UNIVERSITY OF CALIFORNIA

TEMPORARY LABOR SERVICES

RFP#: AM-2019-1-TEMP

ORIGINAL

MARCH 08, 2019, 04:00 PM PST

SUBMITTED BY:

SOFTHQ, INC.
6494 WEATHERS PLACE
SUITE 200,
SAN DIEGO, CA – 92121
WWW.SOFTHQ.COM

Person Authorized to Negotiate and Sign the Proposal:

KRANTI PONNAM
TITLE: PRESIDENT
PHONE: (858) 658-9200
EMAIL: KRANTI@SOFTHQINC.COM

Submission via Online to:

ATTENTION:

AMANDA MARKS
SENIOR STRATEGIC SOURCING MANAGER
SYSTEM-WIDE STRATEGIC SOURCING
UNIVERSITY OF CALIFORNIA, OFFICE OF THE PRESIDENT
1111 FRANKLIN STREET, 10TH FLOOR
OAKLAND, CA 94607-5200
PHONE: (510) 587-6093
EMAIL: Amanda.Marks@ucop.edu
ONLINE: CalUsource

SOFTHQ

1   COVER LETTER

March 08, 2018

Attention:

Amanda Marks / Senior Strategic Sourcing Manager
System wide Strategic Sourcing, Office of the President
1111 Franklin Street, 10th Floor, Oakland, CA 94607
Phone: (510) 587-6093; Email: Amanda.Marks@ucop.edu

Subject: SoftHQ, Inc.'s response to provide The Regents of the University of California (UC), **Temporary Labor Services**

Dear Amanda Marks,

SoftHQ, Inc. (SoftHQ) is pleased to submit the proposal in response to the University of California, request for the project titled "**Temporary Labor Services**" on an on-call, contractual basis. The proposal and fees/costs offered herein shall apply for *120* days after the opening date of the proposal. SoftHQ confirms that we will adhere to all the minimum qualifications described in Attachment 1.

Established in FY 2010 and headquartered in San Diego, SoftHQ is a Minority Business Enterprise (MBE) consulting and service provider, staffing firm incorporated in the State of California. SoftHQ has been providing Consulting services to various State, Local, and Fortune 500 Commercial clients. Based on our past performances and our core competencies, we are an excellent match with the UC's Temporary Labor Services opportunity. We assign professional and technical employees in the fields of administration, information technology, finance and accounting, education, engineering, law, science and healthcare. SoftHQ is one of the premier staffing providers and ranks among the leaders in Administrative, Finance, Human Resources, other Skilled Professionals, Engineering, IT, and Maintenance staffing.

SoftHQ has evolved from an IT and Engineering focused company concentrating primarily into a global workforce solutions leader with a breadth of specialty businesses. We have a proven record of accomplishment of providing Administrative Assistants, Clerks, Senior Clerks, Administrative Aides, Account Clerk Specialists, Accountants, Skilled Trade Staff, Service Staff, Custodial Officers, General laborers, Contract Specialists, Contract Coordinators, Financial Analysts, HR Analysts, Cashiers, Equipment Operators, Plans Reviewers, Recreation Aides, Firefight Trainee, Head lifeguard, Police Officers, Police Office Trainees, Legal Assistants, Engineers, Pool Managers, Program/Project Planners, Program Leaders, Program/Project Managers, Application Programmers, Database Administrators, Animal Curator, over the last three years.

SoftHQ confirms that we are providing services for all the job positions listed out in the Labor area classification and further confirms that the undersigned has full authority to enter into any future binding agreement and confirms full compliance with the requirements and terms and conditions specified under this RFP are read, understood, and we shall abide by them.

Sincerely,

Kranti Ponnam

Kranti Ponnam / President
SoftHQ, Inc.
6494 Weathers Place, Suite 200, San Diego, CA 92121
Office: (858) 658-9200; Cell: (847) 513-2999; Fax: (858) 225-6834
Email: rfp@softhqinc.com / kranti@softhqinc.com; Website: www.softhq.com

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ATTACHMENT 1 – MINIMUM QUALIFICATIONS TO RESPOND TO RFP

For proposals to be considered for evaluation, Suppliers **must** be able to meet all minimum qualifications as outlined below. Suppliers that do not meet the minimum qualifications should not submit a proposal as it will not be considered.

A. <u>ANNUAL NET REVENUE MUST BE AT OR ABOVE $500,000.</u>

Supplier to include the most recent financial statement as part of the proposal.

B. <u>GEOGRAPHICAL COVERAGE</u>

Supplier must have the ability to respond to the University of California's needs in the placement of temporary staff at the UC locations.

Suppliers can submit proposals in one of two ways:

1. For system-wide – ability to service all UC locations or;
2. Limit proposal to one (1) region – ability to service UC locations in only one (1) region – North region, Central Valley region, Central Coast region or South region.

UC Region	UC Locations
North	UC Berkeley
North	UC Office of the President
North	UC San Francisco
North	Lawrence Berkeley National Lab
North	Lawrence Livermore National Lab
Central Valley	UC Davis
Central Valley	UC Merced
Central Coast	UC Santa Cruz
Central Coast	UC Santa Barbara
South	UC Irvine
South	UC Riverside
South	UCLA
South	UC San Diego

C. <u>OTHER LOCATIONS</u>

Successful awardees will be able to extend the terms of the agreement to California State University (CSU) and California Community College (CCC) locations. Any locations using the terms of the agreement will be contracted under separate agreements with CSU and CCC. California state law now allows this usage.

CSU Locations
Humboldt
Sonoma
Maritime
San Francisco
East Bay
San Jose
Chico
Sacramento
Stanislaus
Fresno
Bakersfield
Monterey Bay
San Luis Obispo
Channel Islands
Northridge
Los Angeles
San Bernardino
Pamona
Dominguez Hills
Long Beach
Fullerton
San Marcos
San Diego

D. <u>LABOR AREA CLASSIFICATION/JOB CATEGORY COVERAGE</u>

If a supplier provides multiple areas of job category coverage, then supplier must have the ability to respond to the requests for the placement of temporary staff at a minimum of at least three (3) labor area classifications. Preference will be given to those who offer multiple labor area classifications.

If a supplier's sole area of expertise is limited to one (1) of the labor area classifications below (i.e, food service), then a supplier can respond to one (1) labor area classification.

Supplier must be able to provide temporary staffing services for all job positions listed under a labor area classification. For example, if a Supplier offers Admin/Clerical temporary staffing services, pricing for all job positions listed under that labor area classification must be provided to be considered for evaluation.

1. <u>Administrative/Clerical Labor Area Classification</u>
- Clerk
- Senior Clerk/Assistant I
- Clerical Assistant
- Assistant II
- Assistant III
- Medical Front Desk
- Administrative Specialist

- Administrative Analyst
- Executive Secretary
- Executive Assistant
- Administrative and Job Placement Assistant
- Administrative and Marketing Assistant
- Administrative Assistant – Bilingual Spanish
- Administrative Assistant – Finance
- Administrative Officer II
- File Clerk
- Office Administrator
- Office Assistant
- Office Manager
- Receptionist

2. Accounting/Finance Labor Area Classification
- Accountant I
- Accountant II
- Accountant III
- Accountant IV
- Accounts Payable Specialist
- Accounts Payable Clerk
- Accounts Payable Coordinator
- Accounts Receivable Assistant
- Accounts Receivable Specialist
- Accounts Receivable Administrator
- Accounting Assistant I
- Accounting Assistant II
- Accounting Assistant III
- Accounting Clerk
- Accounting Coordinator
- Senior Accountant
- Staff Accountant
- Assistant Accountant
- Assistant Budget Analyst
- Bookkeeper
- Bookkeeper Clerk
- Budget Analyst
- Finance Manager
- Senior Finance Manager
- Financial Analyst
- Senior Financial Analyst
- Financial Analyst – Fund Accounting
- Payroll Accountant
- Tax Assistant

3. Light Industrial Labor Area Classification

- Light Industrial/Laborer
- Custodian
- Senior Custodian
- Custodial Supervisor
- Groundskeeper
- Lead Groundskeeper/Gardner
- Painter
- Shipping and Receiving Clerk
- Shipping and Receiving Laborer

4. Skilled Labor, Labor Area Classification
- Electrician
- Lead Electrician
- Refrigeration Technician
- Carpenter
- Plumber
- HVAC Technician

5. Food Service Labor Area Classification
- Waitperson/Server
- Cook
- Food Service Worker
- Lead Food Service Worker
- Food Service Supervisor
- Sous Chef
- Captain
- Cashier
- Bartender
- Dishwasher

6. Laboratory Science Support Labor Area Classification
- Laboratory Technician
- Laboratory Manager
- Laboratory Assistant
- Animal Care Technician

7. Media and Content Creation Services Labor Area Classification
- Junior Designer
- Mid-level Designer
- Senior Designer
- Copywriter
- Marketing Coordinator/Advertising Assistant
- Marketing and Communication Assistant
- Marketing/Communications Manager
- Social Media Specialist
- Content Manager

- Event/Field Marketing Specialist
- Trade Show Coordinator
- Sales Administrator Assistant
- Sales Coordinator
- Sales Operations Administrator
- Sales Support
- Project and Communications Specialist
- Donation Marketing Specialist

E. PRICING

Pricing must be submitted and completed with supplier's response to this RFP in the format requested, **UC Temporary Labor Pricing Template.xls.**

Suppliers must provide pricing information for each element for which they are submitting a proposal:
- UC Region
- Labor Area Classification
- Job Descriptions

Pricing elements include:
- Minimum and Maximum Pay Rate
- Minimum and Maximum Bill Rate
- Mark-Up Breakdown

NOTE: DO NOT INCLUDE ANY CONVERSION FEES. UC reserves the right to convert temporary staff to a direct hire at any time during the assignment with no conversion fee.

F. ACCEPT UC TERMS AND CONDITIONS OF PURCHASE (no exceptions allowed)
   a. UC Terms and Conditions of Purchase, dated 9/4/18
      i. *The following articles are not applicable for the requested services under this RFP: Article 7.A, Article 7.B, Article 13, Article 17, Article 26*
   b. Appendix Data Security and Privacy, dated 5/24/18
      i. *The following amendment is not applicable for the requested services under this RFP: First Amendment to the Appendix, Safeguard Standard for Payment Card Data and General Data Protection Regulation Data Protection*
   c. Appendix HIPAA Business Associate, dated 5/16/17

signature page to follow

Supplier signature acknowledges that Supplier meets all minimum qualifications as outlined above.

Signed document must be included with your RFP response.

Supplier Name __SoftHQ, Inc._____

X   *Kranti Ponnam*
_____

Supplier Signature and Date

SOFTHQ

SoftHQ, Inc., March 08, 2019
The Regents of the University of California
RFP#: AM-2019-1-TEMP, UC Temporary Labor Services

Account Management

SoftHQ's Account Management team is well conversant with working with the States, Counties and local bodies on similar contracts and knows the criticality of their requirements. We are very particular about the communication we establish with our clients. We believes that the communication needs to happen in the timeliest manner with our clients. SoftHQ proposes Mr. Kranti Ponnam as an Account Manager to this Temporary Labor Services RFP. Expertise in Account Management, delivering IT and Non-IT Professional Services to various State and local agencies. He has 15+ years of experience in account Management working for 15 similar contracts where each dollar value exceeds $1.5M. He will communicate and deliver all the UC related work from our main office location in CA.

The Account Manager is responsible for the following but not limited to:
- Contract related communication
- Requisition/Goals/Objectives related communication
- Project communication
- Resources related communication

Contract Management: The contract management process with our client begins with designation of an Account Manager as the primary point of contact from our side. The Account Manager will provide all the support needed by our resources to excel in their assignments as part of the Contract.

Project Commitment: SoftHQ commits to extend all the support to our assigned professionals to complete projects successfully and to meet or exceed our Client Requirements. When needed, the Account Manager will seek the help of expert team at SoftHQ, which comprises of Technical and Management members, for the timely resolution of any situation to provide best results to our clients.

Planning and Monitoring: The Account Manager ensures that resources assigned with our clients are performing to the expectations of the specified requirements. Periodic status and feedback is obtained on the performance of the individual. The Account Manager is responsible for the following but not limited to:

- ➢ Issue Identification and Resolution
- ➢ Performance Tracking
- ➢ Status Reporting
- ➢ Obtaining Feedback

Please find the Resume of our Account Manager below:

Position Title: President

Education: Master's in Engineering, Louisiana Tech University

Responsibilities:

Mr. Ponnam oversees Sydata's operations at the client site to ensure production efficiency, quality, service and cost-effective management of resources. He works to streamline internal processes and resources and to maintain a high level of customer service. He has expanded the company's service and product offering from a single service to a multi-language, multi-platform mix.

Qualifications:

Mr. Ponnam is an IT architect with more than 15 years of experience as a senior consultant, Account Management, team leader and project manager. He is experienced and has demonstrated expertise in technology strategy, enterprise architecture, IT governance, business process management, software development, infrastructure architecture, change management and quality assurance. His core domains of expertise are in enterprise architecture and business architecture; he has supported solution architecture and proposal authoring for other organizations, and also takes on roles of Virtual Chief Information Officer (CIO), enterprise architect and technology architect.

Mr. Ponnam also has over 16+ years of experience in Account Management, Operations, and Customer Relationship Management & Business Development. He has extensive experience in ensuring the timely and successful delivery of our IT and Non-IT staffing solutions according to customer needs and objectives. He has proven experience in communicating clearly the progress of weekly, monthly, and quarterly status updates to internal stakeholders. He is skilled in heading various State accounts to effectively manage day to day operations and liaising with key State agencies to gather requirements and understand overall functioning of existing resources. He is well versed in managing, motivating and leading teams for running successful business process operations with proven ability of achieving Service Delivery/Targets. He is skilled in identifying and growing opportunities within account, collaborating with recruitment team to ensure growth attainment. He has strong experience in managing on-site consultants and responding to all questions or concerns and proficient in generating client monthly reports and delivering to government Program Management Officer. He possesses excellent skills in building and maintaining strong, long-lasting customer relationships.

Core Competencies:

- Full life cycle recruiting experience from requirement gathering to fulfillment
- Lead account manager for multiple staffing implementations at State, Local, and Federal contracts
- Extensive experience in reviewing, negotiating, and signing all company Non-Disclosure Agreement's, Teaming Agreement's and Subcontract's
- Proven experience in assisting in the creation and implemented a new company Contracts procedure, which allows for better company documentation, providing ease when it is time for PMO Reporting
- Strong experience in scheduling company meetings and schedule meetings between executives and clients and experience in maintaining the company's equipment log
- Proficient in managing collection, documentation and distribution of all hardware and software equipment and possess strong experience in maintain accounts payable and accounts receivable, invoices, personnel files, and company reports
- Experience in scheduling initial screening and follow-on interviews as needed
- Proficient in writing company Staffing Services Agreement and distributed to team so company may begin pursuing staffing efforts

Professional Certifications:

- SAP America certified Finance and Controlling Consultant
- SAP America training on Materials Management and Sales and Distribution
- SAP America training on Business Planning and Consolidation (BPC) (formerly known as Outlook soft)
- SAP Leasing Courses for Lease Accounting integration with CRM

SOFT HQ

SoftHQ, Inc., March 08, 2019
The Regents of the University of California
RFP#: AM-2019-1-TEMP, UC Temporary Labor Services

Years of Experience: 12 Years

Organization Chart of SoftHQ's Account Team

SoftHQ's proposed Account Manager for UC, will directly report to SoftHQ's CEO, Ms. Sindhura Thummalasetty, who will monitor project's performance and provide inputs to status meetings and metrics for reporting. We will ensure 100% resource utilization of resources, and maintain critical team skills through effective cross training and using resource management techniques contained in PMI standards. The integrative nature of the contract requires us to be agile and manage our resources to meet UC' project requirements using MS Project and Timesheet system. All our Account team will work from our main office located in San Diego, CA. Please find the SoftHQ's Organization Chart of our Account's team below:
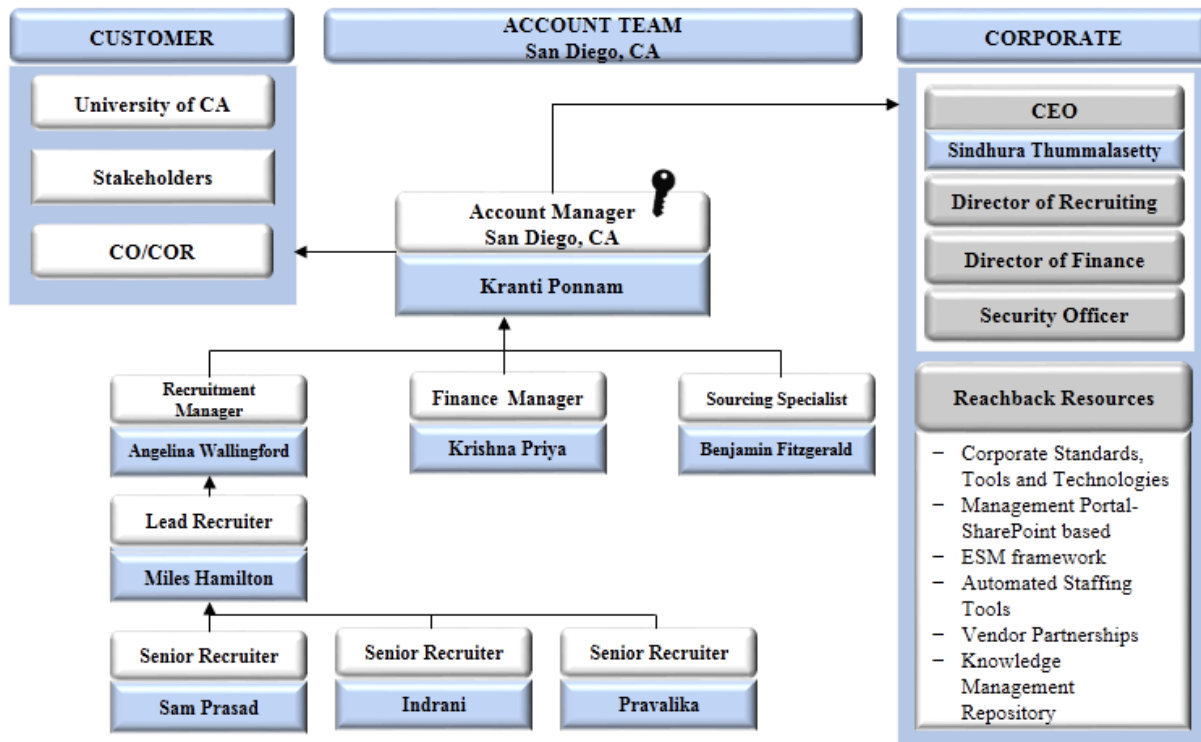
Organization Chart

University of California
CUSTOMER REFERENCES

INSTRUCTIONS:

Supplier shall provide a minimum of four (4) references that are currently using or have previously used services of the type proposed in this RFP. The references should include at least two (2) prior customers who no longer obtain services with your organization, and at least two (2) current customers.

Ideal references customers (and prior customers) would be state governments, universities, municipalities or other public agencies to who services have been provided similar to those being requested in this RFP.

UC reserves the right to use any information or additional references deemed necessary to establish the ability of the offeror to perform the contract. Negative references may be grounds for proposal disqualification.

CURRENT CUSTOMERS

Customer 1 (Required)

Organization Name	Massachusetts Department of Environmental Protection
Contact Name	Sumit Desai
Contact Phone Number	(781) 214-1606
Contact Email Address	sumit.desai@mass.gov
Number of years as a Customer	8 years

Customer 2 (Required)

Organization Name	Federal Home Loan Bank of Dallas
Contact Name	Spandana Sallagundla
Contact Phone Number	(603) 233- 3663
Contact Email Address	schowdur@fhlb.com
Number of years as a Customer	1 year

Customer 3 (Optional)

Organization Name	
Contact Name	
Contact Phone Number	
Contact Email Address	
Number of years as a Customer	

Page 1

FORMER CUSTOMER

Customer 1 (Required)

Organization Name	Allianz Global Investors
Contact Name	Rakesh Reddy
Contact Phone Number	(949) 759-7306
Contact Email Address	Rakesh.Velidandla@allianzgi-us.com
Number of years as a Customer	3 Years

Customer 2 (Required)

Organization Name	Arizona State University
Contact Name	Vijay Rao
Contact Phone Number	(208) 999-7735
Contact Email Address	vrao7@asu.edu
Number of years as a Customer	2 years

Customer 3 (Optional)

Organization Name	
Contact Name	
Contact Phone Number	
Contact Email Address	
Number of years as a Customer	

THIS CERTIFIES THAT

SOFTHQ INC

NMSDC
National Minority Supplier
Development Council

* Nationally certified by the: **PACIFIC SOUTHWEST MINORITY SUPPLIER DEVELOPMENT COUNCIL**

*NAICS Code(s): 541511; 541512; 541513; 541519; 561311; 561312; 561320

* Description of their product/services as defined by the North American Industry Classification System (NAICS)
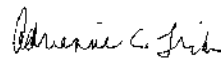
09/10/2018

Issued Date

AZ08954

Certificate Number

Adrienne Trimble

09/10/2019

Expiration Date

Rainey A. Alben, President & CEO

By using your password (NMSDC issued only), authorized users may log into NMSDC Central to view the entire profile: http://nmsdc.org

Certify, Develop, Connect, Advocate.

* MBEs certified by an Affiliate of the National Minority Supplier Development Council, Inc.®

Active Job

☐ SOFTHQ **Manufacturing Technician** - Chesterfield, VA ⚠
Soft HQ International LLC - Created 2/28/19 by Kranti Ponnam
Manage ⌄   ➹ TrafficBoost
4
Days Posted
ACTIVE

☐ SOFTHQ **Quality Engineer** - Dayton, OH ⚠
Soft HQ International LLC - Created 2/28/19 by Kranti Ponnam
Manage ⌄   ➹ TrafficBoost
4
Days Posted
ACTIVE

☐ SOFTHQ **HSE (Health, Safety & Environmental) Engineer** - San Diego, CA ⚠
Soft HQ International LLC - Created 2/28/19 by Kranti Ponnam
Manage ⌄   ➹ TrafficBoost
4
Days Posted
ACTIVE

☐ **Systems Admin** - Dayton, OH ⚠
5

☐ SOFTHQ **Production Scheduler** - Clearwater, FL ⚠
Soft HQ International LLC - Created 2/27/19 by Kranti Ponnam
Manage ⌄   ➹ TrafficBoost
Promote this job to get more candidates!
5
Days Posted
ACTIVE

☐ SOFTHQ **Service & Repair Technician** - Pasadena, TX ⚠
Soft HQ International LLC - Created 2/26/19 by Kranti Ponnam
Manage ⌄   ➹ TrafficBoost
6
Days Posted
ACTIVE

☐ SOFTHQ **Material Handler** - Coppell, TX ⚠
Soft HQ International LLC - Created 2/22/19 by Kranti Ponnam
Manage ⌄   ➹ TrafficBoost
10
Days Posted
ACTIVE

HSE (Health, Safety & Environmental) Engineer - San Diego, CA ⚠

SOFTHQ

Soft HQ International LLC - Created 2/28/19 by Kranti Ponnam

Manage ⌄   🚀 TrafficBoost

4
Days Posted
ACTIVE

Systems Admin - Dayton, OH ⚠

SOFTHQ

Soft HQ International LLC - Created 2/27/19 by Kranti Ponnam

Manage ⌄   🚀 TrafficBoost

5
Days Posted
ACTIVE

Shipping Receiving Clerk - Ogden, UT ⚠

SOFTHQ

Soft HQ International LLC - Created 2/27/19 by Kranti Ponnam

Manage ⌄   🚀 TrafficBoost

5
Days Posted
ACTIVE

Legal Secretary - Los Angeles, CA ⚠

SOFTHQ

Soft HQ International LLC - Created 2/27/19 by Kranti Ponnam

Manage ⌄   🚀 TrafficBoost

5
Days Posted
ACTIVE

Position: Shipping / Receiving Clerk
Location: Ogden, UT
Pay Rate:- $15.53/hr

Responsibilities

• Confirms and records the receipt of shipments, prepares items for shipping, and loads and unloads trucks. Completes shipping and receiving reports.
• Also responsible for managing the inter-departmental transport of materials.
• Requires a high school diploma or equivalent with 4-6 years' experience.
• Familiar with a variety of the field's concepts, practices, and procedures.
• Relies on extensive experience and judgment to plan and accomplish goals.
• Performs a variety of tasks.
• A wide degree of creativity and latitude is expected.
• Typically reports to a manager or head of a unit/department.
Need responsible reliable employees with an outstanding attendance record

Special Considerations

Lifting will exceed 30 Lbs. and/or repetitions of this or lesser weights will be significant.

Shipping Receiving Clerk

*Job Location:

Ogden, UT, USA

*Job Category:

General Labor/Warehouse ▼

*Employment Type:

Contractor ▼

*Job Description:

B *I* ≟≣ ≣ ↩ ↪ ⤢ ◇ Source

Position: Shipping / Receiving Clerk
Location: Ogden, UT
Pay Rate:- $15.53/hr

Responsibilities
• Confirms and records the receipt of shipments, prepares items for shipping, and loads and unloads trucks. Completes shipping and receiving reports.

*Benefits:

☐ Medical Insurance ☐ Dental Insurance ☐ Vision Insurance ☐ 401K ☐ Life Insurance

☑ None of These

Compensation Range:

Job postings with compensation data receive maximum visibility on ZipRecruiter.

| $ | 13.00 | to | $ | 15.53 |

USD ▼   Hourly ▼   ☐ Plus commission

Street Address:

Some job boards allow users to search with a map. Enter your full street address for better visibility.

123 Main Street, Anytown, CA 90123

Skills:

Target the exact job seekers you need by adding skill keywords below. ⍰

Ability to Lift 30 pounds ✖   trucking ✖   Loading And Unloading ✖   Shipping and Receiving ✖

*Hiring Company:

Soft HQ International LLC ▼

Why Work at This Company?:

Give a one-line sales pitch for working at this company (140 characters max.)

Great opportunity for career advancement, Gain experience working on big projects at big companies

SoftHQ

Week Ends on Friday	Social Security Number	Employee Last Name	First	Middle
TRUE	- -			

DAY	DATE	TIME START	TIME STOP	LESS LUNCH	TOTAL WORKED
MON					
TUE					
WED					
THU					
FRI					

SHOW TOTAL HOURS WORKED TO NEAREST 1/4 HOUR
(15 MIN. = .25, 30 MIN. = .50, 45 MIN. = .75) .

Address (To Mail Check) Street or PO Box	City	State/Zip Code

Subcontractor Signature   x _____

I certify that I have worked the hours shown on this timesheet. I also certify that no injury was sustained while working on this assignment.

This assignment is: _____ Continuing   _____ Completed

CLIENT APPROVAL INDICATES ACCEPTANCE OF THE TERMS AND CONDITIONS BELOW. PLEASE SIGN ONLY AFTER WEEKLY HOURS ARE TOTALED. THIS SECTION MUST BE COMPLETED FOR PROCESSING.

SUPERVISOR'S SIGNATURE:

SUPERVISOR'S NAME:

SUPERVISOR'S PHONE NUMBER:

COMPANY NAME:

PROJECT OR DEPARTMENT:

Please fax fully executed form to SoftHQ no later than noon on Monday.
Fax number: 858-225-6834

Sample Report

Developing strong partnerships with our clients is something that SoftHQ passionately believes in, and we have a rich history of long-term relationships that demonstrate the advantages of this approach. A partnership is built through consultative interaction, aligning business philosophies and providing responsive service. Many of our client partnerships span 8 years, perhaps the strongest indicator of satisfaction available.

Our methods for acquiring feedback, conducting follow-up and driving corrective action include:

Customer Satisfaction Surveys

Customer satisfaction surveys elicit client feedback on service-critical topics, including:

- Service
- Response time
- Employee quality
- Follow-up

We are dedicatedly client-centric and believe the best way to ensure our partnerships are successful is to regularly ask, "How are we doing?"

SoftHQ's electronic customer satisfaction survey is distributed to each client manager that has requisitioned an employee in the previous quarter. Responses are compiled and evaluated, then used to assess current performance, identify areas for improvement and track emerging trends. Also, this analysis allows SoftHQ to suggest program adjustments that may save our client both time and money.

After results are processed, our account manager will discuss any potential issues or areas of improvement with the quarterly business review and will drive all follow-up or required corrective action.

SOFTHQ

SoftHQ, Inc., March 08, 2019
The Regents of the University of California
RFP#: AM-2019-1-TEMP, UC Temporary Labor Services

Quarterly Business Reviews

Quarterly business reviews evaluate overall solution performance and provide key data to the senior UC management. These reviews are conducted by SoftHQ's account manager and attended by our regional management and executive sponsor for the program, as well as key the UC users.

Quarterly business reviews are typically held in-person at client locations but can be held via Live Meeting when necessary. SoftHQ's onsite program managers can also provide local reviews as required for each business unit.

Quarterly business reviews evaluate program successes, challenges, goals, performance metrics and other specifics that impact client productivity and program success. Quarterly business reviews also provide an opportunity to establish new goals or modify existing ones to reflect your changing business objectives, emerging industry trends and evolving workforce requirements, as well as driving continuous improvement initiatives.

Typically, quarterly business reviews focus on:

- Current status of open action items by geography
- Quality metrics
- Use and performance of subcontractors
- Program developments
- Talent acquisition and management trends
- Talent forecasting
- Employee relations activities
- New action items for next quarter

SoftHQ Inc.
Balance Sheet
As of December 31, 2018

	Dec 31, 18
ASSETS	
Current Assets	
Checking/Savings	
Chase-Checking	-102,181.54
Total Checking/Savings	-102,181.54
Accounts Receivable	
Accounts Receivable	6,672,833.30
Total Accounts Receivable	6,672,833.30
Other Current Assets	
Due From Silverlinc Inc.	46,008.14
Advance Loans & Misc	-35,770.70
Due from SoftHQ Holdings, LLC	488,013.62
Undeposited Funds	200,956.25
Total Other Current Assets	699,207.31
Total Current Assets	7,269,859.07
Fixed Assets	
Computer/ Electronics	43,821.56
Furniture and Equipment	27,913.06
Software	3,925.00
Accumulated Depreciation	-70,908.18
Total Fixed Assets	4,751.44
Other Assets	
Investment SoftHQ Holdings, LLC	128,000.00
Total Other Assets	128,000.00
TOTAL ASSETS	**7,402,610.51**
LIABILITIES & EQUITY	
Liabilities	
Current Liabilities	
Accounts Payable	
Accounts Payable	5,197,458.18
Total Accounts Payable	5,197,458.18
Credit Cards	43,084.02
Other Current Liabilities	
Rent Due to Soft HQ LLC	187,200.00
Short term Loan	10,915.00
Total Other Current Liabilities	198,115.00
Total Current Liabilities	5,438,657.20
Long Term Liabilities	350,000.00
Total Liabilities	5,788,657.20
Equity	
Additional Paid In Capital	45,673.00
Dividends Paid	-253,459.52
Retained Earnings	1,588,721.05
Net Income	233,018.78
Total Equity	1,613,953.31
TOTAL LIABILITIES & EQUITY	**7,402,610.51**

SoftHQ Inc.
Profit & Loss
January through December 2018

	Jan - Dec 18
Ordinary Income/Expense	
Income	
Consulting Income	17,507,305.99
Discounts, Returns & Allowances	-39,794.39
Misc Income	5,839.96
Total Income	17,473,351.56
Cost of Goods Sold	
Legal - Immigration / Visa	114,587.82
Payroll Expense	
Salary and Wages	
MuleSoft Developer	51,146.34
Development	3,117,590.31
SAP Consultant	1,970,237.08
QA Consultant	597,727.28
Business Analyst	388,158.42
Infrastructure	1,527,214.90
Salary and Wages - Other	0.00
Total Salary and Wages	7,652,074.33
Payroll Taxes	524,758.58
Payroll Expense - Other	0.00
Total Payroll Expense	8,176,832.91
Subcontractor- Business Analyst	58,536.00
Subcontractor - QA	49,056.00
Subcontractor - Development	3,840.00
Subcontractor - SAP	247,900.80
Subcontractor - Infrastructure	882,430.92
BGV Expenses	4,001.16
Subcontractor Expenses	5,482,544.79
Visa Fees	46,510.00
Total COGS	15,066,240.40
Gross Profit	2,407,111.16
Expense	
Guest House Supplies	43,713.93
Guest House Rent	65,278.62
Employee Appreciation	35,047.27
Credit Return	-1,375.32
VERIFICATION	291.20
Health Insurance	92,210.64
Uncategorized Expenses	204,494.73
Property Fees	4,412.12
Building Maintenance	8,322.98
ADP Payroll Charges	14,613.94
Advertising and Promotion	14,829.18
Automobile Expense	
Repairs and maintenance	12,931.64
Gas	4,575.04
Registration	232.00
Automobile Expense - Other	5,357.24
Total Automobile Expense	23,095.92
Bank Service Charges	2,044.30

SoftHQ Inc.
Profit & Loss
January through December 2018

	Jan - Dec 18
Cleaning and Janitorial	17,575.84
Computer and Internet Expenses	58,750.76
Computer and Office Equipment	1,100.88
Continuing Education	9,569.55
Donations	11,900.00
Insurance Expense	14,413.97
Internet Expense	40,180.24
Internet Telephone	1,306.99
Lic & Permits	1,983.37
Meals and Entertainment	15,932.58
Misc expenses	663.09
Office Supplies	33,728.56
Parking & Tolls	548.30
Payroll Expenses	
Salary and Wages	
Admin & HR	318,055.34
Managerial	147,341.12
Salary and Wages - Other	0.00
Total Salary and Wages	465,396.46
Payroll Taxes	24,384.47
Payroll Expenses - Other	0.00
Total Payroll Expenses	489,780.93
Printing and Postage	3,552.59
Professional Fees	
Accounting	21,801.47
Tax Prep	13,565.00
Legal - Corp	1,684.79
Professional Fees - Other	1,209.26
Total Professional Fees	38,260.52
Reconciliation Discrepancies	0.00
Recruiting Expenses	90,129.91
Reimbursed Expenses	396,416.01
Rent Expense	63,101.67
Repair and maintenance	87,958.15
Telephone Expense	21,698.07
Training Expenses	849.99
Travel Expense	173,342.04
Utilities	35,300.13
Total Expense	2,115,023.65
Net Ordinary Income	292,087.51
Other Income/Expense	
Other Expense	
Taxes-Property	3,050.54
Officer Life Insurance	11,234.16
Interest Expense	16,741.61
Taxes-Federal	85.00
Taxes-State	27,502.79
Taxes-Other	454.63
Total Other Expense	59,068.73
Net Other Income	-59,068.73
Net Income	**233,018.78**