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## Header @ 1

 List View

## General Information

Contact

Default Values

Discount

Document Information

Clarification Request

Procurement Folder: 897576

Procurement Type: Central Master Agreement

Vendor ID: VS000004169 

Legal Name: LanceSoft, Inc.

Alias/DBA:

Total Bid: \$13,952,424.48

Response Date: 09/01/2021 

Response Time: 12:27

Responded By User ID: LanceSoft 

First Name: Prashant

Last Name: Arni

Email: Marketing@lancesoft.cor

Phone: 703-674-4500

SO Doc Code: CRFQ

SO Dept: 0613

SO Doc ID: VNF2200000001

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Close Time: 13:30

Status: Closed

Solicitation Description: Direct Care Nursing Staffing Services   


Total of Header Attachments: 1

Total of All Attachments: 1



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

**State of West Virginia  
 Solicitation Response**

**Proc Folder:** 897576  
**Solicitation Description:** Direct Care Nursing Staffing Services  
**Proc Type:** Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2021-09-01 13:30	SR 0613 ESR09012100000001534	1

**VENDOR**  
 VS0000004169  
 LanceSoft, Inc.

**Solicitation Number:** CRFQ 0613 VNF2200000001  
**Total Bid:** 13952424.48000000044703483581 **Response Date:** 2021-09-01 **Response Time:** 12:27:26  
**Comments:**

**FOR INFORMATION CONTACT THE BUYER**

David H Pauline  
 304-558-0067  
 david.h.pauline@wv.gov

**Vendor Signature X** **FEIN#** **DATE**

All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Direct Care Nursing Services				13952424.48

Comm Code	Manufacturer	Specification	Model #
85101601			

**Commodity Line Comments:**

**Extended Description:**

Open-end contract for Direct Care Nursing Services



**LanceSoft Response**

**To**

**State of West Virginia**

**For**

**Direct Care Nursing Staffing Service**

**In Response to CRFQ 0613 VNF2200000001**

**1 September 2021**

**Submitted by:**



LanceSoft, Inc.

13454 Sunrise Valley Drive, Suite 120, Virginia, 20171

Phone: 703-674-4500

Fax: 703-725-9546

Point of Contact: **Prashant Arni**

Phone: 703-674-4565, 703-725-9546

E-mail: [marketing@lancesoft.com](mailto:marketing@lancesoft.com)

www.LanceSoft.com

CAGE Code: 4AUM9

DUNS: 154610971

TIN: 54- 1974095

Business Size: Minority Owned Business Enterprise (MBE)

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## 1. COVER LETTER



13454 Sunrise Valley Drive | Suite 120 | Herndon | VA 20171 | 703-674-4500 Phone | 703-889-6530 Fax

1-Sep-21

**Subject:** Response to CRFQ 0613 VNF2200000001- Direct Care Nursing Staffing Service

Dear David H Paulin,

**LanceSoft Inc. is pleased to submit its proposal through our response to State Of West Virginia solicitation #0613 VNF2200000001- Direct Care Nursing Staffing Service.**

Our offer, in response to the above solicitation, is 100 percent compliant with all requirements and in many cases, we exceed the requirements to provide State of West Virginia a high-value solution to the requirement.

LanceSoft states acceptance of all solicitation terms, conditions, and provisions. This offer shall remain valid for a period of 90 days.

Established in 2000, LanceSoft is a privately-owned S corporation, headquartered at 13454 Sunrise Valley Drive, Suite 120, Herndon, VA and the federal tax identification number is 54- 1974095. LanceSoft has about **21+ years** of experience in providing Nursing recruitment Solutions & IT Services to a diverse base of clients across various domains and geographies.

I, the undersigned, Prashant Arni, Sr. V.P. –Delivery and Operations of LanceSoft. I am authorized to sign the enclosed offer and will be the designated representative for purposes of this RFP and an authorized negotiator for a contract resulting from this offer. You may reach me at 703-674-4565, 703-935-0339 fax, or via e-mail at [marketing@lancesoft.com](mailto:marketing@lancesoft.com)

We now look forward to associate with your department for a long term and mutually beneficial business relation. Should you require any further information, we shall be pleased to provide the same.

Respectfully,

**Prashant Arni,**  
Sr. V.P. - Delivery and Operations  
LanceSoft Inc.

## 2. ADDENDUM ACKNOWLEDGEMENT FORM

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: CRFQ VNF2200000001**

**Instructions:** Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

**Acknowledgment:** I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

**Addendum Numbers Received:**

(Check the box next to each addendum received)

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6  |
| <input checked="" type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7  |
| <input checked="" type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8  |
| <input checked="" type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9  |
| <input checked="" type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

LanceSoft Inc.

\_\_\_\_\_  
Company



\_\_\_\_\_  
Authorized Signature

09/01/2021

\_\_\_\_\_  
Date

**NOTE:** This addendum acknowledgement should be submitted with the bid to expedite document processing.

### 3. ABOUT LANCESOFT

Legal Name of the Company	LanceSoft Inc.
Physical/Mailing Address	13454 Sunrise Valley Drive, Suite 120, Herndon, Virginia 20171
Legal Form	S Corporation
Telephone	703-674-4500
Established	25 <sup>th</sup> February 2000
Email	<a href="mailto:marketing@Lancesoft.com">marketing@Lancesoft.com</a>
Website	<a href="http://www.lancesoft.com">http://www.lancesoft.com</a>

Established in **2000**, LanceSoft is a privately-owned S corporation, headquartered at 13454 Sunrise Valley Drive, Suite 120, Herndon, VA. With more than 25 support offices throughout US, we have developed partnerships with top companies across all industries and deep relationships with Nursing Industry consultants around the globe. LanceSoft has over **21+ years** of experience in providing both temporary & Permanent Nursing Industry Recruitment Solutions to a diverse base of clients across various domains and geographies.

With **3,600+ contractors** across the USA and over **\$200 Million of annual revenue**, LanceSoft offers Nursing USA Contingent workforce services to various clients across diverse industries such as Nursing, Healthcare, Pharma, Administrative, Information Technology, Engineering, Education, Automotive, Utility, Finance, Banking, Life Science, Human Services, Legal, Aerospace, Energy, Oil & Gas, Creative, Cybersecurity, Semi-Conductor, telecom and many more.

**USA FOOTPRINT:** Headquartered in Herndon, VA, we have a network of twenty-five (25) branch offices across the US in Newark (NJ), Charlotte (NC), Kansas City (KS), San Diego (CA), Fremont (CA), Richmond (VA), Atlanta (GA), Chicago (IL), Clarkston (MI), Beaverton (OR), Irving (TX), Salt Lake City (UT), Seattle (WA), Birmingham (AL), Denver (CO), Orlando (FL), Columbia (SC), Cincinnati (OH), Indianapolis (IN), Lexington (KY), Bloomington (MN), New York (NY), Philadelphia (PA), Boston (MA) and Sugar Land (TX). LanceSoft currently services across 50 states of the USA. In addition to this, LanceSoft can also quickly set up an additional office at any preferred location to be able to manage their large volume of requirements for that location.

**GLOBAL FOOTPRINT:** We also have an international footprint with four (4) country offices in Canada, five (6) in India and one each in UK, Mexico, Malaysia, Hongkong, Singapore, UAE, Ireland, Australia, Bangladesh, Philippines, Poland, China, France, and Indonesia.

**OUR COMPANY SIZE:** We have a total recruiting strength of about 550+ recruiters and 3,600+ Contractors across the globe.

**OUR DIVERSITY STATUS:** LanceSoft holds the Minority Business Enterprise (MBE) certification issued by the Commonwealth of Virginia, SWAM (Small, Women-owned, and Minority-owned Business), and the NMSDC (National Minority Supplier Development Council).

#### **AFFILIATIONS AND ACCREDITATIONS:**

- Accredited by Joint Commission on Accreditation of Healthcare Organizations (JCAHO).
- LanceSoft is an ISO 9001:2015 certified company fulfilling the requirements for a quality management system (QMS) and ISO 14001-2015 for Environmental Management System.
- LanceSoft has been certified as MBE by NMSDC.

**BBB ACCREDITATION:** LanceSoft has been accredited by the Better Business Bureau (BBB). BBB accreditation is a renowned certification in the industry, and this will showcase LanceSoft standing behind BBB values as well as our own.



**JOINT COMMISSION CERTIFICATE:** LanceSoft has achieved the Gold Seal of Approval for health care staffing services from The Joint Commission. The prestigious Joint Commission Certification shows our commitment to quality in everything we do. We pride ourselves in our dedication to service, excellence, and compliance. We continuously work towards improving our processes, practices, and tools to better serve our clients and associates.



LanceSoft’s delivery model has evolved over the past couple of decades and remains a living framework on which we apply best practices to better serve our clients and consultants. This proven and repeatable process accomplishes many critical goals.

LanceSoft’s Staff consists of:

- A very experienced management team that is dedicated to embracing changes that technology and management practices have brought to the industry.
- Customer Relationship Managers (CRMs)/ Account Managers with great customer service and communication skills who have previously supported managed service programs.
- Recruiters dedicated only to supporting accounts who have experience recruiting for the types of jobs you need to fill.
- A back-office payroll and receivables team familiar with the time/attendance and invoice reporting to accurately pay our employees and apply for Client payments.
- LanceSoft will assign a dedicated Human Asset management Group (HAMG) executive to every Customer’s Account to communicate with the resources regularly to gather their feedback/issues and ensures their speedy resolution.
- Our On-Boarding team will be responsible for all candidate's onboarding activities and ensure adherence to all STATE OF WEST VIRGINIA SLAs.
- The compliance team will Implement and manage an effective legal compliance program.

LanceSoft's Technologies include:

- A cutting-edge recruiting and applicant tracking system that efficiently interfaces with VMS applications to enable us to respond to orders quickly.
- Payroll and accounting interfaces that deliver accurate payroll and invoice reconciliation.
- 'CPX' provides intuitive filtering and short-listing of suitable candidate profiles and thus provides cost-effective recruitment services to our clients.
- LanceSoft uses Aversafe which is a blockchain-backed credential issuance and verification network which helps us in building trust with job applicants long before the first interview.
- Sense helps us to recruit, retain, and redeploy top talent with robust communication and analytics tools.

LanceSoft's Processes ensure:

- We dedicate a single point of contact Key Personnel to each program for all client orders nationally who understand and adhere to client processes.
- We follow all contractual rules and guidelines including no direct solicitation of job orders.
- We are 100% compliant on all audits.
- We continually improve by being metrics-driven and regularly measuring our performance based on common metrics that you use to review suppliers in the client's scorecard process.

LanceSoft's Resources to:

- Provide employees nationally in all 50 states.
- Meet client insurance requirements.
- Invest in staff and infrastructure required to meet the client evolving business needs.
- Supply employees for almost all job categories and industries.
- Assign staff to service the client's program who have extensive experience so there is no need for the client's team to spend their valuable time training the supplier.

### LANCESOFT'S AWARDS

LanceSoft's extensive Staffing experience and top performance across several contingent workforce programs is a great testament to our credibility. LanceSoft is currently an active "PREFERRED- SUPPLIER" for over 120 mid to large National Contingent Workforce programs across the US. Our list of Awards and Accolades that LanceSoft received recently from our clients include:

- Clearly Rated (Inavero's) Best of Staffing- Client Satisfaction & Talent Satisfaction-2021, 2020, 2019
- Tapfin Supplier Distinction-2020
- Tapfin Diversity Supplier Distinction-2020
- Nclusion Supplier – Guidant Global – 2019, 2020.
- 2020,2019,2018 Workforce Logiq Proven Performer
- 2020,2019,2018,2017 SIA Fastest growing staffing firms
- 2020 SIA Largest Staffing companies
- 2020 Fast 100 Asian American Business Award
- 2018,2017- Premier Partner by Tapfin
- Proven Performer by ZeroChaos -2017
- Supplier Excellence award by Kelly OCG-2017
- "Service Excellence Award" from Johnson & Johnson (J&J).
- Smart CEO award
- Deloitte Fast 50 Finalist

- E&Y Entrepreneur of the Year Finalist
- Featured in Silicon Valley magazine for our talent management solution.
- Delaware Valley Fast 50
- Inc 500 Fastest growing firms
- Smart 100 Award
- MBDA Supplier of the year
- USPAACC Fastest-growing firms
- “Premium Vendor” from Manpower Premier Supplier
- Kelly Supplier Innovation Award –for our state-of-the-art product – CPX that manages end-to-end front, middle and back-office functions and has controls through workflow-based modules.
- Certificate of Recognition for efforts toward Johnson & Johnson’s Healthy Future 2015 Goals by establishing and tracking and disclosing two sustainability goals in the areas of Environmental, social or economic sustainability.
- Bartech rising star.

### 3.1 Covid-19 Experience

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Among the overwhelming, competing challenges and uncharted waters as we continue to navigate the impacts of the COVID-19 pandemic, LanceSoft has been taking “no regret” actions to emerge from the pandemic stronger. We are facing the crisis with a spirit of establishing variable cost structures, working on divergent verticals, and implementing agile operations.

By reason of an anticipated dip in revenue in March, our leaders were able to act quickly to optimize our resilience—rebalancing for risk, while assessing opportunities for growth coming out of the downturn.

The COVID-19 pandemic presents an unprecedented challenge to health care systems and governance. Resource shortages of all types- Equipment, PPEs, Systems, and trained Workforce have overtaken us, and in the days to come they may overwhelm us. Of all the needs trained workforce happens to be the most challenging. LanceSoft recognized it early on and established a dedicated team within the HealthCare Staffing practice to address this COVID-related critical, growing need from State, Local, City, Educational entities, and Federal agencies, to augment their resources to manage this crisis. We are currently staffing Coronavirus-related temporary positions for our customers while helping qualified talent find new temporary work.

By the end of May 2020, with more employees working remotely, the need for Healthcare and Pharma support staff has increased. In one of our partner client’s new lines of business due to COVID, LanceSoft has posted 300 new job positions in one week, specifically due to COVID-19 response. LanceSoft is helping fulfill several requests for related call center support as well. Most of these temporary positions are for emergency desk technicians and program managers.

LanceSoft has worked quickly to add new recruiters to meet these urgent needs as quickly as possible, including expediting our processes where possible. By reaching out to those with prior experience, LanceSoft successfully onboarded new hires. Moreover, reskilling and upskilling have proved to help tackle immediate online and virtual training needs.

### 3.2 LanceSoft’s Preparedness for Covid

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- LanceSoft has assembled a COVID-19 Task Force to coordinate our preparedness regarding COVID-19. LanceSoft’s Task Force is closely monitoring the latest developments regarding COVID-19 to ensure

that we are following all appropriate recommendations from health authorities and proactively implement measures to ensure a safe workplace.

- Prepared LanceSoft’s Nursingteams to update their Emergency Management Plans and implement these plans if their community or state declares the State of Emergency.
- LanceSoft is suspending all non-essential, work-related travel. This protocol will be evaluated and updated as needed. Non-essential, work-related travel includes, for example, visits to local LanceSoft field offices. Essential travel, such as traveling to assignments, should continue.
- Communicated safety expectations to our employees relative to COVID-19 including proper handwashing, avoiding contact with others as much as possible, staying home from work when sick, and following facility protocols and guidelines when applicable.
- Continuously evaluating the risk of COVID-19 exposure at LanceSoft’s offices following OSHA requirements and current CDC recommendations. In the event there is a suspected or confirmed COVID-19 exposure at LanceSoft’s office, LanceSoft will promptly coordinate with appropriate federal, state, or local health officials to determine the appropriate response.

**Positive Candidate:** We require all our corporate employees and temporary workers to inform their manager or LanceSoft representative if they contract coronavirus. We will seek necessary voluntary consent to disclose personal information to our clients in this event.

If consent is withheld, LanceSoft will provide clients with as much information as possible to allow you to take the necessary steps to protect your workforce without violating legal obligations owed to our employees. For example, we will provide information about the date, time, and location of the potential exposure, but we may be unable to disclose an employee’s name.

### 3.3 Sustainable Plan Against Covid

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We have a robust business continuity plan in place, built on three pillars:

**Prevention:** We're monitoring the situation and communicating with federal, state, and local health authorities to ensure our employee safety measures are aligned with recognized best practices and official mandates. Our primary concern is — and will always be — the health and safety of all our employees.

**Preparedness:** We have a designated business continuity planning coordinator to lead contingency planning efforts. Meanwhile, our full-time vendor risk management group is proactively coordinating with critical business partners and service providers to minimize the risk of business disruptions.

**Response:** Our crisis management team and business continuity steering committee are overseeing key decision-making related to the global pandemic. We are also working to assist our customers with their own in-house business continuity planning.

### 3.4 Nursing Staffing Case Study

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To brief you about our latest experience, we are currently staffing over 2000 positions to one of our prestigious clients all over the US for Non-IT/Nursingand this surge is due to Covid-19. we are currently staffing over 2000 positions along with 3 other competitors to one of our prestigious clients.

Our execution plan: All the main players of the delivery and account management team were walked through the challenges. We were looking at over 2000 positions needing to be filled in over 250 locations



spread over 50 states and a couple of US territories. The timelines were aggressive, we had put together a team of 150 recruiters, 4 delivery managers, and 3 account managers and divided their efforts by geography. we have also been working in shifts for the last few weeks including weekends with no downtime. So far, we have processed and submitted over 1400 candidates and have over 1000 offers. About 700 candidates were already onboarded and started with the client. Every Wednesday, a fresh batch starts, and we are hoping to onboard 75+ candidates coming in the next Wednesday.

Our extensive database of 15 million qualified profiles helped us to find the candidates easily. These were to be supported by a support staff of 15 projects (onsite) managers, 15 SME trainers, 7 HR administrators, 5 timesheet coordinators, 10 onboarding specialists, and another 15 on-call and on standby to fill in wherever they were required. Through this execution, now LanceSoft is recorded as the #1 supplier of our client because of LanceSoft's number of workers deployed among all the available suppliers.

LanceSoft has a team of over 650 recruiters currently working on various staff augmentation programs. We can scale up / down effortlessly based on our client's seasonal and cyclical business demands.

#### **4. OUR EXPERIENCE**

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Our strong industry experience and attributing a major share of staffing revenue to the Nursing industry makes LanceSoft fully equipped to State of West Virginia's Requirements. We have Specialized Recruiting Teams for Our Clients with Nursing requirements that have the combined creative, technical, business and domain experience in the domain and hence are highly capable of screening the best-fit candidates for any Generic/Hard to Find Skillset-Specific positions. LanceSoft has a dedicated proactive recruiting team that maintains our ever-growing contractor network of qualified, highly skilled profiles with specific domain knowledge and at the same time being in line with the current market trend. Our significant staffing methodology, sourcing strategies, and past performance in providing Nursing staffing services demonstrate our strong experience that can be tailored to meet State of West Virginia's requirements.

LanceSoft has a proven strategy in place to solve the issues. Our recruitment process model stretches its bandwidth by exploring more ways to fill in the desired positions within a span of 48 hours to 72 hours to your satisfaction as-needed, on-call, interim, and on occasion on-going basis.

LanceSoft has a dedicated Strategic and Tactical Planning team that helps us on all new client initiatives, including service delivery after the start of the contract. One of their core functions is to map the State of West Virginia's requirements by geography, labor category, skill level culture and business fits. This team helps the recruiting and sourcing teams with pipelining the right candidates.

Our home-grown product CPX helps in maintaining a huge database of prequalified candidates and pipelining 20-30 candidates daily. This process accentuates our performance and helps in a quick turnaround time. The database has over 15million profiles segregated as per the location, skill set, domain, and experience level.

With a high client retention rate, we create lasting relationships with our clients by providing quality services and consistently delivering value by using a multi-faceted approach based on a Global delivery capability, deep domain expertise allied to a vast technology base, all harnessed by our adaptive quality processes and strong methodologies.

Having profound experience in servicing clients with Nursing Staffing needs that are highly comparable to the size and scope of State Of West Virginia's Staffing program, LanceSoft clearly understands the dynamics



of account, its environment, and any associated potential issues and risks. This makes us fully equipped to handle any kind of operational needs in the most efficient manner ensuring a long-standing relationship.

With the in-depth domain knowledge, expertise, and mature processes we possess, LanceSoft is fully equipped to understand its client needs and makes a constant effort at providing innovative and cost-effective solutions to its clients.

Having a well-crafted recruitment process built on years of profound global recruitment experience gives LanceSoft the competitive edge in providing top-class resources to its clients in the shortest possible turn-around times. A perfect blend of unique recruiting methods and technologies, coupled with advanced recruitment techniques, has enabled LanceSoft to grow as one of the most sophisticated Contingent Workforce (CW) Providers.

Our staffing methodology, sourcing strategies, and performance in as recent past in providing Nursing staffing services demonstrate our strong experience that can be tailored to meet State Of West Virginia's requirements.

LanceSoft provides exceptional permanent and temporary talent experience in the Nursing industry. We have more than 20+ active Nursing accounts and continuously providing the best services. We strive to provide our Nursing clients with the ultimate integrity and demonstrated commitment to reliability in the Nursing industry. LanceSoft has built good relationships with many of the nation's top hospitals and Nursing facilities and places highly qualified staff in both temporary and permanent contracts. Our services to Nursing have been very decently increasing and providing a notable share of the overall revenue of LanceSoft.

LanceSoft is a nationwide permanent and temporary staffing agency providing expert employment solutions to businesses and will provide all the resources mentioned in the RFI document.

Our Core Competencies include:

- Permanent-Direct Hire placements.
- Travel nursing services, and not per diem,
- Short to long-term temporary candidates.
- Background checks, employment & educational verification, and specialized testing.
- Last-minute candidates for temporary positions and direct hire interviews.
- Contract employees and pay rolled employees.

### **RECURRING REQUIREMENTS**

Through our qualitative approach, LanceSoft has established itself as a pioneer in providing premium professionals and filled various types of positions including both Temps, Permanent to Freelancers in various companies globally.

LanceSoft has provided a wide array of professionals who are involved in the Nursing Industry. With the extensive expertise we possess and the experience we have attained over the years, we fill all the positions on job groups mentioned by clients contributing to client's increased productivity and competitiveness with excellent results.

LanceSoft's success rate is 98% for filling similar orders with less than 2% of obstacles being faced in shortlisting quality professionals to fulfill client's stringent requirements for Freelancers work from home professionals. To overcome this, we tend to use our domain-specific recruiting team based out at our



different local branch offices in all the states that helps in conducting in-person interviews which helps us pick the best fit for the client.

Below is a list of our recurring requirements from the Nursing industry: -

Advanced Clinician Nurse	BSN Nurse	Burn Unit RN
Cardiovascular Nurse	Certified Nurse Anesthetist	Caregiver
Chief Nursing Officer	Charge Nurse	Clinical Research Nurse
ER Nurse	Family Nurse Practitioner	General Nurse
Home Care Nurse	Lead Charge Nurse	LPN Charge Nurse
LPN Long Term Care	Mental Health Clinician	Dermatology Nurse Practitioner
Nurse Assistant	Nurse Unit Manager	Nursing Supervisor
Health Assistant	Occupational Nurse Practitioner	Pediatric Nurse
Practical Nurse	RN Specialist	Travel Nurse
Wellness Nurse	Progressive Care Nurse	Public Health Nurse

**EXTENSIVE CONTRACTOR NETWORK**

Over the years, through our proactive recruitment initiative and working on several Nursing requirements, LanceSoft has been able to intelligently build an extensive database of 15 million QUALIFIED PROFILES OF CANDIDATES profiles. This pool consists of a comprehensive list PRE- CLEARED CANDIDATES IN SEVERAL CATEGORIES BUT NOT JUST LIMITED TO NURSING, HEALTHCARE, PHARMA, etc. that have demonstrated working experience in diverse project environments and are highly qualified to best suit your requirements. This database further prepares us to provide prequalified candidates who are ready, willing, and lawfully able to perform the services in the shortest possible timeframe.

LanceSoft’s business strategy has been to work closely with our clients and become a cost-effective and one of the top-performing vendors. We have consistently met this goal with all our major clients and are positive that we have submitted a compelling proposal and will be allowed to emulate this success with State Of West Virginia.

Hence, we would like to confirm that we are 100% capable of providing all the primary Specifications mentioned in the RFP.

**OUR ABILITY AND SUCCESS RATE**

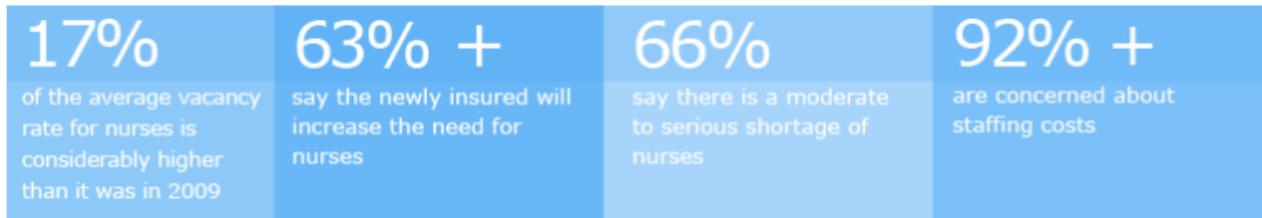
Success at LanceSoft is a very well-articulated and metric-based function. We monitor various quality metrics continually that includes requirement coverage ratio, shortlist ratio, Interview ratio, Shortlist ratio, Interview ratio, Start ratio, No-starts/dropouts/back-outs ratio, Tenure completion ratio, Attrition ratio, Customer satisfaction as well as Onboarding/Off- boarding compliance issues and contractor’s issue resolution metrics. Below is our typical SLA’s that we maintain in our program-

- Submission rate: 98.5% Avg.
- Shortlist ratio: 80% Avg.
- Interviews: 40% Avg.
- Conversion of interviews to hires: 45% Avg.
- Non-Delivery: 0.5 Avg.
- Attrition (before the assignment end date): below 2%
- The average tenure in position: 12 months
- Measures of customer satisfaction: Internal SLAs and Performance Metrics

LanceSoft follows a best-in-class recruiting process that adds value to the client program, thereby setting a benchmark for all other organizations. To accentuate our services and to keep a track of a good job done; LanceSoft gets its performance evaluated on a monthly/Quarterly basis.

#### 4.1 LanceSoft’s Nursing Experience

LanceSoft has established itself as one of the most sophisticated firms in the Nursing Staffing Industry. As a 'Vendor of Choice' for several Fortune 500 clients, LanceSoft has profound experience in providing premier consultants with expertise in Nursing and Quality Control even when the client needs to fill high-need and hard-to-fill positions, to quickly and effectively fill your 4, 13, or even 26-week healthcare staffing gaps.



Having a well-crafted recruitment process built on **21+ years** of profound global recruitment experience gives LanceSoft the competitive edge in providing top-class resources to its clients in the shortest possible turn-around times. A perfect blend of unique recruiting methods and technologies, coupled with advanced recruitment techniques, has enabled LanceSoft to grow as one of the most sophisticated contingent Workforce (CW) Providers. Below are some of LanceSoft’s unique approach & capabilities that will be valuable to our clients and distinguishes us from our competitors:

**PRE-SCREENED NURSE:** We recruit and place only the most qualified nurses. It saves our clients the time and money associated with recruitment, interviewing, reference checks, training, and hiring.

LanceSoft performs background verification on the qualifications and licenses that candidates possess before his/her resume are submitted to the client for selection. LanceSoft is dedicated to providing quality temporary/permanent employees/candidates to its clients in line with their requirements.

LanceSoft has developed a standard verification process that is followed for all its clients. However, if required, LanceSoft in the past has customized its verification process depending upon the specific requirements of the client. LanceSoft provides a customized verification process including a two-level process (Two-step credential verification) for all shortlisted candidates at both Lead Recruiter and National Account Manager-level to provide the best-fit candidates to our clients.

We follow a well-structured process as per Industry Best Practices, where the short-listed candidate's licenses are verified at an initial level followed by a detailed assessment by our technical team. After clearing these two levels, a final selection round is arranged between the candidate and the National Account Manager.

LanceSoft always looks up, verifies, and monitors the Nursing license with the help of Nurses and other credential verification agencies.

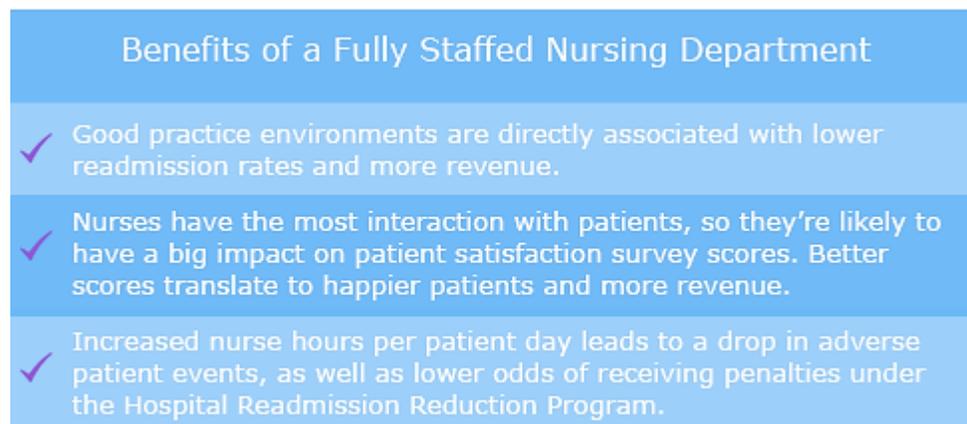
We pay close attention to the quality of candidates we select to meet the high standards we set for our clients. LanceSoft is known for its robust recruitment process that attracts the very best talent.

**HIGHLY TRAINED AND QUALIFIED NURSE:** Our nursing staff is among the brightest in the industry. When clients partner with us, they are sure that the nurses we place into their facility have the training and qualifications to seamlessly integrate with their needs and provide the level of care your team expects.



**EXPERIENCED NURSES:** There's no substitute for experience. Over 50% of our nurses have a minimum of 6 years of nursing experience. They have seen almost everything, and our clients benefit from their practical experience.

**COST-EFFECTIVE SOLUTION:** Cost containment is a huge issue when considering nurse staffing. Even though our all-inclusive hourly rates are highly competitive when compared to the national average nursing staff, the benefits of our staffing services do not end there.





**Specialized Domain-Specific Recruiting:** LanceSoft employs specialized recruiting teams that have extensive recruiting experience in specific domains/industries. Specific to Nursing, LanceSoft has approx. 140+ recruiters that are dedicated within this industry segment, supporting clients like Johnson & Johnson, Pfizer, Aetna, Ameri Health, and others. Our recruiters are seasoned with domain experience having either come from the client ecosystem and/ or partner/ supplier ecosystem. Over 80% of the 140 or so dedicated recruiters within this industry segment are seasoned and experienced, coupled with the fact that they also bring an ecosystem of known candidates they have successfully worked with from the industry, which is an added benefit for our clients.

**Pro-Active Recruiting:** To stay ahead of the competition in our recruiting, we have moved to a pro-active recruiting model. LanceSoft has an internally developed intelligent database of consultants with over 15 million profiles, of which over 1 MM candidate profiles would meet STATE OF WEST VIRGINIA's requirements. These candidates are part of our dynamic database ecosystem and have already been pre-vetted, pre-qualified and through the use of AI/ ML techniques, allows us to source and submit qualified, experienced candidates very quickly.

**Quality of Service:** Our internally developed technology platform, CPX, can backward integrate into our clients' VMS systems, e.g., SAP Fieldglass, Beeline, Coupa, etc. This integration allows our Quality and Delivery teams to proactively monitor and track the Scorecard metrics assigned by our clients daily, to ensure that our client's KPIs and metrics are adhered to, so there are no "surprises" during scorecard reviews. We monitor and track a comprehensive set of metrics that are set by our clients, including Response Rate, # of Interviews, Submission to Hire ratio, # of rejects, quality of candidates submitted, Rate adherence, etc.

**Client Delivery Process Framework:** At the beginning of a new client relationship, LanceSoft's Account Management Team (AMT) spends considerable time with the Client Management team to map and understand the account. Based on the initial discussions, a "CLIENT DELIVERY PROCESS FRAMEWORK" document is prepared, which captures all the details about the client. Additional information relevant to each region is also added to this document and it is circulated to all LanceSoft-Client team members at all local locations servicing the client with all the special notes, structures, and policies defined in this document. This ensures that all locations servicing the client adhere to all contractual obligations and business rules about each country we support of the client program.

**Dedicated Mailbox:** Further, to ensure effective client communication, LanceSoft creates a dedicated mailbox for all its clients, which is monitored daily at a minimum of 18 hours a day to ensure immediate response and feedback. An internal SLA is also implemented to respond to all mails within 30 minutes of receipt from the client. This further ensures that any client-related information is communicated effectively at all locations servicing the client.

**Dedicated Account Management Team:** LanceSoft will assign a dedicated Account Management Team headed by a Global Key Account Manager and local country account managers if required. The Account Managers we position, generally come from a strong delivery background specific to the industry segment we are serving, they will be the escalation point of contact for any issues raised by the Contingent Worker Program Office (CWPO). The Account Manager will ensure to solve any issues raised by the client in the shortest possible time frame.

**24/7 Support:** LanceSoft has an extensive network of delivery centers that span across the United States and Globally. Additionally, we also have our offshore/nearshore sourcing facilities in India that can be

utilized to accommodate any temporary assignment requests from our clients after standard work hours, thus proving 24/7 support to our clients.

**Talent Community Builder:** The Talent Community Solution reaches into various social networks and identifies potential candidates to become part of our community. We have dedicated specialists that build/maintain and manage each community. LanceSoft has a dedicated team of Talent Intelligence Specialists who focus on expanding the pool of professionals and categorize them based on Job Categories, Skillsets, and Geographic locations. The talent intelligence specialists manage the community activities like sending Job orders, managing forums, industry updates, and candidate enrollment, keeping the community engaged always. They also screen, vet, and keep up to date the available talent pool along with their most up-to-date skills.

**Crowd Sourcing:** LanceSoft has been working on a proprietary networking initiative, working on harnessing the power of the Crowd to source candidates. Currently, LanceSoft's Crowd consists of over 2,200 professionals including freelance recruiters, skill-specific, domain-specific industry SME's who are carefully curated and engaged to ensure we have access to passive and hidden talent that can be delivered in the shortest amount of time with high success of deliverability. Our Crowd RPO / Talent community/referrals are one of the topmost sources of candidate employment followed by our exhaustive internal database where profiles have been harvested for about 20 years, networking events, and then job boards such as LinkedIn, Dice, CB, indeed, and Monster. Referral hiring through the power of Crowd Sourcing promotes a high degree of candidate loyalty and retention as a result.

**Community Discussions:** LanceSoft believes that one of the best ways to find untapped talent is to delve into open-source code repositories. These sites host community discussions between programmers from all over the world, including both professionals and self-taught enthusiasts. Our recruiters will engage with top talent on these sites to tap candidates. This creates a more authentic interaction and helps in finding the right candidate based on our client's requirements.

**Community Curators:** The CPX solution can build domain-specific talent/skill/technology communities. This technology comprehensively sifts through the entire virtual database of working professionals globally; using strategic client-specific job market requirements/projections as data points through predictive algorithms to map trends, jobs, locations, career objectives, preferences, to the right cluster of resumes/candidates. The CPX solution allows candidates to engage with these communities through our exclusive group of Community Curators to engage the job market for market intelligence, stay on top of trends, and harness the precise resources/skills required - all of this without going onto a single job board.

#### TOOLS & TECHNOLOGIES:

**LanceSoft's Home-Grown Automated System (CPX):** We have developed a proven, state-of-the-art Cloud-enabled workflow automation system that runs on a Microsoft .Net platform, which completes the entire lifecycle of staffing on the web including Requisition Management, Applicant Management, On-boarding, Off-boarding, drug and background checks, timesheet management, payroll, billing, Employee Engagement, etc. The objective of building this system is to increase internal efficiencies, control costs, and provide cost-effective speed to market staffing services for our clientele. CPX is a proven platform, in existence for close to 21+ years, and can backward integrate with any of our client VMS systems like SAP Fieldglass, Beeline, Coupa, etc.

CPX is designed at its core to eliminate the need for organizations to have multiple external systems. State Of West Virginia can track activities of their day-to-day operations through one, comprehensive



application. This software is also user-customizable and has various built-in workflows to enable the right controls in the right place.

**Prophecy:** LanceSoft is using Prophecy, a skill Assess platform designed to find the best Nursingqualified candidates using skills-based screening and interviewing tools. With over 200 assessments, Prophecy offers validated, compliant testing that covers a comprehensive span of Nursingsubject areas. These assessment solutions improve selection and development at all levels, including Nurses, Physicians, Allied Health, Front Line Staff, Managers, and Supervisors. It also provides a view into candidate’s Nursingknowledge, personality attributes, behavioral traits, and clinician scorecards which are used to identify top-performing applicants and probe deeper into personalized results.

Our recruiters are trained not only to look at a candidate’s technical ability, however, we also conduct behavioral and situational-based interviews as well, to evaluate candidates on their past behavior and experience and the candidate’s judgment ability and knowledge that may be required for the job. LanceSoft’s screening techniques emphasize scoring candidates on aptitude and soft skill areas, as defined in the KORU7 process such as their grit, ownership abilities, curiosity, polish, teamwork, rigor, and impact.

Below are some of our experiences in healthcare with various temporary and permanent staffing services provided/ being provided by LanceSoft including but not limited to the following:

Client/Company	Aetna
Year of Service provided	Jan-2017
Client/Company	AmeriHealth
Year of Service provided	Aug-2017
Client/Company	B. Braun Medical Inc
Year of Service provided	Sep-2017
Client/Company	Baptist Memorial HealthCare
Year of Service provided	Jan-2018
Client/Company	Albert Einstein Healthcare Network
Year of Service provided	May-2018
Client/Company	Mercy Health
Year of Service provided	July-2018
Client/Company	Rady Children’s Hospital
Year of Service provided	July-2018

**CLIENTS**

We currently service several large Fortune 500 clients like UTC, ACS/Xerox, Sprint, UPS, T-Mobile, AMDOCS, Caesars, GSK, Expedia, Ericsson, BMW, Morgan Stanley, MUFG Union Bank, Ally Financial, All state Insurance, Fifth Third Bank, Liberty Mutual Insurance Group, John Deere, Cognizant Technology Solutions,



Best Buy, Pfizer, 3M, Exelon, Target, UPS, CVS Health, Honeywell, Coca-Cola, Qualcomm, Thermo Fisher, Zillow, Verifone, Otis, McGraw Hill, Humana, Unisys, AT&T, Grant Thornton, Frontier Communications, Johnson & Johnson, Becton & Dickinson, Kimberly Clark, GE Healthcare USA and many more.

Our Healthcare Clients include AmeriHealth Caritas, Aetna, Actavis, Johnson & Johnson, Medtronic, Humana, Froedtert, Children’s Hospital of Philadelphia, VHS/UHS, Pfizer, California Department of Public Health, CVS Health, Waukesha Memorial Hospital, Mercy Health Care, Albert Einstein Healthcare Network, Braun Medical Inc, Baptist Memorial Healthcare, BJC Healthcare, Grady Health System, Premier Healthcare, Valley Health System, GE Health Care, Halyard Health, Magellan Health Inc, University of Washington Medical Center, Anne & Robert H. Lurie Children’s Hospital, Arkansas Children’s Hospital, CHOP - Children Hospital of Philly, Froedtert Hospital, Lancaster General Hospital, LRG Healthcare (Lake Regional General Hospital), Presbyterian Intercommunity Hospital, Inc., Providence Hood River Memorial Hospital, Rady Children’s Hospital, Shand’s Teaching Hospital and Clinics, Inc., South Florida Baptist Hospital, Texas Children's Hospital (TCH), and many more.

Our state clients include: Hourly Based IT Services-New York, State of Arkansas, State of Arizona, State of Colorado, State of Connecticut, State of Florida, State of Georgia, State of Iowa, State of Massachusetts, State of Maine, State of Michigan, State of Minnesota, State of New Jersey, State of New York, State of Ohio, State of Oregon, State of Pennsylvania, State of South Carolina, State of Utah, State of Virginia, State of Washington, State of Delaware, State of Maryland, State of New Jersey, County of El Paso, etc.of Delaware, State of Maryland, State of New Jersey, Gwinnett County, County of El Paso, etc.

## 4.2 LanceSoft’s Experience in Supporting Similar Job Titles

LanceSoft has established itself as one of the most sophisticated firms in the Nursing Staffing Industry. As a 'Vendor of Choice' for several Fortune 500 clients, LanceSoft has profound experience in providing premier consultants with expertise in Nursing and Quality Control.

Below are some of our experiences in the Nursing industry for the past three years with various temporary and permanent staffing services provided/being provided by LanceSoft including but not limited to the following:

<u>Name of the Client</u>	<u>Period of Performing the Services</u>	<u>Services Rendered</u>	<u>Detailed Description of the Work Performed</u>
Arkansas Children’s Hospital	7+ years	Nursing Staffing Services	We have provided the candidates to Arkansas Children’s Hospital for the positions including, but not limited to Nurse Practitioner, Clinical Nurse Specialist, Nurse Midwife, Nurse Anesthetist, Health Facilities Surveyor, Health Services Manager, Bariatric Registered Nurse, Burn Registered Nurse, Camp Registered Nurse, Cardiac Care Registered Nurse, Diabetes Registered Nurse, Dialysis Registered Nurse, Domestic Violence Registered Nurse, Emergency Room Registered Nurse,

			Endocrine Registered Nurse, Enterostomy Registered Nurse, Fertility Registered Nurse, etc.
South Florida Baptist Hospital	4+ years	Non-IT Staffing Support Services	We have provided the candidates to South Florida Baptist Hospital for the positions including, but not limited to Genetics Registered Nurse, Geriatric Registered Nurse, Gynecology Registered Nurse, Health Policy Registered Nurse, Hematology Registered Nurse Medical Manager, Medical Office Assistant, Medical Office Manager, Medical Office Specialist, Infusion Therapy Registered Nurse, Intensive Care Unit (ICU) Registered Nurse, International Medicine Registered Nurse, Lactation Consultant Registered Nurse, etc.
University of Washington School of Medicine	3+ Years	Non- IT Staffing Services	We have provided the candidates to the University of Washington School of Medicine for the positions including, but not limited to Neuroscience Nurse, NICU Nurse, Nurse Administrator, Nurse Advocate, Nurse Attorney, Nurse Care Coordinator, Nurse Entrepreneur, Nurse Executive, Nurse Health Coach, Nurse Manager, Nurse Health Coach, Registered Nurse, Obstetrics Registered Nurse, Occupational Health Registered Nurse, Oncology Registered Nurse, Operating Room Registered Nurse, Ophthalmic Registered Nurse and many more.
Rady Children’s Hospital	2+ Years	Non-IT Temporary Staffing Services	We have provided the candidates to Rady Children’s Hospital for the positions including, but not limited to Cardiovascular Nursing, Community Health Nursing, Critical Care Nursing, Critical Care Pediatric Nursing, Emergency Nursing, Intrastromal Therapy Nursing, Gastroenterology Nursing, Gerontological Nursing, Hospice Palliative Care Nursing, Medical-

			Surgical Nursing, Nephrology Nursing, Neuroscience Nursing, Occupational Health Nursing, and many more.
Shand's Teaching Hospital and Clinics	10+ Years	Non-IT Contingent Workforce Services	We have provided the candidates to Shand's Teaching Hospital and Clinics for the positions including, but not limited to Oncology Nursing, Orthopedic Nursing, Peri Anesthesia Nursing, Perinatal Nursing, Perioperative Nursing, Psychiatric and Mental Health Nursing, Rehabilitation Nursing Charge Nurse, Chiropractor, Counselor, Dentist, Dermatology Nurse, Dialysis Nurse, etc.
California Department of Public Health	5+ Years	Statewide Non-IT Staffing Services	We have provided the candidates to the California Department of Public Health for the positions including, but not limited to Accounts Payable/Receivable Coordinator, Auditing Manager, Auditor, Neonatal Intensive Care Nurse, Nurse, Nurse Anesthetist, Nurse Practitioner, Occupational Health Nurse, Occupational Health and Safety Specialist, Occupational Therapist, Office Nurse, etc.

## 5. OUR APPROACH

Making the match is what we do and LanceSoft aims for a superior match each time we place technology talent on assignment. We will work closely with State Of West Virginia to gain an in-depth understanding of your staffing and partnership requirements. Rather than simply collect a "laundry list" of requirements and skills, LanceSoft asks questions that allow us to build a functional job profile, including key success milestones and attributes that allow us to match not only skills and experience but also subtle elements such as fit with managerial style, corporate culture, etc. With this knowledge, we develop a thorough candidate profile that forms the basis of our recruitment strategy.

Our engagement process is focused on our clients and their business needs. This consultative approach, known as our Match Fit Program, details from start to finish how our staffing firm selects the perfect candidate for the client's organization. The Match Fit Program includes five phases, which are customized to service your account most effectively.

- Customer Analysis - We document & understand our client's business needs and determine the services that will make the staffing process more efficient and effective.

- Sourcing - Our professional recruiters quickly identify the most qualified candidates using their industry knowledge and the extensive networks of our staffing firm.
- Screening - At LanceSoft, we get to know each candidate beyond just their resume. We find out the skills and qualities that will achieve the perfect fit for your position.
- Selection - To complete the hiring process, we ensure all forms, screening, and certifications are verified before the employee starts.
- Performance Monitoring - We continually monitor our performance and the performance of our employees to make sure you are continually satisfied with our service.

## RECRUITING MEDIUMS

Our recruiting methods fall into several categories, as outlined in the following:

**CAREERS WEBSITE:** LanceSoft careers website is a central aspect of managing the recruiting processes. Our goal is to attract potential candidates to our company, build long-term relationships, assess candidate fit for nursing jobs, and finally capture and process candidate information in a structured way.

With careers Website best practices in place, we achieve a competitive edge in recruiting the most qualified nursing candidates quickly and gain financial benefits from direct and opportunity cost reductions. These practices automate recruiting activities that have a direct impact on the cost, reach, and breadth of candidate sourcing and processing. High quality and fit of hires translate into higher productivity and better work satisfaction, consequently producing higher retention rates.

The following are the best practices for careers websites that increase our odds of recruiting the most qualified candidates and reduces direct as well as opportunity costs.

- **Applicants' anonymity.** Because many potential nursing candidates will be employed while they search our career website for openings, privacy and confidentiality are important. We ensure that the database management, workflow rules, and recruiting processes are aligned to protect the candidates' anonymity.
- **Tailor online applications.** We are using pre-screening tools which will quickly separate qualified from unqualified nursing candidates based on answers to questionnaires.
- **Keep track of candidate information.** The candidates will create and maintain a personal profile on our careers website and attach nursing job positions to their profile. The profile is then saved in our company's candidate database and accessed through an appropriate password. Our recruiters will view structured data about a candidate, including access to job-specific screening questions to easily assess fit. By tracking candidate information by job, we gather the necessary data for compliance reporting as well.
- **Job seekers and employees post our open positions on Facebook.** We allow our job seekers to post nursing jobs on their Facebook page, we can increase the exposure of our open nursing positions—and reach a larger pool of nursing candidates at lower sourcing costs. In addition, we believe that the employees are one of our best sources for referrals. We encourage them to post open nursing positions on their Facebook page and refer their friends.
- **Enable job searches.** A job search engine is a core component of our career's website. It helps job seekers find nursing job openings that meet their requirements quickly and efficiently. We make sure that current Nursing job openings are in the searchable database also reduces the accounting burden

of maintaining a manual list. The three best search criteria are Job Search by Job Category, Job Search by Location, and Job Search by Keyword.

### **SMART SOURCING**

The following best practices for smart sourcing help us to find the best talent for the job while decreasing the sourcing costs and time to hire.

**JOB BOARD PROCESSES:** Our Recruiters have access to numerous external, national, and vertical job boards and use them only to supplement our customized recruitment mediums. This is unlike other firms that generally rely on subscription databases. A sampling of websites that we utilize regularly includes:

- Dice
- Monster
- CareerBuilder
- Twitter
- LinkedIn Enterprise
- Stack Overflow

**TALENT POOL:** To stay ahead of the competition in our recruiting, we have moved to a pro-active recruiting model instead of a reactive one (job boards-based recruiting). LanceSoft has been able to intelligently build an extensive database of over 15 million qualified profiles of candidates out of which 1MM candidate profiles that are relevant to State Of West Virginia's requirements are authorized to work in the USA. This vast database has individuals who have worked with us or have been qualified by us in the past. This pool also comprises a large base of precleared candidates that have demonstrated working experience in a diverse project environment and are highly qualified to best suit the requirements of STATE OF WEST VIRGINIA. We have **SPECIALIZED RECRUITING TEAMS FOR OUR CLIENTS** that have the combined creative, technical, business and domain experience in the domain and hence are highly capable of screening the best-fit candidates for any **GENERIC/HARD TO FIND SKILLSET-SPECIFIC** positions.

**SOCIAL NETWORKS:** According to CareerBuilder, 54% of Nursing candidates are using social media to apply and to research a company's brand, culture, and reputation. Accordingly, LanceSoft continues to develop innovative social media strategies to stay aligned with the ever-changing marketplace. New tools, services, and applications are revolutionizing the way we can market our jobs. Our inbound marketing strategy leverages our social media, search engine optimization, content marketing, and social listening efforts in a unified approach, increasing the effectiveness of each.

For example, our new Facebook job search application allows candidates to search our Nursing openings directly through Facebook on any device, receive job alerts, and share details across any of their social networks. We have Twitter and Google+ feeds to send optimized job opening details targeting job-search-oriented queries and new Twitter initiatives allowing us to target follow users openly inquiring about specific position types or availabilities. To complement this strategy, we are improving the search visibility of our local offices through optimized Google Local pages.

Further, as part of our agreement with CareerBuilder, we have access to their mobile-friendly product called Talent Network. This is a LanceSoft branded microsite that is built to house all our jobs. It allows for search engine optimization and is a great tool to allow us to network with passive candidates. Once passive candidates join our Nursing Talent Network they are continually notified when one of our Nursing postings matches their profile. This has been very beneficial in keeping us in contact with high-performing talent that is not active on the market.



**LOCAL RECRUITING MEDIUMS:** As a highly visible local employer we can significantly augment our recruitment efforts through partnerships with the following local organizations:

- Colleges, universities, and technical schools
- Community and networking events
- Job fairs and trade shows
- Community and professional organizations
- Volunteer organizations (e.g., Year Up)

We pride ourselves on providing disabled veteran-owned business enterprises the LanceSoft possible opportunity to work with us as suppliers and business partners. Our Premier Partnering program, led by our Executive Vice President of Diversity and Inclusion, utilizes subcontracting relationships to provide support to our client engagements in the fulfillment of their diversity requirements, to supplement our services and/or supporting niche skill sets, and for locating resources for our clients that reside in remote locations. As such, we identify qualified Veteran's suppliers that can be utilized before the onset of an engagement. These relationships allow LanceSoft to serve as a strategic partner that can unite clients looking to do business with certified Veterans staffing suppliers while providing the support of a global, reputable staffing company.

**PATENT RECRUITMENT TECHNOLOGY - TALENT COMMUNITY BUILDING (CPX):** LanceSoft constantly strives and invests in improving to be the best and stay ahead in this highly competitive process of talent identification and talent acquisition. We pride ourselves on our approach such as proactive pipelining, 24/7 sourcing, and recruiting; one of our key differentiators is our in-house patented CPX technology. CPX empowers our Delivery/Recruitment team to identify passive candidates and build talent communities around them.

We have dedicated specialists that manage each community and build, manage, and maintain these communities. The Innovation Initiative's objective is to keep up with Disruptive Innovations in the recruiting landscape and stay ahead of all our competitors. The Talent Community Solution reaches into various social networks and identifies potential candidates to become part of our community.

**CROWD SOURING:** LanceSoft has been working on a proprietary networking initiative, working on harnessing the power of the Crowd to source candidates. Currently, LanceSoft's Crowd consists of over 2200 professionals including free-lance recruiters, skill-specific, domain-specific industry SME's who are carefully curated and engaged to ensure we have access to passive and hidden talent that can be delivered in the shortest amount of time with high success of deliverability. Our Crowd RPO / Talent community/referrals are one of the topmost sources of candidate employment followed by our exhaustive internal database where profiles have been harvested for about 21+ years, networking events, and then job boards such as LinkedIn, Dice, CB, indeed, and Monster.

LanceSoft follows best-in-class business processes that add value to the client program, thereby setting a benchmark for all other organizations. By implementing these unique approaches in delivering our staffing solutions to our clients, LanceSoft is being recognized consistently as a top performer across several client CW programs.

## RECRUITING STRATEGY

We will employ a comprehensive, State Of West Virginia- specific recruitment strategy that examines the state of the local market(s), allowing us to understand its dynamics, including demographics, labor conditions, unemployment rate, and statistical workforce projections.

Based upon labor market conditions and the types of skills the State Of West Virginia requires, we identify the highest-yield target groups from which to recruit and determine an appropriate strategy to attract talent from those areas. This includes selecting appropriate sources for talent, isolating the most effective tactics to penetrate these sources, and creating an overall market approach.

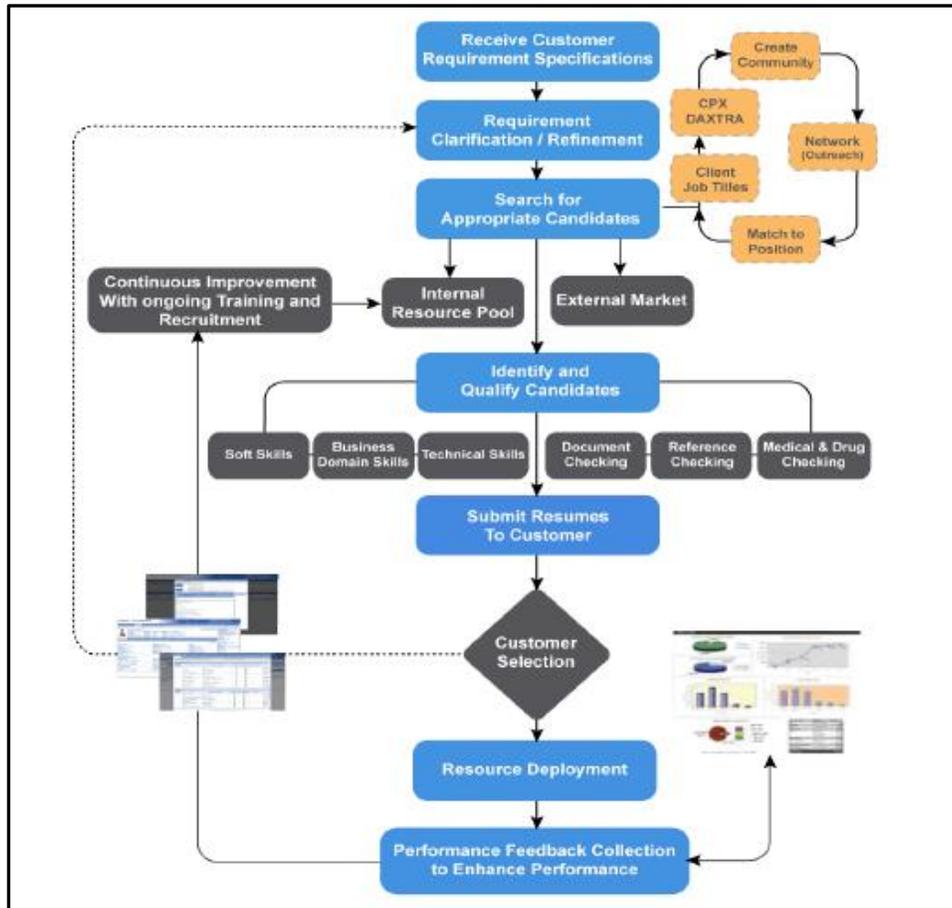
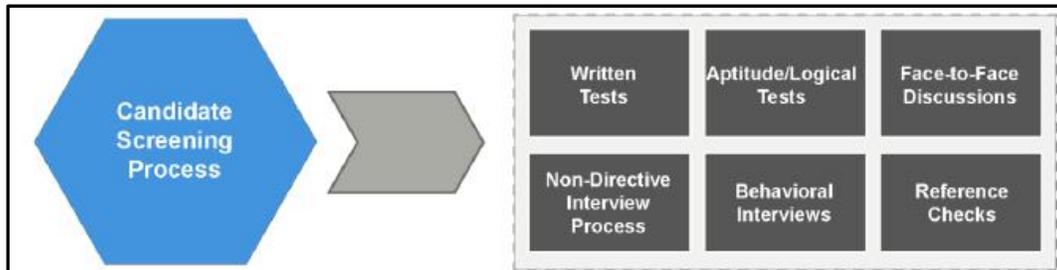


Figure 1 - LanceSoft's Recruiting Strategy

### 5.1 Methods to Place and Manage Consultants

LanceSoft is dedicated to providing quality candidates to its clients in line with their requirements. We pay close attention to the quality of candidates we select to meet the high standards we set for our customers. LanceSoft is known for its robust recruitment process that attracts the very best talent and offers an unconditional guarantee of all the work they provide to our customers. The below figure demonstrates our Screening Process.



**Figure 2 - LanceSoft's Work Approach**

**OUR CANDIDATE SCREENING ABILITY**

LanceSoft has developed a standard screening process that is followed for all its clients. However, if required, LanceSoft in the past has customized its screening process depending upon the specific requirements of the client. LanceSoft provides a customized screening process including a two-level quality review process (**Two-step resume qualification**) for all shortlisted candidates at both Lead Recruiter and National Account Manager-level to provide the best-fit candidates to our clients.

We follow a well-structured interview process as per Industry Best Practices, where the short-listed candidates are screened at an initial level followed by a detailed assessment of/her skills by our technical team via a telephonic interview. After clearing these two levels, a final selection round is arranged between the candidate and the National Account Manager. Some of the methods that the recruiters use for evaluating the technical and logical ability of the candidates are as follows:

**Written Tests:** All candidates are required to take a written test to demonstrate their grasp of the basic knowledge required for a specified role. The test covers the fundamentals. LanceSoft also uses the same set of questions and methodology for all the candidates to be interviewed for a given position, which gives LanceSoft and the client a common objective performance baseline.

**Aptitude/Logical Tests:** LanceSoft has designed a series of logical and aptitude tests to gauge individual personality traits. These tests enable LanceSoft to assess the aptitude and skills of the short-listed candidates. LanceSoft conducts standardized tests in terms of their reliability and validity to provide correct results.

**Technical/Software Skills Test: Prophecy:** LanceSoft is using Prophecy, a skill Assess platform designed to find the best Healthcare & Nursing qualified candidates using skills-based screening and interviewing tools. With over 200 assessments, Prophecy offers validated, compliant testing that covers a comprehensive span of Nursing subject areas. These assessment solutions improve selection and development at all levels, including Nurses, Physicians, Allied Health, Front Line Staff, Managers, and Supervisors. It also provides a view into candidate's Nursing knowledge, personality attributes, behavioral traits, and clinician scorecards which are used to identify top-performing applicants and probe deeper into personalized results.

**Face-To-Face Discussions:** LanceSoft conducts a thorough screening process to evaluate the technical and logical know-how of the candidates comprising of a face-to-face/web/video conferencing interview depending on client requirements. All applicants are assessed for competence and personal attributes including inter- personnel skills and communication skills. Our recruiters stringently test the domain knowledge and experience of clients to shortlist the best candidate for clients.

**Non-Directive Interview Process:** At times, we also follow a non-directive interview process - generally, a less formal process to assess the candidate's skills and personality attributes.

**Behavioural Interviews:** We conduct behavioural and situational-based interviews as well, to evaluate candidates on their past behaviour and experience and the candidate's judgment ability and knowledge

that may be required for the job. In some cases, we also conduct group discussions to compare the soft skills of the short-listed candidates to make the best selection.

**Background Checks:** The client-dedicated onboarding team runs a sequence of procedures that help the candidates in fulfilling the formalities and paperwork at the client end. As a prerequisite before an offer made by LanceSoft for employment, LanceSoft's onboarding team conduct various checks that include but are not limited to:

- Complete background verification
- Previous employment checks
- Education verification
- Credit Reports
- Driver's Report/DMV Checks
- Social Security Trace/Validation
- Reference checks - LanceSoft recruiters thoroughly check with at least 2-3 references of the candidates being short-listed to verify their credibility.
- Drug Screening to test the candidates for the use of illicit/illegal drugs LanceSoft offers a 5 and 10-panel drug screening with additional panels available upon request to our customers.
- Work Permit Checks (Form I-9): To verify the active work permit status (Citizens, Green Card/EAD holders, H1B, etc.) of the candidates to ensure they are legally authorized to work in the US.
- Work eligibility verification – Use E-Verify to ensure each candidate is eligible to work.
- Criminal background checks.

## 5.2 Verifying nursing credentials

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LanceSoft performs background verification on the qualifications and licenses that candidates possess before his/her resume are submitted to the client for selection. LanceSoft is dedicated to providing quality temporary/permanent employees/candidates to its clients in line with their requirements.

LanceSoft has developed a standard verification process that is followed for all its clients. However, if required, LanceSoft in the past has customized its verification process depending upon the specific requirements of the client. LanceSoft provides a customized verification process including a two-level process (Two-step credential verification) for all shortlisted candidates at both Lead Recruiter and National Account Manager-level to provide the best-fit candidates to our clients.

We follow a well-structured process as per Industry Best Practices, where the short-listed candidate's licenses are verified at an initial level followed by a detailed assessment by our technical team. After clearing these two levels, a final selection round is arranged between the candidate and the National Account Manager.

LanceSoft always looks up, verifies, and monitors the nursing license with the help of Nursys (<https://www.nursys.com/LQC/LQCTerms.aspx>) and other credential verification agencies.

We pay close attention to the quality of candidates we select to meet the high standards we set for our clients. LanceSoft is known for its robust recruitment process that attracts the very best talent.

## 6. DESIGNATED CONTACT

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**DESIGNATED CONTACT:** Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

Prashant Arni, Sr. V.P. Delivery and Operations

**(Name, Title)**

Prashant Arni, Sr. V.P. Delivery and Operations

**(Printed Name and Title)**

13454 Sunrise Valley Drive, Suite 120, Virginia, 20171

**(Address)**

Phone: 703-674-4500 Fax: 703-889-6500

**(Phone Number) / (Fax Number)**

marketing@lancesoft.com

**(email address)**



## 7. CERTIFICATION AND SIGNATURE

**CERTIFICATION AND SIGNATURE:** By signing below, or submitting documentation through wvOASIS, I certify that: I have reviewed this Solicitation in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

*By signing below, I further certify that I understand this Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law.*

LanceSoft Inc.  
 \_\_\_\_\_  
 (Company)

 Prashant Arni, Sr. V.P. Delivery and Operations  
 \_\_\_\_\_  
 (Authorized Signature) (Representative Name, Title)

Prashant Arni, Sr. V.P. Delivery and Operations  
 \_\_\_\_\_  
 (Printed Name and Title of Authorized Representative)

08/18/2021  
 \_\_\_\_\_  
 (Date)

Phone: 703-674-4500 Fax: 703-889-6500  
 \_\_\_\_\_  
 (Phone Number) (Fax Number)

Revised 07/01/2021

## 8. CONTRACT MANAGER

**11.1 Contract Manager:** During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor’s responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract Manager and his or her contact information below.

**Name:** Prashant Arni

**Title:** Sr. V.P. Delivery and Operations

**Office Phone:** 703-674-4500

**Cell Phone:** 703-725-9546

**Fax Number:** 703-889-6500

**Email Address:** marketing@lancesoft.com

## 9. EMERGENCY CONTACT

LanceSoft will provide a dedicated customer support line where the key personnel will directly contact by the State of West Virginia. Apart from that, our recruitment team is fully equipped with all the necessary tools which make the team fully efficient to provide complete and prioritized support to State of West Virginia within 24 hours. In case if State of West Virginia need an urgent attention, please feel free to reach out to below mentioned POC’s

Name	Prashant Arni
Email	marketing@lancesoft.com
Phone	703-674-4500

LanceSoft has an extensive network of delivery centers that span across the United States and Globally. Additionally, we also have our offshore/nearshore sourcing facilities in India that can be utilized to accommodate any temporary assignment requests from our clients after standard work hours, thus proving a 24/7 support to our clients.

Further, to ensure effective client communication, LanceSoft creates a dedicated mailbox for all its clients, which is monitored daily at a minimum of 18 hours a day to ensure immediate response and feedback. An internal SLA is also implemented to respond to all mails within 30 minutes of receipt from the client. This further ensures that any client related information is communicated effectively at all locations servicing the client.

## 10. HIPAA ASSOCIATE BUSINESS ADDENDUM

### WV STATE GOVERNMENT

#### HIPAA BUSINESS ASSOCIATE ADDENDUM

This Health Insurance Portability and Accountability Act of 1996 (hereafter, HIPAA) Business Associate Addendum ("Addendum") is made a part of the Agreement ("Agreement") by and between the State of West Virginia ("Agency"), and Business Associate ("Associate"), and is effective as of the date of execution of the Addendum.

The Associate performs certain services on behalf of or for the Agency pursuant to the underlying Agreement that requires the exchange of information including protected health information protected by the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), as amended by the American Recovery and Reinvestment Act of 2009 (Pub. L. No. 111-5) (the "HITECH Act"), any associated regulations and the federal regulations published at 45 CFR parts 160 and 164 (sometimes collectively referred to as "HIPAA"). The Agency is a "Covered Entity" as that term is defined in HIPAA, and the parties to the underlying Agreement are entering into this Addendum to establish the responsibilities of both parties regarding HIPAA-covered information and to bring the underlying Agreement into compliance with HIPAA.

Whereas it is desirable, in order to further the continued efficient operations of Agency to disclose to its Associate certain information which may contain confidential individually identifiable health information (hereafter, Protected Health Information or PHI); and

Whereas, it is the desire of both parties that the confidentiality of the PHI disclosed hereunder be maintained and treated in accordance with all applicable laws relating to confidentiality, including the Privacy and Security Rules, the HITECH Act and its associated regulations, and the parties do agree to at all times treat the PHI and interpret this Addendum consistent with that desire.

NOW THEREFORE: the parties agree that in consideration of the mutual promises herein, in the Agreement, and of the exchange of PHI hereunder that:

1. **Definitions.** Terms used, but not otherwise defined, in this Addendum shall have the same meaning as those terms in the Privacy, Security, Breach Notification, and Enforcement Rules at 45 CFR Part 160 and Part 164.
  - a. **Agency Procurement Officer** shall mean the appropriate Agency individual listed at: <http://www.state.wv.us/admin/purchase/vrc/agencyli.html>.
  - b. **Agent** shall mean those person(s) who are agent(s) of the Business Associate, in accordance with the Federal common law of agency, as referenced in 45 CFR § 160.402(c).
  - c. **Breach** shall mean the acquisition, access, use or disclosure of protected health information which compromises the security or privacy of such information, except as excluded in the definition of Breach in 45 CFR § 164.402.
  - d. **Business Associate** shall have the meaning given to such term in 45 CFR § 160.103.
  - e. **HITECH Act** shall mean the Health Information Technology for Economic and Clinical Health Act. Public Law No. 111-05. 111<sup>th</sup> Congress (2009).

- f. **Privacy Rule** means the Standards for Privacy of Individually Identifiable Health Information found at 45 CFR Parts 160 and 164.
- g. **Protected Health Information or PHI** shall have the meaning given to such term in 45 CFR § 160.103, limited to the information created or received by Associate from or on behalf of Agency.
- h. **Security Incident** means any known successful or unsuccessful attempt by an authorized or unauthorized individual to inappropriately use, disclose, modify, access, or destroy any information or interference with system operations in an information system.
- i. **Security Rule** means the Security Standards for the Protection of Electronic Protected Health Information found at 45 CFR Parts 160 and 164.
- j. **Subcontractor** means a person to whom a business associate delegates a function, activity, or service, other than in the capacity of a member of the workforce of such business associate.

## 2. Permitted Uses and Disclosures.

- a. **PHI Described.** This means PHI created, received, maintained or transmitted on behalf of the Agency by the Associate. This PHI is governed by this Addendum and is limited to the minimum necessary, to complete the tasks or to provide the services associated with the terms of the original Agreement, and is described in Appendix A.
- b. **Purposes.** Except as otherwise limited in this Addendum, Associate may use or disclose the PHI on behalf of, or to provide services to, Agency for the purposes necessary to complete the tasks, or provide the services, associated with, and required by the terms of the original Agreement, or as required by law, if such use or disclosure of the PHI would not violate the Privacy or Security Rules or applicable state law if done by Agency or Associate, or violate the minimum necessary and related Privacy and Security policies and procedures of the Agency. The Associate is directly liable under HIPAA for impermissible uses and disclosures of the PHI it handles on behalf of Agency.
- c. **Further Uses and Disclosures.** Except as otherwise limited in this Addendum, the Associate may disclose PHI to third parties for the purpose of its own proper management and administration, or as required by law, provided that (i) the disclosure is required by law, or (ii) the Associate has obtained from the third party reasonable assurances that the PHI will be held confidentially and used or further disclosed only as required by law or for the purpose for which it was disclosed to the third party by the Associate; and, (iii) an agreement to notify the Associate and Agency of any instances of which it (the third party) is aware in which the confidentiality of the information has been breached. To the extent practical, the information should be in a limited data set or the minimum necessary information pursuant to 45 CFR § 164.502, or take other measures as necessary to satisfy the Agency's obligations under 45 CFR § 164.502.

**3. Obligations of Associate.**

- a. **Stated Purposes Only.** The PHI may not be used by the Associate for any purpose other than as stated in this Addendum or as required or permitted by law.
- b. **Limited Disclosure.** The PHI is confidential and will not be disclosed by the Associate other than as stated in this Addendum or as required or permitted by law. Associate is prohibited from directly or indirectly receiving any remuneration in exchange for an individual's PHI unless Agency gives written approval and the individual provides a valid authorization. Associate will refrain from marketing activities that would violate HIPAA, including specifically Section 13406 of the HITECH Act. Associate will report to Agency any use or disclosure of the PHI, including any Security Incident not provided for by this Agreement of which it becomes aware.
- c. **Safeguards.** The Associate will use appropriate safeguards, and comply with Subpart C of 45 CFR Part 164 with respect to electronic protected health information, to prevent use or disclosure of the PHI, except as provided for in this Addendum. This shall include, but not be limited to:
  - i. Limitation of the groups of its workforce and agents, to whom the PHI is disclosed to those reasonably required to accomplish the purposes stated in this Addendum, and the use and disclosure of the minimum PHI necessary or a Limited Data Set;
  - ii. Appropriate notification and training of its workforce and agents in order to protect the PHI from unauthorized use and disclosure;
  - iii. Maintenance of a comprehensive, reasonable and appropriate written PHI privacy and security program that includes administrative, technical and physical safeguards appropriate to the size, nature, scope and complexity of the Associate's operations, in compliance with the Security Rule;
  - iv. In accordance with 45 CFR §§ 164.502(e)(1)(ii) and 164.308(b)(2), if applicable, ensure that any subcontractors that create, receive, maintain, or transmit protected health information on behalf of the business associate agree to the same restrictions, conditions, and requirements that apply to the business associate with respect to such information.
- d. **Compliance With Law.** The Associate will not use or disclose the PHI in a manner in violation of existing law and specifically not in violation of laws relating to confidentiality of PHI, including but not limited to, the Privacy and Security Rules.
- e. **Mitigation.** Associate agrees to mitigate, to the extent practicable, any harmful effect that is known to Associate of a use or disclosure of the PHI by Associate in violation of the requirements of this Addendum, and report its mitigation activity back to the Agency.

f. **Support of Individual Rights.**

- i. **Access to PHI.** Associate shall make the PHI maintained by Associate or its agents or subcontractors in Designated Record Sets available to Agency for inspection and copying, and in electronic format, if requested, within ten (10) days of a request by Agency to enable Agency to fulfill its obligations under the Privacy Rule, including, but not limited to, 45 CFR § 164.524 and consistent with Section 13405 of the HITECH Act.
- ii. **Amendment of PHI.** Within ten (10) days of receipt of a request from Agency for an amendment of the PHI or a record about an individual contained in a Designated Record Set, Associate or its agents or subcontractors shall make such PHI available to Agency for amendment and incorporate any such amendment to enable Agency to fulfill its obligations under the Privacy Rule, including, but not limited to, 45 CFR § 164.526.
- iii. **Accounting Rights.** Within ten (10) days of notice of a request for an accounting of disclosures of the PHI, Associate and its agents or subcontractors shall make available to Agency the documentation required to provide an accounting of disclosures to enable Agency to fulfill its obligations under the Privacy Rule, including, but not limited to, 45 CFR §164.528 and consistent with Section 13405 of the HITECH Act. Associate agrees to document disclosures of the PHI and information related to such disclosures as would be required for Agency to respond to a request by an individual for an accounting of disclosures of PHI in accordance with 45 CFR § 164.528. This should include a process that allows for an accounting to be collected and maintained by Associate and its agents or subcontractors for at least six (6) years from the date of disclosure, or longer if required by state law. At a minimum, such documentation shall include:
  - the date of disclosure;
  - the name of the entity or person who received the PHI, and if known, the address of the entity or person;
  - a brief description of the PHI disclosed; and
  - a brief statement of purposes of the disclosure that reasonably informs the individual of the basis for the disclosure, or a copy of the individual's authorization, or a copy of the written request for disclosure.
- iv. **Request for Restriction.** Under the direction of the Agency, abide by any individual's request to restrict the disclosure of PHI, consistent with the requirements of Section 13405 of the HITECH Act and 45 CFR § 164.522, when the Agency determines to do so (except as required by law) and if the disclosure is to a health plan for payment or health care operations and it pertains to a health care item or service for which the health care provider was paid in full "out-of-pocket."
- v. **Immediate Discontinuance of Use or Disclosure.** The Associate will immediately discontinue use or disclosure of Agency PHI pertaining to any individual when so requested by Agency. This includes, but is not limited to, cases in which an individual has withdrawn or modified an authorization to use or disclose PHI.

- g. Retention of PHI.** Notwithstanding section 4.a. of this Addendum, Associate and its subcontractors or agents shall retain all PHI pursuant to state and federal law and shall continue to maintain the PHI required under Section 3.f. of this Addendum for a period of six (6) years after termination of the Agreement, or longer if required under state law.
- h. Agent's, Subcontractor's Compliance.** The Associate shall notify the Agency of all subcontracts and agreements relating to the Agreement, where the subcontractor or agent receives PHI as described in section 2.a. of this Addendum. Such notification shall occur within 30 (thirty) calendar days of the execution of the subcontract and shall be delivered to the Agency Procurement Officer. The Associate will ensure that any of its subcontractors, to whom it provides any of the PHI it receives hereunder, or to whom it provides any PHI which the Associate creates or receives on behalf of the Agency, agree to the restrictions and conditions which apply to the Associate hereunder. The Agency may request copies of downstream subcontracts and agreements to determine whether all restrictions, terms and conditions have been flowed down. Failure to ensure that downstream contracts, subcontracts and agreements contain the required restrictions, terms and conditions may result in termination of the Agreement.
- j. Federal and Agency Access.** The Associate shall make its internal practices, books, and records relating to the use and disclosure of PHI, as well as the PHI, received from, or created or received by the Associate on behalf of the Agency available to the U.S. Secretary of Health and Human Services consistent with 45 CFR § 164.504. The Associate shall also make these records available to Agency, or Agency's contractor, for periodic audit of Associate's compliance with the Privacy and Security Rules. Upon Agency's request, the Associate shall provide proof of compliance with HIPAA and HITECH data privacy/protection guidelines, certification of a secure network and other assurance relative to compliance with the Privacy and Security Rules. This section shall also apply to Associate's subcontractors, if any.
- k. Security.** The Associate shall take all steps necessary to ensure the continuous security of all PHI and data systems containing PHI. In addition, compliance with 74 FR 19006 Guidance Specifying the Technologies and Methodologies That Render PHI Unusable, Unreadable, or Indecipherable to Unauthorized Individuals for Purposes of the Breach Notification Requirements under Section 13402 of Title XIII is required, to the extent practicable. If Associate chooses not to adopt such methodologies as defined in 74 FR 19006 to secure the PHI governed by this Addendum, it must submit such written rationale, including its Security Risk Analysis, to the Agency Procurement Officer for review prior to the execution of the Addendum. This review may take up to ten (10) days.
- l. Notification of Breach.** During the term of this Addendum, the Associate shall notify the Agency and, unless otherwise directed by the Agency in writing, the WV Office of Technology immediately by e-mail or web form upon the discovery of any Breach of unsecured PHI; or within 24 hours by e-mail or web form of any suspected Security Incident, intrusion or unauthorized use or disclosure of PHI in violation of this Agreement and this Addendum, or potential loss of confidential data affecting this Agreement. Notification shall be provided to the Agency Procurement Officer at [www.state.wv.us/admin/purchase/vrc/agencyli.htm](http://www.state.wv.us/admin/purchase/vrc/agencyli.htm) and,

unless otherwise directed by the Agency in writing, the Office of Technology at [incident@wv.gov](mailto:incident@wv.gov) or <https://apps.wv.gov/ot/ir/Default.aspx>.

The Associate shall immediately investigate such Security Incident, Breach, or unauthorized use or disclosure of PHI or confidential data. Within 72 hours of the discovery, the Associate shall notify the Agency Procurement Officer, and, unless otherwise directed by the Agency in writing, the Office of Technology of: (a) Date of discovery; (b) What data elements were involved and the extent of the data involved in the Breach; (c) A description of the unauthorized persons known or reasonably believed to have improperly used or disclosed PHI or confidential data; (d) A description of where the PHI or confidential data is believed to have been improperly transmitted, sent, or utilized; (e) A description of the probable causes of the improper use or disclosure; and (f) Whether any federal or state laws requiring individual notifications of Breaches are triggered.

Agency will coordinate with Associate to determine additional specific actions that will be required of the Associate for mitigation of the Breach, which may include notification to the individual or other authorities.

All associated costs shall be borne by the Associate. This may include, but not be limited to costs associated with notifying affected individuals.

If the Associate enters into a subcontract relating to the Agreement where the subcontractor or agent receives PHI as described in section 2.a. of this Addendum, all such subcontracts or downstream agreements shall contain the same incident notification requirements as contained herein, with reporting directly to the Agency Procurement Officer. Failure to include such requirement in any subcontract or agreement may result in the Agency's termination of the Agreement.

- m. **Assistance in Litigation or Administrative Proceedings.** The Associate shall make itself and any subcontractors, workforce or agents assisting Associate in the performance of its obligations under this Agreement, available to the Agency at no cost to the Agency to testify as witnesses, or otherwise, in the event of litigation or administrative proceedings being commenced against the Agency, its officers or employees based upon claimed violations of HIPAA, the HIPAA regulations or other laws relating to security and privacy, which involves inaction or actions by the Associate, except where Associate or its subcontractor, workforce or agent is a named as an adverse party.

#### 4. Addendum Administration.

- a. **Term.** This Addendum shall terminate on termination of the underlying Agreement or on the date the Agency terminates for cause as authorized in paragraph (c) of this Section, whichever is sooner.
- b. **Duties at Termination.** Upon any termination of the underlying Agreement, the Associate shall return or destroy, at the Agency's option, all PHI received from, or created or received by the Associate on behalf of the Agency that the Associate still maintains in any form and retain no copies of such PHI or, if such return or destruction is not feasible, the Associate shall extend the protections of this Addendum to the PHI and limit further uses and disclosures to the purposes that make the return or destruction of the PHI infeasible. This shall also apply to all agents and subcontractors of Associate. The duty of the Associate and its agents

and subcontractors to assist the Agency with any HIPAA required accounting of disclosures survives the termination of the underlying Agreement.

- c. **Termination for Cause.** Associate authorizes termination of this Agreement by Agency, if Agency determines Associate has violated a material term of the Agreement. Agency may, at its sole discretion, allow Associate a reasonable period of time to cure the material breach before termination.
- d. **Judicial or Administrative Proceedings.** The Agency may terminate this Agreement if the Associate is found guilty of a criminal violation of HIPAA. The Agency may terminate this Agreement if a finding or stipulation that the Associate has violated any standard or requirement of HIPAA/HITECH, or other security or privacy laws is made in any administrative or civil proceeding in which the Associate is a party or has been joined. Associate shall be subject to prosecution by the Department of Justice for violations of HIPAA/HITECH and shall be responsible for any and all costs associated with prosecution.
- e. **Survival.** The respective rights and obligations of Associate under this Addendum shall survive the termination of the underlying Agreement.

**5. General Provisions/Ownership of PHI.**

- a. **Retention of Ownership.** Ownership of the PHI resides with the Agency and is to be returned on demand or destroyed at the Agency's option, at any time, and subject to the restrictions found within section 4.b. above.
- b. **Secondary PHI.** Any data or PHI generated from the PHI disclosed hereunder which would permit identification of an individual must be held confidential and is also the property of Agency.
- c. **Electronic Transmission.** Except as permitted by law or this Addendum, the PHI or any data generated from the PHI which would permit identification of an individual must not be transmitted to another party by electronic or other means for additional uses or disclosures not authorized by this Addendum or to another contractor, or allied agency, or affiliate without prior written approval of Agency.
- d. **No Sales.** Reports or data containing the PHI may not be sold without Agency's or the affected individual's written consent.
- e. **No Third-Party Beneficiaries.** Nothing express or implied in this Addendum is intended to confer, nor shall anything herein confer, upon any person other than Agency, Associate and their respective successors or assigns, any rights, remedies, obligations or liabilities whatsoever.
- f. **Interpretation.** The provisions of this Addendum shall prevail over any provisions in the Agreement that may conflict or appear inconsistent with any provisions in this Addendum. The interpretation of this Addendum shall be made under the laws of the state of West Virginia.
- g. **Amendment.** The parties agree that to the extent necessary to comply with applicable law they will agree to further amend this Addendum.
- h. **Additional Terms and Conditions.** Additional discretionary terms may be included in the release order or change order process.

AGREED:

Name of Agency: \_\_\_\_\_

Name of Associate: LanceSoft Inc.

Signature: \_\_\_\_\_

Signature: 

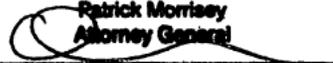
Title: \_\_\_\_\_

Title: Sr. V.P. Delivery and Operations

Date: \_\_\_\_\_

Date: 08/18/2021

Form - WVBAA-012004  
Amended 06.26.2013

APPROVED AS TO FORM THIS 26<sup>th</sup>  
DAY OF Jan 20 11  
  
BY Patrick Morrissey  
Attorney General



# 11. PURCHASING AFFIDAVIT

STATE OF WEST VIRGINIA  
Purchasing Division

## PURCHASING AFFIDAVIT

**CONSTRUCTION CONTRACTS:** Under W. Va. Code § 5-22-1(i), the contracting public entity shall not award a construction contract to any bidder that is known to be in default on any monetary obligation owed to the state or a political subdivision of the state, including, but not limited to, obligations related to payroll taxes, property taxes, sales and use taxes, fire service fees, or other fines or fees.

**ALL CONTRACTS:** Under W. Va. Code §5A-3-10a, 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: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

**EXCEPTION:** The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

**DEFINITIONS:**

**"Debt"** means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

**"Employer default"** means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

**"Related party"** means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

**AFFIRMATION:** By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) that: (1) for construction contracts, the vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

**WITNESS THE FOLLOWING SIGNATURE:**

Vendor's Name: LanceSoft, Inc.

Authorized Signature: [Signature] Date: 08/17/2021

State of Virginia

County of Prince William, to-wit:

Taken, subscribed, and sworn to before me this 17 day of August, 2021

My Commission expires 1/31/2024, 2024

**AFFIX SEAL HERE**  
MARIE K. BIAMBY  
NOTARY PUBLIC  
REG. #7867675  
COMMONWEALTH OF VIRGINIA  
MY COMMISSION EXPIRES JANUARY 31, 2024

NOTARY PUBLIC [Signature]  
Purchasing Affidavit (Revised 01/19/2018)

12. LISCENCE

# State of West Virginia



## Certificate

*I, Mac Warner, Secretary of State,  
of the State of West Virginia, hereby certify that*

LANCESOFT, INC.

has filed the appropriate registration documents in my office according to the provisions of the West Virginia Code and hereby declare the organization listed above as duly registered with the Secretary of State's Office.

*Given under my hand and  
the Great Seal of West Virginia  
on this day of  
June 25, 2020*



*Mac Warner*

*Secretary of State*

### 13. PRICING

CRFQ VNF22*01 Exhibit-A Revision 2 dated August 26, 2021						
DirectCareNursingStaffingPricingPage						
Item No.	Description Of Services	Estimated Per-Diem Shifts Per Contract Year (Note: Each shift is normally 12 hours)	Rate per Hour	Multiplied by 12 Hours to calculate Per Diem (Daily Rate)		Extended Total (Estimate Shifts x Daily Rate)
<b>BaseYearOne</b>						
<b>Registered Nurse Shifts-Base Year One</b>						
1	Weekday Rate	650	\$66	12	\$792	\$514,800
2	Weekend Rate	250	\$68	12	\$816	\$204,000
<b>Licensed Practical Nurse Shifts-Base Year One</b>						
4	Weekday Rate	1,834	\$52	12	\$624	\$1,144,416
5	Weekend Rate	750	\$54	12	\$648	\$486,000
<b>Health Service Worker/Certified Nursing Assistant Shifts-Base Year One</b>						
7	Weekday Rate	2,084	\$30	12	\$360	\$750,240
8	Weekend Rate	834	\$32	12	\$384	\$320,256
<b>Renewal Year One</b>						
<b>Registered Nurse Shifts-Renewal Year One</b>						
10	Weekday Rate	650	\$66	12	\$792	\$514,800

11	Weekend Rate	250	\$68	12	\$816	\$204,000
Licensed Practical Nurse Shifts-Renewal Year One						
13	WeekdayRate	1,834	\$52	12	\$624	\$1,144,416
14	WeekendRate	750	\$54	12	\$648	\$486,000
Health Service Worker/Certified Nursing Assistant Shifts-Renewal Year One						
16	Weekday Rate	2,084	\$30	12	\$360	\$750,240
17	Weekend Rate	834	\$32	12	\$384	\$320,256
Renewal Year Two						
Registered Nurse Shifts-Renewal Year Two						
19	Weekday Rate	650	\$68.64	12	\$823.68	\$535,392
20	WeekendRate	250	\$70.72	12	\$848.64	\$212,160
Licensed Practical Nurse Shifts-Renewal Year Two						
22	WeekdayRate	1,834	\$54.80	12	\$648.96	\$1,190,192.64
23	Weekend Rate	750	\$56.16	12	\$673.92	\$505,440
Health Service Worker/Certified Nursing Assistant Shifts-Renewal Year Two						
25	Weekday Rate	2,084	\$31.2	12	\$374.4	\$780,249.6



26	Weekend Rate	834	\$33.28	12	\$399.36	\$333,066
	<b>Renewal Year Three</b>					
	Registered Nurse Shifts-Renewal Year Three					
28	WeekdayRate	650	\$68.64	12	\$823.68	\$535,392
29	WeekendRate	250	\$70.72	12	\$848.64	\$212,160
	LicensedPracticalNurseShifts-RenewalYearThree					
31	Weekday Rate	1,834	\$54.80	12	\$648.96	\$1,190,192.64
32	Weekend Rate	750	\$56.16	12	\$673.92	\$505,440
	Health Service Worker/Certified Nursing Assistant Shifts - Renewal Year Three					
34	Weekday Rate	2,084	\$31.2	12	\$374.4	\$780,249.6
35	Weekend Rate	834	\$33.28	12	\$399.36	\$333,066
					<b>Grand Total</b>	<b>\$13,952,424.48</b>

<b>VendorInformation</b>						
PrintedName	Prashant Ami					
Title	Sr. V.P. Delivery and Operations	Company:	LanceSoft Inc.			
Signature						

