

August 23, 2022

Mr. Sean Hume
Assistant Director, Contract Management -NYS Office of General Services
ESP – Corning Tower – 38th Floor
Albany, NY 12242

Dear Mr. Hume:

Enclosed please find our application and service summary, with supporting materials, requesting the addition of Temporary Personnel-Office services to the NYSPSP procurement offerings afforded through OGS. This is an existing service on the Preferred Source offering list.

Summary for consideration by the Procurement Council for NYSPSP to deliver Temporary Personnel – Office services:

1. Service Description-Definition of Temporary Personnel – Office services: Temporary Personnel – Office (“Office Temps”) are workers hired for a pre-determined period to provide program support and assistance. Office Temps assist with a wide range of administrative and clerical functions and may range in skill from entry level to highly experienced personnel.ⁱ

This application’s scope does not include any other type of temporary personnel. Titles excluded from this application include Temporary Personnel-Bindery Workers, Test Monitors and Proctors Workers, Transportation Field Workers and Warehouse Workers.

2. Market Information

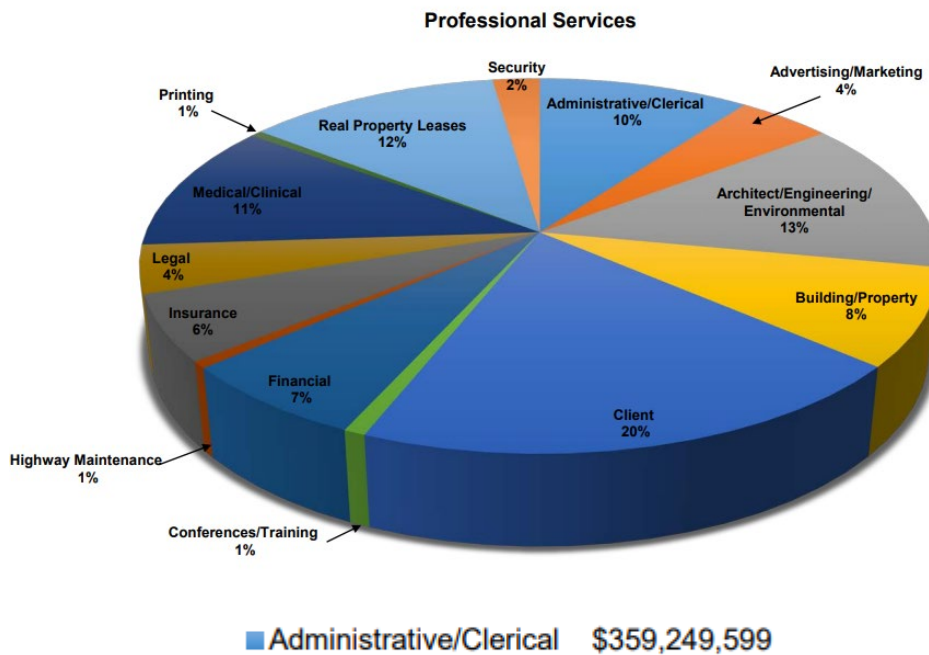
Temporary Personnel-Office services is a procured service and required by various agencies within State government, including local municipalities and educational institutions for short term staffing needs.

Determining the specific market value for this service is somewhat challenging due to relying on public information to gather data. Sources utilized to determine the Temporary Personnel-Office services marketplace are noted:

- OSC Directory of Frequently Purchased Commodities and Services
<https://www.osc.state.ny.us/reports/fiscal/directorycommodities.pdf>
- OGS Centralized Contracts (as seen in addendum starting page 2)
- FOILED contracts/invoices (as seen in addendum)
- Temporary Personnel – Office services invoices from various regions in the state (as seen in addendum)
- Temporary Personnel – Office services bid results (as seen in addendum)

- NYS Open Book (results located in application)
- NYS Contract Reporter searched as a resource no results provided
- Google Search Engine searched as a resource no results provided

NYSPSP consulted the Directory of Frequently Purchased Commodities and Services by NYS Agencies published by the Office of the NYS Comptroller in order to provide an estimate. State expenditures for the category Administrative/Clerical is valued at approximately \$359 million dollars in FY 2015-16 (page 6 from link – snapshot of graph below). 2015-2016 was the last year that OSC published this report. No similar report is currently available. We anticipate Temporary Personnel – Office services State expenditures to NYSPSP to be approximately less than one percent of the approximately \$359 million dollars referenced below.



An export from Open book for FY 2018-2022 has Temporary Service spend at approximately ~147 million. (chart located in section 9 of this application). Although NYSPSP made attempts to identify the temporary personnel services in Lot 1 (Lot 1 refers to Office Workers) to further segment the market; those efforts did not yield any meaningful results. Therefore, the spend indicated is inflated where a provider provides temporary services in more than one lot.

NYSPSP estimates the potential New York State market for Temporary Personnel – Office services to be in the hundreds of millions as referenced above. The services described could be utilized by the State of New York government and its numerous political subdivisions. While the Temporary Personnel – Office services annual expenditures are projected to remain in the hundreds of millions; NYSPSP affiliated member agencies would realistically only be utilized for a fraction of these potential procurement engagements.

■ Administrative/Clerical	\$359,249,599	■ Advertising/Marketing	\$160,632,024	■ Architect/Engineering/ Environmental	\$471,440,145
■ Building/Property	\$296,491,491	■ Client	\$697,725,075	■ Conferences/Training	\$26,568,800
■ Financial	\$239,020,666	■ Highway Maintenance	\$20,420,508	■ Insurance	\$200,801,915
■ Legal	\$147,168,022	■ Medical/Clinical	\$392,386,952	■ Printing	\$19,571,378
■ Real Property Leases	\$430,989,596	■ Security	\$80,390,164	Total	\$3,542,856,335

NYSPSP estimates annual first year sales from the addition of this new services at approximately \$296,000.00. This estimate is derived from the anticipated value of inquiries made to NYSPSP for Temporary Personnel-Office services in the past year (approximately). The potential number of temporary service opportunities would be limited due to the assistive technology the blind or visually impaired employees would need to perform their work.

Potential Client Engagements	Date of Inquiry	Estimated Potential Value
Department of Health	9/6/21	\$ 96,000.00
Department of Health	12/13/21	\$ 54,000.00
DOH	2/10/22	\$ 96,000.00
OTDA	3/28/22	\$ 25,000.00
DOH	5/4/2022	\$ 25,000.00
		\$ 296,000.00

3. Client Employment

Specific direct labor tasks related to Temporary Personnel – Office services will vary by each assignment. NYSPSP plans to offer all approved service categories including Clerical Support, Data Entry, Word Processing, Administrative, Secretarial, Telephone, Human Resources Support and to a lesser extent Secretarial Services (Executive, Legal and Medical).

Examples of the approved Temporary Personnel – Office Service Categories and associated tasks are outlined in the OGS link below:

<https://ogs.ny.gov/system/files/documents/2019/03/temporarypersonnelofficedefinition.pdf>

This information contained in the link above is also located in the addendum to this application (Pages 14 & 15).

Our office has experienced an increased interest and request for providing Temporary Personnel – Office services. For Projected employment opportunities for clients, please see details from the most recent State contract awards noted in section #8 Cost/Price Data and inquiries from state agencies noted in section #9- Preferred Source Suppliers.

NYSPSP estimates annual first year sales from the addition of this new services at approximately

\$296,000.00 (as noted in chart above). This is based on inquiries to our sales department regarding the availability of temporary worker assistance. This is based on the chart in section 2. All approved engagements will meet or exceed the required ratio for blind or visually impaired labor. Using the first-year estimate of \$296,000 and an approximate average bill rate of \$30 per hour NYS PSP estimates approximately 9,866 hours and approximately 5.25 FTE's. All placements would be filled with individuals who are blind or visually impaired; therefore, the blind ratio in most if not all cases would be 100% of total labor.

4. Preferred Source Members & Experience

Our affiliate, VISIONS will take the lead in providing this service. Nancy Miller is VISION's Executive Director and CEO. She is a strong advocate for advancing the VISION's mission of "Assisting people of all ages who are blind or visually impaired to lead independent and active lives in their home and communities."

VISIONS has full and part-time professionals, experienced and trained in Temporary Office Personnel services. VISIONS intends on building on the relationships they have in place with governmental agencies, corporations, and community-based organizations by growing their client base to include contracts and engagements with agencies throughout New York State.

VISIONS is a member agency recognized for their strong Workforce Development department that administers programs related to employment and technology, to prepare legally blind clients to enter, or re-enter the workforce. The common goal of the workforce team is to identify and assist clients with applying for jobs that are commensurate with their interest, skill, and education. VISIONS offers a full complement of technology and work readiness training, job placement services and career preparation.ⁱⁱ

Once approved for Temporary Personnel – Office services in the OGS Preferred Source Vendor offerings, VISIONS and other member agencies will be able to offer employment opportunities and career choices suitable for people who are blind, severely visually impaired or print disabled.

VISIONS has been a preferred source provider for many years, mainly providing the Call Center Services. VISIONS provided a call center solution to NYC Department of Homeless Services and also had a three-year engagement for Call Center Services with the Administration of Children's Services that ended in 2018.

If approved to provide Temporary Personnel – Office services, VISIONS and other affiliated member agencies will be able to accept a broader scope of assignments from government procurers, especially for short-term one-person assignments.

Temporary Personnel – Office services vary in contract and assignment length, scope and complexity determined on the needs of each customer. To meet future demands of New York State, we could work with other member agencies that have the capability to offer this service when needed. NYS PSP member agencies such as Aurora of Central New York in Syracuse and VIA in Buffalo, Hellen Keller in Long Island and NABA in Albany, New York have all expressed interest in offering Temporary Personnel – Office services.

5. Value Added

NYSPSP seeks approval to provide Temporary Personnel – Office services in order to allow blind and visually impaired New Yorkers the ability to service New York agencies with short term office staffing needs. The employees at VISIONS and other affiliated member agencies will add value by serving the contractual needs of the procuring agency. Temporary Personnel – Office services will also serve the NYS procuring customer by being able to fill their service needs faster as the purchaser can forego the formal bidding process for this service.

NYSPSP will be able to stay within 15% of prevailing market for these services and in many cases should be able to provide cost savings to NYS agencies by offering Temporary Personnel – Office services at a price at or below the prevailing market rate for each service.

Blind Labor Ratio utilizing 75% Blind Labor will be met or exceeded in all work projects. The employment opportunities that will arise from the approval for NYSPSP to provide this service is a value for NYS agencies and taxpayers as well as the individuals who are seeking to provide Temporary Personnel – Office services.

Lastly, adding NYSPSP as a provider of Temporary Personnel – Office services to the List of Preferred Source offerings is in keeping with NYS, Employment First initiative. “The Employment First policy is part of a national movement to support the employment of people with disabilities. The employment rate for a New Yorker with a disability (aged 18-64) is 31.2% compared to 72% for a person without a disability, resulting in a gap of 40.8 percentage points. In addition, the poverty rate for New Yorkers with disabilities aged 18-64 living in the community is 28.6%, which is more than twice that of people in New York State without disabilities (12.3%). The Governor has set a tentative goal of a 5% increase in the employment rate and a 5% decrease in the poverty rate among this population.”ⁱⁱⁱ NYSPSP and its affiliated member organizations can help advance these laudable goals by offering Temporary Personnel – Office services.

6. Direct Labor Workforce

NYSPSP’s affiliate members providing Temporary Personnel – Office services will utilize a direct blind labor ratio of at least 75%. Direct Labor will be outlined per contract engagement on Preferred Source Form 3 Service Cost Summary. The number of hours for each service agreement will vary by contract/project. All services will be performed by VISIONS employees or other NYSPSP affiliated agencies; there will be no subcontracting of any services. NYSPSP estimates approximately 9,866 hours and approximately 5.25 FTE’s of which 50-75% would be blind labor. The potential number of temporary service opportunities would be limited due to the nature of some positions, inaccessible systems at many state government entities, and access to public transportation is not available.

There are five different service categories and positions that are listed under the Temporary Personnel – Office Definition. Engagements and associated temporary office personnel will vary. All contracts and applications that are submitted for approval will fall within the Temporary Personnel – Office Definition.

Examples of the approved Temporary Personnel – Office Service Categories and associated tasks are outlined in the OGS link below with a complete listing appearing in the application addendum.

<https://ogs.ny.gov/system/files/documents/2019/03/temporarypersonnelofficedefinition.pdf>

7. Cost Benefit Analysis

The benefits for allowing NYSPSP as an offeror of Temporary Personnel – Office services offering include:

1. The government procurer will have solicited bids from preferred sources only and will not have to do a mini-bid; thereby lessening the purchasers' administrative burden. See example of traditional temporary services bid documents on pages 26-36 of the addendum.
2. NYSPSP can provide competitively priced services and have a pipeline of people, giving the state a dedicated resource for trained temps.
3. Decreased demands on state entitlement programs and public assistance.
4. Increased revenue from a new contingent of taxpayers not currently included in the workforce.
5. Decrease the 70% unemployment and under employment rates amongst blind and visually impaired residents.
6. Create employment opportunities.

People in New York State who are severely visually impaired or print disabled are under employed and unemployed at a rate of 70%.

Over the past 3 years, NYSPSP has enjoyed significant growth in sales, primarily through new product and service offerings approved by NYS. State purchases through our program have led to significant increases in employment hours and wages paid to over 400 employees who are blind across the State. Our primary focus is adding new services to our offering. "Service" based employment provides a higher average wage for employees, more labor hours, and more FTEs. Service related employment only accounts for 5% of our overall sales, however account for almost 40% of our total direct labor hours.

There are broad social and economic impacts to be realized. Adding NYSPSP as a Preferred Source for Temporary Personnel – Office services will not only maintain but add to client employment with the addition of direct blind labor hours. With this addition comes the potential to reduce the exceedingly high unemployment and underemployment rate of the blind and visually impaired.

In addition, Temporary Personnel – Office services are administrative professional positions where blind and visually impaired employees can apply their knowledge, grow their skill set and avail themselves to the possibility for upward mobility. These positions would be different than our positions that utilize blind and visually impaired employees in manufacturing and assembly settings. Adding NYSPSP as a Preferred Source to this service employment category is an opportunity for the underserved community of blind and visually impaired individuals to use their innate abilities and the assistive technologies that promote their independence.

Based on inquiries for this service we estimate there is a potential for the addition of approximately 5.25 full time employees with the possibility for staff additions should NYSPSP grow in this new service category. The support is located in section 3 of this application based on work turned away and estimated hours for those inquiries.

8. Cost/Price Data

Temporary Personnel – Office services are needed in various forms for legal, law enforcement, health &

social services, insurance, education, and other government capacities.

NYSPSP is not seeking to establish an hourly billable rate but rather the opportunity to provide the service of Temporary Personnel – Office. Job titles and hourly wages will vary per contract as well as geographic region and will be detailed in Form 3 of the Preferred Source Service Application Service Cost Summary with each application submission. Job titles will fall into the categories as defined in the Temporary Personnel – Office Service Categories.

In preparation for the applications that would accompany a contract NYSPSP has included bid results and state contracts for Temporary Personnel – Office services as an addendum to this application. These documents will further demonstrate the variable market rate and need for these services as well as NYSPSP’s due diligence to provide a market comparison upon receipt of a Temporary Personnel – Office services assignment. (See bid results on pages 14-24 where bill rates for Executive Secretaries and Administrative Assistants ranged from \$19.00->\$40.50.)

NYSPSP will also use as a guide the price lists awarded to vendors that offer temporary administrative services and not to exceed rates listed in Administrative Services contracts for each provider. Rates vary by region. An example is provided below as well as a link for additional information for the reader.

MAXIMUM-NOT-TO-EXCEED PRICING

COUNTIES IN REGION 1: Albany, Columbia, Greene, Rensselaer, Saratoga, Schenectady, Warren and Washington

LOT NUMBER	REGION NUMBER	JOB CATEGORY	JOB TITLE	UNIT OF MEASURE	Not-to-Exceed Bill Rate (which may include any additional requirements set forth in the RFQ by the Authorized User)	Not-to-Exceed Overtime Rate
1	1	Office Worker Occupations	Bookkeeping, Accounting, and Auditing Clerks	Hour	\$14.40	\$21.60
1	1	Office Worker Occupations	Data Entry and Word Processing	Hour	\$14.40	\$21.60
1	1	Office Worker Occupations	Executive Secretaries and Administrative Assistants	Hour	\$15.82	\$23.73
1	1	Office Worker Occupations	Executive Secretaries and Administrative Assistants Bi-Lingual Spanish/English	Hour	\$15.82	\$23.73
1	1	Office Worker Occupations	File Clerks	Hour	\$14.40	\$21.60
1	1	Office Worker Occupations	Legal Secretaries	Hour	\$15.82	\$23.73
1	1	Office Worker Occupations	Mail Clerks, Except Mail Machine Operators and Postal Service	Hour	\$14.40	\$21.60
1	1	Office Worker Occupations	Medical Secretaries	Hour	\$15.82	\$23.73
1	1	Office Worker Occupations	Personnel Recruiter	Hour	\$24.00	\$36.00
1	1	Office Worker Occupations	Public Relations Manager/Public Information Officer	Hour	\$30.00	\$45.00
1	1	Office Worker Occupations	Receptionists/Secretaries, Except Legal, Medical, and Executive	Hour	\$14.40	\$21.60
1	1	Office Worker Occupations	Switchboard Operators, Including Answering Service	Hour	\$14.40	\$21.60

[7300323057PL_Beattys.pdf \(ny.gov\)](https://online.ogs.ny.gov/purchase/snt/awardnotes/7300323057PL_Beattys.pdf(ny.gov))

9. Current Suppliers

This service is already being procured by State and county agencies, political subdivisions, community-based organizations, and statewide educational institutions.

The link below contains the Contractor Information Summary for statewide Administrative Services. Lot 1 refers to Office Workers. The document indicates that 24 approved contractors participate in Lot 1. The information contained in the link below can be found in the addendum.

<https://online.ogs.ny.gov/purchase/snt/awardnotes/7300323057ContractorInfo.pdf>

NYSPSP has compiled the following list of Temporary Personnel from the 24 vendors and pulled contract dollar values and spend from Open Book New York. Note that some of the approved vendors have more than one lot per contract. Note that these contracts for administrative services start on 10/25/2017 and end on 10/24/2022. Below is a snapshot of the contract value and spend to date.

Vendor	Contract Number	Contract Amount	Spend to Date	Contract Start Date
Beattys Services	PS67878	\$3,400,000.00	\$1,648,121.97	10/25/2017
Ethan Allen Personnel GRP, Inc.	PS67884	\$2,700,000.00	\$757,994.85	10/25/2017
ExecuSearch Holdings, LLC	PS67885	\$76,646,400.00	\$41,774,095.20	10/25/2017
Fusco Personnel, Inc.	PS67887	\$6,600,000.00	\$3,954,501.85	10/25/2017
Horizon Healthcare Staffing	PS67891	\$2,400,000.00	\$787,494.75	10/25/2017
Howroyd Wright Employment Agency, Inc.	PS67892	\$1,200,000.00	\$601,713.85	10/25/2017
IIT, Inc.	PS67893	\$9,100,000.00	\$5,060,147.08	10/25/2017
Industrial Staffing Services, INC	PS67894	\$7,800,000.00	\$2,818,159.61	10/25/2017
Integrated Staffing Corporation	PS67896	\$4,200,000.00	\$1,411,386.22	10/25/2017
IOS Acquisitions, LLC	PS67897	\$3,700,000.00	\$626,741.38	10/25/2017
Jennifer Temps, Inc.	PS67898	\$22,500,000.00	\$15,523,177.51	10/25/2017
Kelly Services	PS67900	\$9,200,000.00	\$2,653,851.59	10/25/2017
Knowledge Builders, Inc.	PS67901	\$13,200,000.00	\$6,934,795.60	10/25/2017
National Disaster Recovery Technical Assistance Consultants, Inc.	PS67910	\$1,200,000.00	\$45,265.50	10/25/2017
New Wave People, Inc.	PS67911	\$21,000,000.00	\$13,641,206.71	10/25/2017
Nexus Staffing, Inc.	PS67912	\$10,100,000.00	\$5,166,401.54	10/25/2017
Noor Associates, Inc.	PS67914	\$4,400,000.00	\$1,093,724.09	10/25/2017
Penda Aiken, Inc.	PS67915	\$8,850,000.00	\$2,617,164.38	10/25/2017
Randstad North America, Inc.	PS67917	\$2,100,000.00	\$1,371,148.70	10/25/2017
Robert Half International, Inc.	PS67918	\$2,350,000.00	\$1,286,755.52	10/25/2017
Royal Temporaries, Inc.	PS67919	\$6,500,000.00	\$4,180,482.21	10/25/2017
Staff Today, Inc.	PS67922	\$9,600,000.00	\$6,117,552.96	10/25/2017
TempForce, LLC	PS67923	\$41,500,000.00	\$24,333,198.07	10/25/2017
Winston Support Services, LLC	PS67926	\$8,200,000.00	\$3,202,389.65	10/25/2017
		\$275,046,400.00	\$147,607,470.79	

10. Preferred Source Suppliers

As mentioned in the Client Employment section of this application; VISIONS will serve as the primary service provider for Temporary Personnel – Office services through NYSPSP.

VISIONS
500 Greenwich Street
New York, New York 10013
<https://www.visionsvcb.org/>

NYS Small Business Impact

Regarding impact on NYS small business, Empire State Development is currently viewing our materials for approval. NYSPSP believes that our small non-profit member agencies that would perform this service are inherently limited by economic and operational challenges that would preclude them from having significant effects on the market.

Currently NYSPSP's affiliated agencies employ ~400 blind or visually impaired workers. The talented and capable employees of our affiliated agencies that would potentially work in a temporary capacity typically need some type of assistive technology. By definition, our legally blind employees cannot drive themselves to work and are often plagued by public transportation struggles. Not all State agencies procuring temporary services will be able to support these accommodations; thereby limiting the potential number of temporary service opportunities available to our constituent population. (Examples include but are not limited to assistive technology compatibility with State systems, operational workspace and transportation).

A resolution by the NYS Procurement Council dated July 14, 2004 delegates authority to the Office of General Services to approve preferred source applications that are for NEW commodities and services that meet specific conditions. It is the position of NYSPSP that Temporary Personnel – Office Services is NOT a new service as it is already a preferred source offering of NYSID and that should OGS see fit to recommend our application to the NYS Procurement Council, Empire State Development should not object to employing blind workers in the Temporary Personnel Office Services workspace.

Of the statewide centralized contract (Group 73003 – ADMINISTRATIVE SERVICES) fourteen of the awarded vendors for administrative temporary services are out-of-state vendors. While there are many temporary personnel agencies in New York, we have a finite group of people to place in specific roles, which should not negatively affect their business.

NYSID, currently provides Temporary Personnel Office Services as a preferred source boasts four decades of business support expertise and 6,182 people working^{iv}. Comparatively NYSPSP affiliated agencies have a workforce of approximately 450. Adding NYSPSP as a preferred source supplier to an existing category on the List of Preferred Source Service Offerings will not “have a significant impact on a substantial number of NYS businesses,” (which is the threshold for ESD’s impact assessment according to the NYS Procurement Bulletin Preferred Source Guidelines dated October 2014).

Further, as it relates to NYSID’s current and ongoing offering of a similar services, there is no “blind priority” in law with respect to services. As stated in policy, consistent with the statute, “If more than one preferred source meets the agency’s requirements, the agency proceeds with the low-cost offer.”

An email from the Office of General Services on December 13, 2018 indicated to include a NAICS code on all service applications. The NAICS code for Temporary Personnel – Office services is 561320; NAICS title, “Temporary Help Services”. This was confirmed with a call to the Census Bureau on January 6, 2020. A call to the NAICS Help Desk and a conversation with Ed (declined to provide his last name) indicated that there was no subset available that will differentiate Temporary Personnel – Office services from all other temporary services. Therefore, this code will be “all-encompassing” whereas the Temporary Personnel – Office categories services is much smaller with a finite number of categories. Please see the corresponding NAICS index entries found on the US Census website.^v

2017 NAICS	Corresponding Index Entries
561320	Contract staffing services
561320	Help supply services
561320	Labor (except farm) contractors (i.e., personnel su
561320	Labor (except farm) pools
561320	Manpower pools
561320	Model supply services
561320	Office help supply services
561320	Office supply pools
561320	Outplacement consulting services
561320	Outplacement services
561320	Personnel (e.g., industrial, office) suppliers
561320	Temporary employment services
561320	Temporary help services
561320	Temporary staffing services

We look forward to providing this service to New York State and welcome any questions or clarifications you might require as you perform your review.

Sincerely,



Colleen Franchini
 NYSISP Program Director- Administration (518) 621-
 0640

ⁱ <https://ogs.ny.gov/system/files/documents/2019/03/list-preferred-source-offerings.pdf>

ⁱⁱ <https://www.visionsvcb.org/what-we-do/job-placement/job-placement-adults/>

ⁱⁱⁱ [Employment First \(ny.gov\)](https://www.ny.gov/employment-first)

^{iv} https://www.nysid.org/img/attachments/2018-NYSID_AReport.WEB-938546.pdf

^v <https://www.census.gov/cgi-bin/sssd/naics/naicsrch>