

EXPERIENCE

COMMITMENT

DEDICATION



THE JOINT COMMISSION  
HEALTHCARE STAFFING SERVICES  
CERTIFICATION



**STATE OF WEST VIRGINIA  
DIVISION OF VETERANS AFFAIRS  
VETERANS NURSING FACILITY**

**Response to Sol. # VNF09C012  
Due June 16, 2009 at 1:30 PM**

RECEIVED

2009 JUN 16 A 10:28

PURCHASING DIVISION  
STATE OF WV



**ORIGINAL**

**Submitted by:**  
Maxim Staffing Solutions  
3417 Farm Bank Way  
Grove City, Ohio 43123  
Phone: 614-539-0701  
Fax: 614-539-0877  
Jason Nicholas, Accounts Manager

**Submitted to:**  
Department of Administration  
Purchasing Division  
Building 15  
2019 Washington Street, East  
Charleston, West Virginia 25305-0130

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State of West Virginia  
 Department of Administration  
 Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130

# Request for Quotation

RFQ NUMBER  
**VNF09C012**

PAGE  
**1**

ADDRESS CORRESPONDENCE TO ATTENTION OF  
**JOHN ABBOTT**  
**304-558-2544**

RFQ COPY  
 TYPE NAME/ADDRESS HERE

DIVISION OF VETERANS AFFAIRS  
 VETERANS NURSING FACILITY

ONE FREEDOMS WAY  
 CLARKSBURG, WV  
 26301 304-627-2415

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
06/03/2009				

BID OPENING DATE: **06/16/2009** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	LS		964-65	see attached pricing sheets	
<p><b>NURSE PERSONNEL</b></p> <p>OPEN-END CONTRACT TO PROVIDE TEMPORARY NURSE STAFFING FOR THE WEST VIRGINIA VETERANS NURSING FACILITY, CLARKSBURG, WV, PER THE ATTACHED SPECIFICATIONS.</p> <p>EXHIBIT 3</p> <p>LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE ON JULY 1, 2009, AND EXTENDS FOR A PERIOD OF ONE (1) YEAR OR UNTIL SUCH "REASONABLE TIME" THEREAFTER AS IS NECESSARY TO OBTAIN A NEW CONTRACT OR RENEW THE ORIGINAL CONTRACT. THE "REASONABLE TIME" PERIOD SHALL NOT EXCEED TWELVE (12) MONTHS. DURING THIS "REASONABLE TIME" THE VENDOR MAY TERMINATE THIS CONTRACT FOR ANY REASON UPON GIVING THE DIRECTOR OF PURCHASING 30 DAYS WRITTEN NOTICE.</p> <p>UNLESS SPECIFIC PROVISIONS ARE STIPULATED ELSEWHERE IN THIS CONTRACT DOCUMENT, THE TERMS, CONDITIONS AND PRICING SET HEREIN ARE FIRM FOR THE LIFE OF THE CONTRACT.</p> <p>RENEWAL: THIS CONTRACT MAY BE RENEWED UPON THE MUTUAL WRITTEN CONSENT OF THE SPENDING UNIT AND VENDOR, SUBMITTED TO THE DIRECTOR OF PURCHASING THIRTY (30) DAYS PRIOR TO THE EXPIRATION DATE. SUCH RENEWAL SHALL BE IN ACCORDANCE WITH THE TERMS AND CONDITIONS OF THE ORIGINAL CONTRACT AND SHALL BE LIMITED TO TWO (2) ONE (1) YEAR PERIODS.</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>[Signature]</i>	TELEPHONE 614-539-0701	DATE June 15, 2009
TITLE Regional Controller	FEIN 52-1590951	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



State of West Virginia  
 Department of Administration  
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PAGE  
**2**

ADDRESS CORRESPONDENCE TO ATTENTION OF  
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**304-558-2544**

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PURCHASING

SHIP TO

DIVISION OF VETERANS AFFAIRS  
 VETERANS NURSING FACILITY

ONE FREEDOMS WAY  
 CLARKSBURG, WV  
 26301 304-627-2415

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
06/03/2009				

BID OPENING DATE: **06/16/2009** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p><b>CANCELLATION:</b> THE DIRECTOR OF PURCHASING RESERVES THE RIGHT TO CANCEL THIS CONTRACT IMMEDIATELY UPON WRITTEN NOTICE TO THE VENDOR IF THE COMMODITIES AND/OR SERVICES SUPPLIED ARE OF AN INFERIOR QUALITY OR DO NOT CONFORM TO THE SPECIFICATIONS OF THE BID AND CONTRACT HEREIN.</p> <p><b>OPEN MARKET CLAUSE:</b> THE DIRECTOR OF PURCHASING MAY AUTHORIZE A SPENDING UNIT TO PURCHASE ON THE OPEN MARKET, WITHOUT THE FILING OF A REQUISITION OR COST ESTIMATE, ITEMS SPECIFIED ON THIS CONTRACT FOR IMMEDIATE DELIVERY IN EMERGENCIES DUE TO UNFORESEEN CAUSES (INCLUDING BUT NOT LIMITED TO DELAYS IN TRANSPORTATION OR AN UNANTICIPATED INCREASE IN THE VOLUME OF WORK.)</p> <p><b>QUANTITIES:</b> QUANTITIES LISTED IN THE REQUISITION ARE APPROXIMATIONS ONLY, BASED ON ESTIMATES SUPPLIED BY THE STATE SPENDING UNIT. IT IS UNDERSTOOD AND AGREED THAT THE CONTRACT SHALL COVER THE QUANTITIES ACTUALLY ORDERED FOR DELIVERY DURING THE TERM OF THE CONTRACT, WHETHER MORE OR LESS THAN THE QUANTITIES SHOWN.</p> <p><b>ORDERING PROCEDURE:</b> SPENDING UNIT(S) SHALL ISSUE A WRITTEN STATE CONTRACT ORDER (FORM NUMBER WV-39) TO THE VENDOR FOR COMMODITIES COVERED BY THIS CONTRACT. THE ORIGINAL COPY OF THE WV-39 SHALL BE MAILED TO THE VENDOR AS AUTHORIZATION FOR SHIPMENT, A SECOND COPY MAILED TO THE PURCHASING DIVISION, AND A THIRD COPY RETAINED BY THE SPENDING UNIT.</p> <p><b>BANKRUPTCY:</b> IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THE STATE MAY DEEM THE CONTRACT NULL AND VOID, AND TERMINATE SUCH CONTRACT WITHOUT FURTHER ORDER.</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Rick L...</i>	TELEPHONE 614-539-0701	DATE June 15, 2009
TITLE Regional Controller	FEIN 52-1590951	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



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**3**

ADDRESS CORRESPONDENCE TO ATTENTION OF  
**JOHN ABBOTT**  
**304-558-2544**

PURCHASING

RFQ COPY  
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SHIP TO

**DIVISION OF VETERANS AFFAIRS**  
**VETERANS NURSING FACILITY**

**ONE FREEDOMS WAY**  
**CLARKSBURG, WV**  
**26301 304-627-2415**

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06/03/2009				

BID OPENING DATE: **06/16/2009** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>THE TERMS AND CONDITIONS CONTAINED IN THIS CONTRACT SHALL SUPERSEDE ANY AND ALL SUBSEQUENT TERMS AND CONDITIONS WHICH MAY APPEAR ON ANY ATTACHED PRINTED DOCUMENTS SUCH AS PRICE LISTS, ORDER FORMS, SALES AGREEMENTS OR MAINTENANCE AGREEMENTS, INCLUDING ANY ELECTRONIC MEDIUM SUCH AS CD-ROM.</p> <p>REV. 05/26/2009</p> <p>EXHIBIT 4</p> <p>LOCAL GOVERNMENT BODIES: UNLESS THE VENDOR INDICATES IN THE BID HIS REFUSAL TO EXTEND THE PRICES, TERMS, AND CONDITIONS OF THE BID TO COUNTY, SCHOOL, MUNICIPAL AND OTHER LOCAL GOVERNMENT BODIES, THE BID SHALL EXTEND TO POLITICAL SUBDIVISIONS OF THE STATE OF WEST VIRGINIA. IF THE VENDOR DOES NOT WISH TO EXTEND THE PRICES, TERMS, AND CONDITIONS OF THE BID TO ALL POLITICAL SUBDIVISIONS OF THE STATE, THE VENDOR MUST CLEARLY INDICATE SUCH REFUSAL IN HIS BID. SUCH REFUSAL SHALL NOT PREJUDICE THE AWARD OF THIS CONTRACT IN ANY MANNER.</p> <p>REV. 3/88</p> <p>NOTICE</p> <p>A SIGNED BID MUST BE SUBMITTED TO:</p> <p>DEPARTMENT OF ADMINISTRATION          PURCHASING DIVISION          BUILDING 15          2019 WASHINGTON STREET, EAST          CHARLESTON, WV 25305-0130</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Rich</i>	TELEPHONE 614-539-0701	DATE June 15, 2009
TITLE Regional Controller	FEIN 52-1590951	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



State of West Virginia  
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# Request for Quotation

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**VNF09C012**

PAGE  
**4**

ADDRESS CORRESPONDENCE TO ATTENTION OF:  
**JOHN ABBOTT**  
**304-558-2544**

RFQ COPY  
 TYPE NAME/ADDRESS HERE

VENDOR

BUYER

**DIVISION OF VETERANS AFFAIRS  
 VETERANS NURSING FACILITY**

**ONE FREEDOMS WAY  
 CLARKSBURG, WV  
 26301 304-627-2415**

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
<b>06/03/2009</b>				

BID OPENING DATE: **06/16/2009** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:</p> <p>SEALED BID</p> <p>BUYER: JOHN ABBOTT-----</p> <p>RFQ. NO.: VNF09C012-----</p> <p>BID OPENING DATE: 06/16/2009-----</p> <p>BID OPENING TIME: 1:30 PM-----</p> <p>PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID:</p> <p>-----</p> <p>CONTACT PERSON (PLEASE PRINT CLEARLY):</p> <p>-----</p> <p>***** THIS IS THE END OF RFQ VNF09C012 ***** TOTAL: <u>see attached pricing sheets</u></p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Rich</i>	TELEPHONE 614-539-0701	DATE June 15, 2009
TITLE Regional Controller	FEIN 52-1590951	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

**Registered Nurse Shifts**

7AM – 3PM (Weekdays Monday-Friday)

40 hours x \$ 50.00 = \$ 2,000.00 (Extended total)

3PM – 11PM (Weekdays Monday-Friday)

40 hours x \$ 50.00 = \$ 2,000.00 (Extended total)

11PM – 7AM (Weekdays Monday-Friday)

40 hours x \$ 50.00 = \$ 2,000.00 (Extended total)

11PM Friday to 7AM Monday (Weekend Shifts)

40 hours x \$ 52.00 = \$ 2,080.00 (Extended total)

Holiday Shifts starting the night before at 11PM

40 hours x \$ 75.00 = \$ 3,000.00 (Extended total)**Licensed Practical Nurse Shifts**

7AM – 3PM (Weekdays Monday-Friday)

40 hours x \$ 38.00 = \$ 1,520.00 (Extended total)

3PM – 11PM (Weekdays Monday-Friday)

40 hours x \$ 38.00 = \$ 1,520.00 (Extended total)

11PM – 7AM (Weekdays Monday-Friday)

40 hours x \$ 38.00 = \$ 1,520.00 (Extended total)

11PM Friday to 7AM Monday (Weekend Shifts)

40 hours x \$ 40.00 = \$ 1,600.00 (Extended total)

Holiday Shifts starting the night before at 11PM

40 hours x \$ 57.00 = \$ 2,280.00 (Extended total)

**Certified Nursing Assistant Shifts**

7AM – 3PM (Weekdays Monday-Friday)

40 hours x \$ 22.00 = \$ 880.00 (Extended total)

3PM – 11PM (Weekdays Monday-Friday)

40 hours x \$ 22.00 = \$ 880.00 (Extended total)

11PM – 7AM (Weekdays Monday-Friday)

40 hours x \$ 22.00 = \$ 880.00 (Extended total)

11PM Friday to 7AM Monday (Weekend Shifts)

40 hours x \$ 24.00 = \$ 960.00 (Extended total)

Holiday Shifts starting the night before at 11PM

40 hours x \$ 33.00 = \$ 1,320.00 (Extended total)Grand Total : \$ TBD based on scheduled hours



# VENDOR PREFERENCE CERTIFICATE

Certification and application\* is hereby made for Preference in accordance with *West Virginia Code*, §5A-3-37. (Does not apply to construction contracts). *West Virginia Code*, §5A-3-37, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the *West Virginia Code*. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Resident Vendor Preference, if applicable.

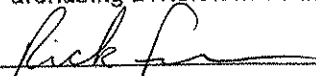
- 1. Application is made for 2.5% resident vendor preference for the reason checked: N/A  
 Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,  
 Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or 80% of the ownership interest of Bidder is held by another individual, partnership, association or corporation resident vendor who has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,  
 Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; or,
- 2. Application is made for 2.5% resident vendor preference for the reason checked: N/A  
 Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
- 3. Application is made for 2.5% resident vendor preference for the reason checked: N/A  
 Bidder is a nonresident vendor employing a minimum of one hundred state residents or is a nonresident vendor with an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia employing a minimum of one hundred state residents who certifies that, during the life of the contract, on average at least 75% of the employees or Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
- 4. Application is made for 5% resident vendor preference for the reason checked: N/A  
 Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; or,
- 5. Application is made for 3.5% resident vendor preference who is a veteran for the reason checked: N/A  
 Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; or,
- 6. Application is made for 3.5% resident vendor preference who is a veteran for the reason checked: N/A  
 Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.

Bidder understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the requirements for such preference, the Secretary may order the Director of Purchasing to: (a) reject the bid; or (b) assess a penalty against such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency or deducted from any unpaid balance on the contract or purchase order.

By submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid the required business taxes, provided that such information does not contain the amounts of taxes paid nor any other information deemed by the Tax Commissioner to be confidential.

Under penalty of law for false swearing (*West Virginia Code*, §61-5-3), Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.

Bidder: Maxim Staffing Solutions

Signed: 

Date: June 15, 2009

Title: Regional Controller

\*Check any combination of preference consideration(s) indicated above, which you are entitled to receive.

STATE OF WEST VIRGINIA  
Purchasing Division**PURCHASING AFFIDAVIT****VENDOR OWING A DEBT TO THE STATE:**

*West Virginia Code* §5A-3-10a provides that: No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owed is an amount greater than one thousand dollars in the aggregate.

**PUBLIC IMPROVEMENT CONTRACTS & DRUG-FREE WORKPLACE ACT:**

If this is a solicitation for a public improvement construction contract, the vendor, by its signature below, affirms that it has a written plan for a drug-free workplace policy in compliance with Article 1D, Chapter 21 of the *West Virginia Code*. The vendor **must** make said affirmation with its bid submission. Further, public improvement construction contract may not be awarded to a vendor who does not have a written plan for a drug-free workplace policy in compliance with Article 1D, Chapter 21 of the *West Virginia Code* and who has not submitted that plan to the appropriate contracting authority in timely fashion. For a vendor who is a subcontractor, compliance with Section 5, Article 1D, Chapter 21 of the *West Virginia Code* may take place before their work on the public improvement is begun.

**ANTITRUST:**

In submitting a bid to any agency for the state of West Virginia, the bidder offers and agrees that if the bid is accepted the bidder will convey, sell, assign or transfer to the state of West Virginia all rights, title and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the state of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the state of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to the bidder.

I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership or person or entity submitting a bid for the same materials, supplies, equipment or services and is in all respects fair and without collusion or fraud. I further certify that I am authorized to sign the certification on behalf of the bidder or this bid.

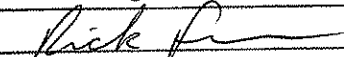
**LICENSING:**

Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agencies or political subdivision. Furthermore, the vendor must provide all necessary releases to obtain information to enable the Director or spending unit to verify that the vendor is licensed and in good standing with the above entities.

**CONFIDENTIALITY:**

The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in <http://www.state.wv.us/admin/purchase/privacy/noticeConfidentiality.pdf>.

Under penalty of law for false swearing (*West Virginia Code* §61-5-3), it is hereby certified that the vendor affirms and acknowledges the information in this affidavit and is in compliance with the requirements as stated.

Vendor's Name: Maxim Staffing SolutionsAuthorized Signature: Date: June 15, 2009

# Proposal for Temporary Nurse Staffing

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*“Creating Success By Leading & Serving Others”*

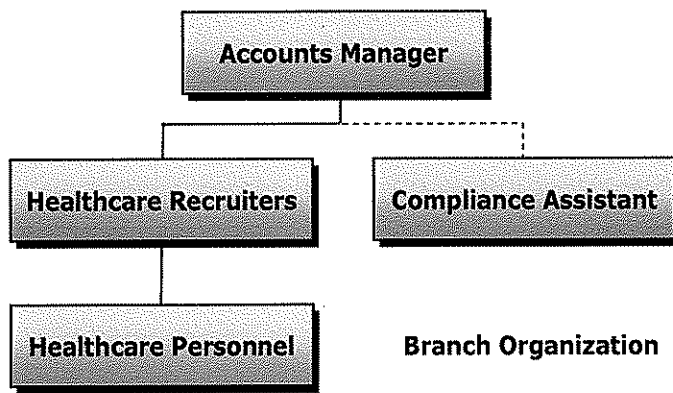
Maxim Staffing Solutions proposes to provide temporary Nurse Staffing to the West Virginia Veterans Nursing Facility. We have carefully reviewed requirements as stated within RFQ VNF09C012 and are confident that Maxim can provide exceptional service to your facility.

Maxim is a leading source of supplemental staff for medical facilities nationwide. Employing an ever-increasing number of clinicians and various healthcare professionals, we come to the aid of many hospitals, nursing homes, school systems, correctional facilities, and other medical environments. Clients rely on our expertise, dependability, and quality of personnel. Our resources allow us to recruit and retain large numbers of healthcare professionals, ensuring our ability to fill requests with little notice.

Mr. Jason Nicholas will be responsible for planning, implementing, and managing the services proposed to the West Virginia Veterans Nursing Facility. As leader of our Grove City, Ohio branch, Mr. Nicholas manages the overall operations of the branch, securing and maintaining client relationships and addressing client needs. He is supported by Healthcare Recruiters who recruit clinical personnel and handle client requests. They all work together to facilitate a seamless staffing process for our clients. The Grove City branch is committed to ensuring and improving service quality and has implemented the appropriate mechanisms to:

- ▲ Render superior customer service and control service quality
- ▲ Maintain business licenses and any service-specific licenses/waivers required per state requirements
- ▲ Comply with state and federal employment practices
- ▲ Adhere to thorough prescreening and hiring practices
- ▲ Ensure the well-being and safety of our employees and clients
- ▲ Comply with clinical standards of care.

Parallel to our business structure is our clinical structure. The Compliance Assistant has dual responsibility to the branch Accounts Manager and has direct reporting responsibility to a Regional Compliance Coordinator. These professionals ensure that our clinical practices remain in compliance with the standards promulgated through The Joint Commission. The Compliance Assistant also is responsible for the human resource duties for our internal and external employees affiliated with that branch.



Mr. Nicholas will be responsible for monitoring service quality on an ad hoc, and structured, basis. He will maintain communications with facility supervisors, seek performance feedback, and conduct periodic customer satisfaction surveys. Mr. Nicholas will conduct regular site visits and the branch will be open to visitors.

The Grove City branch has the support of Maxim’s nationwide network of offices. More than 400 offices hold resources, such as 800 Recruiters, that Mr. Nicholas can access if necessary. The staff in these branches maintains a tight knit community, sharing resources and working together to facilitate a seamless staffing process for our clients. Corporate headquarters provides the back office services such as billing, payroll, legal, and accounting functions. We are well positioned to successfully work with the West Virginia Veterans Nursing Facility for temporary nurse staffing services.

***Industry-Recognized Quality Standards***



Maxim had long held accreditation from The Joint Commission in its Homecare Division and now Maxim Staffing Solutions has attained certification for its facility nurse staffing business. More than 100 branches have successfully completed the survey and audit processes with impressive results. Maxim is proud to have achieved Zero deficiencies across the board.

An independent, not-for-profit organization, The Joint Commission is one of the predominant standards-setting and certifying bodies in healthcare. Its comprehensive certification process evaluates an organization’s compliance with standards that focus on ensuring and improving the quality and safety of care provided by healthcare organizations. Joint Commission certification is recognized nationwide as a symbol of quality that reflects an organization’s commitment to meeting certain performance standards.

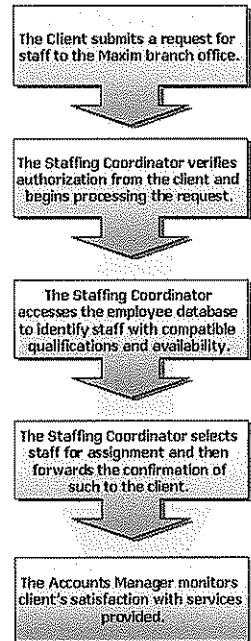
## ***Staffing Process***

The West Virginia Veterans Nurse Facility may request staff 24 hours a day, 7 days a week by calling the Grove City branch office. Our Healthcare Recruiters are on-call to handle client requests after hours, on weekends and during holidays.

Healthcare Recruiters aim to fill all requests within 24 hours of receipt. They access Maxim's scheduling database to find personnel that are compatible to our client's preferences and available to work the shift. They then identify the most ideal match, notify the facility contact and give the assigned employee directions and information on the services requested. Healthcare Recruiters will notify the appropriate facility contact of any changes in scheduling.

Mr. Nicholas will meet regularly with the facility's decision makers to monitor the quality of Maxim's services and to ensure total satisfaction. Facility contacts may call the Accounts Manager at anytime during the staffing process should questions or concerns arise.

### **Staffing Process**



## ***Personnel Practices***

Maxim adheres to an Equal Employment Opportunity Policy for all persons seeking employment and for all persons employed by the company. Maxim will not discriminate because of race, color, religion, sex, or national origin in any employment practice including hiring, firing, promotion, compensation and other terms, privileges and conditions of employment within its control. Maxim complies with the Civil Rights Act of 1964, 1966 and 1991, and the Fair Employment Practices Act. All advertising, public service brochures and collateral material contain the EOE statement.

### ***Employee Wages & Benefits***

All professionals assigned to a facility are considered employees of Maxim for whom Maxim assumes exclusive responsibility for payment of wages and benefits. Maxim ensures that this responsibility includes withholding federal and state income tax, social security taxes, unemployment insurance, and maintaining state-mandated worker's compensation coverage. Maxim provides FICA, federal unemployment insurance and state unemployment insurance for part-time staff. Our external employees become eligible for a variety of benefits, including healthcare and paid time off, upon working 120 hours or more in a 4-week period. Maintaining eligibility requires working 30 or more hours per week.

### ***Insurance Coverage***

Maxim is insured through Underwriters Lloyd's of London. We maintain General and Professional Liability that includes self insured retention. The General and Professional policies are written as claims-made policies. Maxim's Auto Liability coverage is through Travelers Property Casualty Company. Our Worker's Compensation policy through AIG meets or exceeds each state's requirements.

### ***HIPAA Compliance***

Maxim is fully compliant and strictly abides by the rules and regulations of Health Insurance Portability and Accountability Act (HIPAA). In instances where Maxim receives Protected Health Information (PHI) from clients, we will comply with the applicable provisions of the Administrative simplification section of the HIPAA of 1996, as codified at 42 U.S.C. § 1320d through d-8 and the requirements of any regulations promulgated thereunder.

Maxim will not use or further disclose any PHI concerning a patient other than as permitted by this Agreement, the requirements of HIPAA and/or applicable federal regulations. We have implemented appropriate safeguards to prevent the use or disclosure of a patient's PHI other than as provided for by this Agreement.

### ***Screening & Hiring***

Maxim adheres to unyielding standards for hiring and maintains equally stringent conditions of employment. We believe that our healthcare professionals are a direct reflection of our reputation and level of quality we provide. Candidates for healthcare employment must successfully meet the following requirements prior to employment.

#### **Clinical Professionals**

- ▲ Completed Application that discloses previous work experience
- ▲ License/Certification Verification (as applicable)
- ▲ Current BLS and ACLS (as applicable)
- ▲ Knowledge Exam/Screening (varies per profession)
- ▲ Comprehensive Specialty Screening Evaluation (as applicable)
  - PEDS
  - ICU/CCU
  - Neonatal
  - Labor/Delivery
  - OB/GYN
  - Med/Surg
- ▲ Clinical Skills Evaluation (as applicable)
- ▲ Health Examination (as applicable)
- ▲ Criminal Background Checks
- ▲ Professional/Personal Reference Checks

- ▲ Prospective Employee Interview
- ▲ Current copies of driver's license, health certificate (as applicable), I-9 documents, state-specific education and training certificates

Screening tests and skill assessments are administered to all prospective employees prior to employment and assignment. The tests are administered according to the employee's level of expertise, licensure, or certification requirements.

We test employment candidates for competency according to discipline and specialty.



Applicants are directed to [Nursetesting.com](http://Nursetesting.com) to complete competency testing and skill assessments.

[Nursetesting.com](http://Nursetesting.com) is a well-respected, on-line testing vehicle featuring nationally-validated exams and skill checklists for all areas of nursing specialties. In fact, their exams meet or exceed the requirements set forth by The Joint Commission. To preserve the integrity of the exams, the test questions and answers constantly change to prevent duplication and the temptation to share answers. **A score of at least 80 percent is required to pass.**

### ***Licensure Verification***

Healthcare Recruiters will verify the credentials and licenses of employees upon hire and annually thereafter. The following process is utilized to maintain personnel file information:

1. The Healthcare Recruiter enters the expiration dates of the following documents into the computer:
  - ▲ Professional License
  - ▲ Health Certificate with TB Testing Record (as applicable)
  - ▲ CPR Card (as applicable)
  - ▲ Driver's License.
2. Each month, the Healthcare Recruiter prints a list of all employees' certifications and licenses due to expire within the next 90 days.
3. The Healthcare Recruiter notifies the employee in writing of the impending expiration and requests updated information.
4. Upon receipt of the updated information, the Healthcare Recruiter enters the data into the computer.
5. If an employee fails to return the updated information prior to the end of the month, the Healthcare Recruiter notifies a member of management for follow-up and changes the employee's status to inactive.

## ***Training***

Though candidates are hired with verified qualification and training in their discipline, Maxim provides valuable continued training services structured around three primary areas: orientation, in-service trainings, and assistance for attaining continuing education units to maintain professional requirements. Maxim strives to select and place the best Caregivers to meet our clients' needs while providing safe, quality care to patients in a variety of settings.

## ***Orientation***

Maxim provides orientation for all healthcare professionals during their initial stages of employment. Orientation is tailored per profession and is geared toward familiarizing employees with Maxim's policies and procedures. Only employees that complete orientation are eligible for assignment. Their Orientation Checklist must be signed by a member of management, and placed in their employee file. Personnel orientation will include following topics:

- ▲ Maxim's mission and objectives
- ▲ Maxim's organizational structure
- ▲ State and Federal regulations
- ▲ Maxim's Code of Ethics
- ▲ Job description and functions
- ▲ Performance evaluations
- ▲ Office management team
- ▲ Payroll/time card procedures
- ▲ OSHA Standards and Requirements
- ▲ Maxim Compliance Plan
- ▲ Disaster preparedness plan
- ▲ Emergency/safety procedures
- ▲ Security precautions
- ▲ Universal precautions
- ▲ The Joint Commission standards
- ▲ Employment policies/procedures
- ▲ HIPAA compliance
- ▲ Ethics and confidentiality.

Eligible healthcare workers who accept contract-based assignments receive an orientation about their role in fulfilling the requirements of the contract on a need-to-know basis. Healthcare Recruiters ensure that the candidates' qualifications are in accordance with contract specifications when identifying eligible candidates.

## ***In-Service Training***

Maxim's National Director of Clinical Services oversees the In-Service Program for our facility staffing offices and establishes session schedules for each upcoming calendar year. A multidisciplinary in-service instruction is conducted at least four times a year for licensed professionals. For unlicensed workers, including Certified Nursing Assistants, in-service is conducted 12 times per year. Training for skilled workers may be accessed through **Nursetesting.com**, and In the Know at **knowingmore.com** is used for unskilled workers. Both of these may be accessed on-line or can be completed in the office.

In-service content is determined by identified instructional needs through the monitoring of quality, clinical employee educational needs assessments, process improvement needs, or requests for new or revised clinical services. Additional instruction addressing newly identified needs are scheduled as needed throughout the year.



Responsibility within the branch for program monitoring and documentation is held by the Compliance Assistant and Accounts Manager. They maintain an In-service program binder containing the annual program calendar; content outlines for each instructional session; and each participant's data sheet that records their participation date, title, and signature. At the end of the calendar year, in-service hours are totaled for every healthcare professional and documented appropriately.

### ***Continuing Education***

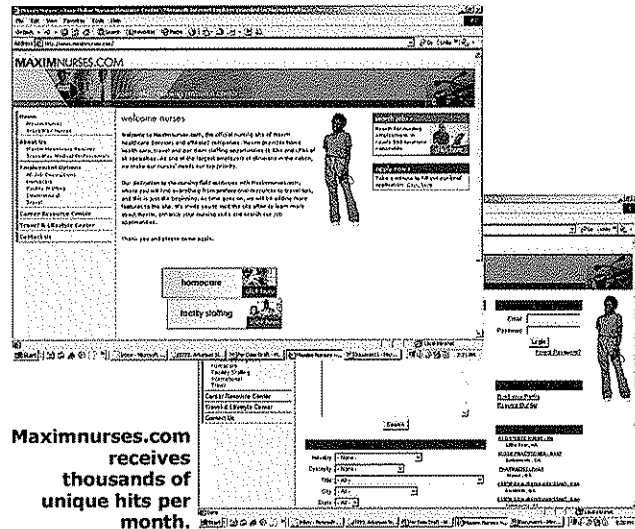
During the pre-screening process, Healthcare Recruiters verify and record the professional education, licenses, and certifications attained by the candidates. Maxim supports continuing education requirements for its Nurses through its Nurse loyalty program – *Maxim Rewards Continuing Education (CE) Program*. This program is designed to support Nurse recruitment and retention and is offered through our collaboration with "Nursing Spectrum," a leading nursing publication. The Accounts Manager may give a Nurse a CE Gift Card to provide access to courses that qualify for continuing education requirements in their discipline. More than 300, ANCC-accredited courses are offered in a web-based format on the internet. The courses are updated on a regular basis. The gift cards include instructions on how to register, access the courses, test, and print transcripts and proof of completion certificates. Also, the program instructs the recipient how to have the earned credits apply directly to their state license information. Each card contains four credits and allows for the completion of up to four courses.

## Recruitment & Retention

The key to being a dependable staffing partner is having qualified staff available to work at a moment's notice. Maxim's core competency is strategic recruiting; making synergistic matches between client needs and qualified candidates. We know that at any time a facility may call with an urgent request for our services and we must be able to respond quickly and fill their request within 24 hours.

Maxim remains prepared by maintaining a large roster of healthcare professionals with various specialties and scheduling preferences. Nearly 800 Healthcare Recruiters recruit healthcare professionals from a variety of sources and activities.

- ▲ Referrals from current staff
- ▲ Advertising in relevant trade publications
- ▲ Placing classified ads in newspapers
- ▲ Advertising and posting positions on healthcare recruiting websites
- ▲ Recruiting and posting jobs on Maxim's website
- ▲ Attending career fairs and tradeshows
- ▲ Deploying direct mail campaigns
- ▲ Educating community healthcare workers about Maxim
- ▲ Visiting area VOTECs, community colleges and nursing schools
- ▲ Links from our profile on social networking sites
- ▲ Contacting professional associations for highly specialized professionals.



Maxim knows the value of talented employees. We go the extra mile to build relationships with our staff and to acknowledge their accomplishments. We realize that their satisfaction will directly affect the service given to our clients. Healthcare providers are motivated by a number of factors. We apply a multi-faceted approach to motivate and retain our healthcare workforce. Our retention model is structured around four important constructs: thorough orientation, meeting employee needs, positive performance management, and recognition programs. We offer competitive wages and those who work more than 30 hours per week are eligible for health benefits.

## *Billing*

The billing process begins with the collection and verification of each employee's weekly timesheets in the local branch. Branch personnel feed the data into state-of-the-art information systems and regional billing teams at the corporate offices complete the data processing and generate weekly invoices on behalf of each branch.

Maxim's accounting, credit, billing, and payroll functions are centrally based out of corporate headquarters located in Columbia, Maryland. Maxim has found that centralized billing and collections is the most effective way to assure that our clients are being invoiced timely and accurately.

Standardized invoices contain the facility name, unit, date of service, shift, class type, employee name, hours worked, and bill rate. Moreover, we are able to customize invoices to meet our clients' standards. Maxim has the ability to bill electronically and currently does so for many clients. All invoices are due and payable within 30 days, unless our clients have negotiated other terms.

## HEALTHCARE PERSONNEL

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Maxim is America's premier resource for healthcare personnel. We offer staff within all medical labor categories across the country.

Maxim will respond to your staffing needs in any format that best meets your needs. The following formats are typical and we will respond to unique assignment or contract requirements.

**Per Diem:** Clients may call their local Maxim office at anytime to request staff to fill a shift. Maxim employs an abundant number of healthcare professionals who are available to staff day, evening, and night shifts, on weekdays and weekends.

**Extended Assignments:** Extended assignments are the best staffing option when continuity of personnel or services is best. Maxim assists clients with selecting compatible nurses who are committed to working on a contractual basis for a specified time period. These positions may be occupied by local, travel or international professionals, per the client's discretion.

**Travel:** Travel assignments are typically between 8 and 13 weeks and are staffed with healthcare professionals from beyond the client's local area. Maxim will collaborate with TravelMax and Reflectx, members of its travel division, to locate compatible professionals and coordinate their travel and living arrangements. Clients pay an all-inclusive bill rate that covers the wages and living expenses of the assigned employee.

**International:** International assignments last between one and three years and are staffed with healthcare professionals from outside of the United States. All candidates must pass the NCLEX test, and speak, read, and write fluent English. Maxim will collaborate with Professional Healthcare Associates, Maxim's international recruiting division, to locate compatible professionals and coordinate their travel and living arrangements. Clients pay an all-inclusive bill rate that covers the wages and living expenses of the assigned employee.

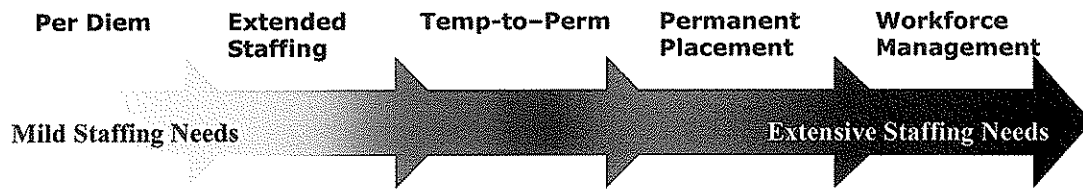
**Temp to Perm:** Temporary to permanent assignments are the perfect compromise between extended assignments and permanent placement. Facilities may prearrange an extended staffing assignment with the option to hire Maxim's employee at the end of the term. Maxim will charge a buy-out fee that will be prorated from the start of the assignment.

### **Maxim Is Your One-Source Staffing Provider**

- ▲ Administrative
- ▲ Allied health professionals
- ▲ Clinicians of all levels in all specialties (RN, LPN, CNA)
- ▲ Health administrators
- ▲ Health information management staff
- ▲ Medical social workers
- ▲ Pharmacists and pharmacy technicians
- ▲ Physical, occupational, speech, and mental health therapists
- ▲ Physicians
- ▲ Qualified professionals for habilitation
- ▲ Scientific and laboratory professionals
- ▲ Sitters/companions

**Permanent Placement:** Facilities use Maxim’s recruiting services to find compatible candidates for permanent employment. Maxim charges clients a flat placement fee once the candidate is hired.

**Continuum of Staffing Options**



## SUPPORTING CORPORATE STRUCTURE

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Maxim Staffing Solutions (MSS) is a division of Maxim Healthcare Services, Inc. The company carries a rich tradition of providing superior medical staffing across all healthcare labor categories. Our ability to place emphasis on quality service provision, recruiting talented personnel, and to embrace an uncompromising dedication to customer satisfaction has produced an excellent reputation among medical facilities nationwide.

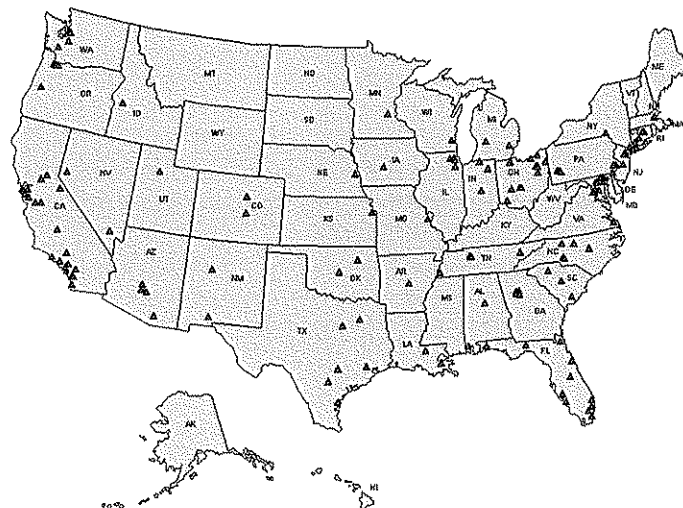
Established in 1988 to address the nursing shortage, Maxim has since evolved to service every sector of the healthcare industry. Maxim offers clients integrated staffing solutions that ensure coverage in every department or unit of a medical facility. Our clients select flexible assignment options ranging from per diem shifts to extended year contracts.

### Mission Statement

To be the leading provider of quality healthcare staffing services and home healthcare and to be recognized for our uncompromising dedication to the provision of comprehensive, professional, and compassionate care. To be creative, innovative, and a trendsetter in the healthcare delivery, offering challenging and dynamic employment opportunities, encouraging and supporting the talents and energies of our staff, and managing the company in a profitable manner.

Among our strongest competencies is our ability to successfully recruit across a broad range of healthcare workers. Comprehensive provision of services has proven to be the key to our success with our clients. Maxim employs more than 800 Recruiters nationwide. Maxim uses state-of-the-art information systems to manage and track a large unified database of more than 81,000 employees companywide. These professionals are primarily external employees consisting of Nurses, Physicians, Therapists, Allied Health professionals, Health Information Management personnel, and other health-related specialists. The premium benefit clients enjoy is the convenience of having one point of contact to fulfill all of their staffing needs.

Maxim is privately owned - not franchised; has employee stock ownership; and promotes from within to ensure quality service. Our streamlined organizational structure consists of a shorter chain of command, which promotes effective communication between our corporate headquarters and



branch offices. Furthermore, all branch offices operate under corporate-mandated policies and procedures.

Maxim Staffing Solutions is a major division of Maxim Healthcare Services, Inc. Incorporated in the State of Maryland; Maxim's corporate offices are located in Columbia, Maryland. Maxim delivers its broad service line through 400 corporately-owned branches serving all 50 states and U.S. territories.

Maxim's annual revenue continues to perform with consistent growth. In 2008, the company's revenues were more than \$1.2 billion dollars. Repeated double-digit growth has enhanced Maxim's ability to integrate new services into our existing framework of facility staffing solutions. When necessary, Maxim is well positioned to initiate a large staffing solution requiring start-up funds without risk to our financial position.

## Divisional Infrastructure

Maxim Healthcare Services, Inc. has two primary divisions:

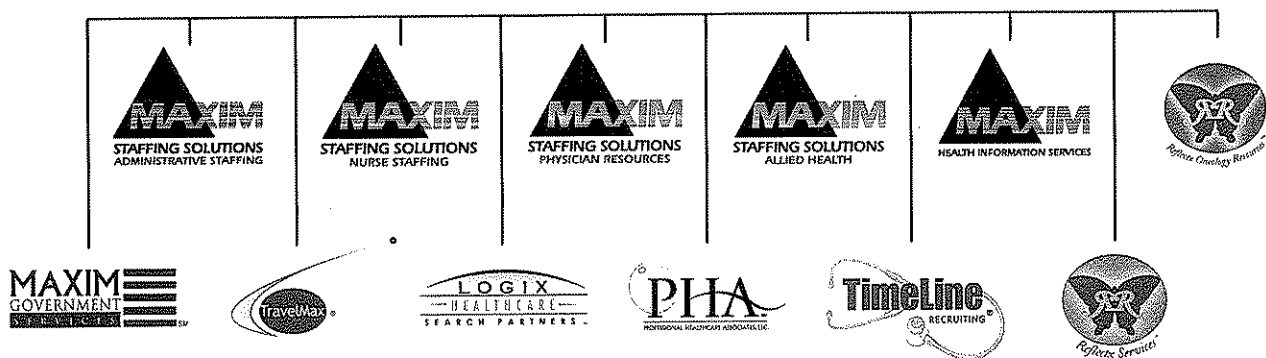
- ▲ **Maxim Staffing Solutions** provides per-diem, temporary, and permanent staff to a variety of facilities and our is comprised of several healthcare staffing niches for Clinicians, Physicians, Travelers, Allied Health, Health Information Managers, Administrative, and Federal Government solutions.
- ▲ **Homecare & Wellness Division** provides in-home nursing in accordance with Physicians' orders and wellness services that include large-scale immunization and education programs.

Corporate operations centralized in the corporate offices leverage company resources to cost-effectively support local branch operations and prevent duplication of effort. Maxim's broad infrastructure enables us to unify our customer service mission to effectively respond to the resource needs of our clients.

### *Maxim Staffing Solutions*

Maxim Staffing Solutions includes service lines for nursing, physicians, allied health personnel, administrative personnel, and health information management personnel. These service lines are supported by nearly 800 Healthcare Recruiters across the country specializing in recruiting one or more of these staffing niches. Maxim Physician Resources is expert in facilitating the credentialing process for commercial and military facilities. Maxim Health Information Services offers on-site and remote coding, auditing, training, managers, and other HIM services.

### Maxim Staffing Solutions Division



**Maxim Government Services** provides medical staff, occupational health, and homecare services to federal agencies and their recipients nationwide. Operating under a Federal Supply Schedule through the General Services Administration (GSA), we have longstanding business relationships with the Department of Defense, Department of Justice, and the Department of



Veterans Affairs Medical Centers. Maxim is one of the few GSA Schedule holders fully approved to staff every category of healthcare personnel within the 621-I Schedule. Our unique ability to deliver long-term, contracted staff and traveling medical professionals, as well as an abundance of qualified and pre-screened per diem and part-time staff, gives Maxim Government Services a strong understanding of the expectation for providing contract healthcare staff in Federal Government healthcare facilities.

**TravelMax** specializes in helping hospitals and military treatment facilities find nurses and other practitioners that may not be available in the local market. They coordinate all travel and living arrangements.

**Reflectx Services®** specializes in staffing rehabilitation travel professionals such as Occupational, Physical, and Speech Pathology therapists. Joining the Maxim family in 2007, Reflectx is widely recognized because of its trusted brand and excellent reputation for reliable placements. Reflectx is expanding the per diem therapy staffing segment on a local basis in selected markets as well.

**Professional Health Associates, LLC (PHA)** is a family-oriented international recruitment firm that specializes in recruiting talented healthcare professionals from all over the world and placing them in the most prestigious hospitals, nursing homes, and medical facilities across the United States. PHA is committed to providing the most superior service in the industry to both clients and candidates. Established in 1993, PHA has become one of America's leading international staffing companies.

**TimeLine Recruiting®** specializes in retained search for Physicians in all specialties. Known as a pioneer in this niche, TimeLine Recruiting maintains a database of at least 20,000 Physicians and is widely recognized for successfully filling difficult placements with high caliber candidates.

## *Competitive Advantage*

According to the latest projections from the U.S. Bureau of Labor Statistics published in the November 2007 *Monthly Labor Review*, more than one million new and replacement nurses will be needed by 2016. The growing demand nationwide for qualified healthcare professionals continues to strain an already inadequate supply. This shortage is especially critical in the nursing field, where factors, including a declining number of nursing graduates, exacerbate an already challenging situation.

Medical facilities and other environments that require the recruitment of qualified nursing professionals are all competing for candidates that in some cases are very hard to find. Maxim Healthcare Services has spent nearly two decades developing comprehensive recruitment and retention campaigns to attract and retain RNs, LPNs, CNAs, and allied health professionals in nearly every state.

- ▲ Maxim has 20 years of medical staffing and home healthcare experience.
- ▲ Holds accreditation from The Joint Commission with zero deficiencies for more than 100 branches.
- ▲ Maxim has a nationwide network of more than 400 branches covering all 50 states and territories.
- ▲ Clients request staff 24-hours a day, 7 days a week.
- ▲ All supplemental employees undergo thorough pre-employment screening that includes criminal background checks, professional reference checks, competency assessments, and proof of appropriate licensure.
- ▲ Maxim is an industry leader, employing more than 81,000 personnel versus engaging subcontractors.
- ▲ State-of-the-art billing and scheduling applications allow for customized reporting and invoicing options for our clients.
- ▲ Maxim is privately owned, not franchised; has employee stock ownership; and promotes from within. These factors directly correlate to a higher level of customer service, client satisfaction, employee satisfaction, and consistency within our organization.
- ▲ Maxim's ongoing commitment to recruitment and retention ensures availability of staff and dependability of services.

Clients who are in need of supplemental staffing can depend on Maxim to meet their needs, despite the odds. This is a result of our continual recruitment function, competitive wages and benefits, and respectful treatment of our employees. Our proven methods for attracting and retaining quality healthcare professionals are the core of our success.

## *Commitment to Leading and Serving Others*

Honesty and integrity are core values of our organization. Our commitment to these values has helped us earn our reputation within the business communities we serve.

The need to make sound, ethical decisions as we interact with patients, customers, candidates, employees, and other healthcare providers, suppliers, colleagues, and communities has never been greater. It's not only the right thing to do, it's necessary for success now and in the future. Maxim is committed to the highest standards of ethics and integrity.

