

**OI GLOBAL PARTNERS**  
**RFP Frequently Asked Questions and Recommended Responses**  
Updated July 2019 by C. Gentner

**1. Describe your company structure, the nature of your company's business operations, major business lines, locations, etc.**

OI Global Partners, Inc. is a large, independently owned and operated talent management and leadership solutions consulting firm registered in the State of Delaware. We have offices in 30 countries and over 1,000 associates helping organizations manage their talent and individuals manage their careers. Our core strengths are career transition, executive coaching, leadership consulting and workforce solutions.

OI Global Partners is a privately held corporation that is structured similar to many other global professional service firms such as major accounting and legal companies. It is governed by a Board of Directors, Chairperson, Executive Committee, and a variety of Operating Committees. These governing bodies establish strict guidelines and provide rigid oversight to ensure the highest levels of consistency and quality throughout the world. Regional partners own stock in the company.

We have affiliated organizations that provide services where we do not have a partner office. Each of these firms goes through a rigorous vetting process before it becomes associated with OI Global Partners and must adhere to the same service program delivery guidelines and quality oversight as do our core offices.

**2. How many years have you been providing the service/product defined in this proposal?**

Our firm has its roots in OI Partners Inc., founded in 1987, and CareerNet International Ltd., founded in 1998.

**3. How has your company adjusted to the changing needs of your clients? The current economy?**

OI Global Partners has evolved considerably since our beginnings in 1987. Perhaps the most significant improvements have come from our technology development efforts. We have and will continue to invest our money and energy in ensuring that our clients have state-of-the-art technology tools to support our human resources solutions. This technology is among the best in the industry.

Unlike others in the industry, however, OI Global Partners has been careful not to replace our "high touch" assistance, but uses technology to augment our individualized client support. We are committed to our highly customizable and personalized service, with deep knowledge of local business conditions and job markets.

Business conditions, legal and regulatory constraints, and cultural norms vary greatly across the globe. The information services we deliver online reflect local realities.

**4. What changes do you foresee in the outplacement business in the next several years and how do you plan to adjust to them? What innovations to the outplacement process has your company developed to address these changes?**

As information technology continues to advance, seemingly at lightning speed, and with consideration for our outplacement candidates' skills and comfort with this technology, we will continue to provide relevant and sophisticated tools that can be accessed anywhere and anytime a candidate desires. To this end, we provide OI Solutions™ which is a complete web-based career development center and resource platform, accessible 24/7. Among the dozens of powerful and easy-to-use features are tools which give individuals access to hundreds of global, aggregated job posting sites, webinars, job search training aids, assessment instruments, etc.

Our steadfast commitment is to continue to improve upon our technology support while not decreasing the one-to-one advice and human support provided by our consultants.

We actively follow economic and job search trends to ensure our products and services are relevant and meaningful to the needs of our participants and customers. Our client organizations are our best source of information regarding changing needs and we remain committed to customizing solutions that meet those needs.

**5. Describe any professional associations to which your organization is a member, and briefly outline any professional awards and/or certifications your organization has received.**

Our coaches have varied professional affiliations, advanced degrees and certifications, and many of them have received awards for their work and contributions to the field.

Partner firms in each region have affiliations and belong to associations that are applicable to their local market. *(Local partners can add in any awards or certifications earned.)*

**6. Please describe any guarantee associated with your services or any other aspect of your proposal.**

OI Global Partners guarantees *a better human experience for a better business outcome*. It really is that simple. We will work closely with our client organizations to assist in the compassionate transition of employees, as well as effectively develop and strengthen their leadership talent. We are committed to assisting our customers in exceeding their business goals. We regularly measure client satisfaction to ensure we are exceeding expectations.

**7. List the number of professional staff.**

As an OI Global Partner, each office has the resources of more than 1,000 global associates at their fingertips.

*Locally, XYZ Partners has a staff of \_\_\_\_\_ (Local partner to fill in the blank) whose background and experience includes:*

**8. Does your company have a formal diversity program? If so, please provide details.**

OI Global Partners is committed to aligning our support to meet the needs of a diverse marketplace as evidenced by the fact that demographically significant numbers of OI Global Partners offices are owned by women and minorities. The Board of Directors of OI Global Partners monitors diversity among our partners and ownership of our local offices to ensure we mirror the markets we serve.

**9. In your experience, what are the key success factors for achieving successful long-term relationships with your corporate clients?**

We believe that it all starts with asking the right questions and fully listening to what our clients tell us. We spend significant time and energy getting to know the business that our clients are in, their unique problems and challenges and, most importantly, their opportunities for success. We take the time to learn about their long-term business goals and what they need to be successful. We believe it's critical to truly understand what's going on in our corporate clients' business environments so we can become the "trusted advisor" they can count on.

From the information we gather we can then engage our thought leaders and create solutions that are tailored to the particular circumstances our clients are facing. We are at our best when unique, innovative solutions are needed. Because each client has its own set of unique needs, we never try to provide canned or "off the shelf" recommendations. As our clients' solutions partner, we will always put serving the needs of our corporate clients first. If we do not believe we are the best company to solve your problems, we will gladly provide a referral recommendation to a trusted partner with whom we have worked in the past.

We always keep in mind that our clients need long-lasting and effective solutions at a fair price. Given the realities of fierce worldwide competition, we do understand that we need to create great results that our clients see as a good value for their investment.

**10. Provide a description of all outplacement services you provide including core curriculum for the following:**

- **Group and individual services for all levels**
- **Services available for top level executives (corporate officers, C-Suite)**
- **Service options for remote locations or "home-office" career transitions**
- **Project experience**
- **Communication planning and consultation**
- **Expertise in career centers**
- **Use of technology**
- **Virtual outplacement**

OI Global Partners is known for four key areas of expertise: Career Transition; Leadership Consulting; Executive Coaching and Workforce Solutions. We specialize in executive, mid-level, and group outplacement. Our one-to-one attention to individuals helps us customize a program that is right for each participant and for our corporate clients. Our Co-Managed, proprietary, career transition "cafeteria-style" program enables the employee and the consultant to jointly determine the best selection of services that meets the employee's needs. We provide advice and counsel for those who are going through our programs from a remote location as well as those we meet face-to-face. Our OI Solutions programs offer online assistance in career transition, coaching, talent development and recruitment.

OI Global Partners offers a variety of career counseling program options that are designed to meet a wide range of organizational and individual needs. We prefer to work with displaced employees for as long as it takes to help them get back on their feet. In addition, we completely customize our

outplacement programs to fit the needs of participants and customers.

Our programs are results-driven. We hold employees accountable and are proactive about arranging next-day appointments to help them engage. We define success by helping the employee meet his or her career goals, not just find the “next job,” and we make sure your organization meets its business goals with respect to exiting employees.

### **Individual Outplacement Programs**

When OI Global Partners provides on-site notification support during the outplacement process, we manage the notification schedule, train those who will deliver the separation message, offer advice on handling behavioral issues, and oversee debriefing meetings with management and staff following the separation. Our role is to provide all parties with an objective and compassionate perspective on the situation.

Following notification, we immediately follow up with each affected employee to check on their state of mind, clarify next steps, and set an appointment to begin the transition program.

Individual outplacement program components include:

- Adjusting to the job loss
- Exploring and defining personal interests, skills and abilities
- Setting an objective
- Preparing effective marketing materials
- Identifying and managing a personal network
- Handling interviews effectively
- Managing a search campaign
- Negotiating strategies for salary and compensation
- Thriving in the new position
- Access to OI Solutions\*

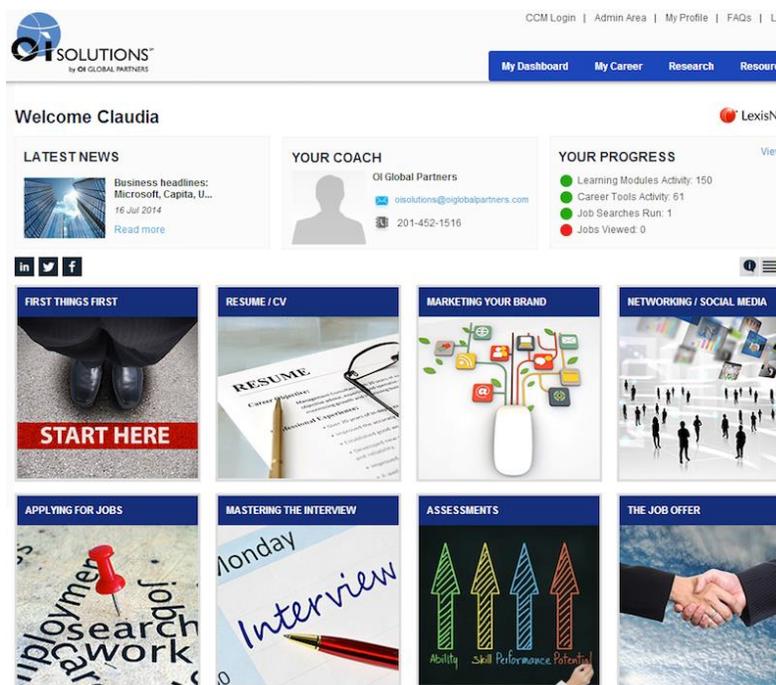
### **Group Outplacement Programs**

It is often valuable for individuals to go through the career transition experience with others. A group outplacement program can support an individual’s emotional recovery process by helping them see that they are not alone and giving them an opportunity to lean on others. In addition, group outplacement often gives way to rich discussion on workshop topics, hastening the individual’s recovery. We deliver a variety of customized workshops to groups of employees. These typically include:

- Special attention to the needs of the group in dealing with change and helping employees prepare for a career shift
- Development of personal profiles including values, strengths, skills and career and life interests

- Assistance with resume development, cover letter creation and completion of job applications
- Training in how to approach the 'hidden' job market and how to develop a personal network
- Coaching for interviews, salary negotiations and job acceptance
- Tailored career counseling programs to fit your organization
- Access to OI Solutions\*

**OI Solutions** (This is also a separate 2-page flyer that you can customize with your own logo and contact information on page 2)



**Custom dashboard for each candidate where practical job search tools are all presented in one place to supplement the advantages of a personal coach**

### Career Transition Portal

**OI Partners' user-friendly, multi-media, web-based global platform has been designed for outplacement candidates and provides increased resources for job seekers, those interested in entrepreneurship, and others in transition.**

This state-of-the-art platform offers users the most current information in a variety of formats for clients with different learning styles and at different stages of transition:

**VIDEO TOPICS** – 5-minute mashups of interviews with various industry hiring managers and OI Partners career experts answering questions about all aspects of job loss, career change, job search techniques, and interviewing

**AUDIO TOPICS** – 2-minute podcasts on job search topics

**WRITTEN TUTORIALS** on subjects from interviewing to retirement and entrepreneurship (consulting,

**FAST CLASSES®** – Short e-learning modules on additional job search and career development areas of interest

## Best-in-class content for doing in-depth research on companies, people and jobs.

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Combining over 50,000 global sources of information, most of them not available to Google, LexisNexis is the premier international business and news database with a simple user interface in English and six other languages. Enables candidates to:

- Build lists of employers in any geography or industry
- Build lists of executives and their contact info
- And also access target companies' structure and locations, history and plans, news, financials and much more ...



The best source to find and contact recruiters and staffing agencies is eGOLDRecruitment, both locally and globally. Search by the industry or function in which they specialize or by job level.



Our simplified user interface to the Indeed global jobs portal is further integrated into O-Net for supplemental career information, an unprecedented resource for job-seekers.

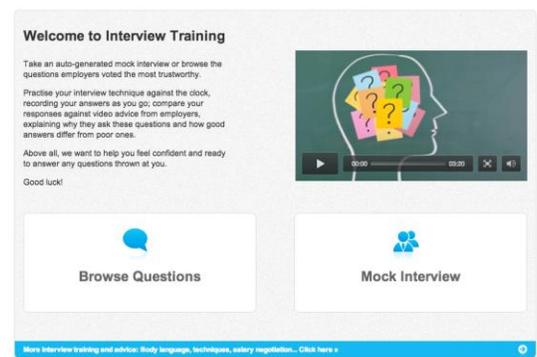


Access to the entire global network to find and contact an expanded group of social networking possibilities.

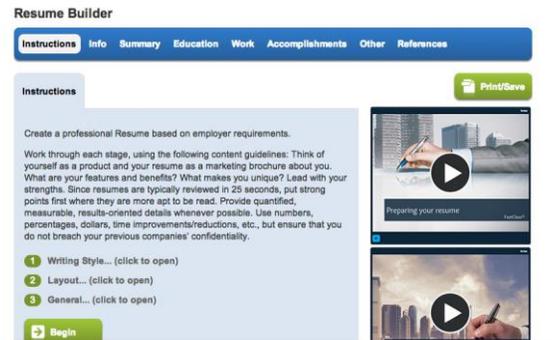
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## Many Benefits of the OI Solutions Career Transition Portal

- ✓ Practical job search tools, to supplement the advantages of a personal coach.
- ✓ Custom dashboard for each candidate where all content is presented in one place so job seekers feel in control.
- ✓ Friendly, logical, up-to-date graphical interface that is simple to use and master.
- ✓ Progress tracker so candidates can stay on schedule and aware of their progress.
- ✓ Multimedia content in video, audio podcasts, written tutorials and e-learning modules engages those with diverse learning styles.
- ✓ Increased numbers of target employers and better intelligence provided by best-in-class research resources that are more powerful than those to which other job seekers have access.
- ✓ Better preparation for interviews because Interview Simulator includes hundreds of questions and associated videos from employers who use them in interviews. The system records mock interviews and plays back each session, enabling more practice.



- ✓ More appropriate job openings, identified more expediently, along with contacts to short-circuit recruitment time.
- ✓ News from the most relevant, up-to-date and influential job search and career sources.
- ✓ Better resume preparation with Resume Builder to help organize the candidate's experience and accomplishments.
- ✓ More informed decision-making, expanded job and industry options, and more satisfactory transitions due to the benefits of a suite of assessments that guide candidates and their coaches to identify temperament, behavioral preferences at work, transferable skills, resilience, motivation, and abilities.
- ✓ Lifetime Access for alumni of OI Global Partners' outplacement programs after their services have concluded, along with access to the OI Global Partners Resume Database used by recruiters and corporations searching for qualified people.



**11. Indicate other services that supplier could provide that would add value to (Client Name) and/or its outplacement benefit, such as unemployment claim processing, internal career development, temporary staffing, employee assistance programs (intervention capabilities), exit interview processing, retirement/tax/financial planning assistance, spousal career assistance, relocation information, entrepreneurial expertise, executive coaching, etc.**

### **Executive Coaching and Leadership Consulting Programs**

Our leadership consulting programs are focused on executive development, team building and skill and behavioral assessment. They also focus on arming your executives with tools to be better leaders. These may include:

- Showing an executive how she or he can best capitalize on new opportunities
- Developing an executive's leadership abilities
- Teaching an executive how to get the best performance out of his or her team
- Giving an executive insight on how to beat the competition
- Assisting executives in stopping organizational turnover
- Helping an executive work through pressing professional or organizational issues
- Keeping the executive's abilities to lead and compete current and relevant
- Empowering executives to set the company's strategic direction
- Working with executives to more deeply engage performers
- Demonstrating ways executives can show value and return on investment
- Focusing an executive's thinking on organizational priorities

All of our programs include assessments that help guide program development.

### **Workforce Solutions**

We will be an effective and close partner in making sure you get your workforce solutions right for your organization's entire talent management life cycle: from talent acquisition to training and development to employee transition. With over 30 years of expertise in talent management and development and over 1,000 associates who are the best in the business, OI Global Partners is the leader in effective workforce solutions.

As your strategic partner, we offer a variety of workforce solutions that serve your company. These include:

- Talent Identification & Succession Planning
- Performance Management
- Talent Selection Assessments
- Skill Building / Learning Programs

**12. Identify whether your company utilizes proprietary assessment tools to enhance service delivery. Provide information on the development, application, participant utilization and overall effectiveness of the tools.**

All of our consultants have access to a full suite of assessment tools through our comprehensive OI Solutions platform. The online assessments are confidentially available through the password-protected login and can be administered to any participant at any location. In addition, many of our consultants have certifications in a wide variety of assessment psychometrics and multi-rater tools that can be used in providing customized solutions to meet corporate client requirements. Here is a brief description of the 13 common assessments available to participants focused on motivations, behavior, values, strengths and preferences:

#### **TEMPERAMENT**

(MBTI equivalent) What energizes you? How do you take in information, make decisions, and deal with time? How are others different from you and how can you appreciate these differences and build on them rather than be frustrated by them?

#### **PERSONALITY INSIGHT**

The Big 5 are overriding personality traits that can be seen and measured and constitute behavior. Learning about personality enables you to gain a good idea of what you want out of life and work, and challenges you to look beyond your immediate environment to other opportunities.

#### **WORKPLACE CULTURE**

How quickly does an organization receive feedback, how are members rewarded, what risks are taken, what the leadership is like, and what is the glue that keeps people working together? Culture is “the way things get done” in an organization. What culture suits you best?

### **MOTIVATION AT WORK**

What amount of effort are you prepared to make, with what tasks and for how long? What drives you and how does that relate to work? What do you need from a job to find it motivating?

### **PERSONAL RESILIENCE**

Resilience is about your ability to bounce back from difficulties, to bend — but not break — under extreme stress. What are the key areas of stress in your life? How well do you deal with challenging situations? How can you make yourself more resilient and manage more effectively in a changing world?

### **MAKING SOUND DECISIONS**

Are you making the best decisions you can? Are you evaluating the best information that is available or are you reducing your chances of success by relying on familiar old habits that are no longer serving you?

### **ASSERTIVENESS / CONFLICT HANDLING**

Getting what you want in life depends on you being able to have difficult conversations and assert yourself. Find out if you are a pushover or aggressive and your preferred response to handling difficult situations.

### **LEARNING STYLE**

How do you learn best? Do you know what type of information is easiest for you to take in? Grow personally and professionally by recognizing your preferred style as well as broadening the range of learning styles you use.

### **EFFECTIVE STRESS MANAGEMENT**

Find out if stress is having an adverse impact on you. See what habits are doing you harm rather than good.

### **EMOTIONAL CONTROL**

Do you find your emotions control you rather than you controlling them? Would you like to be more in control of how you feel? If you could choose to feel a particular emotion more of the time, would you like to be able to?

### **CUSTOMER EXCELLENCE**

How do you come across to customers? Do you display the right attitude to succeed in a customer-oriented role? How can you develop your customer-related skills?

### **MANAGEMENT SKILLS**

Do you have the skills and attitude to be an effective manager? Can you lead and listen? Are you aware of the strengths and weaknesses of yourself and your team? Can you delegate and manage tasks? Do you understand how people are motivated and need to be engaged?

### **GIVING FEEDBACK**

When you give others feedback on how they are doing, is the message landing? Giving feedback is a key part of working with others and helping them to develop. Do they hear what you want them to, or do they become defensive? What are your preferences both in giving and receiving feedback?

**13. Describe the outreach activities supplier employs to engage participants in transitional services. Be sure to provide examples of how supplier would manage the details of an employee program including timelines and scheduled follow-up.**

OI Global Partners makes initial and immediate connection with the displaced employee. Depending on the situation, this is sometimes done at the actual location and at the time of separation. In other cases a phone call to the transitioning employee is initiated by us on the same day of separation. Our goal is to engage participants as quickly as possible to provide emotional support and help them to begin their journey to a new career opportunity as quickly as possible.

**14. Does your company have networking groups available? Are they available virtually?**

Yes. We conduct networking meetings on a regular basis along with names and references to other local networking groups. Experience continues to prove that the networking process is extremely important to each candidate's successful transition and we want to provide the most complete training and access to resources possible, so that each candidate feels confident in their networking skills. Where we emphasize the personal, face-to-face networking, we also make certain each candidate understands the true value of all of the online social networking resources.

**15. Do you offer video recording of interviews?**

Yes. Each OI Partner office prepares candidates vigorously for interviews. This includes role plays and video analysis.

**16. Does your firm take a proactive role in marketing candidates to prospective employers?**

OI Global Partners is differentiated from its competitors in that it is more deeply connected to the local community and thereby more able to proactively facilitate appropriate candidate network connections to direct opportunities or to opportunity influencers. We also continually remind corporate clients that we are a resource for qualified individuals and suggests they contact the OIGP office when they have employment needs to review the current candidates in transition. We also contact employers to inquire about career openings they may have and forward available candidate credentials to employers who request this information. We facilitate job fairs and assist with more customized job development should the corporate client request it.

**17. Does your firm set time limits on services, or are programs open-ended?**

OI Global Partners offers time-based programs consisting of one-, three-, six-, and twelve-month programs as well as programs of unlimited duration for more senior individuals in transition. The Company also offers service-based programs such as its Co-Managed Individual System™, the OI Global Partners proprietary career transition "cafeteria-style" program that enables the employee and the consultant to jointly determine the best selection of services that meet the employee's needs without a specified time frame. Both programs offer comprehensive solutions and meet each employee and employer's needs in a cost-effective manner.

**18. Can your company provide quality remote services? What does that include?**

Yes, OI Global Partners is on the leading edge and always strengthening its virtual outplacement

capabilities. We can provide remote and virtual career transition services, career coaching and executive coaching.

These service offerings are identical to the local services provided in any of our physical offices. With state-of-the-art technology, the OI Solutions online platform and our expert consultants' virtual availability, each participant receives the most comprehensive and highest quality career transition service anywhere.

Virtual services include:

**Individual Career Consulting** - For the initial three months of a program, an experienced career consultant who is familiar with the client's industry and background will meet one-to-one, guiding the client through the career transition process. The consultant will continue to work virtually over the duration of each transition program.

**Resumes, Cover Letters, and Marketing Materials** - Our resumes, cover letters, biographical summaries and other marketing tools are designed to communicate value to the job market. All are focused, integrated marketing materials that effectively communicate the client's value proposition to the marketplace.

**Interview Preparation and Skill Development** - Communication is crucial to how job seekers are perceived and accepted. We coach clients to communicate their skills, competencies and capabilities in the most effective manner; explain liabilities in a way that projects them in a positive light; and to help them convincingly address tough questions.

**Individualized Transition Plan** - Based upon our extensive local marketplace knowledge and experience, a step-by-step plan of personal career transition activities will be developed. This reflects the best strategies and tactical thinking between each client and their OI Global Partners consultant for achieving specific career goals.

**Negotiations** - When a client receives an offer, their consultant is available to help assess the opportunity. Our years of experience in evaluating job offers are focused on helping to make the best career and lifestyle decision and then helping to negotiate the best possible offer.

**OI Solutions Online Platform** – To build upon the foundation of the one-to-one consulting, consultants will introduce each client to *OI Solutions*, a proprietary, industry leading, web-based program that has been designed based on participant feedback, industry best practices, and the combined knowledge of our global network of career transition professionals. Our clients are provided with secure access to a private, personal portal, with 24/7 access to a variety of critical career transition and career management features. All the online resources they need are in one place. This state-of-the-art platform offers users the most current information in a variety of formats for those with different learning styles and at different stages of transition.

**19. What is the average number of transitioning employees that your organization has serviced within the last two years?**

(This will be a changing and dynamic number that is not currently reported by our partners. The OI Administrator could attempt to compile it if necessary.)

**20. Do you provide a web-based 24/7 option for clients? If so, please describe this service, content and accessibility.**

*OI Solutions* is a proprietary, industry leading, web-based program that has been designed based on client feedback, industry best practices, and the combined knowledge of our global network of career transition professionals. Participants are provided with secure access to a private, personal portal, with 24/7 access to a variety of critical career transition and career management features. All the online resources they need are in one place. This state-of-the-art platform offers users the most current information in a variety of formats for those with different learning styles and at different stages of transition:

**VIDEO TOPICS** – 5-minute mashups of interviews with various industry hiring managers and our own career experts answering questions about all aspects of job loss, career change, job search techniques, and interviewing

**AUDIO TOPICS** – 2-minute podcasts on job search topics

**WRITTEN TUTORIALS** on subjects from interviewing to retirement and entrepreneurship (consulting, franchising, starting your own business)

**FAST CLASSES®** – Short e-learning modules on additional job search and career development areas of interest

Unique, confidential passwords are created for each individual employee. All of the *OI Solutions* resources may be accessed with any device including smartphones (with the *OI Solutions Mobile App*, available from the App Store and Google Play).

The features of *OI Solutions* include:

**Jobs** – A simplified user interface to Indeed’s millions of jobs along with unpublished job openings sourced from our global network

**Information** – Salary information, relocation data, entrepreneurship opportunities and more

**Research Databases** – Ability to view comprehensive industry and company information, identify targets and build lists of employers in any geography or industry, identify executives and their contact information, and more, through access to LexisNexis, the premier international business and news research tool combining over 50,000 global sources of information, most of them not available to Google. LexisNexis utilizes a simple user interface in English and six other languages.

**Resume Tools** – *OI Solutions* includes a Resume Builder to help the candidate organize their resume information and create a draft resume.

**Job Search Skills Training** – Training sessions including Interview Simulator supplement the coaching provided by our consultants

**Assessment Tools** – An array of 13 psychological, personality and behavioral assessment instruments selected to address an employee’s unique career planning needs

This suite of tools will also provide the candidate with:

**Personal Organizer** – Maintaining control of networking contacts, appointments and an active virtual “file cabinet” are crucial to a successful campaign.

**Financial Planning** – Provides the outplacement candidate with peace of mind and ability to focus on realistic timing and expectations for the career transition process. The online planning tools provide a long-range look at the candidate’s financial health.

**Career Research** – Outplacement candidates must prepare for every conversation with a potential employer or networking contact. That calls for robust research tools provided by OI Solutions. Using these tools will enable the candidate to develop job leads and access a global research engine.

**Tips and Resources** – Also included in this online “toolbox” are job search tips, networking ideas, interviewing skills and additional support all designed to enhance the one-to-one consulting.

**21. Indicate whether individual participants can request continuation of services beyond the recommended duration of their program. If yes, can the individual establish a direct pay plan?**

OI Global Partners is committed to "over delivering" services to our clients and front-loads support to ensure our clients have the right tools and resources to conduct a successful job search. Based on the structure of OI Global Partners, we ensure maximum flexibility which allows us to provide services to clients beyond the duration of their program. Should a client wish to substantially extend their program, OI Global Partners can work with an individual to create a customized extension that meets their needs.

**22. Please describe the typical background and experience of your career coaching staff. Does this differ for those who work with executive-level individuals?**

OI Global Partners professionals have diverse backgrounds in business and industry and come from executive leadership, human resources, and consulting. We have walked in our clients’ shoes. We understand what our clients and their transitioning employees are going through and are obsessively committed to helping our corporate partners succeed. Our consulting staff provides the same top quality service and support to participants regardless of their level or circumstances — from hourly employees to C-suite executives. Our professional consulting staff members have, on average, more than 20 years experience and are certified in their field.

**23. What other professional development opportunities do you provide to your employees?**

OI Global Partners offers ongoing training and certifications for the personal advancement and development of our staff. Our global network provides us with access to industry best practices and the ability to consistently upgrade our skills with general educational and industry specific training.

**24. What certifications are typically held or required by your coaching staff?**

OI Global Partners coaches possess a variety of leading coaching certifications globally. Our coaches are certified in a number of assessment and multi-rater tools, including the Hogan Leadership Assessment Series, DiSC, MRG's Suite of Assessments, the Birkman Method, MBTI and more.

**25. What steps would you take to ensure that your subcontracted personnel provide services that are consistent with your philosophy and the philosophy of your client?**

OI Global Partners uses rigorous selection methodology when evaluating adjunct professional staff. We ensure that all of our adjunct consultants are certified in their field of expertise. We require them to have no less than 5 years experience in professional career coaching. We always apply the OI Global Partners philosophy when vetting prospective adjunct consultants, fully manage their service delivery and stand behind the quality of their work.

**26. Will your firm use subcontractors or a network of other service providers on this account?**

All OI Global Partner firms are led by seasoned, experienced, full-time professionals. These professionals are responsible for strategically managing client relationships and for ensuring high-quality, hands-on service is delivered to clients. Depending on the size and scope of the project, subcontractors or adjunct consultants may be utilized to augment our coaching and career transition services. All adjuncts are certified professionals with substantial experience delivering services in alignment with OI Global Partners philosophies and methodologies.

**27. Provide your average counselor-to-client ratio.**

OI Global Partners maintains a maximum counselor-to-client ratio of 1:20. No other company in this field has a coach-to-candidate ratio as low as OI Global Partners. All of our individual counseling is handled on a one-to-one basis.

**28. What is the retention rate of consultants and the average length of service with your firm?**

Because our partners are also owners of their own businesses, OI Global Partners boasts a higher retention rate than other providers. Whereas the number of consultants and years of experience vary from location to location, our consultants have an average of more than (insert the proper number for your firm's staff here) years of experience.

**29. Are all of your consultants FTE's? How many consultants are on staff?**

Each OI Global Partners location maintains a staff of FTE career professionals supported by adjunct consultants and other part-time professional staff to facilitate accommodation of the varying needs of our corporate clients. The use of adjunct and part-time consultants varies by location and is generally a function of normal work-flow cycles. All service delivery is managed by full-time OIGP employees.

**30. If all consultants are not FTE's, please provide the mix of FTE's to part time or temporary staff.**

Each OI Global Partners location is staffed by a full-time owner. The mix of full-time adjunct and part-

time employees varies by client work-flow. (Depending on the proposal, it may be appropriate to submit a number here based on the statistics of the delivering partner office.)

**31. What are the minimum credentials for your outplacement advisors that would be coaching and assisting affected employees?**

We carefully screen all of our consultants to ensure that they have an appropriate balance of business, human resources, coaching, and leadership experience and competencies. We look for a blend of functional experience and encourage on-going professional development. Our professional consulting staff members have, on average, more than 20 years experience and are certified in their field.

**32. How would your company meet the needs of a company that has team members nationally and internationally? Remote? Urban? Provide examples.**

With practices in 30 countries and 1,000 associates around the world, OI Global Partners is uniquely qualified to handle projects ranging from small and local to global. We have the flexibility to deliver service at our customer sites or at any one of our OI Global Partners locations, as well as any location that is convenient to ensure our clients have the support they require. We offer individual and group services face-to-face as well as by phone and video, and we have OI Solutions to provide access anytime and anywhere there is an Internet connection. In remote locations, we can travel directly to participants as needed. Our goal is to tailor a plan that meets our participant's needs and strive to ensure our corporate clients accomplish their employee transition, workforce management and executive coaching goals. We are flexible and resourceful.

**33. How would you handle a downsizing event in which employees are notified several months in advance, and how does this differ from the more traditional approach?**

OI Global Partners recommends a program of early intervention to help orient the affected employees to the upcoming process. During the interim period OIGP consultants would help the employees prepare for their search through a full orientation and career assessment, resume preparation and networking, and are fully prepared to conduct meetings with transitioning employees on site as appropriate. We are prepared, as well, to advise you about the benefits of stay bonuses if appropriate.

**34. Briefly describe how your company deals with language barriers, hearing impairments, learning disabilities, limited transportation, etc.**

Each OI Global Partner is equipped to accommodate all applicable provisions of the ADA (Americans with Disabilities Act) and to the laws relating to persons with disabilities in the localities in which we practice. We have a wide variety of community resources and contacts to enable us to tailor any of our programs to meet the unique and special needs of, for example, visually and hearing impaired clients. Further, most OIGP locations have multi-lingual consultants on staff or available through their adjunct relationships.

**35. How flexible is your company in regards to customizing specific services to meet both individual and organizational needs, including modifying workshop format or size to meet limitations, arranging times and locations to meet group and individual needs, putting a program on hold due to personal circumstances?**

As each of our corporate and individual client needs is different and unique, OI Global Partners believes that a one-size-fits-all process for delivering service is not the best approach. We believe in tailoring our programs to help participants achieve maximum benefit within their particular circumstances. Our goal is to partner with our corporate clients. That means listening to what they want, asking clarifying questions and devising a customized plan to help accomplish the desired outcome. For example, if an individual needs to put their program “on hold” for personal reasons, we will easily accommodate that.

**36. How would you ensure consistent program deliverables for all our employees?**

OI Global Partners has made major investments in technology, training and program materials in order to provide a uniform transition experience for outplacement candidates globally. OIGP client companies can be assured that their employees are all accessing the same technologies and being guided by the same program curricula regardless of location, while being sensitive to local market nuances. OIGP has a 30-year history of outplacement success. To us, what we do is more than just a business. Our work is about the human element of the relationship. Our partners all have a deep understanding of the career transition, leadership, and executive coaching industries combined with an intimate understanding of your local market. Our dedication to helping people, improving lives and protecting companies ensures that we deliver the same consistent, high quality service to all of our clients, all of the time.

For any major project, we would designate a Project Manager to act as the primary point of contact with full oversight to ensure client needs are being met consistently.

**37. How will our managers and HR representatives engage your company in order to order/initiate Career Transition Services for displaced team members?**

All it takes is one phone call or e-mail and OI Global Partners will go to work to connect with the affected employee. Once an initial contact is made, we are committed to keeping you apprised of our progress so that you know your transitioning employee has been engaged.

**38. Our firm puts a cap on the number of days a displaced team member can wait prior to contacting Career Transition Services (120 days). How can your company ensure this policy is monitored and enforced?**

It is OI Global Partners’ practice to contact the displaced team member immediately, usually on the day of termination, to ensure the new program participant fully understands the benefit of and scope of services to be delivered. Our objective is always to schedule a meeting with the transitioning employee as soon as possible to begin the engagement process, unless otherwise specified by the company.

**39. Will your company (the Account Manager) facilitate a customer satisfaction survey? How frequently will the survey be conducted?**

Yes. We can customize this process to your specific requirements and provide data as requested. Typically we collect this data at the end of the first 30 days, at the mid-term and close of the engagement.

**40. Describe your experience handling large reductions in force and single person eliminations.**

OI Global Partners manages a wide variety of client relationships, large and small, as well as regional and national accounts with on-going career transition needs. Although each client need is unique, the process for ensuring success is consistent. When the reduction is large in scale, whether single or multi-site, OI Global Partners assigns a Project Manager who is responsible for ensuring that timelines, delivery, and quality control expectations are met. Individual reductions are handled in a similar fashion. (May want to give specific examples of actual projects here as appropriate).

**41. In the event of a large-scale reduction in force, what services can be provided to assist several associates during a short time frame?**

A large-scale force reduction is a major undertaking and as such necessitates significant planning. OI Global Partners works with client representatives, often HR, finance and legal, to structure the event to be most efficient while assuring compliance with all applicable laws and maintaining high sensitivity to employee dignity. Services can include pre-event training, internal and external communications, choreography of the event day, on-site notification support and more. Individual transition programs (See Exhibit \_\_) can be provided by employee classification and/or group programs can be made available to address the needs of front line personnel. On site career transition centers can also be established in applicable circumstances. OI Global Partners also offers support services addressing managing in a post-RIF environment to help management and surviving employees adjust to the new environment. OIGP's goal is to help the employer implement the transition event while minimizing loss of productivity, limiting related voluntary turnover, mitigating the risk of wrongful termination litigation, and maintaining the client company's reputation in the community. Because we are committed to ensuring our corporate clients' needs are successfully met, we have the flexibility to respond quickly to whatever needs may occur. Most frequently, in this case, group sessions one or two days in length can be coordinated quickly to ensure transitioning employees receive the resources and tools required to conduct a successful job search — from understanding the marketplace to interview preparation — along with a completed resume and cover letter templates. Many times it helps affected employees to go through this process with others in similar circumstances. Additionally, we can provide access to online resources through the OI Solutions platform.

**42. Describe the specific methodologies that your company utilizes to remain abreast of career opportunities that exist within various regions. How would that market information be disseminated to our transitioning employees?**

OI Solutions, the online platform available to all participants, includes a Jobs Database of hundreds of thousands of global job openings, updated constantly, with a powerful user interface to enable targeted searching and personalized job alerts. We also proactively build relationships with local employers, actively soliciting their open positions and acting as a source of qualified candidates.

Additionally, we can direct-market candidates to employers (in a confidential manner), where appropriate. If you want us to disseminate your internal job openings, we can devise the best way to accomplish that.

**43. What percentage of your company's revenue consists of providing Career Transition Services?**

Historically, on average, approximately 75% of our annual revenue has been from career transition services. However, in a low unemployment economy, our corporate clients typically call on us to assist them with increasingly more recruitment, retention, executive coaching and leadership development services. Regardless of the economic climate, career transition will always be an OI Global Partners core competency.

**44. What are your company's annual sales?**

OI Global Partners is a privately held corporation and as such does not release financial information. This information is proprietary. However, with operations in 30 countries, OI Global Partners is among the largest independently owned and operated career transition and talent management consulting firms in the world.

**45. Provide an audited income statement and balance sheets for the last two fiscal years.**

OI Global Partners is a privately held Delaware corporation governed by a Board of Directors. The information you request is proprietary.

**46. Please provide the DUNS number for your company.**

To my knowledge OI does not have a DUNS number; the individual partner firms do.

**47. Describe the formats available to (Client Name) for your electronic invoice submissions.**

OI Global Partners can accommodate and connect with any of our client's automated invoicing systems. Typical electronic submission is via email in PDF format.

**48. What are your payment terms?**

Our terms are due upon receipt of invoice unless other terms have been negotiated.

**49. Do you offer volume based pricing?**

Yes, we offer a variety of pricing approaches depending on the requirements of the client organization. Project pricing is also available as a one-time, budgeted cost that allows the client to better estimate their outplacement expenses. We are happy to respond to your specific pricing request.

**50. Do you offer an Early Pay discount?**

Potentially, subject to negotiation. Yes (this would be customized to the project).

**51. Is your technology web-based or server-based?**

OI Solutions is web-based.

**52. Identify whether Supplier has the ability to customize a program that incorporates the (Client Name) corporate logo and/or provides access from the (Client Name) corporate Intranet site?**

Yes. OI Global Partners can co-brand with your company and/or partner with you to link our online services to your intranet. The OI Solutions dashboard can reflect the client company's logo and be customized in other ways to their population. Similarly, we can provide a complete white-labeled career development solution for the company's remaining population, integrated with their other HR systems. *(This is the Abintegro Gateway™)*

**53. What features does your candidate tracking software provide? Or ... Can you provide online status reports?**

OI Global Partners offers client organizations the ability to review their exiting employees' status and use of our services as well as activity notes. Typically a member of the HR staff is provided with a password-protected portal or, more frequently, we provide reports on candidates' progress as required.

**54. Describe the system or processes used, to ensure that supplier technology is safeguarded and guarantees the confidentiality of information specific to (Client Name).**

OI Global Partners takes security and confidentiality very seriously. We are prepared to provide systems architecture, policies, and additional security documents and certificates if you wish.

Find these documents in the Partner Resource Center:

- Abintegro Architecture (sometimes required for RFPs)
- Abintegro IT Infrastructure (sometimes required for RFPs)
- Abintegro Security Documents: Overview
- Abintegro Security Documents: Cyber Essentials Certificate 2018
- Abintegro Security Documents: Cyber Essentials PLUS Certificate 2018
- Abintegro Information Security Policy

**55. Will systems access be provided to (Client Name) Corporation outplacement participants? Describe how participant access is maintained and tracked for the duration of the program. How are passwords managed?**

Unique, confidential passwords are created for each individual employee. OI Global Partners monitors system access to track all career related online activities and services used by each candidate.

**56. How does your firm differ from your competition?**

Unlike others in our industry, OI Global Partners, Inc. is a global corporation wholly owned by its operating company members. As a result, each OI Global Partner firm is in fact a company that is both

physically and fiscally invested in its local market. As such, OIGP offers a level of commitment and connectivity to local markets that is vital to the success of individuals in transition, but simply not available from competitors. Additionally, OI Global Partners has embraced technology, but, unlike its competitors, OIGP has incorporated that technology to support and enhance its commitment to highly personalized, one-to-one, face-to-face candidate services rather than rely on technology to create the virtual experience of our competitors that leave candidates isolated and disconnected. Finally, while OIGP is structured with the systems and tools to deliver a uniform, high quality experience across geographies and cultures, it is also an extremely flat organization that facilitates efficient communication lines and rapid, flexible, localized, critical decision-making.

**57. Identify who you consider to be your primary competitors and state why. Also describe your competitive position relative to these competitors (e.g. market share, trends, etc.)**

OI Global Partners' considers its primary competitors to be Manpower's Right Management and Swiss-based Adecco's Lee Hecht Harrison. Both are publicly owned. OI Global Partners is among the largest privately owned talent management consulting firms in the world.

**58. What is your competitive advantage or what sets you apart from other outplacement firms?**

Each OIGP office is a locally owned business with roots deep in the community and its economy. OI Global Partners are better connected to community leadership than are the managers of our national competitors, making them better able to guide people through the transition process and into opportunities that are commonly hidden from our competition. Additionally, while our national competitors have taken steps to close offices, reduce local delivery staff and deliver programs in a nearly complete virtual format, OI Global Partners believes that one-to-one, face-to-face human interaction is an extremely important aspect of any transition program. Therefore, OI Global Partners has taken steps to enhance the human elements of our programs while incorporating OI Solutions, our best-in-class technology, as a primary tool within each program to give candidates every possible advantage in the marketplace. Finally, because every OIGP firm is a closely held business unto itself, there is a commitment to quality within each office and a spirit of cooperation between partner offices that is non-existent among our competitors.

**59. What process would your firm recommend for formal ongoing communication with (Client Name) and periodic reporting on progress with outplaced individuals from (Client Name)?**

Our recommendations for ongoing communications and reporting would be dependent upon the scale and duration of the separation events. For example, our recommendations would likely differ between a singular event at one location as opposed to multiple events at multiple locations that may cross the client's intra-organizational boundaries. The unique nature of OI Global Partners allows us the flexibility to design reporting procedures to the particular event(s) and client needs rather than forcing the client into an inflexible reporting "policy."

**60. How is outplacement success tracked and measured?**

OI Global Partners has the capability to provide a wide variety of metrics related to the services provided to transitioning employees. We can provide data that includes program starts, quality satisfaction and completed services. Metrics are frequently customized to the specific needs of our

corporate clients and differ widely. Recognizing that some client-specific information is confidential, we are happy to customize data collection to fit your needs.

**61. Does your firm solicit feedback from individuals it has served? If so, how often and what return rate and ratings has it experienced in the last few years?**

OI Global Partners consistently solicits feedback from participants at the end of 30 days, mid-term and at the end of service to ensure client satisfaction. The end of service survey says:

- Participants reporting that “OIGP met or exceeded my expectations” – 95%
- Participants who would recommend OIGP to friends or family – 90%
- Participants who rated their coach/advisor “very good” or “excellent” – 93%
- Participants rated their knowledge of the job market and their job search skills BEFORE working with an OIGP coach/advisor – 3.00 on a 1-5 scale; AFTER working with an OIGP coach/advisor – 4.56

**62. What was your firm’s landing statistics by role over the last two years?**

Many variables affect the success of career transition programs. For example: Was the length of the program provided by the employer appropriate to the level of the employee? Was the severance motivating? Was the employee committed to and engaged in the process? Was the employee flexible in his/her career/compensation options? Was the employee willing/able to relocate? Did the employee take time off during the program?

Nearly 100% of candidates ultimately land. When they land is a function of many factors, including those above. It is therefore our experience that in spite of best efforts, no company offering career transition services, including OI Global Partners, can provide statistically accurate, credible candidate landing data.

**63. Who are your top 10 clients?**

*(Provide a local list of top customers or, if necessary, ask the OI Administrator to prepare a national or global list.)*

**64. Provide three current client references that you have been doing business with for three years or longer. Include Company name, nature of relationship, and contact with title and phone number. We desire to have references that can provide feedback on international capabilities along with U.S. capabilities.**

*(Provide a local list of references or, if necessary, ask the OI Administrator to help prepare a national or global list.)*

**65. List the three large client accounts that you have won in the last 12 months and why?**

*(Provide a local list of accounts or, if necessary, ask the OI Administrator to help prepare a national or global list.)*

**66. Provide three client references that have terminated business with you or not renewed over the**

**last two years, indicating the length of time serviced prior to termination and reasons for termination.**

As of this writing no OI Global Partner clients have terminated services or not renewed their relationships within the past 2 years.

[end]

