.) We also have an ongoing program called "COMPANY's Corporate Tour Bus" where our heads of compliance, payroll, legal and administration present best practices to the entire COMPANY Team.

We are also aware that CLIENT consultants must undergo six sigma training. COMPANY can satisfy this requirement and contributes regularly to specific training courses based on customer/project demand.

**22. List 3 points that distinguish you from the competition?**

## Global Experience of Mature Technology Staffing Industry

COMPANY was founded in the U.K. and has operated successful and profitable divisions in the U.K. and Australia since 1989. Both these markets are more mature than the U.S. and have therefore experienced significant change during the past 10 years. Our large customer relationships in the U.K. and Australia are exclusively with procurement and/or vendor management and contact with hiring managers is minimal. The average gross margin for technology staffing is less than 10%, which has forced firms who operate in these markets to reduce the cost of delivery while still retaining a high-quality, high-value service.

COMPANY is using all of its experience and knowledge of these challenges to keep ahead of the U.S. competition by embracing the move toward centralized vendor management and reducing the cost of delivery. As the U.S. gross margins come under pressure during the next few years, COMPANY will be able to adapt to this change ahead of the competition through our vast experience in other global markets.

### COMPANY's National Delivery Center:

COMPANY is a frontrunner in the U.S. market to open a vendor management-dedicated National Delivery Center (NDC), sourcing skills within high requirement volume for the best candidates. At this center based in Champaign, Illinois, COMPANY employs recruiters specialized in the functionalities of vendor management programs. With each account, NDC Recruiters are presented with in-depth profile on the customer's project and needs along with weekly updates from COMPANY's Director of Delivery on each major account's activities. All NDC submittals are reviewed by Delivery Managers and the account's Senior Recruiters before forwarding to customer.

### Executive Partnership:

COMPANY offers not only an Executive Sponsor for major accounts like CLIENT, but also an executive level of direct involvement in the program's management and customer communications. In most companies, the C-Level Executives play a role only in the RFP stage and when they win an account, they move on to the next RFP. COMPANY values not just creation of a partnership, but also the continuation of the partnership. Our CEO, CEO, was also present at the Bidders Conference. This is indicative of COMPANY's culture.

23. Provide at least two references of companies, of like scope and scale to CLIENT, that we can contact directly. Ensure you are performing similar services at your reference accounts. Provide contact name, company, address, phone number, and a brief description of the business you perform with this customer.

Reference 1: CLIENT2  
REFERENCE

A Preferred Vendor to CLIENT2: COMPANY is a Preferred Vendor to CLIENT2 and provides CLIENT2 with consultants nationwide. We currently work with CLIENT2 in placing consultants in the following categories:

- Project Management
- Desktop/Networking
- Web Development
- Applications Development

COMPANY began staffing resources for Comenensura/CLIENT2 in December 2005. COMPANY was one of 18 Tier 1 vendors when we joined the program at CLIENT2. In 6 months of servicing CLIENT2, COMPANY was selected to be 1 of 6 suppliers in the Tier 1 program. COMPANY continues to be one of the top vendors at CLIENT2 and is continuing to further the partnership in supplying consultants in other areas other than IT. Q-1 of 2007 COMPANY was the #1 vendor placing the most consultants in the IT arena.

Reference Two: AT&T  
REFERENCE

A Preferred Vendor to CLIENT3

COMPANY is a Preferred Vendor to CLIENT3 and provides CLIENT3 with consultants nationwide. We currently work with CLIENT3 in placing consultants in the following categories:

- Information Technology
- Callisma (CLIENT3 consulting)
- Telecom/Networking
- Managerial/Professional

COMPANY began staffing resources with CLIENT3 in 2002. As a result of our achievements, COMPANY was progressively awarded different categories to supply to. COMPANY has continued to demonstrate our commitment to excel, and CLIENT3 continues to see the same quick turnaround of qualified candidates to fill requirements regardless of workload. Over the past 5 years, COMPANY has added several dedicated resources to the CLIENT3 team to ensure that we are continuously meeting the objectives set forth by this customer's Service Level Agreement. COMPANY currently has resources working with CLIENT3 in many regions across the country.

In 2006, COMPANY was recognized for outstanding performance in the customer service category. We were also the 1<sup>st</sup> preferred vendor in the program to achieve an overall performance rating of "Excellent" for submitting and placing a large number of qualified contractors during 2005.

See Appendix C for Customer Testimonials.  
See Appendix D for Customer Case Study.

**24. List two previous customers who are no longer utilizing your services and state the reason why they are no longer utilizing your services.**

Charles Schwab (San Francisco) and Calpine (Texas). COMPANY's relationship with Charles Schwab was mainly a payroll service and COMPANY decided to eliminate this kind of service offering in 2005. COMPANY terminated our relationship with Calpine due to Calpine's Chapter 11 bankruptcy status.

During the last 6 years COMPANY has not once lost a customer through performance issues.

**25. Describe in detail the Supplier organization, the staffing model, and how future resource requirements are determined.**

COMPANY has committed resources to our national accounts team to ensure that we are continuously meeting the objectives set forth by our customers and their Service Level Agreements. In addition to a corporate Executive Sponsor for our premier customers, COMPANY also has a dedicated Management and Delivery Team.

The customer is managed by a dedicated account director, a delivery manager, a national recruiting team and a sales support coordinator. In addition, all ongoing projects and consultants placed have a dedicated account manager and an account support coordinator focused on the contractors' needs. COMPANY also ensures 24x7 coverage and support as required.

Our National Delivery Center also assists in fulfilling the increased requirements and provides quick coverage for our major customers. In addition to day-to-day support from our resident delivery center manager and director of delivery, we allocate recruiters from our regional offices to provide continual coaching and leadership.

COMPANY's mission is "to become the most successful supplier of technology resources to the USA's largest companies." We have therefore embraced the opportunity to devote dedicated resources to our major accounts, vendor management programs and increased project solution business.

Our relationship, history and continued commitment to customers' requirements are evidence of our strong desire to provide a flexible solution that can expand or contract with business needs. We are confident that COMPANY's solution will continue to exceed expectations and satisfy success factors for all areas of Technology Staffing.

We stringently monitor our Key Performance Indicators by customer and allocate resources to ensure all service level agreements are met or exceeded.

In our experience, we have added additional resources to increase our service delivery for all major customers as required. One particular company-wide example was that we added the account support manager position. In conjunction with the account director, sales and recruiting teams, the account support manager is available to resolve daily issues pertaining to the consultants we have on project with our customers. We have also

solidified our rigorous contractor care program to ensure that contractors continuously have access to COMPANY dedicated personnel to resolve any issues that come into play. For major accounts like CLIENT, COMPANY also will employ a delivery manager position - added to help with current workloads and add future resources.

**26. Please provide an organizational chart (files may be attached to answer this question)**

**27. Is there any pending litigation with your firm? If so, include date initiated, plaintiff, expected resolution, and amount of any financial reserves for such litigation.**

No.

**Comment**

**28. What is your process for qualifying subcontractors and 1099's and making sure you are mitigating your clients co-employment risk?**

COMPANY has a strong preference for "W2" employees rather than "1099" contractors. In fact, over 90% of our contractors are "W2" employees. However, if a "1099" contractor passes a formal screening process by COMPANY's internal Compliance Department, we may consider them for contracting work.

COMPANY employs a full time dedicated compliance team that ensures the company is compliant with all laws and regulations. One of the objectives of this team is to minimize co-employment risk.

All subcontractors must be submitted to COMPANY's legal team to verify that they are a company in good standing and an organization we wish to work with. In regards to insurance, we require of our subcontractors what is required of us in customer agreements.

We require the following documents to be verified before consultants can begin working on a customer site. 1.) Fully executed COMPANY-approved independent contractor agreement. 2.) Articles of incorporation. 3.) Completed W9 form. 4.) Certificate of insurance to meet all requirements.

**29. What is the highest level of management that reviews the CLIENT relationship?**

- C Level Executive
- Senior Leadership
- Vice President
- Senior Manager
- Account Manager

C-Level Executive. COMPANY's CEO is the CLIENT Executive Sponsor.

**30. How often does this level of management review the CLIENT relationship?**

- Weekly
- Monthly
- Quarterly
- Annually
- When there is an RFP

Weekly.

**31. What is your contractor retention rate?**

Over 85% of COMPANY contractors are extended or hired permanently by our customers.

**32. How do you maintain that retention rate or what are you doing to improve it?**

COMPANY focuses on high end, high level resources and takes very seriously the welfare of its consultants. We want and expect our consultants to stay with COMPANY. Although many have been with COMPANY for years and their loyalty continues to exemplify our success, we also have a large number that are converted to permanent employees with our customers. We believe that both of these components are examples of value that is reflected in the quality of the deliverable.

The average length of assignment a consultant experiences with COMPANY is 9.3 months.

The consultant turnover ratio per assignment is 4%.

COMPANY understands the technology market and weighs all factors and market forces to deliver contractors who comprehend the customer and the contract that is presented to them. As a consequence, they are most often excited about the opportunity, know they are getting fair market value for their services, and are less likely to leave the assignment prematurely. As true consultants to our customers and contractors, we work diligently to provide a solution that maximizes this alignment.

COMPANY has built a professional reputation by providing our valued contractor population, market to above market compensation while offering competitive rates to our customers. We believe that providing fair and competitive compensation to our contractors allows for our contractor population to focus on the critical day-to-day responsibilities and deliverables of the position being held.

Our ethos is to treat all contractors equally with respect and professionalism. Regular contact with our contractors, be it in-person or electronic, prompt and accurate payment for work performed is paramount to our offering. COMPANY offers contractors a discounted benefits program - including discounted medical, dental and vision benefits. Contractors are also eligible to enroll in Flexible Spending Accounts, and our 401k plan.

See Appendix E for a sample a COMPANY Contractor Satisfaction Survey.

**33. What are the drivers (both internally and externally) that negatively and positively influence your retention rate?**

COMPANY has a full appreciation for the contractor market place and fully realizes that we must continuously review our service offering and benefits to contractors.

We recently conducted a survey of our contractors and will be evaluating the feedback provided. This indicated contractors are interested in improved Medical Insurance coverage, paid time off and ongoing training benefits. All ideas will be considered by COMPANY before final review and offering.

Our continued offering of competitive compensation, regular personal contact, prompt and accurate payment and improved benefits should maintain and ultimately increase our retention rate above the current 85% average. Our internal staff and our contractors are our most treasured resources.

As for external drivers, compensation, career opportunity, a pleasant and professional work environment are all key to retention. By successfully building a well-founded partnership with our customer, we can attract, hire and retain top IT talent as true partners working closely together.

**34. What percentage of your contractors are W2s?**

76-100%

**35. What percentage of your contractors are 1099s?**

0-25%

**36. What percentage of your contractors are Sub-Contractors?**

0-25%

**37. What are you doing to insure your training programs are current, continually improving, and insuring your resources are fully prepared to support CLIENT?**

COMPANY Inc. has a dedicated Training and Development Team offering initial and ongoing training and development to our dedicated staff.

Employees are formally introduced to COMPANY Inc. from a top-down perspective, with a comprehensive week of orientation and "Best Practice" training in our National Delivery Center in Champaign, Illinois. Respective managers of all internal departments are active participants during the five-day training program.

Once initial training is completed, our staff return to their respective offices for "On The Job" focused training. A Quarterly Business Review (QBR) process and Annual Appraisal also allow for managers and staff to agree and develop clear personal development plans for staff depending on level of experience, business objectives and position held in the organization. A great deal of coaching and mentoring occurs in the

regional offices and regular quarterly team meetings allow for ongoing group training modules to be held.

With a full-time Training and Development Manager on staff - ongoing training is regularly updated and offered to our internal teams. Outside Training and Development vendors are used intermittently throughout the year to offer industry respected professional resources to our staff - offering up to date knowledge transfer, industry pulse, competitive techniques to allow staff to be up to date with personal development and awareness.

In regards to CLIENT program training, we are prepared to provide ongoing training for our contractors who are assigned to CLIENT. COMPANY frequently creates and conducts customer/project-specific training programs as required. COMPANY's customized training sessions are always a success. Most recently, in early 2007 we trained over 80 contractors at COMPANY seminars throughout various U.S. regions (CA, FL, NY) for a major account and Fortune 100 customer.

**38. Is there a question we didn't ask that you feel we should have asked and what is the answer?**

N/A

**Company operations and experience.**

**39. Describe your corporate culture? How does it compliment CLIENT?**

COMPANY was founded on the belief that people are what make a company operate to succeed. Hard working, committed people. And in the technology staffing industry, the people aspect is threefold; there are the customers, the contractors, and the technology staffing firm's employees themselves. Recognizing this, it is COMPANY's business culture to value each of these three diverse parties equally and ethically. Therefore, the COMPANY culture circulates on recognizing, driving and rewarding talent.

Just as CLIENT's corporate philosophy is to "build strong communities by creating opportunities for people," COMPANY compliments CLIENT's people-principles, building strong customer partnerships by creating exciting career opportunities for our hard working, committed consultants and employees.

COMPANY's growth has been entirely organic which demonstrates our commitment to developing and rewarding our entrepreneurial employees to achieve our company goals.

**40. Do you have experience with the Ariba Supplier Network? Please describe your experience and length of time on the system.**

COMPANY has experience with Ariba systems at CLIENT3 and several other customers for more than one year.

**41. Do you have experience with Ariba Category Procurement? Please describe your experience and length of time on the system.**

Comment

Not at this point. If necessary, we can utilize this system.

**42. What is your internal process for distributing requisitions?**

Once a new job order is received by the COMPANY team, a dedicated delivery/recruiting manager will review the job order for completeness. The delivery manager will then assign the job requirement to the senior field-based recruiter(s), as well as our National Delivery Center recruiter(s). Recruiters who are assigned and own the open requirement are to then commence an immediate search working on a personal commitment to provide candidates within a twenty-four hour period. If necessary the Manager will request additional details from the customer's resource team to confirm all the appropriate information is available to us.

**43. Do you have internal "service level agreements?" If yes, please describe. (i.e. Relative to turnaround time, quality of candidates, retention of candidates, candidate submission)**

**Comment**

COMPANY provides dedicated account teams to all large customers to ensure specific requirements are satisfied and in line with the customer's business culture and operations.

As a selected vendor with a dedicated recruiting team, national resources, and private customer-specific database, we are able to proactively pipeline the skills needed by CLIENT. This allows us to respond with qualified candidates within a 24-hour timeframe.

Given COMPANY's focus on high quality service, value-add and a sense of partnership with our customers, we were pleased to hear from hiring managers that we truly understand its technical requirements (i.e., "COMPANY Gets It"). We will continue to deliver high quality consultants to CLIENT within its required timeframes.

COMPANY holds accountable our respective recruiting teams to the highest of delivery standards. Response time is immediate and our expectation is to produce qualified candidate/s for the open role in the same day the requirement is received. Realistically, it may take up to 72 hours to produce three qualified candidates on more difficult requirements. We do not want to compromise on quality of delivery, but at the same time we have a full appreciation for speed and share a sense of urgency with our customers at all times.

COMPANY is proud of its recruiters and our commitment to deliver high quality resources within time constraints and allotted budget. Our recruiting team is technically savvy in several areas and we focus on cultivating those skills to maximize a better return to our customers. Our recruiters have access to a proprietary database containing several thousand candidates that have previously been on project with us, interviewed/screened, and/or are currently on project with us. We also have forums for them to share ideas, gather information and utilize their global counterparts to help broaden their candidate base. Our recruiters go through a rigorous certification process with an external partner to ensure that they are utilizing the best methods and those accredited by the industry

standards. This further guarantees our recruiters seek the most qualified candidates for our customers' projects.

Our internal SLA is to strive for a 3:2:1 ratio. 3 candidate submissions-to-2 interviews-to-1 placement.

Our retention rate for contractors is at or about 85% on average for extensions or at time conversions to permanent with the customer.

**44. What is the average length of experience of your recruiters in the industry?**

< 1 year

1-2 years

2-3 years

3-4 years

4 + years

4+ years

**45. What is the average length of experience of your recruiters with your firm?**

4 years

**46. How do contractors submit their time?**

Contractors submit their time via manager-approved weekly timesheets and many vendor management systems.

**47. What are the primary positions that you recruit for?**

COMPANY has a model to provide high caliber consultants for many different technologies. The primary positions we recruit for cover all areas of applications development, ERP solutions, systems programming, systems security, network engineering and project management. We are capable of staffing all skills relating to the job codes in this RFP.

**48. What is your research capability and process for identifying potential contractors? (Mark all that apply)**

Phone Calls

Internet Job CLIENTrds

Newspaper

Job Fairs

Recruiters' Network

Other (Please comment below)

Comment

Re-deploy our working contractors who are finishing on contract

Referrals - Networking

Our internal candidate database

Posting on Company Website

Third Party Partners

**49. Which of these provides you with the highest response rate, or through which mode are you receiving the highest % of your candidates?**

1) Internet 2) Referrals 3) Internal Database

**50. How do you resolve conflict inside and outside of your organization?**

Any potential conflict inside or outside of COMPANY is run through our HR organization, which is immediately notified to help support and coordinate the process.

Daily issues can be defined in many ways; therefore, we will provide a brief summary of our current problem resolution process.

COMPANY, Inc. has developed a formal Problem Resolution process and will assure that this process is in place and available to all involved customer personnel as part of our service delivery. This Problem Resolution sub-process is a component of COMPANY's superior delivery. The process provides for feedback and evaluation from involved customer personnel, involved COMPANY personnel and temporary employees.

Our strategy is based on the assumption that unresolved small problems may escalate into major problems if not immediately addressed. We therefore immediately involve COMPANY personnel, who have superior professional, industry, and human expertise to address the problems presented. Further, COMPANY empowers these personnel to initiate corrective action should such be required. We look at any problems presented to us as potential opportunities for Improvement.

This process is followed whether the problem concerns a COMPANY temporary employee or involves a contractual or procedural issue originating with our customer.

Initiating the problem resolution process would be the account director, and then delegated to the account support manager for matters relating to contractors, or escalated to a COMPANY executive to review and establish a corrective action plan for any procedures requiring modifications. In addition, the account director has direct access to COMPANY's U.S. based CEO, president, HR director and legal team.

COMPANY welcomes the opportunity to discuss how we utilize various resources to deploy our Problem Resolution process and show how it applies to various daily issues as defined by the Bank.

**51. What are the 3 most difficult roles to fill and how do you fill them?**

The three most difficult roles to fill are:

- Application Developer IV - (due to experience requirement at 7 years and MQ series and Corba)
- Technical Support IV - Wild Card - Trading / Investment Banking - (due to the technical requirements and Banking CLIENTkground)
- Data Consultant III - Data Modeler- (due to Teredata, ETL CLIENTkground)

We would fill these roles by actively recruiting (direct sourcing and headhunting) into similar environments that require the same skill sets. We also have a solid database with IT candidates for referrals and networking.

## **SECTION 2/5**

### **1. Geographically, where are the most difficult locations to fill and why? (i.e. Charlotte, Boston, San Francisco)**

We believe that New York City and San Francisco cost of living expenses and competitive nature of those markets present additional challenges in recruiting local candidates. Delaware also has a smaller pool of candidates available. COMPANY utilizes its national network of offices to uncover candidates who are willing to relocate to these markets.

About our Geographical Reach: While COMPANY has made a global and national footprint in facilitating services delivery, our many local offices offer both customers and candidates a "boutique" feel.

In the U.S., COMPANY currently operates 11 offices and regularly provides staffing services throughout every state. COMPANY's U.S. offices include Atlanta, Champaign, Chicago (USA headquarters), Dallas, Miami, New York, Philadelphia, Phoenix, San Diego, San Francisco and San Jose.

COMPANY's geographical spread accommodates consultants located all over the country. We also use our global networks (COMPANY's worldwide headquarters are in London, England) and capabilities to source specialist skills that are becoming increasingly scarce locally.

Currently, the candidate market is very volatile and things are constantly moving and changing. With a solid company infrastructure and an immigration department, COMPANY has consultants placed in over 40 countries because of the different demands on customers these days. In the past, things were very "regional" with little or no emphasis on the national/global picture. Over the past few years, however, we've recognized that customers have become more technologically savvy to bridge the gaps between regions. They have also become more flexible to work with talent in different areas, incorporating innovative solutions for travel, remote work and video conferencing. COMPANY has been a part of both solutions being a global company with regional resources. Our local customers and hiring managers feel that there is a direct access to their needs, yet also feel that we have a bigger pool to draw on if needed.

Should COMPANY become a prime supplier to CLIENT, we will have a regional/local solution in place for all major centers that the bank needs for staff supplementation and augmentation.

### **2. Do you agree to transition all resources at CLIENT from your account to another account that CLIENT would specify within 180 days of notification?**

### **Comment**

Yes. We are willing to agree to a transition plan.

### **3. What programs do you have in place to influence your corporate culture to insure the behaviors you want from your resources that you place with customers?**

COMPANY is pleased to offer a three-tiered Care Program customized to our customers, contractors and internal employees. Following our corporate philosophy that people are what make a company operate to succeed, COMPANY recognizes, drives and rewards talent in our Company Care Programs.

COMPANY's Contractor Care Program and Employee Care Program each ensure the behaviors we expect from our resources. Our Care Programs are drafted to reward hard work, as well as motivate and stimulate optimum performance.

Within the Contractor Care Program, consultants are provided with the following:

- Orientation
- COMPANY healthcare
- 401K benefits
- Industry resources
- Training opportunities
- One COMPANY Point of Contact for all work issues
- Forum
- Discussion sessions
- Scheduled F2F or phone meetings
- Timely and electronic payment options
- Customized reporting schedule
- Customer's profile
- Assignment review to ensure contractor's knowledge of and fit within the customer's program and environment, which also excites the contractor to tackle the job
- COMPANY packet
- Routine surveys conducted to ensure contractor satisfaction and feedback.

Also included in the Contractor Care Program is a referral incentive, which successfully builds COMPANY's network of qualified, experienced technical consultants.

Within the Employee Care Program, employees are provided with:

- Healthcare
- 401K benefits
- Holiday incentives
- Internal performance competitions
- Employee profiles
- Weekly reporting (KPI – Key Performance Indicators)
- Company events
- Training options
- Industry resources

- Referral programs
- Clearly defined channels of reporting and communications
- Employee feedback surveys
- Automatic candidacy for COMPANY's monthly ICORP Award, which recognizes and rewards employees for demonstrating employee values: Initiative, Communications, Ownership, Responsiveness, Promote Teamwork.

**4. If you consider yourself a firm that provides both staff augmentation and deliverable/consulting type services, what is your criteria for hiring consultants?**

Yes.

**Comment:**

We utilize the same criteria for hiring consultants to work with both staff augmentation and deliverable/consulting projects. All consultants must go through a stringent pre-screening and full CLIENT background and reference checks.

**5. What is your company's philosophy towards deliverable based proposals?**

COMPANY operates a successful deliverable based (solutions) division, which will produce revenues in excess of \$40 million during 2007. We run a wide range of project teams nationwide ranging from individual milestone to 150 resources for fixed-price delivery. Our solutions business is supported by four Regional General Managers and associated Program Directors.

When reviewing proposals for our solutions business we consider some of the following challenges:

- Dependency and complexity of project
- Technology focus or type
- Measurable milestones
- Availability of talent
- Associated risks
- Competitive environment
- Previous experience

**6. How can CLIENT measure you to determine if you have competitive advantages compared to your competitors?**

Many of COMPANY's top customers utilize metrics to measure their vendors' performance. Where a vendor management program creates a level playing field, we are pleased to participate, as the metrics provide defined, realistic performance indicators. We often compare customer metrics to our own KPIs and reward success accordingly. Metrics promote healthy competition and are an excellent basis for monthly or quarterly supplier reviews.

See Appendix F for a recent example of customer metrics received by COMPANY.

We can work with CLIENT to produce metrics for the following considerations:

- Submittals per requirement
- Submittals to interview ratio
- Submittals to placement ratio
- Interviews to placement ratio
- Average response time
- Average length of contract
- Contract extension percentage
- Contractor retention rate
- Average cost per contractor/ skill-set/region/division
- Average mark-up per contractor
- Contractor satisfaction ratio
- Performance grade from Vendor Management Team
- Performance grade on escalation management
- Performance grade on compliance
- Performance grade on accounting/invoicing/payroll

**7. What programs do you have that drive year-over-year improvements/productivity in your company and how will this benefit CLIENT?**

COMPANY compiles information from customer quarterly reviews, recruiting and sales performance reviews, monthly key performance metrics, and latest industry reports to continuously drive improvement in our productivity.

As we develop our NDC, this will enable COMPANY to lower the cost of delivery to CLIENT, while retaining a high-value, high-quality service. We have successfully implemented these lower cost models overseas for the technology contractors we supply.

Our centralized compliance team is constantly recognized in the industry for protecting our customers from potential claims and legislative challenges. Developing programs, which align to CLIENT's goals will also contribute to lowering costs and eliminating issues.

**8. How is your company evolving?**

COMPANY is experiencing an exciting, continuous surge in customer demand. We are currently hiring a dramatically increasing number of skilled technical recruiters and qualified account managers, not to mention the growth of our internal corporate staff as well – to handle the CLIENT backend of business accounts efficiently and on schedule.

Three spotlight examples of how the company is evolving include 1.) Our National Delivery Center and 2.) The second prominent example is the increased activity of COMPANY's Solutions Programs – both IT and Telecom. Reacting to the increase in customers looking for full project solutions, not just staff augmentation, COMPANY has established a senior level Solutions Group to ensure start-to-finish project management, taking the resolution of the customer's issues into our hands and delivering them with

success. 3.) Our National Accounts Group, which is exclusively focused on winning major account opportunities and overseeing superior delivery of COMPANY's services.

**9. What relationships/partnerships do you have with other non-competitor companies that you see strengthens your value proposition to CLIENT?**

We have developed exclusive and successful relationships with diversity-owned firms who provide services and products to COMPANY. Their spend with COMPANY can contribute to CLIENT's diversity supplier program. Examples include our travel company, which is woman-owned and the prime vendor for our contractor care program, which is a minority-owned supplier.

We also engage the services of leading law and accounting advisors who contribute to COMPANY's national global compliance program.

**10. Do you have a formal customer advisory committee into your CEO? If so, please describe the program and how it has impacted your strategy in the past.**

**Comment**

All COMPANY's major customers receive executive sponsorship and from a member of COMPANY's CLIENT or Executive Team. CEO, COMPANY's CEO, has been actively involved with CLIENT since the early days of our relationship with CLIENT2 in 2002. This creates open communication with COMPANY's major customers at an executive level and ensures all SLAs and KPIs are achieved as well as providing a senior contact for major escalation issues. CEO was present at the recent Bidders' Conference in Charlotte to gain a clear perspective on CLIENT's requirements.

With our CEO's day-to-day involvement, CLIENT will get up-to-date information and reports of all national and global trends in the technology staffing industry and feedback advice on process improvement and cost-saving initiatives.

Our CEO also attends informal weekly and monthly, as well as formal quarterly review meetings with our national account teams to monitor performance.

**11. Where does your company see the technical contractor industry heading and how will your firm adapt/capitalize?**

We believe that procurement and vendor management will take more control of technology staffing within large customer environments and work to drive down the costs of service and delivery. During the next 10 years, gross margins will be reduced by approximately half the current levels and staffing firms will have to focus more on the bottom line returns for high volume business. This will involve significant risk-taking by firms who will not necessarily have the initial volume business to be profitable with each customer.

Eventually large customers will deal exclusively with large technology staffing firms who have the scale to perform to challenging SLAs and other criteria. As we have experienced in other global markets, quality and service will actually improve during the

evolution as the larger firms work harder to remain on vendor lists. (The head of vendor management for CLIENT3 Global Services in the U.K. recently commented how the gross margin percentage was decreasing year on year, yet the level of additional value/service and commitment to partnering was increasing)

The U.S. technology staffing firms who want to supply to large customers will have a sharp wake-up call and be forced to respond or go down into the mid-market where there will be good margin opportunity, but numerous smaller suppliers to compete with.

COMPANY recognizes that it is critical to stay current on industry fluctuations – from news of candidates' mood on the market, pay rate fluctuations per region, the latest emerging skill sets, customers' and other companies' organizational changes, etc.

To ensure the most up-to-date knowledge of these important business factors, COMPANY is an active member in staffing industry and technology industry organizations, including Staffing Industry Analysts and NACCB (National Association of Computer Consultant Businesses). COMPANY researches reports from Forrester and Fieldglass, RCR, Crains Business, Business Wire, Hoovers and dozens of other resources, ensuring we stay on the top of the game. COMPANY conducts its own research as well and was recently a sponsor for Monster's 2007 Recruiter and Job Seeker Best Practices reports.

**12. What specific concerns do you have in serving CLIENT in this proposed capacity and how will you address these concerns?**

COMPANY is confident to say that we do not have specific concerns in serving CLIENT in this proposed capacity because of our years of successful delivery on equally-large and challenging accounts across all regions of the nation. COMPANY is driven on high volume activity and has the resources to support the requirements and SOW.

We are aware that currently having no location in Charlotte may present initial concerns from CLIENT, but we have addressed this challenge on many occasions in the past when setting up customer-specific locations. We have not only established US locations based on customer demand, but also international locations and/or subsidiaries in Australia, New Zealand, India and Argentina. COMPANY's entrepreneurial flare breeds this "can-do" attitude.

We have recognized and "have-on-standby" a team of senior industry veterans to support our new Charlotte location, which will exclusively support CLIENT.

**13. Describe your company's philosophy towards risk.**

COMPANY is an informed risk taker. Risk is inherent in business and we make every effort to mitigate risk. COMPANY has experience tackling intelligent risk assignments for customers to achieve common goals.

**14. How does your firm address potential risk form your company that could impact CLIENT?**

COMPANY mitigates financial risk via comprehensive insurance policies, operational risk via a comprehensive internal controls and employment/legal risk via an internal compliance department. Our greatest defense against risk is well trained professionals and strong internal policies. COMPANY ensures that our customers are protected, by first making sure that we are protected. An illustration: COMPANY has the comprehensive insurance protection and compliance measures.

**15. Does your company consider itself a risk taker? If so, why, and what actions does your company take because of this?**

**Comment**

Yes. COMPANY is an informed risk taker. An illustration: We opened an office in Argentina when other suppliers shied away from this risk. As a result, COMPANY won the whole project and now successfully delivers to this customer superior resources.

**16. Does your company consider itself risk adverse? If so, why, and what actions does your company take because of this?**

No. COMPANY is intelligent in risk taking measures. To demonstrate, we are especially cautious and intelligent when it comes to compliance issues, from governmental, immigration, safety, FLSA, DOL, co-employment, etc.

**17. What additional service offerings that you do not currently offer are you considering? Why?**

COMPANY is not currently considering offering additional services. We are going to continue to focus on our current strategy.

**18. Please describe your standard transition plan or provide us a copy of it.**

We have successfully transitioned numerous contractors and produced flexible transition plans depending on our customer needs.

**19. How does your organization attract candidates?**

To attract candidates to our database we communicate via advertisements, job CLIENT boards and other online tools who we are, where COMPANY is headed as a company and the candidate profiles we are seeking. We work hard to hire long-term consultants to join us - not just for 3 to 6 months - but rather for 3 to 6 years. Candidates are drawn to our career opportunities, precise skill set matched assignments, large customer partnerships and contractor care programs (benefits, incentives, training, forums, feedback reports, equal opportunities and more).

COMPANY also utilizes the INSAH Methodology which is our bespoke delivery methodology for Candidate Acquisition.

INSAH stands for:

- Internal
- Network

- Search
- Advertising
- Head-hunting

**Internal:** this depicts the activity of ensuring we check our Contractor Finisher Reports for retention and redeployment. We will also network from our Account Teams for contractor relationships they may currently have in line with the job spec demands. This is the strongest candidacy we can present to you, our customer – proven candidate performance, history and strong references. Competitive referral bonus rewards to our existing staff are competitive and well received on payment

**Networks/Hot books/Pipelines:** Recruiters networks, developed skill pipelines and hot books of candidates are another one of our strongest tools for successful delivery. Candidates are contacted in quick succession to ensure the most efficient coverage and allow us to secure the best candidates personally known to us.

**Search:** COMPANY has access to the most prevalent and effective search functions and sites available in the Recruitment Industry. In order for us to comprehensively cover a requirement with the strongest candidates in the market - we need to cover all options within our sourcing inventory. The list below indicates the Databases and web-based search-sites that need to be ruthlessly explored and tapped in to before we can say we have exhausted all our delivery options .

C-PAS/Internal Database

Monster.com

CareerBuilder

Computerjobs.com

DICE

Telecomcareers.net

Craigslist.org

User Groups

Others

**Advertising:** advertising rights are assigned to specific recruiters for each role in the team. This prevents mass advertising and redundancy, which is invariably ineffective and presents an unprofessional image to the contractor and customer population. Ethos:

- Make use of all available options
- Fully understand how to maximize the medium - tools
- Professionally proof our work – grammar and presentation are very important
- Catch the attention of the candidates – Create Enticing, Professional and Interesting Content
- Keep It Fresh - Refresh – Change it updated!
- Track Our Results and Success – Use Reporting Features

Head-hunting:

Head-hunting is also an option after all other methods of recruiting have been exhausted. A discussion with the respective hiring group will determine the approach and the approval on what companies may be targeted and approached.

Word of mouth is the ultimate marketing tool, and COMPANY consultants continue to refer their peers to us.

**20. What is your company's hit rate on placing contractors versus your subs hit rate?**

Submittal to Interview Ratio 4:1

Interview to Placement Ratio 2:1

Submittal to Placements 8:1

**21. Provide your company's total annual revenue in whole dollars (??) for the last three years. Start with most current year. Breakdown Domestically and Internationally.**

INTL: COMPANY produced revenues in excess of **\$233,320,000** in 2005/6.

DOMESTIC: COMPANY, Inc. produced revenues in excess of **\$92,922,700** in 2005/6.

INTL: COMPANY Revenues 2004/5 - **\$163 million**

DOMESTIC: COMPANY, Inc produced revenues in excess of **\$58,099,899** in 2004/5.

INTL: COMPANY produced revenues in excess of **\$170 million** in 2003/4.

DOMESTIC: COMPANY, Inc produced revenues in excess of **\$38,330,581** in 2003/4.

**22. What was your total annual revenue in 2006 from all groups within CLIENT for Technology Staffing Services?**

Approximately \$4,000,000.

**23. What percentage of your company's revenue is derived from Technology Staffing Services?**

82%.

**24. What is the percentage of your annual revenue your company received from your largest customer for Technology Staffing Services?**

12%.

**25. Is your company currently a customer of CLIENT for Financial Services? If yes, please enter the name of your client manager in the comment field. (If applicable)**

**Comment**

No.

**26. What percentage of your revenues are derived from deliverable based projects?**

18%.

**27. Describe how your recruiters are compensated for national accounts. (e.g., Profit Margin, Placements, etc.)**

Recruiters receive a flat initial placement fee and an on-going annuity based on gross margin.

**28. How do you compensate your account manager?**

Account managers receive a tiered percentage of gross margin and performance rated bonuses based on service levels.

**29. At a minimum, the supplier agrees to offer the same pricing submitted within the RFP response. Furthermore, the supplier guarantees all pricing for all CLIENT lines of business and affiliate locations, regardless of the business line. Do you agree?**

Yes

**Comment**

**30. Do you have electronic payment capability?**

Yes

**Comment**

We send and receive wires, ACH's, and FX payments. We have FEDI capabilities in regards to ACH's. We allow automatic debits with certain entities and through ADP, we issue direct deposits for payroll.

**31. Describe your payment terms with your sub-vendors.**

COMPANY's payment terms with sub-vendors is 30 day net.

**32. What percentage of your revenues is derived from consulting services?**

18%

**SECTION 3/5**

**1. Does your company have an established supplier diversity program?**

**Comment**

COMPANY has established "regional supplier diversity programs," which are very customer-centric. Certain customers request different efforts regarding diversity partnerships and contributions. Some of the variables we've encountered surround the approval of certain minority agencies, the approval of selected sub-vendors, whether they want the company to report all diversity efforts across all customers or simply those that are customer specific.

For this reason, we have individual programs. However, can draw on corporate information to pool all diversity spend when requested by customers.

**2. Has your company issued a supplier diversity policy statement? If so, please provide a copy.**

COMPANY has not issued a supplier diversity policy statement. However, being a true global partner to several fortune 1000 companies, we have mirrored our customers' goals

and objectives in this area closely. COMPANY has released an EOE statement which also provides for a diverse internal workforce and compliments our global consultant base. To demonstrate our commitment to equal opportunities, we attach below a copy of our Affirmative Action Policy.

**3. If you answered yes to the previous question, please attach a copy of that policy here.**

**4. Does your company require that diverse suppliers seeking to do business with you become certified?**

This requirement is usually based again on our customers' initiatives and requests for compliance. Should the customer require this, we then will be partial to those companies that are certified minorities. In the event that they are not certified, we will either help guide them through the process or utilize them for other customers that don't require a certification should they not be willing to pursue the certification.

**5. Describe the method utilized by your company to verify diverse supplier certification.**

COMPANY requires the certificate acknowledging the diverse supplier accreditation from the recognized organizations. If a diverse partner is in the process of applying for the certification, we will require the copy of the application to the organization in question. COMPANY then verifies with the particular certifying agency to ensure that the certification is current, valid or pending.

**6. Does your company mentor or provide technical assistance to diverse suppliers?**

Yes. COMPANY has appointed individual diversity account managers that have diversity initiatives and goals to meet for our customers. These account managers work hand in hand with the company representatives to aid them through the process, and supply any information that could be helpful in gaining the certification. We work with these partners to also educate them on the value of becoming certified and the additional access they will gain to more customers.

**7. Describe your company's process of identifying opportunities for diverse suppliers.**

COMPANY advertises openly to using diverse companies and also being an EOE. We also travel to events hosted by diversity suppliers and listen to presentations to forecast where we can use such partners in our everyday business. We've also been part of diversity training through certain customers and have been invited to speak at engagements to other vendors on our accomplishments in utilizing such diversity partners to complement our business.

**8. List any organizations your company utilizes to identify diverse suppliers to provide goods and services. (Examples may include National Minority Supplier Development Council and Women's Business Enterprise National Council.)**

MINORITY ONLY: \*National Minority Supplier Development Council (NMSDC) and all of its affiliated regional councils (Minority-owned business certifications-regional/national)

\*Cherokee Nation, Career Services, Tribal Employment Rights Office (TERO) (Minority-owned business certification)

WOMEN ONLY: \*Women's Business Enterprise National Council (WBENC) and all of its partner organizations (Women-owned business certifications)

MINORITY AND WOMEN OWNED BUSINESSES: \*CPUC Clearinghouse (Minority and Women owned business certifications) \*City of Chicago Office of Compliance and Certification (Minority and Women-Owned Businesses) \*North Central Texas Regional Certification Agency (NCTRCA)(Minority and Women-owned business certification) \*Texas Building and Procurement Commission, Historically Underutilized Business (HUB) (Minority and Women-owned business certifications)

#### ALL CERTIFICATIONS

\*State of Illinois Department of Central Management Services, Business Enterprise Program (Woman, minority and handicap business certifications)

\*South Central Texas Regional Certification Agency (SCTRCA) (Disadvantaged, Minority and Women-owned business certifications)

DISABLED VETERANS: \*State of California Department of General Services, Procurement Division, Office of Small Business and DVBE Services (OSBDS) (For California-based Disabled-Veteran Businesses) \*Association for Service Disabled Veterans (ASDV) for businesses located OUTSIDE of California (Disabled veteran business certifications)

#### **9. Is your company's supplier diversity program integrated into the company's overall growth strategy?**

Yes. COMPANY's ongoing commitment to diversity is evidenced in many other partnerships besides staffing. We continue to make diversity part of our daily goals and consistently evaluate ideas for partnerships in all areas.

Our main focus in this area is to continue to build on the framework of having a single diversity account manager that will facilitate the implementation of a new diversity vendor reporting system and continue to search for qualified minority partners. Through the new vendor reporting system, we will be able to hold our minority partners more accountable to quality, inspire competition among partners increasing performance, and reward our most valuable partners. We will continue with our tiered program of sub-contractors, and will be able to recognize those that have actively pursued and obtained their certifications. We will continue adding select Tier 1 subcontractors to supplement and enhance COMPANY's recruitment and delivery in addition to other business opportunities.

**10. Describe creative or innovative strategies utilized in the past two years to maximize direct diverse supplier spending opportunities.**

In 2005, COMPANY enlisted a CLIENT background check partner to facilitate the CLIENT background and drug screening process for all contractors hired for one customer. Since then, this partner's accomplishments were well worth expanding their services throughout our company and with a variety of customers. This has enabled us to achieve economies of scale in our pre-employment screening payouts while increasing our diversity spend at the same time.

In the last year, we've also enlisted a minority staffing partner for placing consultants that require security clearance (Pentagon and other Government related projects).

Prior to this and for some time, COMPANY also uses a WBE to book all corporate travel for internal staff and consultants. Also, we recognize several partners in the staffing arena to help with our IT placements with certain customers.

Other innovative areas we've partnered on for diversity initiatives:

- Print and advertising
- Badge making
- CLIENT office system enhancements

We expect these relationships to continue to grow to even greater proportion as our partners learn more about our business and work towards our goals.

**11. Describe any community involvement your company has relative to diversity groups.**

COMPANY has much community involvement relative to diversity groups, the most recent example being COMPANY's co-sponsorship of United Way golf tournament.

**SECTION 4/5**

- 1. Does your company accept the standard terms and conditions of the agreement attached in the RFP? If no, please fill out the contract acceptance form and provide a red lined copy of the agreement. We need a fully documented reason as to why you have made any change.**

Yes.

**Comment**

- 2. Do you have any existing or previous contracts with CLIENT? If so, please provide contract reference number.**

**Comment**

COMPANY does not have a current agreement directly with CLIENT.

**Not Applicable**

**17. At the present time, which regions are you conducting business. (check all that apply)**

**18. In those regions where you are, do you have offices in each of them?**

**Comment**

We have offices in Regions 2, 3, 4, 5, 6 and 8.

**19. If you choose only certain regions to conduct business, please comment on why you feel you cannot satisfy CLIENT requests within the other regions which you do not want to get involved in.**

Not Applicable.

**National Primes**

**20. In what major cities do you have offices?**

Atlanta, Champaign, Chicago, Dallas, Miami, New York, Philadelphia, Phoenix, San Diego, San Francisco, San Jose.

**21. Do you currently have an office in Charlotte? No.**

**22. If you answered ‘no’ to the previous question, will you be willing to open up an office in Charlotte? Yes.**

**Comment**

Although COMPANY does not have an office in Charlotte, we do have resources and contractors working in North Carolina. Should COMPANY be selected for the CLIENT Workforce Management RFP, we would successfully create a COMPANY presence and provide resources in Charlotte.

With COMPANY’s network and good reputation, we have already solidified resources for the Charlotte market and have identified a team of experienced Technology Staffing Professionals who will be employed by COMPANY exclusively for CLIENT.

COMPANY has experienced opening offices and creating COMPANY entities in new geographies responding to customer demand. Recently, a COMPANY customer needed a supplier to open an office in Argentina for a major project. COMPANY was the only one to respond, and we established a COMPANY branch in Buenos Aires, Argentina – satisfying the geographical needs of the customer.

**23. Do you have ‘benched’ employees and if you do, what is the average number of employees available to be placed in assignments per month? No.**

**Comment**

**24. If awarded the CLIENT account, how will you handle the appointment of the CLIENT account manager within your organization?**

**Comment**

“Choices in drop down are:

- 1.) **Transfer an existing account manager from another large account**
- 2.) **Bring in someone from the outside**
- 3.) **Promote Internal Associate**
- 4.) **Other:** enter comments below

COMPANY will support the CLIENT account with one of our national account directors who ran the MBNA account prior to the acquisition. COMPANY's belief is to have people of caliber managing their largest customers to ensure that there is full accountability and a true partnership can be developed and molded. From previous and ongoing commentary through the years, COMPANY received favorable commendations on the way we conducted business with hiring managers, procurement personnel and the HR group. One of our national account directors responsible for that relationship will be actively involved in maintaining and building the relationship.

ACCOUNT MANAGER is a Director of National Accounts located in the Dallas office and has been with COMPANY for over 6 years. She is responsible for establishing and maintaining customer relationships with our top tier customers. ACCOUNT MANAGER has successfully assembled a dedicated team which focuses solely on our national customers' goals and initiatives to deliver high caliber resources. She continues to consult with customers to provide resources while helping strengthen the company's Information Technology brand and solution. ACCOUNT MANAGER and her team have grown our business with several of our national accounts to over 200 people working nationwide. In June of 2006, one customer honored COMPANY with a prestigious National Award for Customer Service – presented in The Wall Street Journal. ACCOUNT MANAGER's previous consulting experience in corporate and commercial banking with executives from various industries has helped her excel in assessing market place trends, contract negotiation, financial project management and strategic planning. ACCOUNT MANAGER is an MBA graduate from the University of Ottawa in Canada

ACCOUNT MANAGER will be supported by CFO. CFO, COMPANY Regional Account Director, has more than 10 years of experience working in the IT services business. Currently CFO is responsible for managing the Atlanta regional office for technology staffing in the Southeastern market. Prior to joining COMPANY, CFO served in varying roles in the IT services industry in both the Atlanta and Charlotte markets from recruiting to regional account management. His customers include IBM, First Union, City of Charlotte, Enovia, and Lockheed Martin.

ACCOUNT MANAGER and CFO will coordinate a team of regional account managers, recruiters and NDC recruiters.

In addition, once the relationship is established, we will pull 3 more national account directors onto the CLIENT account to provide a "regional" feel and ensure that there will be proper support throughout all of the areas to staff for. Each national account director has a delivery team that will support a dedicated region. Two of the national account directors will include ACCOUNT MANAGER3 and ACCOUNT MANAGER2.

ACCOUNT MANAGER3 has been in the IT staffing industry for over 15 years. During that time, she has focused most of her efforts in the Financial Services arena servicing such customers as the New York Stock Exchange, Wachovia, the Chicago CLIENTrd of Trade, The Options Clearing Corporation, Fimat Futures, the Chicago Mercantile Exchange, the Citadel Group, CLIENT, UBS, Archipelago, Johnson & Higgins, Marsh USA, etc. Before joining COMPANY 2 1/2 years ago, ACCOUNT MANAGER3 worked for just two other reputable companies during her lengthy tenure providing a proven track record of success. ACCOUNT MANAGER3 chose COMPANY because of its unique business model in combining the speed of a large staffing firm with the quality of an executive search firm.

ACCOUNT MANAGER2, COMPANY Regional Director of Philadelphia and New York operations has been with COMPANY for over 7 years. ACCOUNT MANAGER2 has also worked as the Director of National Accounts for COMPANY in the Northeast. ACCOUNT MANAGER2 has been responsible for securing and maintaining preferred vendor status with several customers including GE, Sprint and SEI Investments. ACCOUNT MANAGER2 is currently devoting a considerable amount of time and effort to expanding our Northeast operations to better support our customer base.

**25. Will you be willing to have dedicated CLIENT recruiters in the major cities where CLIENT has the highest volume of placements? Yes.**

**Comment**

COMPANY has a large network of technical recruiters throughout the nation. Over the years, COMPANY has maintained excellent relations with our recruiters, who enjoy our company culture, employee care program and business customers. When seeking new recruitment staff we always welcome referrals from fellow recruiters and employees. We have an internal staffing division dedicated to finding the ideal recruiting and sales staff per specific region. This internal staffing division is within COMPANY's Delivery Department.

We will dedicate 12 recruiters for CLIENT from our national locations and NDC. Additionally, at any time, depending on requirement levels, we have access to all additional recruiting resources located throughout the U.S. In fact, the dedicated recruitment team in place is a direct result of our strengthening relationship over the past few years. COMPANY is committed to continuously assessing CLIENT's needs and will add additional resources to supplement and meet the objectives as required.

**26. Please comment on your 'transition' experience – i.e., how effectively your CLIENTk room operations can accommodate mass transfers of contractors from another company to yours, if warranted, within a very tight timeframe.**

COMPANY understands that in the situation described the most important factor to successful change is Change Management including effective communication. Our HR department understands the difficulty of the situation described and strives to retain the highest percentage of employees. COMPANY recently completed a successful transition of approximately 100 contractors from various 3rd parties within 3 weeks.

**27. Will you be willing to add staff to facilitate any transition projects? Yes.**  
**Comment**