



## Department of Energy

Bonneville Power Administration  
P.O. Box 3621  
Portland, Oregon 97208-3621

FREEDOM OF INFORMATION ACT PROGRAM

November 19, 2021

In reply refer to: FOIA #BPA-2021-00585-F

Joe Prats

(b) (6)

Dear Mr. Prats,

This communication is the final response to your request for Bonneville Power Administration (BPA) records made under the Freedom of Information Act, 5 U.S.C. § 552 (FOIA). Your request was received on April 14, 2021, with a formal acknowledgement letter sent to you on April 26, 2021.

### Request

“...the Supplemental Labor Management Office vendor scorecard rating for Supplier Stewardship for Aerotek for the evaluation period between 2018 through April 2021. This should include Aerotek Supplier Stewardship ratings for 7 scorecard rating periods. In addition, request the SLMO staff Supplier Stewardship detail feedback for Aerotek. A feedback document is provided for each vendor which has detail comments from SLMO staff that is organized by month.”

### Response

BPA searched for records responsive to your request. The agency gathered 13 pages of responsive records from knowledgeable personnel in the Supplemental Labor Management Office. Those 13 pages accompany this communication, with minor redactions applied under 5 U.S.C. § 552(b)(4) and (b)(6) (Exemption 4 and Exemption 6, respectively). A more detailed explanation of the applied exemptions follows.

### Explanation of Exemptions

The FOIA generally requires the release of all agency records upon request. However, the FOIA permits or requires withholding certain limited information that falls under one or more of nine statutory exemptions (5 U.S.C. §§ 552(b)(1-9)). Further, section (b) of the FOIA, which contains the FOIA's nine statutory exemptions, also directs agencies to publicly release any reasonably segregable, non-exempt information that is contained in those records.

#### Exemption 4

Exemption 4 protects “trade secrets and commercial or financial information obtained from a person [that is] privileged or confidential.” (5 U.S.C. § 552(b)(4)). This exemption is intended to protect the interests of both the agency and third party submitters of information. Prior to publicly releasing agency records, BPA was required by Exemption 4 to solicit objections to the public release of any third party’s confidential commercial information contained in the responsive records set. BPA accepted the objections received, based on guidance available from the U.S. Department of Justice, and is withholding the appropriate commercial confidential information from public release. The FOIA does not permit a discretionary release of information otherwise protected by Exemption 4.

#### Exemption 6

Exemption 6 serves to protect Personally Identifiable Information (PII) contained in agency records when no overriding public interest in the information exists. BPA does not find an overriding public interest in a release of the information redacted under Exemption 6—specifically, the names of certain personnel found on the accompanying records. This information sheds no light on the executive functions of the agency and BPA finds no overriding public interest in its release. BPA cannot waive these redactions, as the protections afforded by Exemption 6 belong to individuals and not to the agency.

Lastly, as required by 5 U.S.C. § 552(a)(8)(A), information has been withheld only in instances where (1) disclosure is prohibited by statute, or (2) BPA foresees that disclosure would harm an interest protected by the exemption cited for the record. When full disclosure of a record is not possible, the FOIA statute further requires that BPA take reasonable steps to segregate and release nonexempt information. The agency has determined that in certain instances partial disclosure is possible, and has accordingly segregated the records into exempt and non-exempt portions.

#### **Fees**

There are no fees associated with processing your FOIA request.

#### **Certification**

Pursuant to 10 C.F.R. § 1004.7(b)(2), I am the individual responsible for the records search, withholding decisions, and records release described above. Your FOIA request BPA-2021-00585 is now closed.

#### **Appeal**

The adequacy of the search may be appealed within 90 calendar days from your receipt of this letter pursuant to 10 C.F.R. § 1004.8. Appeals should be addressed to:

Director, Office of Hearings and Appeals  
HG-1, L’Enfant Plaza  
U.S. Department of Energy  
1000 Independence Avenue, S.W.  
Washington, D.C. 20585-1615

The written appeal, including the envelope, must clearly indicate that a FOIA appeal is being made. You may also submit your appeal by e-mail to [OHA.filings@hq.doe.gov](mailto:OHA.filings@hq.doe.gov), including the phrase "Freedom of Information Appeal" in the subject line. (The Office of Hearings and Appeals prefers to receive appeals by email.) The appeal must contain all the elements required by 10 C.F.R. § 1004.8, including a copy of the determination letter. Thereafter, judicial review will be available to you in the Federal District Court either (1) in the district where you reside, (2) where you have your principal place of business, (3) where DOE's records are situated, or (4) in the District of Columbia.

You may contact BPA's FOIA Public Liaison, Jason Taylor, at 503-230-3537, [jetaylor@bpa.gov](mailto:jetaylor@bpa.gov), or at the address on this letter header, for any further assistance and to discuss any aspect of your request. Additionally you may contact the Office of Government Information Services (OGIS) at the National Archives and Records Administration to inquire about the FOIA mediation services they offer. The contact information for OGIS is as follows:

Office of Government Information Services  
National Archives and Records Administration  
8601 Adelphi Road-OGIS  
College Park, Maryland 20740-6001  
E-mail: [ogis@nara.gov](mailto:ogis@nara.gov)  
Phone: 202-741-5770  
Toll-free: 1-877-684-6448  
Fax: 202-741-5769

Questions about this communication or the status of your FOIA request may be directed to the FOIA Public Liaison Jason Taylor at [jetaylor@bpa.gov](mailto:jetaylor@bpa.gov) or 503-230-3537. Questions may also be directed to Thanh Knudson, Flux Resources, LLP, at [etknudson@bpa.gov](mailto:etknudson@bpa.gov) or 503-230-5221.

Sincerely,



Candice D. Palen  
Freedom of Information/Privacy Act Officer

[Responsive agency records accompany this communication.](#)

**(b) (4) Stewardship Scores**

<b>Scorecard Date</b>	<b>Stewardship Score</b>
201803	7.5
201809	7.7
201903	8.1
201909	8.4
202003	8.0
202009	8.4
202103	8.0

**FEEDBACK - September 2017 to February 2018****SEPTEMBER**

- Provides excellent follow-through and is flexible.
- Good supplier. September Shortlisting Issues: Candidate submitted with degree not within applicable field. Incorrect signature on CSF.
- Consistently great customer service, partnership and candidate quality.
- On top of required documents.
- Doing much better on communication. Thank you!

**OCTOBER**

- Asks great questions, follows up promptly and provides incentives for their workers.
- Good supplier. Worked with them on several CFTE issues. Very responsive.
- Consistently excellent customer service/responsiveness. Keep up the great work.
- Caught a missing CPR request for a new start, notified us to release activity item which was helpful! Very timely w/ getting PIV & onboarding docs turned in. I appreciate not having to follow-up!
- I have had to reach out to (b) (4) to inquire if they would pay the registration fee/ travel costs on a couple of training requests. The turn around response was quick and agreeable to BPA.
- I received the same question on engineer positions as to whether an engineering degree is required. Yes, it is required and it states that specifically on the API.

**NOVEMBER**

- Great replies and help.
- Good supplier. Worked on a rate review and they were able to reduce rate to a rate that was within managers budget. Called to ask if a rate was above the max range, information that SLMO Cannot provide.
- BPA Manager reached out to (b) (6), who booked airline tickets for non-approved travel and never contacted SLMO. (b) (6) CFTE)
- (b) (4) provides consistently responsive customer service. They did an excellent job with the motor vehicle forms and returned them all before the deadline with a very low error rate. Extra kudos!
- Great attention to detail on submittals, very accurate.
- Very communicative; asks the right questions regarding training.
- Asking a SLMO CSC if a submitted candidate was within the bill rate range on an open job posting. SLMO can't respond!

**DECEMBER**

- Provides timely updates, asks great questions, and finds creative ways to serve their employees.
- Prompt response to MVA and TA requests.
- Good supplier.
- Consistently exceptional customer service and response times. Worked with (b) on a particularly delicate situation with a Foreign National worker and she handled the situation quickly and professionally. Very much appreciate the willingness to partnership!

- Needs to ensure candidate names are spelled correctly on submittals; Needs to ensure resume experience is in MM/YY format (not just years).
- No direct interaction with this supplier. Submitted candidates correctly to JP's.

## JANUARY

- Responsive and innovative with rewards.
- Quick to respond to scorecard meeting request.
- Good supplier.
- Always excellent customer service!
- Correctly submitted qualified candidates to my JPs with no errors.
- Good questions on training requests from (b) (6). Helps in processing request when it is submitted correctly.
- I appreciate the excellent customer service provided by (b) at every interaction.

## FEBRUARY

- Asks great questions and provides excellent customer service.
- Verify experience required in job posting matches candidate experience prior to submitting candidate in Fieldglass.
- Good Supplier. (b) (4) came down on a bill rate for us to accommodate the managers budget. We really appreciate their willingness to work with us.
- Self reported that bill rates were visible on a JP. Extra points for bringing this to SLMO's attention!
- Correctly submitted qualified candidates to my JPs, no errors.
- Reported being able to see the Max Bill rate on a JP.

(b) (4)

## FEEDBACK - March to August 2018

### MARCH

- Asks great questions, provides excellent communication.
- No interaction with this supplier.
- Good Supplier.
- Consistently great customer service and quick turn around times on requests; great accuracy on documents.
- (b) (4) has correctly been submitting a lot of quality candidates to my postings, their participation is great.
- Asks great questions and provided excellent customer service.
- Willing to negotiate bill rate.
- I really appreciate the excellent partnership from (b) She gets in front of assignment maintenance and provides enough lead time for action.  
Thank you!

### APRIL

- Offers great communication.
- No interaction with this supplier.
- Good Supplier.
- Great customer service; timely response to requests
- (b) (4) participation is great, however this month there were some issues with being timely about getting onboarding documents turned in. They did catch a mistake on a new assignment and I was able to get it corrected which was helpful; (b) is great to partner with!
- Correctly submitted qualified candidates to my JP's with no errors.
- Appreciate the willingness to negotiate bill rates.

### MAY

- Have seen good retention and acquisition! Anticipates needs of SLMO.
- Quick responses this month along with accurate PIV paperwork.
- Good Supplier. Recently came down on a bill rate for us to help the BPA manager stay within budget.
- (b) (6) doing a great job without (b)
- Demonstrated great flexibility this month with some last minute communications and status changes; great response time with communications.
- (b) (4) has correctly and consistently been submitting quality candidates to my postings.
- Correctly submitted qualified candidates to my JPs, no errors. Asks great questions.
- I know (b) (6) is a one man show at the moment and is doing a great job not letting SLMO details fall through the cracks.

## JUNE

- Provides great customer service and saw some fantastic candidates on an Energy Efficiency Engineer 1 position.
- Excellent turn around time for MVA requests.
- Good Supplier.
- Consistently great customer service.
- I appreciate the clarifying questions and transparent communications I've had with this Supplier this month.
- (b) (4) needs to remember that we can't pre-shortlist/qualify their candidates and if there are questions on a specific posting they should email the supplemental labor inbox as notated in the chats.
- No direct interaction however, the limited communications were positive.

## JULY

- Asks great questions, quick to respond to offers.
- Quick response to CPR request.
- Good Supplier. I enjoy working with (b) (6)
- Always great customer service.
- No interactions this month.
- No direct interaction however, the limited communications were positive.

## AUGUST

- Finds inventive ways to provide more for their workers.
- Provided updated Motor Vehicle forms prior to expiration dates.
- Good Supplier.
- (b) (4) has correctly and consistently been submitting quality candidates to my postings.
- No direct interaction however, the limited communications have been positive.
- Excellent partnership on API Addendum/Position Review.



(b) (4) FEEDBACK - September 2018 to February 2019

## SEPTEMBER

- Provides updates and correct onboarding docs.
- Not all MVA forms completed but we were only missing one. Only one follow-up.
- (b) (6) was prompt to provide PIV paperwork for new CFTE.
- Good supplier.
- No interaction with this supplier this month.
- Consistently great candidate quality and customer service.
- (b) (4) needs to pay attention to name spellings when submitting candidates to Fieldglass and make sure that all submitted candidates meet the minimum requirements (for example, if their candidate discloses on the matrix that they do not fully meet a listed requirement, (b) (4) should not submit them as they do not meet the minimum requirements by their own admission and will not be shortlisted).
- No direct interaction however, the limited communications have been positive.
- (b) (6) is responsive and knowledgeable about what's going on with his workers.

## OCTOBER

- Provides correct paperwork in a timely manner.
- I really appreciate the way (b) (6) work together to follow-up on CFTE concerns/issues.
- Very responsive; nice to work with.
- (b) (6) returned CPR status update within hours of sending request.
- Good supplier.
- Always receive great customer service, candidate quality and responsiveness.
- (b) (4) has correctly and consistently been submitting quality candidates to my postings.
- Great partner with training costs.

## NOVEMBER

- Provides quick turn-around and follow-up. Recently acquired a few placements.
- Very responsive; nice to work with.
- Did not interact with this supplier.
- Good Supplier. Great to work with.
- (b) (4) has correctly and consistently been submitting quality candidates to my postings and I have appreciate the quick turnaround on getting paperwork submitted for their new hires.
- Correctly submitted qualified candidates to JPs.

## DECEMBER

- Generous with employees and provides quality candidates.
- Easy to work with and very responsive.
- (b) (6) provides updates for CPR expirations quickly and consistently. It is greatly appreciated.
- (b) (4) has correctly and consistently been submitting quality candidates to my postings and I always appreciate their excellent customer service.
- Correctly submitted qualified candidates to JPs. Very transparent with communications to their contractors at BPA.

## JANUARY

- Is flexible, provides good candidates and is proficient in our processes.
- Unsurpassed customer service keeping contractor CPR certifications up to date and ensuring they don't expire while on assignment.
- Great to work with. I enjoy working with (b) (6)
- Extra kudos to (b) (4) this month for participating in a supplier/COR/worker meeting that was difficult.
- (b) (4) helpfully pointed out a typo on a posted API so I was able to provide clarification to everyone via chat notice - thank you! Please remember to double-check the accuracy of CSFs (for example, "Prior CFTE" section corresponds to information on resume showing they had a previous assignment at BPA).
- Correctly submitted qualified candidates to JPs.

## FEBRUARY

- Follow-up is 100%, asks relevant questions, provides great service and support to workers.
- Very quick to respond to emails.
- Great supplier. I enjoy working with (b) (4) Very responsive.
- Great customer service and candidate quality.
- (b) (4) has correctly and consistently been submitting quality candidates to my postings.
- Great partner for BPA regarding travel / training costs.

(b) (4)

## FEEDBACK - March to August 2019

### MARCH

- Submits quality candidates and is attentive to workers.
- Prompt response for SLMO needs.
- Great supplier. Awesome to work with.
- (b) (4) was really on top of getting reorg PRDs turned in (within hours of the initial request from SLMO, so fast!) and had excellent follow-up/communication regarding outstanding forms.
- Great partner for BPA regarding travel and training costs.

### APRIL

- They add middle initial to candidate submittals - love this! Forgot some necessary paperwork for a candidate.
- (b) has been really great to work with. She is super friendly and very timely in her responses.
- Consistently quick to respond to requests.
- Great supplier. Enjoy working with them. Very responsive.
- Thank you for consistently and correctly submitting quality candidates to my JPs.
- Great partner for BPA regarding travel and training costs. (b) (6) are very responsive to questions.

### MAY

- (b) has been great to work with on FMLA and RA concerns. Very timely in responding to issues.
- Responds to requests within the hour.
- Great supplier. Enjoy working with them. Very responsive.
- No interactions.
- Thank you for consistently and correctly submitting quality candidates to my JPs.

### JUNE

- First DocuSign onboarding packet went fantastically! Received payment for CFTE training without having to follow up with them.
- (b) has been great to work with on FMLA and RA concerns.
- (b) (6) does a great job keeping up on CPR expirations, as well as providing weekly updates on CPR certifications in progress.
- Good supplier. Enjoy working with them. Very Responsive.
- Thank you to (b) for testing the draft Credit/Debit Memo guide and providing really helpful feedback!

### JULY

- (b) (6) have been great to work with on FMLA, Ergo, and RA concerns.
- Great customer service!
- Good supplier.
- Thank you for consistently and correctly submitting quality candidates to my JPs.

## AUGUST

- Responsive, asks great questions, provides good candidates and high retention.
- (b) (6) has been great to work with on FMLA, Ergo, and RA concerns.
- (b) answers the phone every time I call.
- Great supplier. Easy to work with. Very responsive.
- (b) and I had several discussions regarding submitted candidates, related to interview feedback. (b) was professional and courteous during our conversations.
- Thank you for consistently and correctly submitting quality candidates to my JPs.

(b) (4)

## Feedback: September 2019 to February 2020

### SEPTEMBER

- Provides excellent service and has great acquisition and retention efforts.
- (b) (6) requests updates on candidates prior to an offer going out which is time consuming.
- Excellent Supplier. Very responsive.
- I worked with (b) (6) on a CFTE issue. SLMO received a complaint that one of their employees smelled like alcohol. (b) (6) dealt with the issue professionally and has addressed the concern. He was very supportive of ensuring it does not happen again.
- Thank you for consistently and correctly submitting quality candidates to my JPs.

### OCTOBER

- Provides quality candidates, active participation.
- (b) (6) is an excellent supplier rep.
- Great supplier. Very responsive. Always provides quick answers/actions.
- (b) (6) was very responsive when I requested some additional information this month.
- Great customer service!
- Please pay attention to detail on submittals (i.e. duplicates, typos, incomplete matrix answers, SCA min pay rates); please submit within Respond by deadline; please make sure candidates meet degree requirements as outlined in the API; please ask any JP questions via an email to the Supp Labor inbox as directed in the chat notices.

### NOVEMBER

- Consistently provides excellent candidates and increased number of placements in higher level positions.
- Resumes from shortlisted candidate's was error free.
- Responds within within 1/2 hour to SLMO needs. (b) (6)
- Great to work with. Very helpful and responsive.
- (b) (6) and his team continue to provide solid service when additional information is requested (b) (6) is very responsive when worker issues or workplace injuries occur.
- Thank you for consistently and correctly submitting qualified candidates to my JPs. Please ensure pay rates on submittals are meeting SCA minimums (example Graphic Designer 3 submittal).

### DECEMBER

- Has received multiple offers this month. Nice work!
- (b) (6) has been great to work with on ergo concerns.
- Quick response to requests for information regarding offer for their new employee.
- (b) (6) responds within 30 minutes with great customer service.
- Great supplier - Responsive. Appreciate their quick resolution of issues.
- Thank you for consistently and correctly submitting qualified candidates to my JPs.

## JANUARY

- (b) (6) is an excellent addition to the (b) (4) team. She is always responsive, appreciative, and a go-getter.
- (b) (6) has been great to work with on ergo concerns.
- No interaction with this supplier.
- Outstanding supplier. Very responsive.
- Thank you for consistently and correctly submitting qualified candidates to my JPs.

## FEBRUARY

- Has received multiple offers recently. The acquisition rate has increased! Keep up the great work.
- (b) (6) has been great to work with on ergo concerns.
- 100% on CPR updates and follow up with (b) (6)
- Great supplier! Great to work with and very responsive to any issues that arise.
- (b) (6) from (b) (4) pointed out something we had overlooked on a posting that was very beneficial. They had nothing to gain from their call, but it showed partnership.
- Thank you for consistently and correctly submitting qualified candidates to my JPs.

(b) (4)

## Feedback: March to August 2020

### MARCH

- (b) (6) has been great to work with on RA FMLA and ergo concerns.
- Follow up on urgent questions within 10 minutes. (b) (6)
- Outstanding supplier. Great to work with.
- Thank you for consistently and correctly submitting qualified candidates to my JPs.

### APRIL

- Retention is solid. Offers competitive compensation packages.
- (b) (6) has been great to work with on RA FMLA and ergo concerns.
- Unsurpassed customer service to assist in onboarding, and badge return with (b) (6) (b) (6)
- Outstanding supplier. Very responsive.
- Thank you for helping the first phase of rationalization assignment transitions go smoothly!

### MAY

- Provides excellent candidates, competitive compensation packages, and full service to SLMO.
- (b) (6) has been great to work with on RA and FMLA concerns.
- (b) (6) was very flexible for a release (b) (6), and is quick to respond to requests.
- Outstanding supplier. Very responsive. Great to work with.
- I really appreciate (b) (6) proactive communication style; thank you for being so on top of things!

### JUNE

- Provides great candidates, accurate submittals, prompt responses.
- (b) (6) responds within 10 minutes to offers with outstanding customer service.
- Outstanding supplier. Very responsive to inquiries.
- Thank you for consistently and correctly submitting qualified candidates to my JPs.
- Staff is always friendly and very responsive.

### JULY

- Provides excellent follow-through on separations.
- Outstanding supplier. Great to work with.
- Thank you for consistently and correctly submitting qualified candidates to my JPs.
- Very friendly staff, emails back to let us know that communication has been received and emails to give updates on candidates we may not know.

### AUGUST

- Provided a competitive candidate to a hard to fill position. Excellent work!
- Outstanding supplier.
- Thank you for consistently and correctly submitting qualified candidates to my JPs.

(b) (4)

## Feedback: September 2020 to February 2021

### SEPTEMBER

- Always very responsive and on top of communication and processes.
- Delivers great candidates, especially on difficult to fill positions. Thank you for your efforts!
- Outstanding supplier. Very responsive.
- Thank you for consistently and correctly submitting qualified candidates to my JPs.

### OCTOBER

- Always on top of things in communicating, making sure they know specific details on APIs, and their employees are
- Provides excellent candidates and submittals. Retention rates are great.
- Outstanding supplier. Responds quickly to requests/issues.
- Friendly reminder to please email the SuppLabor inbox as per the chat guidance with any job posting clarification

### NOVEMBER

- Very pleasant in emails, responds quickly, noticing many contractors switching over to them from other suppliers.
- Offers competitive compensation packages and good retention.
- (b) (6) has been great to work with on FMLA concerns!
- Outstanding supplier.
- Thank you for consistently and correctly submitting qualified candidates to my JPs.
- The supplier submitted a resignation for the wrong CFTE. This was not caught until after the termination had been processed and Non-Gov had been notified and revocation was processed. This caused angst within other BPA departments as we had to ask everyone to reprioritize their tasks to ensure the CFTE was not officially terminated in HRMIS. A few days after the incident, the supplier did send a follow up apology email acknowledging the actions that

### DECEMBER

- Offers competitive compensation packages that makes them one of our top suppliers.
- Outstanding supplier.
- Thank you for consistently and correctly submitting qualified candidates to my JPs.
- Great responsiveness to SLMO emails.

### JANUARY

- Quick responses, knowledgeable, friendly.
- Thorough in their processes and questions. Delivers great candidates.
- (b) (6) has been great to work with on RA and FMLA concerns!
- Thank you for consistently and correctly submitting qualified candidates to my JPs.
- Good communication, responds promptly to requests, and submits good candidates.

### FEBRUARY

- Has excellent retention and acquisition rates. Provides competitive rates and compensation packages for CFTE.
- (b) (6) has been great to work with on FMLA concerns!
- Outstanding supplier.
- Thank you for consistently and correctly submitting qualified candidates to my JPs.
- Responsive to emails & requests and provides great follow-up.