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Header @ 6

List View

General Information | Contact | Default Values | Discount | Document Information | Clarification Request

Procurement Folder: 1340813

Procurement Type: Central Master Agreement

Vendor ID: VS0000044686

Legal Name: Bilkins Inc

Alias/DBA:

Total Bid: \$224,250.00

Response Date: 01/04/2024

Response Time: 13:28

Responded By User ID: Bilkins369

First Name: Kalpana

Last Name: Lam

Email: mshaw@bilkins.com

Phone: 7033491777

SO Doc Code: CRFQ

SO Dept: 0613

SO Doc ID: VNF2400000006

Published Date: 12/15/23

Close Date: 1/4/24

Close Time: 13:30

Status: Closed

Solicitation Description: Nurse Practioner

Total of Header Attachments: 6

Total of All Attachments: 6



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:** 1340813  
**Solicitation Description:** Nurse Practioner  
**Proc Type:** Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2024-01-04 13:30	SR 0613 ESR01042400000003216	1

**VENDOR**  
VS0000044686  
Bilkins Inc

**Solicitation Number:** CRFQ 0613 VNF2400000006  
**Total Bid:** 224250      **Response Date:** 2024-01-04      **Response Time:** 13:28:27  
**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	Nursing services				224250.00

Comm Code	Manufacturer	Specification	Model #
85101601			

**Commodity Line Comments:**

**Extended Description:**

See Exhibit "A" Pricing Page  
Nurse Practitioner for the WVNF

# BILKINS

Bid Submitted to:

State of West Virginia  
DEPARTMENT OF ADMINISTRATION  
PURCHASING DIVISION  
2019 WASHINGTON ST E  
CHARLESTON, WV - 25305  
ATTN: David H Pauline  
david.h.pauline@wv.gov

In response to:

CRFQ-0613-VNF2400000006  
Nurse Practitioner

Bid Due by: January 4, 2024 @ 01:30 P.M. EST

Bid Submitted by  
Title

Company Name  
Company Address  
Contact Phone  
Contact Email

Authorized Representative

**Kalpana Lam**

Chief Executive Officer

Bilkins Inc.

44031 Pipeline Plaza, Suite# 300, Ashburn, VA –20147

(703) 349-1777

KLam@Bilkins.com

Kalpana Lam

## Cover Letter

January 2, 2024

Department of Administration, Purchasing Division

State of West Virginia

ATTN: David H Pauline

[david.h.pauline@wv.gov](mailto:david.h.pauline@wv.gov)

### Introduction

**Bilkins Inc** is pleased to submit this response to the **CRFQ-0613-VNF2400000006**. **Bilkins** believes strongly that it can provide a technologically supportive environment to assist **West Virginia Purchasing Division** in sourcing the best nursing & medical staff of Nurse Practitioner.

### Our Understanding

**Bilkins** understands the purpose and intent of this Centralized Request for Quote (CRFQ) is to solicit sealed bids to establish a contract with one or multiple qualified bidders to provide Licensed Nurse Practitioner for WV Veterans Nursing Facility (Agency/WVNF) located at One Freedom Way in Clarksburg, WV

### Our Bid

**Bilkins** is committed to delivering staffing solutions that meet our clients' standards of excellence by maintaining quality along with quantity & instilling the confidence to receive our clients' repeat business. **Bilkins**, through its **AGILE**® practices and use of modern Cloud-based Artificially Intelligent recruiting tools, is confident to provide skilled resources to **West Virginia** for the WVNF staffing needs.

### About Us

**Bilkins** was established in the year 2016 and operated out of the Washington D.C Metro area as its World Head Quarters to support the Recruitment & Staffing Services provider across the United States of America. As a seasoned player in the market, our operations spread worldwide, and the growth story continues.

Thanks to our thought leadership with over two decades of exceptional work and entrepreneurial experience, **Bilkins Inc is certified Minority Business Enterprise-MBE and also SWAM – Small Women and Minority Owned Enterprise** was always on the forefront in the service of providing world-class recruiting and staffing services experience to large corporates and companies of reputation in addition to small and medium-ranged enterprises across the USA as it takes pride in contributing for the nation's economy in its way.

We differentiate ourselves by our robust value system, commitment to our clients, best practices, and sound industry experience in finding out-performers. **Bilkins** develops sustainable relationships based on mutual trust, responsiveness, and accountability. While we continue to expand the infrastructure and resources available to our clients, we remain nimble in our approach to customer service and the management of our relationships. We take time to properly understand our client needs and offer a full range of cost-effective, client-centric solutions to a diverse client base.



**Bilkins's Key Point of Contact**

**Bilkins Inc** will be the Prime Contractor for our submission. Our key point of contact is:

**Name:** Megan Shaw  
**Title:** Director of Operations  
**Address:** 44031 Pipeline Plaza, Suite#300, Ashburn, VA – 20147  
**E-mail:** [mshaw@bilkins.com](mailto:mshaw@bilkins.com)  
**Phone:** (703) 349-1777

Our Backup Point of Contact is

**Name:** Mr. Krishna Lam  
**Title:** Vice President  
**Address:** 44031 Pipeline Plaza, Suite#300, Ashburn, VA – 20147  
**E-mail:** [klam@bilkins.com](mailto:klam@bilkins.com)  
**Phone:** (703) 349-1777

**Acknowledgments**

Bilkins hereby accepts all standard terms and conditions of **WV**. We shall provide service in accordance with instructions, requirements and the resulting contract(s) to all the requested services as mentioned in this CRFQ and adhere to WV rules and regulations. We acknowledge the receipt of any & all addendums, insurance requirements and agree to all the rights and terms specified in the solicitation without any exception.

**Disclosure of Litigation**

**Bilkins Inc** has never been a party to any civil litigation, settlement, arbitration, or proceeding. We understand this is a continuing disclosure requirement and will abide as such should any issue arise in the future.

**In Summary**

**Bilkins Inc** greatly values the relationships we've built with our clients over the years. We are very excited to have this opportunity to continue demonstrating our ability to provide premium technology resources that enhance and enable healthcare solutions.

Should you have any questions or further requests regarding our proposed solution, or if we can be of assistance to you in any way, please do not hesitate to contact me at (703) 349-1777 or send an e-mail to [mshaw@Bilkins.com](mailto:mshaw@Bilkins.com)

Sincerely,



**Kalpana Lam**

Chief Executive Officer | Bilkins Inc

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## Agency Qualifications

### Introduction

**Bilkins** was established in the year 2016 and operated out of the Washington D.C Metro area as its World Head Quarters to support the Recruitment & Staffing Services provider across the United States of America.

As a seasoned player in the market, our operations spread worldwide, and the growth story continues.

Thanks to our thought leadership with over two decades of exceptional work and entrepreneurial experience, **Bilkins Inc is certified Minority Business Enterprise-MBE and also SWAM – Small Women and Minority Owned Enterprise** was always on the forefront in the service of providing world-class recruiting and staffing services experience to large corporates and companies of reputation in addition to small and medium-ranged enterprises across the USA as it takes pride in contributing for the nation's economy in its way.



**Bilkins** specializes in providing quality healthcare professionals to major medical centers, healthcare homes, reputed hospitals, statewide agencies and municipalities. Bilkins ensures to provide only the top-class medical practitioners such as RNs, LPNs, CNAs, NPs, DSA, medical director, support staff, nursing attendants, anesthesia specialists, surgeons of repute, subject matter experts from different departments, including but not limited to gynecology, psychology, radiology, dentistry, pulmonology, orthopedics, neurology, pediatrics, etc. Our long association of providing healthcare services to the communities helps us pro-actively work on this industry's multiple staffing requirements at priority.

We differentiate ourselves by our robust value system, commitment to our clients, best practices, and a sound industry experience in finding out-performers. **Bilkins** develops sustainable relationships based on mutual trust, responsiveness, and accountability. While we continue to expand the infrastructure and resources available to our clients, we remain nimble in our approach to customer service and the management of our relationships. We take time to properly understand our client needs and offer a full range of cost-effective, client-centric solutions to a diverse client base.

### Key Performance Indicators (KPIs)

We build teams exclusively for our client, and the team works solely on the client's requirements. We make sure that we are top 1% of the suppliers in all the programs. There is a single point of contact for each account we work on positions 24 hours. There is a lot of work that happens behind the scenes.

Our delivery model is focused on key concepts:

- ❖ **Turnaround Time:** we turn around resumes within 24 to 48 hours as we have strict KPI metrics and well-defined processes for the recruitment team in place to adhere to the process.
- ❖ **Coverage:** Our KPI for the recruitment team is to cover over 90% of the released requirements across the nation and all skill categories
- ❖ **Quality:** in terms of quality, our performance ratios are high, Our internal SLA's are always aligned with client's SLA's, our job response rate is greater than 95%, and our shortlisted rate is above 90%, 1st resume submission happens in less than 8 hours since our sources maintain

## Capabilities

- Bilkins has a full-service office at 44031 Pipeline Plaza, Suite#300, Ashburn, VA – 20147  
We are available for 24/7 through email. And we have highly skilled support staff capable of handling inquiries and personnel orders during the business hours (including the lunch hour).
- Bilkins have been in the business from past 7 years in staffing industry providing the temporary nursing services to many clients. We have placed 100+ temporary employees in the last 8 months mostly in positions of RN, LPN, CNA, NP, DSA, Physician and Medical director etc.
- As we have efficient team with over 8+years of experienced recruiters, Bilkins able to fulfill the licensed Nurse Practitioner services requests of the WVNF.
  - Upon facility request, we shall provide the experienced licensed NP services to WVNF.
- Bilkins able to provide all the requested services of WVNF according to the specifications & requirements mentioned in the solicitation and we are capable in placing best Nurse Practitioner to obtain duly qualified and properly WV-licensed NP to the WVNF located at One Freedom Way in Clarksburg, WV
- In order to meet the needs of WVNF, and to maintain the resources necessary to efficiently and effectively deliver professional nursing care of a quality consistent with the community and the national nursing care standards we will source, screen and present an licensed Nurse Practitioner with WV license to practice NP roles according to the job description.
- Bilkins manages and responsible for all the steps in the recruitment life cycle including employment screening, testing, evaluation, ongoing skills training, criminal background clearances and payroll services of all medical staff deployed as a result of the WV's contract award.
  - According to the requirements of the awarded contract, we shall provide the WVNF with all the labor & supervision of NP role and other Temporary medical personnel job needs.
- **Bilkins is a financially stable organization. Our annual revenue is over \$7million**, and we can manage such a project with ease. Our workforce is spread across the US, and we have several subcontractors' partnerships in various states. In addition, we have a candidate database of over 600k resumes, which is cross-referenced to find the right match in minimal lead time.
- We assure that we can provide WVNF with the licensed Nurse Practitioner services.

## Background

**Bilkins** is a staffing and recruiting company specializing in Temporary, Temp to Perm, and Permanent staffing solutions. Established in 2016, Bilkins provides services to its clients through its leadership with over two decades of experience and a dedicated staffing team of more than ten decades of cumulative experience.

Bilkins operates out of Washington D.C Metro area as its World Head Quarters with the sole aim of supporting its clients across the United States of America. We are a small business, but our potential to find the right match is unparalleled. With our strong



staffing team, Cloud-based Artificially intelligent ATS system, and a vast network of search partners across the U.S., we are ready to serve our clients for all its requirements.

Bilkins' team specializes in staffing healthcare professionals, and we are committed to providing the best medical team in the time of need.

## Experience

### Past Performances

- **The nationwide** base of **active staffing/recruiting contracts** and consultants for IT, Non-IT, Clinical, Medical, Healthcare staffing in **more than 30 States**.
- **Currently working with service providers to offers medical staffing solutions to health care facilities under the MSP program.**
- Sourced and onboarded 50+ permanent medical staff over four months allowing the customer to secure fair market share among their competition.
- A team of **more than 40 experienced recruiting specialists** serving clients in the field of IT Management and consulting, Administrative and Clerical Services, Finance, Healthcare, and Clinical Services.
- Supported customers on high volume and seasonal resources.

### Job Roles Placements in Last 2 years

Positions	No. of Placements (Last two Yrs)
RN	40
LPN	17
CNA	14
DSA (Direct Service Associate)	8
NP (Nurse Practitioners)	12
RN Manager	9
Medical Director	8
Director of Nursing	2
Admin Support	11
Psychologist	20
Community Health Worker	7
Physician	10
Dentist	5
Therapist	3

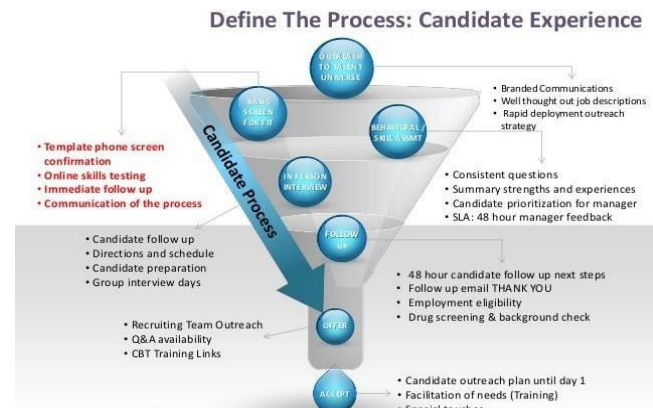
- ❖ We have the ability and proven experience in providing the highly demanded positions in short time.
- ❖ In 2021 during pandemic, we have placed 120 RNs in the span of 6 months to one of our client-Baptist Health, it will prove our capability to handle the contract during peak demands.
- ❖ Bilkins has the hand full of experience dealing with a contract of similar size and scope of WVNF service operations. Bilkins Inc is fully competent and highly expertise in providing the WVNF with the required services described in the solicitation.
- ❖ We have a similar experience with multiple clients which includes state departments Like **DBHDS-VA, IDES-IL, OGS-NY, SRPMIC-AZ, LCPS-VA, DOC-VA, County of Chester-PA, BCPS-MD.**
- ❖ For OGS, we are providing services in multiple position categories to **various departments including statewide correctional facilities, custodial, Developmental Disabilities centers, Office**

of Mental Health, Children and Family Services centers, Department of Human rights and other state agencies under the awarded contract. From the beginning of the contract i.e.; from January 2023 to till now, we have placed approximately 40+ healthcare and 35+ non-IT positions in OGS-NY facilities. Most resourced healthcare positions in OGS by Bilkins are RNs, CNAs and LPNs.

- ❖ For DBHDS-VA, we are providing healthcare services in multiple locations throughout the VA statewide including hospitals, healthcare facilities, institutions and other agencies. **We are providing the diverse roles of CNAs, LPNs, Psychiatrist, Nurse practitioners, Physicians, Psychologists, Medical Directors, RNs, DSAs, Physical therapists etc.**
- ❖ As we have recent contracts with District schools and colleges like Loudoun County Public Schools-VA, Alexandria City Public Schools, Virginia Community Colleges (VCCS), Department of Corrections-VA, where we are providing the best nursing staff of RNs, LPNs, CNAs, NP, Physicians & medical director to these clients and it gives the strength and work experience that helps in this contract of WVVNF needs. We have diverse experience working with municipalities & state clients and we assure WVVNF in providing the best resources on request that we are capable of delivering the urgent and emergency needs with the qualified agency medical personnel in timely manner.

### Key Differentiator

- **Agile and Waterfall processes-based Recruiting Methodologies.**
- **Artificially Intelligent ATS database** of more than **400k nationwide candidates** combined with **Robotics Process Automation** for **improving response time and quality.**
- **Regional coverage, local expertise. Multi-lingual**, including Spanish, Korean, Mandarin, Chinese to support persons with disabilities.
- **24\*7 support through our Global operation centers.**
- **Certified Staff.** PMP, CSM & MCSA Certified support staff and **Dedicated Account Management team** to support customers on high volume and seasonal resources.
- Our team is fully aware and comply with all **applicable laws, regulations, policies, standards, and guidelines** affecting Recruitment projects.
- **Work health safety training based on OSHA guidelines and ACA-compliant worker insurances.**
  - ❖ an internal DB of resumes, 2nd resume submission happens in 24-48 hours, interview rate is close to 35% and hire rate is more than 33%, the unplanned turnover is below 5%
  - ❖ **Price:** We operate on low cost and low margin both in the rate card and markup model
  - ❖ **Compliance:** we do proper BGC and verification of consultants. We are compliant with the SLA factors, including the turnaround time, billing, BGC, onboarding, and other compliance factors. We have robust back-office processes to make sure that the delivery goes smoothly.



### Awareness of difficulties and Special attention

We will give special attention to the issues and difficulties we found in the projects.

When issues occur, the Bilkins team aggressively applies corrective measures until we have corrected all problems. Should a concern with quality ever develop, Bilkins will develop a Quality Improvement Plan based on identifying the deficiency.

## Policy for corrective action

After receiving a customer complaint, the Account/Program Manager immediately proposes actions to resolve the issue/discrepancy. The request will be forwarded to the recruiting team, and Bilkins will directly replace the existing employee and ensure a smooth transition for a new employee.

Concurrently, the complaint is forwarded to Bilkins’s Corporate Quality Manager to initiate our Corrective Action Process. The Quality Manager oversees the Corrective Action process to expedite the customer complaint resolution. We apply an established Corrective Action process to address performance issues quickly and document the results to prevent a recurrence. Bilkins’s Corporate Quality Manager also conducts spot audits throughout the year to ensure adherence to our overall Corporate Quality Management System (QMS). All these Quality Control Plan mechanisms provide Bilkins managers the ability to monitor and track progress for the customer, help us identify trends that may affect deliverables, allow us to inspect and review for high quality, and provide us the tools to anticipate potential areas where process and procedures may break down.

## Program development and implementation

### Proposed Implementation Plan

#### Staffing Process

We have a proven successful approach to meet WVNF's requirements to ensure timely filling of positions with the necessary qualifications. Our experience established through the successful management of government contracts has helped us develop a standard ISO 9001:2008 compliant 10-step recruitment approach that breaks recruitment down into ten identifiable steps. Combined with an industry-proven 10 step recruitment approach, members of our dedicated service delivery team will perform specific duties from requirement gathering to onboarding, completing every aspect of the recruitment life cycle. There are management controls throughout the process. Each of the ten steps has its key metrics, and team members are held accountable for performance against them. We report on metrics daily, adjusting and ensuring that we are meeting the client's objectives. Our selective recruitment policy ensures that only the industry's best is inducted, and they provide cost-effective solutions to the challenging needs to meet our client's expectations.



Recruitment Process	Responsible Role	Timeline
<b>Requisition Release</b>		
<ul style="list-style-type: none"> <li>Analyze requisition and write a synopsis of the requisition.</li> <li>Submit position description and WVNF's requirement in Bilkins's Artificially Intelligent ATS Tool.</li> </ul>	Account Manager	0 – 1 Hour
<b>Candidate Identification</b>		
<ul style="list-style-type: none"> <li>Assign to recruitment team via ATS tool.</li> <li>Check if there is a matching consultant available on-bench.</li> <li>Identify existing skill sets and candidates within the ATS database.</li> <li>Share job requisition via web portals and job sites.</li> <li>Check with local partners and referrals to identify matching candidates.</li> </ul>	Recruitment Manager and Recruitment Team	2 – 4 Hours

<b>Pre-Screening</b>		
<ul style="list-style-type: none"> <li>Execute a comprehensive pre-screening that confirms previous experience, motivation, skill level, salary, and potential team player capabilities.</li> <li>Salary negotiations and other benefit expectations setting.</li> <li>Updating records in the ATS tool.</li> </ul>	Recruitment Team	1 – 2 Hours
<b>Internal Interview</b>		
<ul style="list-style-type: none"> <li>Conduct an initial assessment of the candidate's qualification.</li> <li>Conduct details interview based on the job requirement.</li> <li>Conduct an online test to check suitability to the job requirement.</li> </ul>	Recruitment Team/SMEs	1 – 2 Hours
<b>Skill Evaluation</b>		
<ul style="list-style-type: none"> <li>Evaluate candidate's communication, creativity, analytical thinking, diplomacy, flexibility, change-readiness, problem-solving, leadership abilities, team-building skills.</li> <li>Prepare feedback form to summarize candidate skills.</li> <li>Update ATS tool with results and summary.</li> <li>Check the candidate's references.</li> </ul>	Recruitment Manager and Account Manager	1 – 2 Hours
<b>Client Submission and Interview Scheduling</b>		
<ul style="list-style-type: none"> <li>Create a skill matrix matching the job description.</li> <li>Submit resume with skill summary.</li> <li>Discuss interview schedule with the Hiring Manager.</li> <li>Scheduling interviews between candidate and hiring manager.</li> <li>Discussing interview feedback and set the right expectations.</li> </ul>	Recruitment Manager and Account Manager	1 – 2 Hours
<b>Final Background Check to shortlisted candidates</b>		
<ul style="list-style-type: none"> <li>Conducting a final background check on interviewed and shortlisted candidates by WVNF's hiring manager.</li> <li>Checking criminal history, credit history, and other required background screenings before extending an offer.</li> </ul>	Employee Care Manager and Team	1 – 2 Days
<b>Offer</b>		
<ul style="list-style-type: none"> <li>Extending an offer to the selected candidate.</li> <li>Completing all necessary Paperwork with the candidate.</li> </ul>	Employee Care team	1 – 2 Days

<b>Joining</b>		
<ul style="list-style-type: none"> <li>Assisting candidates for smooth joining.</li> <li>Setting the right expectations of the work environment.</li> <li>Handling relocation needs.</li> <li>Coordinating with the Hiring Manager for first-day reporting.</li> </ul>	Employee Care Manager and Account Manager	Client Dependant
<b>Ongoing Support and Training</b>		
<ul style="list-style-type: none"> <li>Ongoing candidate performance assessment and training requirements.</li> <li>Update PDP (Personal Development Plan) of each candidate.</li> </ul>	Employee Care.	Ongoing Support

**Staffing Tools:**

Below are the tools and processes used for sourcing qualified candidates for our clients:

- A.I. and Cloud-Based Applicant Tracking System (ATS) Tool and Web Portals:** Bilkins Uses Ceipal as its applicant tracking system. A few highlighted features are:
  - Cloud-Based system for 24/7 seamless connectivity and service:** Our applicant tracking system is cloud-based, allowing our recruitment teams to interact nationwide with each other and communicate with consultants and clients in real-time.
  - Detailed Skills Inventories for Quality Matching:** Each candidate within our system has a specific skills inventory associated with their profile. Our software parses this information directly from candidate resumes into the database. With this information, we can match a candidate's skills instantly to the requirements.
  - Automated Postings:** As we enter client job requirements into our system, they are automatically posted to the internet for potential job seekers.
  - Instant Communication:** Our System is equipped with a feature that allows our recruitment team to perform broad or narrow searches and instantly contact each candidate with a personalized e-mail.
- Job Boards:** Bilkins also uses several leading job portals/boards, major news publications, and other industry and skill-specific databases to source the candidates and advertise our open positions locally and nationally. Such web portals include Career Builder, Monster, ZipRecruiter, LinkedIn premium Recruiter, and many more.
  - 400k+ Internal Resume Database for Nationwide and Diverse skills candidates:** Bilkins maintains a robust, company-wide proprietary candidate database in its internal database system accessible through ATS. Bilkins's database is comprised of professionals from diverse backgrounds and domains. Currently, our candidate database has over 400,000 resumes and continues to populate daily from entry-level to executive-level ranging from Healthcare to I.T. professionals to cover diverse industries. Resumes are automatically entered into our database for categorization by profession, education, certification, pay rate, GPA, years of experience, special skills, location, testing scores, licensing, availability, etc.



- **Nationwide Network of Local Employment Agencies and Sub Contractors:** We have registered our company with several local employment agencies throughout the U.S. to take advantage of the local pool of skilled resources.

### Candidate Screening:

**Bilkins's** leadership has years of experience in providing such services. Based on our past experiences, we have created a well-defined skill test process to evaluate a candidate before being sent to the client for review. Following are the types of the check we usually perform to assess candidature:

#### *Skill Testing:*

- **Verification of Education and Credentials:** **Bilkins** uses HireRight, Infocubic, Verifications, and Go Background to perform application and background checks on selected candidates. Through this screening, we are also able to verify a candidate's education and previous employment.
- **Verification of Work Authorization:** All I-9 forms will be extensively reviewed and verified by our Account Managers before onboarding the candidate. We use E-Verify (Employee Eligibility Verification program), an Internet-based system that allows businesses to determine their employees' eligibility to work in the United States.
- **Past Reference Checks:** **Bilkins** team pays special attention to verify a candidate's experience and personality traits. We check the candidate's references to make sure the candidate has reasonable technical and social skills.

#### *Background Checks:*

In addition to Skill testing, **Bilkins** has a well-defined and documented background check policy to understand the cultural fit of a candidate for our client. Our minimum pre-employment background checks include:

- **Background Checks and Credit Record Checks:** **Bilkins** uses Hire Right, Infocubic, Verifications, and Go Background to performing application and background verifications on selected candidates. Candidates are screened using efficient and detailed employee hiring verification services. This ensures that the process is prompt, accurate, reliable, cost-effective and provides the information needed to verify qualifications and background information.



#### **Bilkins's recommended background screening package includes:**

- National criminal database search
- TRUST (Multi-county SSN verification, AKAs, aliases, and alternate address trace)
- 7-year county felony and misdemeanor records check in all counties of residence;
- Global terrorist watch list search
- **Drug Testing:** All selected candidates are required to go through the drug testing process. **Bilkins** utilizes a nationwide outside agency for this service. The company has met performance standards set by the U.S. Department of Health and Human Services (HHS-certified), which includes a test for the following drugs at a minimum:
  - THC (Marijuana)
  - Cocaine
  - Opiates – Morphine, Codeine, and Heroin
  - Barbiturates – Amobarbital, Butalbital, Pentobarbital, and Secobarbital



- PCP
- LSD

- **Fingerprinting:** Fingerprinting will be performed when deemed necessary or required by the client. Not all clients request a fingerprinting record, but we execute the test through a reliable and official source that will send the results directly to our clients for review for those that do require fingerprinting. When the testing is completed and approved, the **Bilkins** team will notify the candidate of their start date and any other additional instructions provided by the hiring manager. We will supply the candidate with contact information for their **Bilkins** Account Manager and Payroll Specialist.

**On request Background check**

**Bilkins** provides any additional background check required by our client, not included in the above type of background check. The cost would be determined at the time of the request, respective to the state's agency.

**Performance Evaluation**

Bilkins maintains two approaches towards maintaining service standards - a proactive approach and a reactive approach.

**Proactive approach:** Bilkins's proactive approach entails actively reaching out to customers and gathering feedback on service quality and suggested areas of improvement. The steps are as followed:

- **Surveys and questionnaires:** This approach helps Bilkins anticipate customer demands and expectations and align its service offering accordingly. Such surveys' findings can also help identify common issues and requests of customers, hence helping a company customize its service offering.

- **Gap Analysis:** Bilkins has an ideal service standard that it would like to offer to its customers. This, we have contrasted with the current level of service being offered. Thus, the gap serves both as a measure and a basis for planning a future course of action to improve the service offering.

- **Staff Training:** The crucial aspect of the proactive approach is staff training which Bilkins follows. We spend generously on training personnel to adequately handle agency queries and/or complaints. This is particularly true if a client/agency changes its service offering or goes in for a price hike of its existing services/contract.

**Reactive:** Our reactive approach consists of resorting to a predetermined service recovery mechanism once a client/agency complains about poor service quality. It usually ends with replacement.

**Replacement**

When issues occur, the Bilkins team aggressively applies corrective measures until we have corrected all problems. Should a concern with quality ever develop, Bilkins will develop a Quality Improvement Plan based on identifying the deficiency.

After receiving a customer complaint, the Account/Program Manager immediately proposes which actions should be taken to resolve the issue/discrepancy. The request will be forwarded to the recruiting team, and Bilkins will directly replace the existing employee and ensure a smooth transition for a new employee. In the rare case, an employee cannot perform on a project; the following steps are initiated to provide a replacement candidate to the client within two business days.



- Facilitate client interviews with a new candidate.
- Execute proper transition between the outgoing consultant to the new candidate.
- Provide Knowledge Transfer (K.T.) to the new candidate to avoid delay in the project schedule.

Concurrently, the complaint is forwarded to Bilkins's Corporate Quality Manager to initiate our Corrective Action Process. The Quality Manager oversees the Corrective Action process to expedite the resolution of the customer complaint. We apply an established Corrective Action process to address performance issues quickly and document the results to prevent a recurrence. Bilkins's Corporate Quality Manager also conducts spot audits throughout the year to ensure adherence to our overall Corporate Quality Management System (QMS).

All these Quality Control Plan mechanisms provide Bilkins managers the ability to monitor and track progress for the customer, helps us identify trends that may affect deliverables, allows us to inspect and review for high quality, and provides us the tools to anticipate potential areas where process and procedures may break down.

## Staffing Experience

### Industry Service

Since its inception, Bilkins is providing Temporary, Temporary to Permanent, Permanent staffing services to various industries, viz. Healthcare, Medical, IT, Automobile, Aeronautics, Heavy Industry, Light Industry, etc. We are serving over 20 staffing contracts to provide all types of staffing services. Backed by a strong team of seasoned leaders and experienced professionals with a combined experience of more than 100+ years, Bilkins has grown exponentially to cross 100% revenue growth in the last three years. Bilkins is known for its quality services to its clients, and we thrive ourselves to exceed clients' expectations. Under the skilled guidance of experts with vast experience in IT, Administrative, Financial/Accounting, Legal, Clerical, HR, Technical, and specific staffing projects, Bilkins has taken a progressive step as a committed team with state-of-the-art infrastructure and best practices, ensuring the timely delivery of our recruitment solutions to our customers' satisfaction. At Bilkins, we strive to deliver cutting-edge recruitment solutions and ensure that our services add value to our customers. Our experience in providing various staffing models such as Temp to Hire, Contract, and permanent staffing offer the flexibility to serve our clients with the best suitable model for their business.

Like any nation, ***"A company is as good as its Staff"***. Bilkins is built on the foundation of dedication, honesty, and transparency; which are the biggest assets of any team to work in a collaborated environment. Bilkins follows a ***Customer Service focused Result Oriented Approach***. Bilkins's senior management consists of seasoned and experienced professionals backed by a team of highly skilled resources to support our clients on all projects. Bilkins has a blend of technical and managerial resources with niche skills available, to provide clients with high-quality solutions. Our technical manpower has

experience in working on a variety of projects of varying degree of complexity and is constantly trained to maintain excellence. Bilkins's performance audit is a plan which measures our internal workings, programs, and functions for proficiency. It analyses and evaluates policies, procedures and other internal processes for effectiveness. Utilize a performance audit to gauge whether Bilkins is meeting its objectives and carrying out **department's** objectives in the most efficient way.



Performance Measure	Definition	Target
<b>Timeliness to Present Candidates</b>	All categories - At least 2 qualified resumes submitted within 2 days of source able openings of client's requirement.	100%
<b>Candidate Quality Satisfaction</b>	The overall score received on end of assignment satisfaction surveys (sent by Bilkins's ATS system).	Quality Satisfaction score should show a score of 83% or above.
<b>Worker Quality Check-Ins</b>	Bilkins QA assurance department to deliver quality check-in to their employees at the following days post the start of their assignment at WVNF: <ul style="list-style-type: none"> <li>• 2 weeks</li> <li>• 30 days</li> <li>• 90 days</li> <li>• Monthly, post 90 days check-in</li> </ul>	If audited, provide proof that these were completed
<b>Internal Audits</b>	Bilkins QA assurance department to complete annual supplier audits of Suppliers with an active worker(s) filled during January – December of the previous year. Audits may also be conducted ad hoc throughout the year. Audits will include a verification that contractual terms are being met and any Federal, State or Local laws are being adhered to.	Successful "pass"
<b>Internal Performance Scorecards</b>	Bilkins QA assurance department to regularly evaluate internal department's performance and deliver ad hoc scorecard data as needed/requested. Formal scorecards to be provided to the Client on an annual basis.	Satisfactory performance or resolution within 20 days

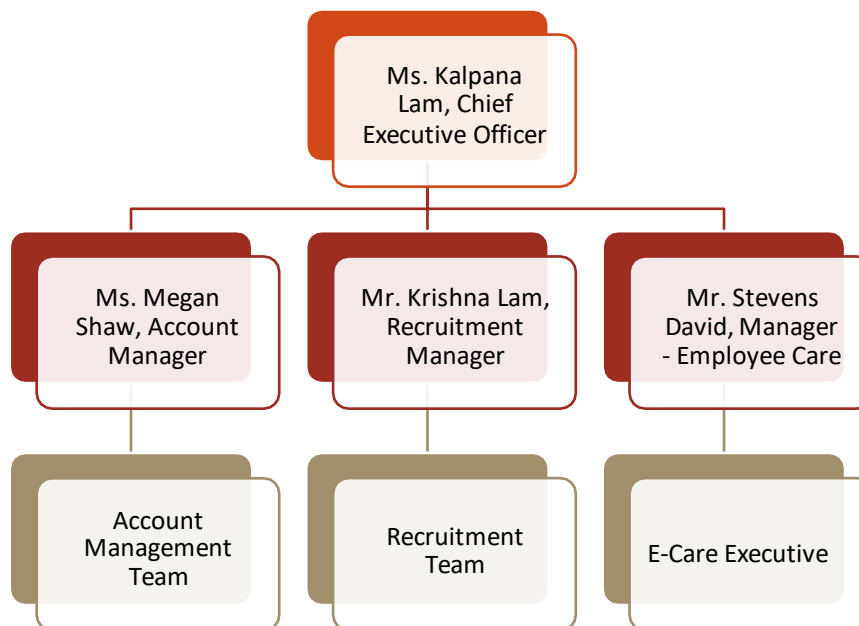
Acquiring and retaining high-quality talent is critical to ensure successful delivery of services. We will apply our successful "3R" employee retention framework – Recruit, Retain, and Reward the best. Our ability to attract and retain quality employees is significantly enhanced by our management style and our ability to offer competitive compensation and benefits. In addition to caring about direct job satisfaction, the senior managers backed by our tuition assistance and technical education programs, strongly encourage employees to continue their education and enhance their technical skills. Numerous Bilkins employees

are pursuing advanced degrees. Bilkins empowers its employees through a flat, responsive management structure. We are committed to attract and retain employees motivated by success – success that is achieved by delivering the highest levels of customer satisfaction.

Our overall personnel turnover rate is significantly below the industry average and our key personnel turnover rate is essentially zero. There are several factors in the competitive marketplace that affect personnel turnover, yet Bilkins continues to maintain a strong, loyal, and highly motivated workforce. We routinely receive commendations from customers regarding the quality and dedication of our employees. Our low turnover rates are an indicator of our success for the last years.

## Organization Structure

Bilkins understands the client's service requirements, and to fulfill those, we will allocate a dedicated Service Delivery Team to support **WVNF** on this contract. Ms. Kalpana Lam (Chief Executive Officer) will oversee the contract and lead the team. The **dedicated Key, Account Manager to WVNF, will be Ms. Megan Shaw**, who will regularly interact with **WVNF** Contract Manager for timely feedback and resolutions. Ms. Shaw will be responsible for the end-to-end process and other administrative activities, including but not limited to handling **WVNF** requirements, responding to **WVNF** inquiries regarding the contract activities, answering questions related to ordering and delivery, and more.



We have a dedicated client-specific and shared services customer service team. The customer service team is responsible for all employee relationships for our employees working for the client. The customer service team ensures that the highest quality of service is delivered to our employees. All issues and concerns are addressed immediately, and our customer service team periodically reaches out to our employees to ensure that everything is working smoothly. We take periodic surveys and feedback from our employees to continuously improve our process and service.

### **Dedicated Service Delivery Team to WVNF**

*Synopsis of qualification along with roles and responsibilities of members of Service Delivery Team is explained in table below:*

Management Personnel	Qualification and Experience	Contractual Role
Ms. Kalpana Lam Chief Executive Officer	<b>Master in Business Administration, Management and Operations. Kalpana has more than 20 years of staffing industry experience focusing on IT, Medical, Healthcare recruitment, and business development. She has a proven track record of developing and executing recruitment strategies and supporting all business levels across different industries. He successfully rebuilt teams, launched new strategies and initiatives, and accelerated revenue growth in a breadth of business environments including, manufacturing, technology, business support organizations, and start-ups.</b>	<ul style="list-style-type: none"> <li>• <b>Oversee Service Delivery Team for optimal performance on this contract.</b></li> <li>• <b>Regularly meeting with WVVNF's Contract Manager to assess and evaluate contract performance.</b></li> <li>• <b>Ensuring and tracking contract requirements.</b></li> <li>• <b>Educating, training, mentoring service delivery team to fill skill gaps.</b></li> </ul>
Ms. Megan Shaw, Dedicated Account Manager	<b>Masters in Business Administration and Human Resources. 15+ years experienced account management professional Involved in growing and maintaining the existing client relationship. Maintain the SLA's &amp; KRAs of customers. Involved in attending customer transactions/interactions and handling client escalations, and providing solutions to address customer satisfaction. Emphasis is on providing business insights and managing end-to-end service delivery for IT clients.</b>	<ul style="list-style-type: none"> <li>• <b>Key resource acting as Single Point of Contact to WVVNF for all types of staffing and reporting requirements.</b></li> <li>• <b>Daily interaction with WVVNF for requirements, qualified candidate submissions, interviews, joining formalities, feedbacks, etc.</b></li> <li>• <b>Working with Recruiting Manager to ensure the quality of candidate selection process.</b></li> <li>• <b>Maintaining and sharing performance reports.</b></li> </ul>
Mr. Krishna Lam Head – Staffing & Service Delivery	<b>Master's in business International business and Human Resource and 20+ years experienced Sourcing and recruitment professional, Responsible for managing teams located in India and at our Headquarter in Washington D.C. Takes care of the overall performance of the team and quality of the submissions. Responsible for interview preparation and final screening of the candidates as well as assuring on time delivery of the resources on client projects.</b>	<ul style="list-style-type: none"> <li>• <b>Interact with Account Manager to Source and recruit on WVVNF's staffing requirements.</b></li> <li>• <b>Manage a team of sourcing specialists to find quality candidates.</b></li> <li>• <b>Manage day to day recruitment activities.</b></li> <li>• <b>Ensuring and track the staffing requirements of WVVNF.</b></li> <li>• <b>Setting up milestone of each activity to complete WVVNF's submittal within 24 hours.</b></li> <li>• <b>Training and skill enhancement to existing &amp; new recruiters on WVVNF's staffing requirements</b></li> </ul>

<b>Mr. Stevens David Manager – Employee Care</b>	<b>Masters in Human Resource Management and 16+ years experienced Human Resource professional, key executive to contractors for onboarding, training, payment and all employee care policies and procedures.</b>	<ul style="list-style-type: none"> <li>• <b>Managing and handling Joining and onboarding requirements.</b></li> <li>• <b>Responsible for background screening, quality tests, retention, and training.</b></li> <li>• <b>Employee management activities like benefits, insurances, etc.</b></li> </ul>
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## Program development and implementation

Bilkins Inc understands the WVNF requirements, the purpose of the solicitation and NP performance towards this contract; We understood the goal of the WVNF for providing Licensed Nurse Practitioner located at One Freedom Way in Clarksburg, WV

Bilkins will provide the best and competent personnel of license NP Services with highly skilled and specified qualifications as according to the job descriptions and specifications mentioned in the CRFQ. We will provide the best NP based on licensure/certification who are eligible and capable to perform the responsibilities given by the WVNF upon the request. Bilkins warrants that qualified personnel shall provide Services under this Contract in a professional manner as outlined in this CRFQ.

Bilkins believes in dedicated customer service Approach. We will assign a Dedicated Account Manager to stay in touch with WVNF. This coordination will result in focusing on the individual needs of.

Bilkins team is appraised amongst its customers for its quality. We have a stringent process to ensure that our customers get the best in the market. As soon as the requirement comes, our team of over 7+years of experienced recruiters starts finding the best match based on skills, ethnicity, diversity, previous work history, comparable industry experience, and knowledge of the work to be performed. We then verify their expertise through a series of qualifying questions and skill tests. The next step is verifying their past references and work history. Once we go through all these procedures, we submit the resume to the customer. This process takes no more than 24 hours due to our automated skill matching techniques so that we will be able to offer a candidate on any job requisition within 24-48hours.

Over a decade of experience learning and constant evolution of staffing strategies have helped us devise a Customer-Centric approach based on organizational work ethics, environment, scope, and especially the organization's vision. We formulate a series of evaluations to find a suitable match for any organization. Our Selection, Screening, and hiring process for WVNF are based on the high demand for culturally fit temporary workers. Once an agency raises a request to our uniquely automated and 24x7 monitored e-mail address dedicated to WVNF only, it goes through our ISO:9001 certified Centralized Delivery Center, which focuses on proven processes and quality management for categorization of the requirements to dedicated delivery managers based on the job roles. Each Delivery Manager is supported by a team of over 6years of experienced recruiters to find a suitable match. We have a national database of over 600k candidates in our Artificially intelligent Applicant Tracking system. The requirement is firstly matched with our database for a quick turn-around time.

Our usual turn-around time to find a candidate is between 24 to 48 hrs. Candidates are scrutinized based on their experience, diverse skill sets, ethnicity, and cultural fit before being presented to WVNF Authorized User. We will provide background check evaluation as per request.

## Billing, Reporting and Accounting Capabilities

### Record Keeping Process:

- Bilkins will keep employment records up to 5 years upon employee termination.
- Bilkins has a cloud-based Applicant tracking system where employee records will be kept highly secured.
- Bilkins has a workforce management tool to communicate with employees and clients as well.

### Invoicing / Billing Process:

- Bilkins will collect the client approved timesheets from employees on weekly basis.
- Those received timesheets will be re-verified by the supervisor / Manager.
- Based on the re-verified and approved timesheets, our payroll team will raise invoices to client through email on bi-weekly or monthly basis, based on the client requirement and preference.
- Finally for Payroll processing.

## Payrolling Services

We strive to develop solutions that allow businesses to save time and money. We are dedicated to developing solutions that help alleviate the problems in payroll and payroll administrative in order for employers to focus on more pressing issues.

Our Difference In addition to our staff of highly trained customer account representatives, we have certified Public Accountants on staff to prepare and oversee all payroll tax issues, even though we are not a CPA firm.

If there is ever a problem with any taxing authority our CPAs are experienced and completely up to date in dealing with the IRS, all States and local tax agencies. We obtain a Power of Attorney from our clients so we can deal directly with the IRS and all other tax agencies, this way our clients don't waste they time or patience dealing with the government in areas where we are the specialists.

## Payroll Benefits

Bilkins Offers weekly, bi-weekly, semi-monthly and monthly payroll services

### Direct Deposit

With the threat of identity theft on the rise, direct deposit is the number one method of payment among employers. Employees enjoy the convenience and security of direct deposit, while employers enjoy the ease of bank reconciliation at month end.

### Payroll Debit Cards

Popular among employees who do not have a bank account; payroll debit cards offer the convenience and security not available through the traditional payroll checks.

### Electronic Payroll Reports

With electronic reports, there is no need to accumulate unneeded paper. Reduce the significant costs of file space and furniture needed by a paper filing system by implementing an electronic filing system for all your payroll reports.

### Physical Checks

Bilkins offer overnight check delivery services in case any employee does not have debit card or direct deposit facility.

### Employee Self Service

Employees have access to ADP to view and download all their Paystubs and W2's. This information is maintained and accessible in the system 24/7.

## Client References

1. **Name of firm** : Prodapt North America Inc  
**Address of firm** : 10260 SW Greenburg Road, Portland  
**Contact Name** : Divakar Dhandapani  
**Email** : [divakar.d@prodapt.com](mailto:divakar.d@prodapt.com)  
**Phone** : (408)-329 -7600  
**Services provided** : Temporary Nursing Services
  
2. **Name of Firm** : NYS Office of Mental Health Secure Treatment and Rehabilitation Center  
OGS-NY  
**Address of firm** : Oakview Campus 9005 Old River Road, PO Box 300, Marcy, NY 13403  
**Contact Name** : Christopher A. Fullem  
**Email** : [Christopher.Fullem@omh.ny.gov](mailto:Christopher.Fullem@omh.ny.gov)  
**Phone** : 315-765-3116  
**Services provided** : Providing temporary nursing personnel services.
  
3. **Name of Organization** : Eastern State Hospital (DBHDS-VA)  
**Address of firm** : 4601 Ironbound Road, Williamsburg, VA 23185  
**Contact Name** : Jana Ross  
**Email** : [jana.stewart@dbhds.virginia.gov](mailto:jana.stewart@dbhds.virginia.gov)  
**Phone** : 757-208-7571  
**Services provided** : Temporary, as needed, Healthcare Employees.  
Sourcing the Medical staffing services of RN, LPN, CNA, DSA, Physicians etc. to Virginia state agencies and hospitals



## Summary

Bilkins caters to a diverse range of nursing services, including registered nurses, certified nursing assistants, licensed practical Nurses, nurse practitioners, RN Managers, DSAs, Physician, Medical Directors, Psychologist, therapists, dentists, Pharmacists, healthcare technologists, counselors and allied health personnel. Our staffing firm specializes in providing highly qualified medical professionals. We understand the unique demands and intricacies of healthcare environments and can ensure seamless staffing coverage to support the operations of WVNF

With over 7+ years of experience in healthcare staffing, our firm has successfully supported numerous medical facilities across the US including the all the regions of statewide VA, NY, FL, CA, IL, PA etc. We have a dedicated team of recruitment experts who employ stringent screening and selection processes to identify top-tier candidates with the necessary skills and qualifications. Our pool of talent is extensive, and we maintain a database of licensed professionals ready to be deployed to Elisabeth Ludeman Center.

By partnering with Bilkins, WVNF can benefit from the following:

- Comprehensive staffing solutions tailored to the specific needs of the facility.
- Rapid response and flexibility to handle fluctuating staffing requirements.
- Streamlined onboarding and orientation processes to minimize disruption and ensure smooth transitions.
- Dedicated account management and ongoing support to address any staffing-related challenges.
- Stringent quality control measures to ensure compliance with industry standards and regulatory requirements.

We are confident that our experience, expertise, and commitment to delivering exceptional healthcare and nursing staffing services align perfectly with the staffing needs of Elisabeth Ludeman Center.

Bilkins provides quality services to its clients. We have required technical and financial capability to serve WVNF on this project. Our defined processes and policies are in coordination and support each other, to provide clients our best service. We are delighted and eager to serve WVNF.

**---THE END---**

REQUEST FOR QUOTATION – CRFQ VNF24\*06  
NURSE PRACTITIONER

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**9.2 Reports:** Vendor shall provide quarterly reports and annual summaries to the Agency showing the Agency's items purchased, quantities of items purchased, and total dollar value of the items purchased. Vendor shall also provide reports, upon request, showing the items purchased during the term of this Contract, the quantity purchased for each of those items, and the total value of purchases for each of those items. Failure to supply such reports may be grounds for cancellation of this Contract.

**10. CONTRACT MANAGER:** Vendor must designate and maintain a primary manager responsible for overseeing Vendor's responsibilities under the contract. The manager must be available during normal business hours to address any customer service issues related to the contract and/or purchase orders.

Vendor Name Bilkins Inc

Contract Manager Megan Shaw

Telephone Number 703-349-1777

Fax Number 571-520-0318

Email Address mshaw@bilkins.com

**Exhibit A - Pricing Page  
Nurse Practitioner**

Item No.	Description Of Services	Estimated Hours*	Hourly Rate	Total
1	Nurse Practitioner Hourly Rate	1,950	\$115.00	\$ 2,24,250.00 -
			<b>Grand Total</b>	<b>\$ 2,24,250.00 -</b>

\*Estimated number of hours is not guaranteed.

<b>Vendor Information</b>			
Vendor:	Bilkins Inc	Printed Name:	Kalpana Lam
Address:	44031 PIPELINE PLZ STE 300	Title:	CEO
	Ashburn , VA-20147	*Signature	
Office Phone:	703-349-1777	*I hereby certify I am authorized by the Vendor to sign this document.	
Cell Phone:	540-413-6555		
Fax:	571-520-0318	Email:	mshaw@bilkins.com



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

State of West Virginia  
 Centralized Request for Quote

<b>Proc Folder:</b> 1340813			<b>Reason for Modification:</b> Addendum No. 1
<b>Doc Description:</b> Nurse Practitioner			
<b>Proc Type:</b> Central Master Agreement			
<b>Date Issued</b>	<b>Solicitation Closes</b>	<b>Solicitation No</b>	<b>Version</b>
2023-12-15	2024-01-04 13:30	CRFQ 0613 VNF2400000006	2

**BID RECEIVING LOCATION**

BID CLERK  
 DEPARTMENT OF ADMINISTRATION  
 PURCHASING DIVISION  
 2019 WASHINGTON ST E  
 CHARLESTON WV 25305  
 US

**VENDOR**

**Vendor Customer Code:** VS0000044686

**Vendor Name :** Bilkins Inc

**Address :** 44031 PIPELINE PLZ

**Street :** PIPELINE PLZ STE 300

**City :** Ashburn

**State :** Virginia **Country :** United States of America **Zip :** 20147

**Principal Contact :** Megan Shaw, mshaw@bilkins.com

**Vendor Contact Phone:** 703-349-1777 **Extension:**

**FOR INFORMATION CONTACT THE BUYER**  
 David H Pauline  
 304-558-0067  
 david.h.pauline@wv.gov

*v. kalpana* 81-3472758 01/03/2024

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

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

**ADDITIONAL INFORMATION**

Addendum No. 1

To provide responses to Vendor Technical Questions, see attached

Bid Opening date and time remains January 4, 2024, at 1:30 pm., est.

No other changes.

**INVOICE TO****SHIP TO**DIVISION OF VETERANS  
AFFAIRS  
1 FREEDOMS WAYVETERAN'S NURSING  
FACILITY  
1 FREEDOMS WAYCLARKSBURG WV  
USCLARKSBURG WV  
US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Nursing services				

**Comm Code****Manufacturer****Specification****Model #**

85101601

**Extended Description:**

See Exhibit "A" Pricing Page

Nurse Practioner for the WVVNF

**SCHEDULE OF EVENTS**

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Vendor Technical Questions Due By 11:00 am., est.	2023-12-15

**SOLICITATION NUMBER: CRFQ VNF2400000006**  
**Addendum Number: 1**

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The purpose of this addendum is to modify the solicitation identified as CRFQ VNF2400000006 to reflect the change(s) identified and described below.

**Applicable Addendum Category:**

- Modify bid opening date and time
- Modify specifications of product or service being sought.
- To respond to technical questions
- Attachment of pre-bid sign-in sheet
- Correction of error
- Other

**Additional Documentation:**

- 1. To respond to vendor technical questions, see attached.**
- 2. Bid opening date and time remains January 4 2024, at 1:30 pm., est.**
- 3. No other changes.**

**Terms and Conditions:**

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

Nurse Practitioner CRFQ VNF240000006

Vendor Questions & Answers

- Q1. Is this a re-compete CRFQ? If yes,
- Could you please the name of Current Suppliers (who are currently providing services to WV Veterans Nursing Facility)?
  - Could you please share current Suppliers pricing?
  - How many resources are currently engaged in the current contract?
  - Can you please share the no. of positions served in previous years under this contract?

A1. This is not a re-compete and there is no current supplier. Requesting copies of previously awarded contracts, other solicitations, or documents related to previous contracts through the question and answer process included in this solicitation is not appropriate. Requests for documentation of this nature can be obtained by interested parties through a Freedom of Information Act request.

- Q2. What is the pay rate for NPs, currently employed by WV Veterans Nursing Facility?

A2. See answer to Question 1 above.

- Q3. What will be the estimated annual budget for this project?

A3. We have no way of knowing what the cost will be until bids are received.

- Q4. How many NPs we can expect under this contract on an annual basis?

A4. We are only looking for one NP.

- Q5. How many vendors agency is planning to select?

A5. We will only be selecting one vendor.

- Q6. What would be the respective shifts timing for each given position?

A6. See 4.17 of the Specifications

- Q7. Will it be 13-week assignment or longer?

A7. There is no guarantee of hours, but we estimate the need to be on an annual basis as we continue attempting to recruit for this position in-house.

- Q8. Do we need provide crisis rate besides the regular rate?

A8. No, there will be no crisis pay.

- Q9. Attachment A Question: Please confirm if we need to submit fully burdened hourly bill rates?

A9. Vendor should provide all-inclusive rates. Agency will not pay for any additional items separately unless specifically listed in the Specifications.

Q10. Please confirm, what all documents are required to be submitted in response to the respective CRFQ if we are bidding electronically on VSS portal?

A10. The Pricing Page should be included, as well as a signed CRFQ, Terms and Conditions, and completed Item 10 of the Specifications for "Contract Manager". Any additional information such as a cover letter, brochures and Vendor's sales documents are encouraged. Vendor should enter the total bid amount in wvOASIS. Also, see the "Instructions to Vendors Submitting Bids" and the "General Terms and Conditions" attached to the Solicitation.

Q11. We intend to submit the bid electronically on portal, in order to be responsive, do we need to submit only Final\_CRFQ\_0613\_VNF2400000006\_1\_WV\_CRFQ\_FORM; • "Attachment A", Signed "SPECIFICATIONS" form • "DESIGNATED CONTACT" • "CERTIFICATION AND SIGNATURE" & • "DESIGNATED CONTACT" information in response to CRFQ?

A11. See response to Question 10 above.

Q12. If any other information is required apart from the information mentioned in previous question, please confirm the required information.

A12. See response to Question 10 above.

Q13. What is the number of hours/days the nurse practitioner is supposed to work?

A13. See Section 4.17 of the Specifications

Q14. I see you are looking for 1950 hours- i would please like to understand how these hours are portioned for the nurse practitioner.

A14. This is an estimated number of hours and is not guaranteed. This was calculated by taking 2080 hours per year (which is 40 hours per week), then subtracting the estimated time off for holidays.

Q15. When is the proposed start date?

A15. This depends on how quickly we can get the bids evaluated, contract awarded, resumes received and reviewed, and all pre-employment requirements completed (background check, drug test, etc.). We would like to have someone start as soon as possible once all the paperwork is final.

Q16. I had a quick question about the previous bids on this contract, what other vendors names placed bids?

A16. See Answer to Question 1 above.

Q17. Who has this contract now?



A17. See Answer to Question 1 above.

Q18. How many years ago did those occur?

A18. See Answer to Question 1 above.

Q19. Would the Nurse Practitioner be covered under the State of West Virginia malpractice insurance or would the vendor have to cover the Nurse Practitioner?

A19. The Nurse Practitioner and/or Vendor will NOT be covered under any State insurance. See Section 8 of the General Terms and Conditions for Insurance requirements.

Q20. Could you please provide Email ID or link to raise public record request in reference to the Nurse practitioner contract that WV Veterans Nursing Facility is using currently?

A20. See Answer to Question 1 above.

END OF QUESTIONS AND ANSWERS

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: CRFQ VNF2400000006**

**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 type="checkbox"/>            | Addendum No. 2 | <input type="checkbox"/> | Addendum No. 7  |
| <input type="checkbox"/>            | Addendum No. 3 | <input type="checkbox"/> | Addendum No. 8  |
| <input type="checkbox"/>            | Addendum No. 4 | <input type="checkbox"/> | Addendum No. 9  |
| <input 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.

Bilkins Inc

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Company

*v. Kelpone*

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Authorized Signature

01/03/2024

---

Date

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



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

State of West Virginia  
 Centralized Request for Quote

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2023-12-12	2024-01-04 13:30	CRFQ 0613 VNF2400000006	1

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BID CLERK  
 DEPARTMENT OF ADMINISTRATION  
 PURCHASING DIVISION  
 2019 WASHINGTON ST E  
 CHARLESTON WV 25305  
 US

**VENDOR**

**Vendor Customer Code:** VS0000044686  
**Vendor Name :** Bilkins Inc  
**Address :** 44031 PIPELINE PLZ  
**Street :** PIPELINE PLZ STE 300  
**City :** Ashburn  
**State :** Virginia **Country :** United states of America **Zip :** 20147  
**Principal Contact :** Megan Shaw, mshaw@bilkins.com  
**Vendor Contact Phone:** 703-349-1777 **Extension:**

**FOR INFORMATION CONTACT THE BUYER**

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

*v. Kalpana*  
 81-3472758  
 01/03/2024  
**Vendor Signature X** **FEIN#** **DATE**

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

**ADDITIONAL INFORMATION**

The West Virginia Purchasing Division, is soliciting bids on behalf of the WV Veterans Nursing Facility, to establish an open-end contract for a Nurse Practitioner per the attached specifications and documentation.

**INVOICE TO****SHIP TO**

DIVISION OF VETERANS  
AFFAIRS  
1 FREEDOMS WAY

VETERAN'S NURSING  
FACILITY  
1 FREEDOMS WAY

CLARKSBURG WV  
US

CLARKSBURG WV  
US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Nursing services				

Comm Code	Manufacturer	Specification	Model #
85101601			

**Extended Description:**

See Exhibit "A" Pricing Page

Nurse Practitioner for the WVVNF

**SCHEDULE OF EVENTS**

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Vendor Technical Questions Due By 11:00 am., est.	2023-12-15

	Document Phase	Document Description	Page
VNF240000006	Final	Nurse Practitioner	3

**ADDITIONAL TERMS AND CONDITIONS**

See attached document(s) for additional Terms and Conditions



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

State of West Virginia  
 Centralized Request for Quote

<b>Proc Folder:</b> 1340813	<b>Reason for Modification:</b> Addendum No. 1
<b>Doc Description:</b> Nurse Practitioner	
<b>Proc Type:</b> Central Master Agreement	

Date Issued	Solicitation Closes	Solicitation No	Version
2023-12-15	2024-01-04 13:30	CRFQ 0613 VNF2400000006	2

**BID RECEIVING LOCATION**

BID CLERK  
 DEPARTMENT OF ADMINISTRATION  
 PURCHASING DIVISION  
 2019 WASHINGTON ST E  
 CHARLESTON WV 25305  
 US

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 FEIN#

01/03/2024  
 DATE

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**ADDITIONAL INFORMATION**

Addendum No. 1

To provide responses to Vendor Technical Questions, see attached

Bid Opening date and time remains January 4, 2024, at 1:30 pm., est.

No other changes.

**INVOICE TO****SHIP TO**DIVISION OF VETERANS  
AFFAIRS  
1 FREEDOMS WAYVETERAN'S NURSING  
FACILITY  
1 FREEDOMS WAYCLARKSBURG WV  
USCLARKSBURG WV  
US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Nursing services				

**Comm Code****Manufacturer****Specification****Model #**

85101601

**Extended Description:**

See Exhibit "A" Pricing Page

Nurse Practioner for the WVVNF

**SCHEDULE OF EVENTS**

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See attached document(s) for additional Terms and Conditions



**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.

(Printed Name and Title) Megan Shaw

(Address) 44031 Pipeline Plaza, STE #110, Ashburn, Virginia - 20147

(Phone Number) / (Fax Number) 703-349-1777

(email address) mshaw@bilkins.com

**CERTIFICATION AND SIGNATURE:** By signing below, or submitting documentation through *wvOASIS*, I certify that: I have reviewed this Solicitation/Contract 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/Contract 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 this bid or offer was made without prior understanding, agreement, or connection with any entity submitting a bid or offer for the same material, supplies, equipment or services; that this bid or offer is in all respects fair and without collusion or fraud; that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; 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; and that pursuant to W. Va. Code 5A-3-63, the entity entering into this contract is prohibited from engaging in a boycott against Israel.*

Bilkins Inc  
(Company)

(Signature of Authorized Representative)  
Kalpana Lam, CEO 01/03/2024

(Printed Name and Title of Authorized Representative) (Date)  
703-349-1777

(Phone Number) (Fax Number)  
mshaw@bilkins.com

(Email Address)