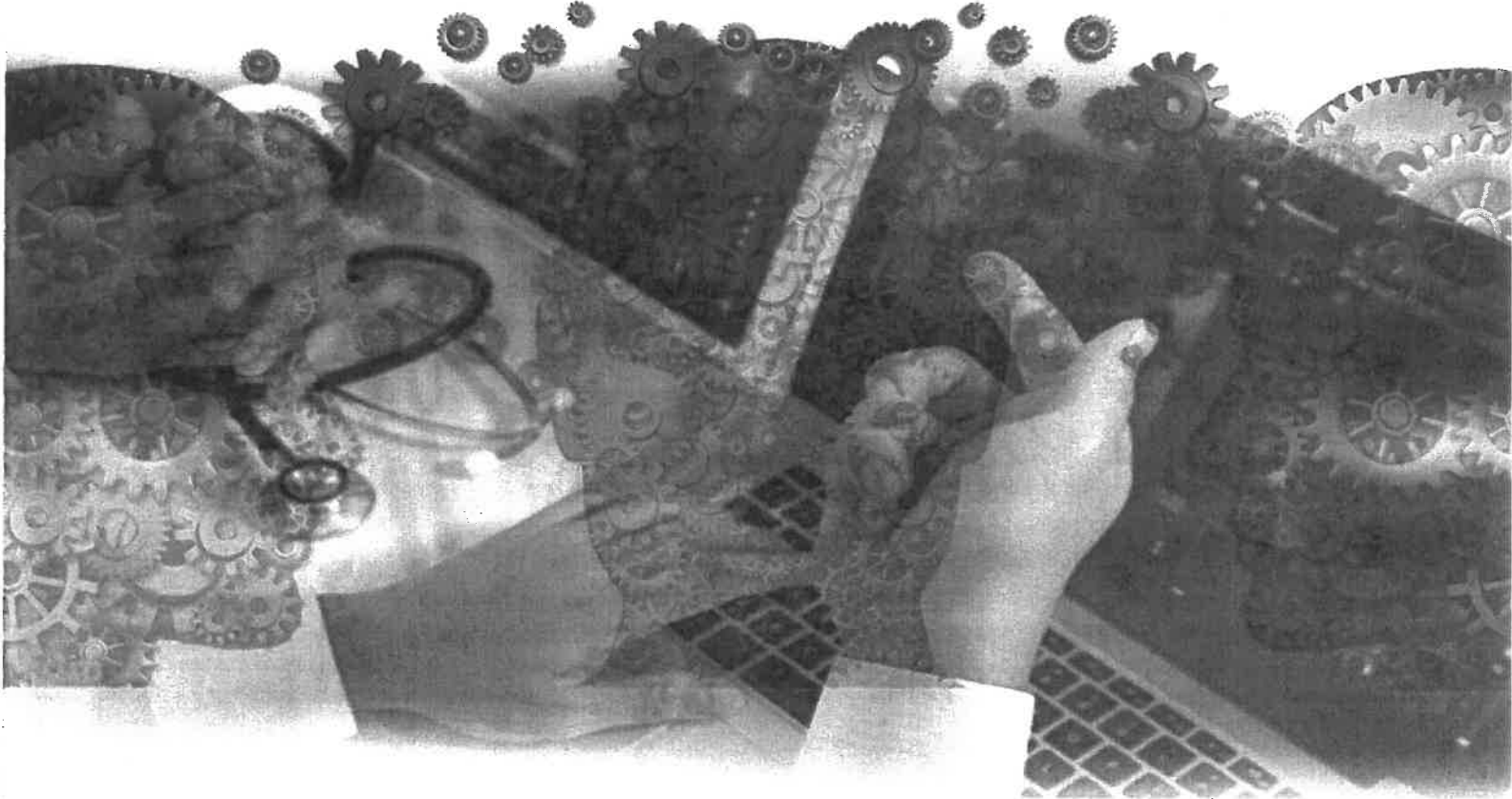


**State of West Virginia  
Open End Purchase for Contract Temporary RN, LPN, HSA  
Solicitation: CRFQ-0618-BVH2400000002  
Volume I: Technical Response**



Due Date: April 4, 2024



ISO/IEC 27001:2013



**Submitted by:**

ACI Federal  
500 Lafayette Blvd Suite 200  
Fredericksburg, VA 22401  
DUNS Number: 046094380  
SAM UEI Number:  
CLG1P7Q3MH64  
ISO/IEC 9001:2008#: Q-1024

**Point of Contact:**

Peter Judd  
Senior VP of Operations  
**Phone:** (540)-288-6591  
**Email:** peterjudd@acifed.com

**Submitted To:**

State of West Virginia  
**Name:** David H. Pauline  
**Email:** David.h.pauline@wv.gov  
**Phone:** (304)-558-0067

This proposal contains data that shall not be disclosed outside of the Government and shall not be duplicated, used, or disclosed in whole or in part for any reason than to evaluate the proposal. If, however, a contract or task is awarded to this Offeror in connection with the submission of this data, the Government shall have the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit the Government's right to use information contained in this data if it is obtained from another source without restriction.

**State of West Virginia**  
**Open End Purchase for Contract Temporary RN, LPN, HSA**  
**Solicitation: CRFQ-0618-BVH240000002**  
**Volume I: Technical Response**



Due Date: April 4, 2024



04/01/24 09:47:45  
WV Purchasing Division  
04/01/24 09:47:48  
WV Purchasing Division



**Submitted by:**  
ACI Federal  
500 Lafayette Blvd Suite 200  
Fredericksburg, VA 22401  
DUNS Number: 046094380  
SAM UEI Number:  
CLG1P7Q3MH64  
ISO/IEC 9001:2008#: Q-1024

**Point of Contact:**  
Peter Judd  
Senior VP of Operations  
**Phone:** (540)-288-6591  
**Email:** peterjudd@acifed.com

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**Name:** David H. Pauline  
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**Cover Letter**

Department of Administration  
Purchasing Division  
2019 Washington Street East  
Charleston, WV, 25305-0130

Attention: David H. Pauline

Subject: Open End Purchase for Contract Temporary RN, LPN, HSA

Submission Date: April 4, 2024

Dear Mr. Pauline

ACI Federal is pleased to submit our proposal response to the State of West Virginia, specifically the West Virginia Veterans Home Barbourville for Open End Purchase for Contract Temporary RN, LPN, HSA

Our proposal response addresses the need for Open End Purchase for Contract Temporary RN, LPN, HSA as stated in the solicitation documents, and provides further detail on how ACI Federal is uniquely positioned to provide the kind of responsive, cost effective and focused delivery solution sought by West Virginia Veterans Home Barbourville.

If you require additional details or have any questions regarding this proposal, please contact Peter Judd at 540-288-6591 or via email at [peterjudd@acifed.com](mailto:peterjudd@acifed.com).

Respectfully,

Peter Judd  
Senior Vice President of Operations  
and Business Development

Technical Proposal – CRFQ-0618-BVH240000002	1	April 4, 2024
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**Executive Summary**

ACI Federal brings over 100 years of experience and leadership in providing staffing support services which includes emergency rapid response and surge needs during times of national disaster and crisis. ACI Federal without question brings a highly qualified and respected team that will deliver a responsive, focused, qualified, and experienced staff to provide an Open-End Purchase for Contract Temporary RN, LPN, HSA to the West Virginia Veterans Home Barbourville. ACI Federal has a highly experienced recruiting staff who are supplementing an already strong candidate pool with new personnel that are at the ready to fulfill all needs. *ACI has direct access to a pool of over 5.4 million credentialed personnel through our Proprietary Resume Database (PRD).*



Founded in 2011, ACI Federal™ (S-Corp) is an award-winning, **Joint Commission Accredited**, ISO 9001:2015 Quality Management Systems (QMS) certified, ISO 27001:2013 (Cyber-Security), ISO 20000- 1:2011 (ITIL) certified, and CMMI Level 3 compliant business. ACI Federal has a Global Footprint with employees across the county and is recognized as one of the fastest growing professional service firms Nationwide. ACI Federal has Government Contracting experience with a proven track record to solve the most complex mission-critical challenges. We bring a solid record of successful performance and an experienced leadership team. ACI Federal has currently registered nurses, counselors, case managers, psychiatrist, mental health professionals, and physicians on board and we hold a specialized Federal Staffing Schedule under FSS 621-1 which allows us to directly provide mental health professionals including psychologists, nurses, physicians, and counselors to any government entity directly. ACI Federal is an industry recognized business providing medical staffing and Health IT services to our customers. ACI Federal will provide the State of West Virginia with highly qualified medical staff meeting all RFP requirements.

Technical Proposal – CRFQ-0618-BVH240000002	3	April 4, 2024
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**References**

**Past Performance Reference 1**

<b>Title: Medical and Support Personnel for the State of Idaho</b>	
<b>Name of Contracting Activity and address: State of Idaho, 4040 West Guard Street, Boise, Idaho 83705-5004</b>	
<b>Jeffrey E. Hill, P.E., Contracting Officer</b>	
<b>State of Idaho, Military Division</b>	
<b>p: 208.801.4250</b>	
<b>c: 208.830.4984</b>	
<b>JHill@imd.idaho.gov</b>	
<b>Contract Number: NGBID-21-D-003</b>	<b>Cost/Price: \$97,999,308.57</b>
<b>Award Date: 9/1/2021</b>	<b>Period of Performance: 9/1/2021 – 4/15/2022</b>
<p>Description of Services: ACI Federal was the Prime Contractor awarded the FEMA Blanket Ordering Agreement (BOA) contract providing medical support personnel on multiple Task Orders. On Task Order 1, ACI Federal is currently providing 485 experienced medical and support personnel providing round the clock medical services at 12 facilities including St. Alphonsus Regional Medical Center, Kootenai Health, and Good Samaritan assisted living facility in Idaho. ACI Federal is currently providing the following labor categories:</p> <ul style="list-style-type: none"> <li>• Registered Nurse</li> <li>• Certified Nursing Assistant</li> <li>• Medical Assistant</li> <li>• Surgical Technician</li> <li>• Patient safety attendant</li> <li>• Food and nutritional services</li> <li>• Environmental services technician</li> <li>• Respiratory Therapist</li> <li>• Non-clinical staff</li> </ul> <p>This contract, supported by ACI Federal, has provided hundreds of workers, as hundreds of patients arrived in Idaho's hospitals with COVID-19 and the state went into "crisis standards of care" twice. ACI Federal personnel were also responsible for providing COVID-19 vaccination support at multiple clinics throughout the state.</p> <p><b>ACI Federal was able to ramp up within 45 days, providing over 300 personnel in the State of Idaho to provide the personnel needed to meet emergency staffing needs. Within 60 days ACI Federal provided over 500 personnel across Idaho.</b></p>	



**Past Performance Reference 2**

<b>Title: Medical and Support Personnel for the State of Washington</b>			
<b>Name of Contracting Activity and address:</b> State of Washington, PO Box 47890 Olympia, Washington 98504-7890			
<b>Name:</b> Kristina Hansen, Med Surge Coordinator/HPP			
<b>Address:</b> PO Box 47890 Olympia, Washington 98504-7890			
<b>Phone Number:</b> 564-999-0603			
<b>Email:</b> kristina.hansen@doh.wa.gov			
<b>Contract Number:</b> T151800a	<b>Cost/Price:</b> \$111,798,863.36		
<b>Award Date:</b> 09/13/2021	<b>Period of Performance:</b> 9/13/2021 – 3/3/2022		
<p>Description of Services: ACI Federal was the Prime Contractor awarded the FEMA Blanket Ordering Agreement (BOA) contract providing medical support personnel on multiple Task Orders. On Task Order 2, ACI Federal is providing 740 experienced medical and support personnel to provide round-the-clock medical service at facilities identified throughout Washington State. ACI Federal personnel were also responsible for providing COVID-19 vaccination support at multiple clinics throughout the state. ACI Federal is providing the following personnel.</p> <table style="width: 100%; border: none;"> <tr> <td style="vertical-align: top;"> <ul style="list-style-type: none"> <li>• Registered Nurse</li> <li>• NAC</li> <li>• Medical Assistant</li> <li>• PT</li> <li>• COTA</li> <li>• OT</li> <li>• Housekeeping/Laundry</li> <li>• Cook/Dietary Aide/Nutritionist</li> <li>• SocialWorker/Case Managers</li> <li>• Nurse Managers</li> <li>• Shower aides</li> <li>• Restorative aides</li> <li>• Charge nurse</li> <li>• Psychiatrists</li> </ul> </td> <td style="vertical-align: top;"> <ul style="list-style-type: none"> <li>• Admission</li> <li>• LPN</li> <li>• Provider</li> <li>• Kitchen Staff</li> <li>• Central Supply</li> <li>• Pharmacist</li> <li>• Reception Phones</li> <li>• Unit Coordinator</li> <li>• On-call Physician</li> <li>• Director</li> <li>• IT Support</li> <li>• Security</li> <li>• Maintenance workers</li> <li>• Environmental Services</li> <li>• Psychologists</li> </ul> </td> </tr> </table>		<ul style="list-style-type: none"> <li>• Registered Nurse</li> <li>• NAC</li> <li>• Medical Assistant</li> <li>• PT</li> <li>• COTA</li> <li>• OT</li> <li>• Housekeeping/Laundry</li> <li>• Cook/Dietary Aide/Nutritionist</li> <li>• SocialWorker/Case Managers</li> <li>• Nurse Managers</li> <li>• Shower aides</li> <li>• Restorative aides</li> <li>• Charge nurse</li> <li>• Psychiatrists</li> </ul>	<ul style="list-style-type: none"> <li>• Admission</li> <li>• LPN</li> <li>• Provider</li> <li>• Kitchen Staff</li> <li>• Central Supply</li> <li>• Pharmacist</li> <li>• Reception Phones</li> <li>• Unit Coordinator</li> <li>• On-call Physician</li> <li>• Director</li> <li>• IT Support</li> <li>• Security</li> <li>• Maintenance workers</li> <li>• Environmental Services</li> <li>• Psychologists</li> </ul>
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<p><b>ACI Federal was able to ramp up within 45 days, providing over 300 personnel in the State of Washington to provide the personnel needed to meet emergency staffing needs. Within 60 days ACI Federal provided over 700 personnel across Washington State.</b></p>			



**Past Performance Reference 3**

<b>Title: Behavioral Health Specialist</b>	
<b>Name of Contracting Activity and address:</b> Eastern State Hospital, 4601 Ironbound Road, Williamsburg, VA 23188	
<b>Contract Number:</b> 704-EMG21016	<b>Contract Type:</b> PO #1 EP3258295-B210879 – 30 DSA Forensic, PO #2 EP3265796-B210965 – 25 DSA Forensic, PO #3 EP3270601 – B211093 – 3 DSA Admin
<b>Cost/Price:</b> PO #1 \$504,000, PO #2 \$450,000, PO #3 \$50, 400.00	<b>Current Value:</b> \$4,139,200
<b>Award Date:</b> 10/25/2020	<b>Period of Performance:</b> 11/30/2020 – Present
<b>Procuring Contracting Officer (PCO)</b> Charles Ward, 757-208-7951, <a href="mailto:Charles.Ward@dbhds.virginia.gov">Charles.Ward@dbhds.virginia.gov</a>	<b>Administrative Contracting Officer (ACO)</b>
<b>Description of Work Performed</b>	
<p>ACI Federal has provided 103 Forensic Psychiatric Technician/Behavioral Health/Admin Technicians, Dietary Aids, and Housekeepers for Eastern State Hospital in Williamsburg, VA. ACI federal personnel are directly accountable to the LPN, RN I, RN II, RN MGR I, or Administrator on Duty (AOD) for the provision of direct care to patients with challenging mental health and behavioral issues in an assigned forensic unit, according to the philosophy and objectives of Eastern State Hospital Department of Nursing and the Hospital’s mission, goals, and objectives.</p> <p>This position supports the facility’s mission to provide support to individuals with challenging behavioral and mental health needs. This position assists ESH professional staff in carrying out active treatment plans for patients with the most challenging mental health, behavioral issues and forensic populations. These positions provide specialized service in working with individuals with challenging forensic, mental health, and behavior issues in specific units that house individuals such as jail transfers.</p> <p>ACI Federal is also providing a combination of basic clerical and direct care services to support the operations of the Admissions Department. On an emergency basis may also be expected to provide direct care services on units to support the operations of Nursing.</p> <p>These positions are considered essential personnel and would be required to work in the event of an emergency, pandemic, or facility need. All ESH positions are required to work different shifts to include nights, weekends and holidays, and/or overtime as requested.</p>	





ACI Federal personnel successfully complete BLS, TOVA and other required training upon employment at Eastern State Hospital. ACI Federal personnel have effective interpersonal communication skills. Our personnel manage patients with explosive potential and/or escalating situations. Our personnel function with minimum supervision, recognizing the need for direction and assistance in situations beyond his/her scope of capabilities.

**Mental Health Intervention and Behavioral Support:**

- Provides one-on-one behavioral interventions to teach communication, social and daily living skills, and reduce problematic behaviors in forensic units
- Assists professional staff in developing behavioral interventions to address problematic behaviors, to teach skill building, and improve overall quality of life.
- Maintains a recovery-oriented stance in the milieu, to include providing supportive conversation with patients engaging patients in recreational activities and seeking to empower patients in making choices that support their own recovery goals.
- Assists with maintaining a safe, clean, and therapeutic environment by actions and/or notifications as required.
- Performs routine checks (15 minute/30 minute) and as-needed procedures such as accounting for patients and property, making rounds, and general observations.
- Assists with interventions (e.g., safety holds and/or restraints) as required.
- Contributes toward maintaining a safe and therapeutic environment.
- Responds to Codes in a timely manner ensuring safety of patient and staff.
- Recognizes the need for intervention and recommends appropriate techniques based on ESH policies and procedures and professional staff direction.
- Prompts safe and socially acceptable replacement behaviors in order to build a repertoire of communication, social interaction, and problem solving skills.
- Accurately collects behavior data including counts, frequency, duration, latency, inter-response time, event and interval based recording.
- Follows treatment plans goals and interventions utilizing sound judgment and seeks out appropriate consultation.
- Collaborates with treatment plan members to provide treatment effectively and without disruption to the environment or other individuals in the environment.
- Review patients' Comprehensive Treatment Plans and obtain instruction/assignment for nursing care from the Registered Nurse to determined approaches to patient care.
- Prepares patients for treatment team.
- Attends Treatment Team and actively provide pertinent information from patient's plan.
- Promotes patient socialization, self-care and development utilizing treatment plan to guide/direct, recognizing and using patient strengths to motivate patients.
- Interacts with patients according to treatment plan to assist in meeting individual/unit goals.



- Assists with treatment plan revisions by sharing observations with supervisor and multi-disciplinary treatment teams.
- Collaborates with treatment team as required for patient interventions

**Admission Coordinator Support – Implementing Patient Care**

- Facilitate video conferences with patients on the unit and outside providers as assigned.
- Escort attorneys and independent evaluators for patient meetings as assigned
- Assists with the admission/transfer/discharge process (e.g., orient patients to pod/unit, introduce to staff, orient unit routines and inventory belongings).
- Assists in resolving milieu issues such as reducing noise level, adjusting lighting, creating orderly living space, reporting safety issues, assuring accurate posting of schedule for patients and staff.
- Develops partnerships with patients by listening to patients' perceptions and integrating their experiences and views.
- Responds to patients or visitors identified needs in a courteous and timely manner.
- Initiates activities, teaching groups and socialization with patients that encourages psychosocial skill development and socialization approved by Registered Nurse.
- Assists in maintaining a safe, clean and therapeutic environment for patients.
- Maintains a recovery-oriented stance in the milieu, to include providing supportive conversation with patients; engaging patients in recreational activities; and seeking to empower patients in making choices that support their own recovery goals.
- Respects patients' rights such as speaking about patients only in non -patient areas, providing privacy, conveying respect.
- Accepts, performs, and completes assignments as designated and consistent with competencies and job description within expected period.
- Provides ADL assistance in accordance with selected self-care concepts as needed (e.g., bathing, oral hygiene, hair and nail care, shaving, toileting, eating, etc.).
- Provides personal care skills training for assigned individuals/groups of patients.
- Comply with hospital, department and unit policies and procedures.
- Maintains open and positive communication in the work area.
- Maintains highest standard of personal and professional conduct in dealing with patients and visitors and co-workers.



**Past Performance Reference 4**

Title: Temporary Medical Staffing Services	
<b>Name of Contracting Activity and address:</b> Western State Hospital, 103 Valley Center Drive, Staunton, VA 24401	
<b>Contract Number:</b> 706-EMG-706-21-10	<b>Contract Type:</b>
<b>Cost/Price:</b> \$2,300,000.00	
<b>Award Date:</b> March 4, 2021	<b>Period of Performance:</b> 3/4/2021 – Present
<b>Procuring Contracting Officer (PCO)</b> JoAnn Estes (540) 332-8525 Joann.estes@dbhds.virginia.gov	<b>Administrative Contracting Officer (ACO)</b>
<b>Description of Work Performed</b>	
<p>ACI Federal provided 15 Behavioral Health/Admin Technicians, and five (5) Certified Nursing Assistants for Western State Hospital in Staunton, VA. ACI federal personnel are directly accountable to the LPN, RN I, RN II, RN MGR I, or Administrator on Duty (AOD) for the provision of direct care to patients with challenging mental health and behavioral issues in an assigned forensic unit, according to the philosophy and objectives of Eastern State Hospital Department of Nursing and the Hospital’s mission, goals, and objectives.</p> <p>This position supports the facility’s mission to provide support to individuals with challenging behavioral and mental health needs. This position assists ESH professional staff in carrying out active treatment plans for patients with the most challenging mental health, behavioral issues and forensic populations. These positions provide specialized service in working with individuals with challenging forensic, mental health, and behavior issues in specific units that house individuals such as jail transfers.</p> <p>ACI Federal is also providing a combination of basic clerical and direct care services to support the operations of the Admissions Department. On an emergency basis may also be expected to provide direct care services on units to support the operations of Nursing.</p> <p>These positions are considered essential personnel and would be required to work in the event of an emergency, pandemic, or facility need. All ESH positions are required to work different shifts to include nights, weekends and holidays, and/or overtime as requested.</p> <p>ACI Federal personnel successfully completed BLS, TOVA and other required training upon employment at Eastern State Hospital. ACI Federal personnel have effective interpersonal</p>	



communication skills. Our personnel manage patients with explosive potential and/or escalating situations. Our personnel function with minimum supervision, recognizing the need for direction and assistance in situations beyond his/her scope of capabilities.

**Mental Health Intervention and Behavioral Support:**

- Provides one-on-one behavioral interventions to teach communication, social and daily living skills, and reduce problematic behaviors in forensic units
- Assists professional staff in developing behavioral interventions to address problematic behaviors, to teach skill building, and improve overall quality of life.
- Maintains a recovery-oriented stance in the milieu, to include providing supportive conversation with patients engaging patients in recreational activities and seeking to empower patients in making choices that support their own recovery goals.
- Assists with maintaining a safe, clean, and therapeutic environment by actions and/or notifications as required.
- Performs routine checks (15 minute/30 minute) and as-needed procedures such as accounting for patients and property, making rounds, and general observations.
- Assists with interventions (e.g., safety holds and/or restraints) as required.
- Contributes toward maintaining a safe and therapeutic environment.
- Responds to Codes in a timely manner ensuring safety of patient and staff.
- Recognizes the need for intervention and recommends appropriate techniques based on ESH policies and procedures and professional staff direction.
- Prompts safe and socially acceptable replacement behaviors in order to build a repertoire of communication, social interaction, and problem solving skills.
- Accurately collects behavior data including counts, frequency, duration, latency, inter-response time, event and interval based recording.
- Follows treatment plans goals and interventions utilizing sound judgment and seeks out appropriate consultation.
- Collaborates with treatment plan members to provide treatment effectively and without disruption to the environment or other individuals in the environment.
- Review patients' Comprehensive Treatment Plans and obtain instruction/assignment for nursing care from the Registered Nurse to determine advance patient care.
- Prepares patients for the treatment team.
- Attends the Treatment Team and actively provides pertinent information from the patient's plan.
- Promotes patient socialization, self-care and development utilizing treatment plan to guide/direct, recognizing and using patient strengths to motivate patients.
- Interacts with patients according to the treatment plan to assist in meeting individual/unit goals.
- Assists with treatment plan revisions by sharing observations with supervisor and multidisciplinary treatment teams.



- Collaborates with treatment team as required for patient interventions

**Admission Coordinator Support – Implementing Patient Care**

- Facilitate video conferences with patients on the unit and outside providers as assigned.
- Escort attorneys and independent evaluators for patient meetings as assigned
- Assists with the admission/transfer/discharge process (e.g., orient patients to pod/unit, introduce to staff, orient unit routines and inventory belongings).
- Assists in resolving milieu issues such as reducing noise level, adjusting lighting, creating orderly living space, reporting safety issues, assuring accurate posting of schedule for patients and staff.
- Develops partnerships with patients by listening to patients’ perceptions and integrating their experiences and views.
- Responds to patients or visitors identified needs in a courteous and timely manner.
- Initiates activities, teaching groups and socialization with patients that encourages psychosocial skill development and socialization approved by Registered Nurse.
- Assists in maintaining a safe, clean and therapeutic environment for patients.
- Maintains a recovery-oriented stance in the milieu, to include providing supportive conversation with patients; engaging patients in recreational activities; and seeking to empower patients in making choices that support their own recovery goals.
- Respects patients’ rights such as speaking about patients only in non -patient areas, providing privacy, conveying respect.
- Accepts, performs, and completes assignments as designated and consistent with competencies and job description within expected period.
- Provides ADL assistance in accordance with selected self-care concepts as needed (e.g., bathing, oral hygiene, hair and nail care, shaving, toileting, eating, etc.).
- Provides personal care skills training for assigned individuals/groups of patients.
- Comply with hospital, department and unit policies and procedures.
- Maintains open and positive communication in the work area.
- Maintains highest standard of personal and professional conduct in dealing with patients and visitors and co-workers.



**Past Performance Reference 5**

<b>Temporary and Direct Hire Staffing Services for COVID-19 Support - NYC</b>	
<b>Contract Number:</b> SA-18-018, TO 006	<b>Contract Type:</b> ID/IQ TO
<b>Award Date:</b> March 20, 2020	<b>Cost/Price –</b> \$1.1M
<b>Period of Performance:</b> 4/1/2020 – 6/30/2020	
<b>Contracting Technical Representative: Name:</b> Michelle Hutton, 8600 Astronaut Blvd., Cape Canaveral, FL 32920 <b>Phone:</b> (321) 212-9443 <b>Email:</b> mhutton@chsmedical.com	<b>Alternate Point of Contact Name:</b> Michael Weber, 8600 Astronaut Blvd., Cape Canaveral, FL 32920 <b>Phone:</b> (321) 501-9367 <b>Email:</b> mweber@chsmedical.com
<p><b>Description of Services:</b> In support of the Temporary and Direct Hire Staffing Services for COVID-19 Support in New York City, ACI Federal is providing staffing capabilities in support of 24/7 operations, to include board certified and/or certified, licensed medical personnel and other professionals, to include the following:</p> <ul style="list-style-type: none"> <li>• 14 Licensed Vocational Nurses (LVNs)</li> <li>• 12 Registered Nurses (RNs)</li> <li>• 5 Nurse Practitioners/Physician Assistants (NP/Pas)</li> <li>• 4 Certified Nursing Assistants (CNAs)</li> <li>• 2 Emergency Medical Technicians (EMTs)</li> <li>• 2 Case Managers</li> <li>• 1 IT Specialist</li> <li>• 1 Medical Records Clerk</li> </ul> <p>Our personnel provided care to individuals who tested positive for COVID-19 virus and who were suspected to be a carrier of the virus. Our Personnel demonstrated complete knowledge of infection control practices, including the use of Personal Protective Equipment (PPE). We also assisted in providing a clean, safe, dignified, and healthy environment for all residents. We performed med-pass and made sure medications were documented and ordered in a timely fashion and in accordance with policies and procedures. Our person also monitored condition changes, took temperature, pulse, blood pressure, and other vital signs to detect deviations from the normal, as well as assessed the condition of each patient.</p>	



**Past Performance Reference 6**

Veterans Affairs Med Surge/OR RN Support	
<b>Name of Contracting Activity and address:</b> Ralph H. Johnson Veterans Affairs Medical Center Nursing/Patient Care Services Department in Charleston, SC	
<b>Contract Number:</b> 36F79718D0590	<b>Contract Type:</b> Fixed Firm Price
<b>Cost/Price:</b> \$4,551,092.00	
<b>Award Date:</b> 8/29/2023	<b>Period of Performance:</b> 9/23-Present
<b>Procuring Contracting Officer (PCO)</b> <b>Name:</b> Valencia Brown <b>Address:</b> 501 Greene Street Hatcher Building – Suite 2 Augusta, GA, 30901 <b>Phone Number:</b> 843-765-6923 <b>Email:</b> Valencia.brown@va.gov	<b>Administrative Contracting Officer (ACO)</b> <b>Name:</b> Laurinda Millage <b>Email:</b> Laurinda.millage@va.gov
Description of Work Performed	
<p>ACI Federal has consistently demonstrated a high level of performance in providing contingent staff to meet the critical needs of the Ralph H. Johnson Veterans Affairs Medical Center's Nursing/Patient Care Services Department in Charleston, SC. <b>Supplying 5 OR RN and 8 MedSurge RN</b> serving to augment the Full Time Employee Equivalent (FTEE) clinical staff, our team has been instrumental in supporting various areas, including inpatients, outpatients, critical, acute care, and COVID-19 units. Our commitment to flexibility and responsiveness is evident in the provision of personnel on an as needed, per diem basis for the Ralph H. Johnson VA Health Care System, ensuring access to necessary patient care equipment, supplies, and computer resources.</p> <p>Our commitment to compliance with VA directives, including VA Directive 1663, Health Care Resources Contracting – Buying Title 38 U.S.C. 8153, VHA Handbook 1100.19, Credentialing and Privileging, and VHA Directive 1100.20, Credentialing of Health Care Providers, ensures the deployment of qualified personnel. With a focus on competency, our teams possess a minimum of two years of direct patient care experience within the last three years, guaranteeing effective interventions.</p> <p>Demonstrating a proactive approach to personnel protection, we provide comprehensive insurance coverage, including Worker’s Compensation, Professional Liability Insurance, Health</p>	



Examinations, Income Tax Withholdings, and Social Security Payments. Our past performance attests to our ability to handle sick leave, vacation time, and other leave types in compliance with relevant laws.

In instances where our personnel could not perform services, our organization has promptly supplied qualified replacements, showcasing adaptability and commitment to uninterrupted service delivery. We have established effective communication channels with designated VA personnel, ensuring a seamless partnership and meeting staffing needs promptly.

Our commitment to orientation and compliance is evident through comprehensive onboarding processes, including Security Agency Check (SAC) background checks and adherence to VETPro certification requirements. We maintain strict health and safety compliance, including pre-assignment medical examinations, immunizations, and adherence to OSHA standards.

**Single Point of Contact**

The contract manager, Mr. Peter Judd, will be available 24/7 to the contracting officer and the designated point of contact for each facility. Peter will also do weekly check-ins with each facility to ensure there are no issues or changes that need to be made. Mr. Judd’s contact information is listed below.

Name: Peter Judd, Senior Vice President of Operations & Business Development  
Phone: (540) 288-6591  
Email: [peterjudd@acifed.com](mailto:peterjudd@acifed.com)

Peter will be directly in charge of supporting the management of the contract, facilitating dispute resolutions, managing and reporting performance and managing the temporary staffing management team.

**Project Work Plan**

ACI Federal employs quality management methods in our staffing and onboarding practices; utilize time-tested process and metrics, standards, and quality checks that must be adhered to during recruiting and staffing functions. Our approach to recruiting and staffing mitigates staff identification and assignment risks. *ACI Federal has developed a Proprietary Resume Database (PRD) of credentialed medical personnel including RN, LPN & HSA. Currently, our PRD stands at 5.4 million candidates.* This separates ACI Federal from most staffing companies as our PRD allows us to deploy already credentialed personnel in a moment’s notice. We have developed this approach by using lessons learned from supporting professional services contracts and other

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customers nationwide. Our team of recruiters are continuously building a pool of qualified and certified medical staff that are ready to begin work, as needed.

**Identify/Recruit:** We understand recruiting, onboarding, and retention are ongoing processes throughout the entire lifecycle of a contract to ensure appropriate and sufficient personnel are provided. The need for qualified candidates to fulfill current needs for the State of West Virginia’s requirements never stops. ACI Federal understands the challenges the State of West Virginia faces when its facilities are not adequately staffed. We are committed to attracting, recruiting, qualifying, hiring, and maintaining a qualified, competitive workforce. We follow a well-defined recruiting process that targets candidates with the highest levels of technical skills, undertaking patient assessments with an ability to design and develop individual treatment programs and are dynamic, creative, well-motivated, have high standards of quality and productivity, and are performance oriented.

Our recruiting process, detailed in **Figure 1**, is our foundation for obtaining the most qualified professionals to provide service to our customers. We analyze job requirements and design job descriptions to find quality employees with the right expertise. Key to success is finding a workforce that understands our customer’s mission, job requirements, and accountabilities associated with each position. Our job descriptions are tailored to the customer’s requirements identifying relevant experience and training levels mapped to the State of West Virginia needs, and aimed at finding multi-functional, highly skilled professionals at the required skill levels. Our in-house recruiters leverage our recruiting database, as well as online civilian and military hiring and recruiting data management tools. These tools, which are used by thousands of companies around the world, provide state-of-the-art efficiencies and time savings to the process and are an added value for our government partners. We are deeply committed to attracting and retaining qualified staff to minimize the resource risk on this contract. Our benefits packages provide positive support in acquiring qualified candidates for any Government/ Commercial initiative.

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**Figure 1: Our five-step Staffing Quality Process will give the State of West Virginia the rapid response capabilities needed to meet staffing requirements.**

**Step One: Market Analytics:** ACI Federal’s recruiting process will begin by understanding the labor market where the provider will be engaged. This superior market presence allows ACI Federal to understand what the best professionals prioritize and what it takes to successfully attract and retain them. ACI Federal routinely builds on our already robust candidate pool of highly qualified candidates.

**Step Two: Customer Knowledge:** ACI Federal has access to local talent and know what it takes to compete with other programs to benefit the State of West Virginia. Our experience staffing government programs enables us to do more than just rely on job descriptions when attracting great talent to your organization. By understanding the details surrounding your needs, and what might compel qualified personnel to want to fulfill those roles, we will create Employee Value Propositions (EVP) to communicate the benefits each position offers.

**Step Three: Sourcing Strategy:** Once we confirm our understanding of your requirements, assess the right solutions, and create EVPs to attract the top talent, we will construct a tailored sourcing



strategy to identify the strongest candidates relative to needs of the State of West Virginia. Our vast network of recruiters is able to construct a relationship-based sourcing strategy that goes well beyond job boards to find quality candidates.

Our job descriptions are tailored to the customer's requirements, identifying relevant experience and training levels, mapped to the Request for Proposal, and aimed at finding multi-functional, highly skilled professionals at the required skill levels. Our in-house recruiters leverage our recruiting database, as well as online civilian and military hiring and recruiting data management tools. These tools, which are used by thousands of companies around the world, provide state-of-the-art efficiencies and time savings to the process and are an added value for our government partners.

**Step Four: Screening and Selection:** Our confidence in the employees we present to State of West Virginia is based on our thorough screening process. While many companies claim to screen to our level of detail, we will present the results of our screening steps to the program's hiring manager upon employee submission. Some key steps in our screening process are detailed below:

- **Detailed References:** We will validate the candidate's skills and abilities through recent detailed references from past employers that can attest to the candidate's experience and aptitude. ACI Federal ensures that each reference for every candidate we propose to the State of West Virginia has been thoroughly qualified.
- **Technical Assessments:** We will conduct technical assessments to validate the candidate's expertise. ACI Federal partners with Relias Assessments, a provider of technical skills testing software, whose web-based assessments are an essential part of our screening procedures. Relias Assessments provides comprehensive tests that our technical professionals complete online. Relias Assessments is in compliance with all JCA standards.
- **Behavioral Assessments:** We will interview each candidate to ensure he/she matches the State of West Virginia cultural standards. Based on the full understanding of each site's culture, our recruiters will conduct personal interviews to identify candidates that are an ideal fit for your organization.
- **Security Clearance:** ACI Federal participates in the National Industrial Security Program and can obtain or process a security clearance for any employee as needed.

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- **Drug and Background Screening:** We will perform drug and background testing based on contract requirements and the specifications of the program. ACI Federal utilizes Hire Right for all drug and background screening.

**Step Five: Relationship Management:** To manage the performance of our current employees and proactively prepare for upcoming staffing needs, we have a formal process that maintains consistent communication. While we will increase the frequency of our communication process to best meet your needs, at a minimum of every 30 days we will conduct formal conversations with managers/supervisors and our employees. These conversations will allow us to be responsive in addressing issues and to foster a sense of job security with our personnel, so they remain focused on their projects. These conversations will also ensure that we can gather client references for our employees and effectively redeploy them to other engagements that require their skill set.

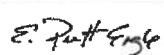
ACI Federal employs quality management methods in our staffing and onboarding practices; utilize time-tested process and metrics, standards, and quality checks that must be adhered to during recruiting and staffing functions. Our approach to recruiting and staffing mitigates staff identification and assignment risks. We have developed this approach by using lessons learned from supporting professional services contracts and other customers nationwide. Our team of recruiters are continuously building a pool of qualified and certified medical staff that are ready to begin work, as needed.

ACI Federal maintains automated systems to track all required credentials, including licenses, basic life support certification and others. When credentials will expire within 60 days, the systems automatically notify the employee that renewal must take place prior to expiration. At one week prior to expiration, if the employee is still out of compliance, arrangements will be made to pull the employee from the schedule and replace with a member of our float pool. Depending on the volume needed by the State of West Virginia.

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Certificate of Insurance

<b>ACORD</b>		<b>CERTIFICATE OF LIABILITY INSURANCE</b>		DATE (MM/DD/YYYY) 03/27/2024																																																		
THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.																																																						
IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).																																																						
<b>PRODUCER</b> The Hill Group of West Virginia LLC 3601 MacCorkle Ave., Ste 50 Charleston WV 25304		<b>CONTACT NAME:</b> Hanna York <b>PHONE (A/C, H/O, Ext):</b> (304) 928-7400 <b>FAX (A/C, Ext):</b> (304) 928-7433 <b>E-MAIL ADDRESS:</b> hyork@hillgroup.com		<b>INSURER(S) AFFORDING COVERAGE</b> <table border="1"> <tr><td>INSURER A:</td><td>Allied World Surplus Lines Ins</td><td>24310</td></tr> <tr><td>INSURER B:</td><td>QBE Insurance Corporation</td><td>39217</td></tr> <tr><td>INSURER C:</td><td>Scottsdale Insurance Company</td><td>41267</td></tr> <tr><td>INSURER D:</td><td>Great American Insurance Company</td><td>16661</td></tr> <tr><td>INSURER E:</td><td>Business &amp; Management Indemnity Insurance</td><td></td></tr> <tr><td>INSURER F:</td><td></td><td></td></tr> </table>		INSURER A:	Allied World Surplus Lines Ins	24310	INSURER B:	QBE Insurance Corporation	39217	INSURER C:	Scottsdale Insurance Company	41267	INSURER D:	Great American Insurance Company	16661	INSURER E:	Business & Management Indemnity Insurance		INSURER F:																																	
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<b>INSURED</b> ACI Federal Inc 512 Lafayette Blvd, Suite D Fredericksburg VA 22401		<b>COVERAGES</b> <b>CERTIFICATE NUMBER:</b> 2023 Master - Med PL <b>REVISION NUMBER:</b>																																																				
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.																																																						
<table border="1"> <thead> <tr> <th>SECT</th> <th>TYPE OF INSURANCE</th> <th>ADDL SUBR</th> <th>POLICY NUMBER</th> <th>POLICY EFF</th> <th>POLICY EXP</th> <th>LIMITS</th> </tr> <tr> <th>LTN</th> <th></th> <th>REQ</th> <th>WVD</th> <th>(MM/DD/YYYY)</th> <th>(MM/DD/YYYY)</th> <th></th> </tr> </thead> <tbody> <tr> <td>A</td> <td> <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY  <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR             GEN'L AGGREGATE LIMIT APPLIES PER:  <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJ <input type="checkbox"/> LOC            OTHER:         </td> <td></td> <td>0313-0504</td> <td>08/14/2023</td> <td>08/14/2024</td> <td>           EACH OCCURRENCE \$ 2,000,000            DAMAGE TO RENTED PREMISES (EA OCCURRENCE) \$ 50,000            MED EXP (Any one person) \$            PERSONAL &amp; ADV INJURY \$ 2,000,000            GENERAL AGGREGATE \$ 4,000,000            PRODUCTS - COMP/PROP AGG \$ 2,000,000         </td> </tr> <tr> <td>A</td> <td> <b>AUTOMOBILE LIABILITY</b>  <input type="checkbox"/> ANY AUTO  <input checked="" type="checkbox"/> OWNED AUTOS ONLY <input checked="" type="checkbox"/> SCHEDULED AUTOS  <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY         </td> <td></td> <td>0313-0504</td> <td>08/14/2023</td> <td>08/14/2024</td> <td>           COMBINED SINGLE LIMIT (EA ACCIDENT) \$ 2,000,000            BODILY INJURY (Per person) \$            BODILY INJURY (Per accident) \$            PROPERTY DAMAGE (Per accident) \$         </td> </tr> <tr> <td></td> <td> <input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> OCCUR  <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE         </td> <td></td> <td></td> <td></td> <td></td> <td>           EACH OCCURRENCE \$            AGGREGATE \$         </td> </tr> <tr> <td>B</td> <td> <b>WORKERS' COMPENSATION AND EMPLOYERS' LIABILITY</b>            ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Standardly No) <input type="checkbox"/>            If yes, describe under DESCRIPTION OF OPERATIONS below         </td> <td>Y/N N/A</td> <td>QWC3001012 (Carrier is A rated)</td> <td>08/25/2023</td> <td>06/25/2024</td> <td> <input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER            EL EACH ACCIDENT \$ 1,000,000            EL DISEASE - EA EMPLOYEE \$ 1,000,000            EL DISEASE - POLICY LIMIT \$ 1,000,000         </td> </tr> <tr> <td>A</td> <td>Medical Professional Liability</td> <td></td> <td>0313-0504</td> <td>08/14/2023</td> <td>08/14/2024</td> <td>           Each Claim 2,000,000            Aggregate 5,000,000         </td> </tr> </tbody> </table>	SECT	TYPE OF INSURANCE	ADDL SUBR	POLICY NUMBER	POLICY EFF	POLICY EXP	LIMITS	LTN		REQ	WVD	(MM/DD/YYYY)	(MM/DD/YYYY)		A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJ <input type="checkbox"/> LOC OTHER:		0313-0504	08/14/2023	08/14/2024	EACH OCCURRENCE \$ 2,000,000 DAMAGE TO RENTED PREMISES (EA OCCURRENCE) \$ 50,000 MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ 2,000,000 GENERAL AGGREGATE \$ 4,000,000 PRODUCTS - COMP/PROP AGG \$ 2,000,000	A	<b>AUTOMOBILE LIABILITY</b> <input type="checkbox"/> ANY AUTO <input checked="" type="checkbox"/> OWNED AUTOS ONLY <input checked="" type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY		0313-0504	08/14/2023	08/14/2024	COMBINED SINGLE LIMIT (EA ACCIDENT) \$ 2,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$		<input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE					EACH OCCURRENCE \$ AGGREGATE \$	B	<b>WORKERS' COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Standardly No) <input type="checkbox"/> If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N/A	QWC3001012 (Carrier is A rated)	08/25/2023	06/25/2024	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER EL EACH ACCIDENT \$ 1,000,000 EL DISEASE - EA EMPLOYEE \$ 1,000,000 EL DISEASE - POLICY LIMIT \$ 1,000,000	A	Medical Professional Liability		0313-0504	08/14/2023	08/14/2024	Each Claim 2,000,000 Aggregate 5,000,000	<b>DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES</b> (ACORD 101, Additional Remarks Schedule, may be attached if more space is required) Evidence of Insurance				
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<b>CERTIFICATE HOLDER</b> Department of Administration, Purchasing Division 2019 Washington St. E Charleston WV 25305			<b>CANCELLATION</b> SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  AUTHORIZED REPRESENTATIVE 																																																			

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ACORD 25 (2016/03)

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AGENCY CUSTOMER ID: \_\_\_\_\_

LOC #: \_\_\_\_\_



**ADDITIONAL REMARKS SCHEDULE**

Page \_\_\_\_ of \_\_\_\_

<small>AGENCY</small> The Hib Group of West Virginia LLC		<small>NAMED INSURED</small> ACI Federal Inc	
<small>POLICY NUMBER</small>		<small>EFFECTIVE DATE:</small>	
<small>CARRIER</small>	<small>NAIC CODE</small>		

**ADDITIONAL REMARKS**

**THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,**  
**FORM NUMBER:** 25      **FORM TITLE:** Certificate of Liability Insurance: Remarks

Additional Policies:  
 C. Cyber Liability, EKS3473740 - 4/8/2023 - 4/8/2024 Limit: \$2,000,000  
 D. Crime (includes third party) - SAAF063900000 - 8/14/2023 - 8/14/2024 - 1,000,000 per occurrence  
 E. Employment Practices Liability - EKS3489437 - 8/2/2023 - 8/2/2024 - \$1,000,000 per claim

ACORD 101 (2008/01)


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### RFP Attachments


	Department of Administration Purchasing Division 2019 Washington Street East Post Office Box 50130 Charleston, WV 25305-0130	<b>State of West Virginia</b> <b>Centralized Request for Quote</b>
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<b>Proc Folder:</b>	1397508	<b>Reason for Modification:</b>
<b>Doc Description:</b>	Open End Purchase For Contract Temporary RN, LPN, HSA	
<b>Proc Type:</b>	Central Master Agreement	
<b>Date Issued</b>	<b>Solicitation Closes</b>	<b>Solicitation No</b>
2024-03-20	2024-04-04 13:30	CRFQ 0618 BVH240000002
		<b>Version</b>
		1

<b>BID RECEIVING LOCATION</b>
BID CLERK DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION 2019 WASHINGTON ST E CHARLESTON WV 25305 US

<b>VENDOR</b>
<b>Vendor Customer Code:</b> <b>Vendor Name :</b> ACI Federal Inc. <b>Address :</b> 500 Lafayette Blvd, Suite 200 <b>Street :</b> <b>City :</b> Fredericksburg <b>State :</b> VA <b>Country :</b> USA <b>Zip :</b> 22401 <b>Principal Contact :</b> Peter Judd, Sr. Vice President of Operations <b>Vendor Contact Phone:</b> 540-288-6591 <b>Extension:</b>

<b>FOR INFORMATION CONTACT THE BUYER</b>
David H Pauline 304-558-0067 david.h.pauline@wv.gov

<b>Vendor Signature X</b>		<b>FEIN#</b> 27-5462410	<b>DATE</b> 3/29/2024
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All offers subject to all terms and conditions contained in this solicitation

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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.

(Printed Name and Title) Peter Judd - Senior Vice President of Operations

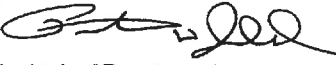
(Address) 500 Lafayette Blvd Suite 200, Fredericksburg VA, 22401

(Phone Number) / (Fax Number) 5402886591

(email address) peterjudd@acifed.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.*

ACI Federal  
(Company)   
(Signature of Authorized Representative)  
Peter Judd - Senior Vice President of Operations  
(Printed Name and Title of Authorized Representative) (Date)  
5402886591 / 18002775790  
(Phone Number) (Fax Number)  
peterjudd@acifed.com  
(Email Address)

Revised 8/24/2023

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**REQUEST FOR QUOTATION – CRFQ BVH24\*02  
[Direct Care Staffing for Nursing Services]**

**8.2** The following remedies shall be available to the Agency upon default.

**8.2.1** Immediate cancellation of the Contract.

**8.2.2** Immediate cancellation of one or more release orders issued under this Contract.

**8.2.3** Any other remedies available in law or equity.

**9. MISCELLANEOUS:**

**9.1 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.

**Contract Manager:** Peter Judd  
**Telephone Number:** 5402886591  
**Fax Number:** 18002775790  
**Email Address:** peterjudd@acifed.com

Revised 10/27/2014

<b>Technical Proposal – CRFQ-0618-BVH2400000002</b>	23	<b>April 4, 2024</b>
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## Cover Letter

Department of Administration  
Purchasing Division  
2019 Washington Street East  
Charleston, WV, 25305-0130

Attention: David H. Pauline

Subject: Open End Purchase for Contract Temporary RN, LPN, HSA

Submission Date: April 4, 2024

Dear Mr. Pauline

ACI Federal is pleased to submit our proposal response to the State of West Virginia, specifically the West Virginia Veterans Home Barbourville for Open End Purchase for Contract Temporary RN, LPN, HSA

Our proposal response addresses the need for Open End Purchase for Contract Temporary RN, LPN, HSA as stated in the solicitation documents, and provides further detail on how ACI Federal is uniquely positioned to provide the kind of responsive, cost effective and focused delivery solution sought by West Virginia Veterans Home Barbourville.

If you require additional details or have any questions regarding this proposal, please contact Peter Judd at 540-288-6591 or via email at [peterjudd@acifed.com](mailto:peterjudd@acifed.com).

Respectfully,

Peter Judd  
Senior Vice President of Operations  
and Business Development

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**Executive Summary**

ACI Federal brings over 100 years of experience and leadership in providing staffing support services which includes emergency rapid response and surge needs during times of national disaster and crisis. ACI Federal without question brings a highly qualified and respected team that will deliver a responsive, focused, qualified, and experienced staff to provide an Open-End Purchase for Contract Temporary RN, LPN, HSA to the West Virginia Veterans Home Barbourville. ACI Federal has a highly experienced recruiting staff who are supplementing an already strong candidate pool with new personnel that are at the ready to fulfill all needs. *ACI has direct access to a pool of over 5.4 million credentialed personnel through our Proprietary Resume Database (PRD).*



Founded in 2011, ACI Federal™ (S-Corp) is an award-winning, **Joint Commission Accredited**, ISO 9001:2015 Quality Management Systems (QMS) certified, ISO 27001:2013 (Cyber-Security), ISO 20000- 1:2011 (ITIL) certified, and CMMI Level 3 compliant business. ACI Federal has a Global Footprint with employees across the county and is recognized as one of the fastest growing professional service firms Nationwide. ACI Federal has Government Contracting experience with a proven track record to solve the most complex mission-critical challenges. We bring a solid record of successful performance and an experienced leadership team. ACI Federal has currently registered nurses, counselors, case managers, psychiatrist, mental health professionals, and physicians on board and we hold a specialized Federal Staffing Schedule under FSS 621-1 which allows us to directly provide mental health professionals including psychologists, nurses, physicians, and counselors to any government entity directly. ACI Federal is an industry recognized business providing medical staffing and Health IT services to our customers. ACI Federal will provide the State of West Virginia with highly qualified medical staff meeting all RFP requirements.

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**References**

**Past Performance Reference 1**

**Title: Medical and Support Personnel for the State of Idaho**

**Name of Contracting Activity and address:** State of Idaho, 4040 West Guard Street, Boise, Idaho 83705-5004

**Jeffrey E. Hill, P.E., Contracting Officer**  
**State of Idaho, Military Division**

**p: 208.801.4250**

**c: 208.830.4984**

**JHill@imd.idaho.gov**

<b>Contract Number:</b> NGBID-21-D-003	<b>Cost/Price:</b> \$97,999,308.57
<b>Award Date:</b> 9/1/2021	<b>Period of Performance:</b> 9/1/2021 – 4/15/2022

Description of Services: ACI Federal was the Prime Contractor awarded the FEMA Blanket Ordering Agreement (BOA) contract providing medical support personnel on multiple Task Orders. On Task Order 1, ACI Federal is currently providing 485 experienced medical and support personnel providing round the clock medical services at 12 facilities including St. Alphonsus Regional Medical Center, Kootenai Health, and Good Samaritan assisted living facility in Idaho. ACI Federal is currently providing the following labor categories:

- Registered Nurse
- Certified Nursing Assistant
- Medical Assistant
- Surgical Technician
- Patient safety attendant
- Food and nutritional services
- Environmental services technician
- Respiratory Therapist
- Non-clinical staff

This contract, supported by ACI Federal, has provided hundreds of workers, as hundreds of patients arrived in Idaho's hospitals with COVID-19 and the state went into "crisis standards of care" twice. ACI Federal personnel were also responsible for providing COVID-19 vaccination support at multiple clinics throughout the state.

**ACI Federal was able to ramp up within 45 days, providing over 300 personnel in the State of Idaho to provide the personnel needed to meet emergency staffing needs. Within 60 days ACI Federal provided over 500 personnel across Idaho.**



**Past Performance Reference 2**

<b>Title: Medical and Support Personnel for the State of Washington</b>	
<b>Name of Contracting Activity and address: State of Washington, PO Box 47890 Olympia, Washington 98504-7890</b>	
<b>Name: Kristina Hansen, Med Surge Coordinator/HPP</b>	
<b>Address: PO Box 47890 Olympia, Washington 98504-7890</b>	
<b>Phone Number: 564-999-0603</b>	
<b>Email: kristina.hansen@doh.wa.gov</b>	
<b>Contract Number: T151800a</b>	<b>Cost/Price: \$111,798,863.36</b>
<b>Award Date: 09/13/2021</b>	<b>Period of Performance: 9/13/2021 – 3/3/2022</b>
<p>Description of Services: ACI Federal was the Prime Contractor awarded the FEMA Blanket Ordering Agreement (BOA) contract providing medical support personnel on multiple Task Orders. On Task Order 2, ACI Federal is providing 740 experienced medical and support personnel to provide round-the-clock medical service at facilities identified throughout Washington State. ACI Federal personnel were also responsible for providing COVID-19 vaccination support at multiple clinics throughout the state. ACI Federal is providing the following personnel.</p> <ul style="list-style-type: none"> <li>• Registered Nurse</li> <li>• NAC</li> <li>• Medical Assistant</li> <li>• PT</li> <li>• COTA</li> <li>• OT</li> <li>• Housekeeping/Laundry</li> <li>• Cook/Dietary Aide/Nutritionist</li> <li>• Social Worker/Case Managers</li> <li>• Nurse Managers</li> <li>• Shower aides</li> <li>• Restorative aides</li> <li>• Charge nurse</li> <li>• Psychiatrists</li> <li>• Admission</li> <li>• LPN</li> <li>• Provider</li> <li>• Kitchen Staff</li> <li>• Central Supply</li> <li>• Pharmacist</li> <li>• Reception Phones</li> <li>• Unit Coordinator</li> <li>• On-call Physician</li> <li>• Director</li> <li>• IT Support</li> <li>• Security</li> <li>• Maintenance workers</li> <li>• Environmental Services</li> <li>• Psychologists</li> </ul> <p><b>ACI Federal was able to ramp up within 45 days, providing over 300 personnel in the State of Washington to provide the personnel needed to meet emergency staffing needs. Within 60 days ACI Federal provided over 700 personnel across Washington State.</b></p>	

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**Past Performance Reference 3**

<b>Title: Behavioral Health Specialist</b>	
<b>Name of Contracting Activity and address:</b> Eastern State Hospital, 4601 Ironbound Road, Williamsburg, VA 23188	
<b>Contract Number:</b> 704-EMG21016	<b>Contract Type:</b> PO #1 EP3258295-B210879 – 30 DSA Forensic, PO #2 EP3265796-B210965 – 25 DSA Forensic, PO #3 EP3270601 – B211093 – 3 DSA Admin
<b>Cost/Price:</b> PO #1 \$504,000, PO #2 \$450,000, PO #3 \$50, 400.00	<b>Current Value:</b> \$4,139,200
<b>Award Date:</b> 10/25/2020	<b>Period of Performance:</b> 11/30/2020 – Present
<b>Procuring Contracting Officer (PCO)</b> Charles Ward, 757-208-7951, Charles.Ward@dbhds.virginia.gov	<b>Administrative Contracting Officer (ACO)</b>
<b>Description of Work Performed</b>	
<p>ACI Federal has provided 103 Forensic Psychiatric Technician/Behavioral Health/Admin Technicians, Dietary Aids, and Housekeepers for Eastern State Hospital in Williamsburg, VA. ACI federal personnel are directly accountable to the LPN, RN I, RN II, RN MGR I, or Administrator on Duty (AOD) for the provision of direct care to patients with challenging mental health and behavioral issues in an assigned forensic unit, according to the philosophy and objectives of Eastern State Hospital Department of Nursing and the Hospital’s mission, goals, and objectives.</p> <p>This position supports the facility’s mission to provide support to individuals with challenging behavioral and mental health needs. This position assists ESH professional staff in carrying out active treatment plans for patients with the most challenging mental health, behavioral issues and forensic populations. These positions provide specialized service in working with individuals with challenging forensic, mental health, and behavior issues in specific units that house individuals such as jail transfers.</p> <p>ACI Federal is also providing a combination of basic clerical and direct care services to support the operations of the Admissions Department. On an emergency basis may also be expected to provide direct care services on units to support the operations of Nursing.</p> <p>These positions are considered essential personnel and would be required to work in the event of an emergency, pandemic, or facility need. All ESH positions are required to work different shifts to include nights, weekends and holidays, and/or overtime as requested.</p>	



ACI Federal personnel successfully complete BLS, TOVA and other required training upon employment at Eastern State Hospital. ACI Federal personnel have effective interpersonal communication skills. Our personnel manage patients with explosive potential and/or escalating situations. Our personnel function with minimum supervision, recognizing the need for direction and assistance in situations beyond his/her scope of capabilities.

**Mental Health Intervention and Behavioral Support:**

- Provides one-on-one behavioral interventions to teach communication, social and daily living skills, and reduce problematic behaviors in forensic units
- Assists professional staff in developing behavioral interventions to address problematic behaviors, to teach skill building, and improve overall quality of life.
- Maintains a recovery-oriented stance in the milieu, to include providing supportive conversation with patients engaging patients in recreational activities and seeking to empower patients in making choices that support their own recovery goals.
- Assists with maintaining a safe, clean, and therapeutic environment by actions and/or notifications as required.
- Performs routine checks (15 minute/30 minute) and as-needed procedures such as accounting for patients and property, making rounds, and general observations.
- Assists with interventions (e.g., safety holds and/or restraints) as required.
- Contributes toward maintaining a safe and therapeutic environment.
- Responds to Codes in a timely manner ensuring safety of patient and staff.
- Recognizes the need for intervention and recommends appropriate techniques based on ESH policies and procedures and professional staff direction.
- Prompts safe and socially acceptable replacement behaviors in order to build a repertoire of communication, social interaction, and problem solving skills.
- Accurately collects behavior data including counts, frequency, duration, latency, inter-response time, event and interval based recording.
- Follows treatment plans goals and interventions utilizing sound judgment and seeks out appropriate consultation.
- Collaborates with treatment plan members to provide treatment effectively and without disruption to the environment or other individuals in the environment.
- Review patients' Comprehensive Treatment Plans and obtain instruction/assignment for nursing care from the Registered Nurse to determined approaches to patient care.
- Prepares patients for treatment team.
- Attends Treatment Team and actively provide pertinent information from patient's plan.
- Promotes patient socialization, self-care and development utilizing treatment plan to guide/direct, recognizing and using patient strengths to motivate patients.
- Interacts with patients according to treatment plan to assist in meeting individual/unit goals.





- Assists with treatment plan revisions by sharing observations with supervisor and multi-disciplinary treatment teams.
- Collaborates with treatment team as required for patient interventions

**Admission Coordinator Support – Implementing Patient Care**

- Facilitate video conferences with patients on the unit and outside providers as assigned.
- Escort attorneys and independent evaluators for patient meetings as assigned
- Assists with the admission/transfer/discharge process (e.g., orient patients to pod/unit, introduce to staff, orient unit routines and inventory belongings).
- Assists in resolving milieu issues such as reducing noise level, adjusting lighting, creating orderly living space, reporting safety issues, assuring accurate posting of schedule for patients and staff.
- Develops partnerships with patients by listening to patients’ perceptions and integrating their experiences and views.
- Responds to patients or visitors identified needs in a courteous and timely manner.
- Initiates activities, teaching groups and socialization with patients that encourages psychosocial skill development and socialization approved by Registered Nurse.
- Assists in maintaining a safe, clean and therapeutic environment for patients.
- Maintains a recovery-oriented stance in the milieu, to include providing supportive conversation with patients; engaging patients in recreational activities; and seeking to empower patients in making choices that support their own recovery goals.
- Respects patients’ rights such as speaking about patients only in non -patient areas, providing privacy, conveying respect.
- Accepts, performs, and completes assignments as designated and consistent with competencies and job description within expected period.
- Provides ADL assistance in accordance with selected self-care concepts as needed (e.g., bathing, oral hygiene, hair and nail care, shaving, toileting, eating, etc.).
- Provides personal care skills training for assigned individuals/groups of patients.
- Comply with hospital, department and unit policies and procedures.
- Maintains open and positive communication in the work area.
- Maintains highest standard of personal and professional conduct in dealing with patients and visitors and co-workers.



**Past Performance Reference 4**

<b>Title: Temporary Medical Staffing Services</b>	
<b>Name of Contracting Activity and address:</b> Western State Hospital, 103 Valley Center Drive, Staunton, VA 24401	
<b>Contract Number:</b> 706-EMG-706-21-10	<b>Contract Type:</b>
<b>Cost/Price:</b> \$2,300,000.00	
<b>Award Date:</b> March 4, 2021	<b>Period of Performance:</b> 3/4/2021 – Present
<b>Procuring Contracting Officer (PCO)</b> JoAnn Estes (540) 332-8525 Joann.estes@dbhds.virginia.gov	<b>Administrative Contracting Officer (ACO)</b>
<b>Description of Work Performed</b>	
<p>ACI Federal provided 15 Behavioral Health/Admin Technicians, and five (5) Certified Nursing Assistants for Western State Hospital in Staunton, VA. ACI federal personnel are directly accountable to the LPN, RN I, RN II, RN MGR I, or Administrator on Duty (AOD) for the provision of direct care to patients with challenging mental health and behavioral issues in an assigned forensic unit, according to the philosophy and objectives of Eastern State Hospital Department of Nursing and the Hospital’s mission, goals, and objectives.</p> <p>This position supports the facility’s mission to provide support to individuals with challenging behavioral and mental health needs. This position assists ESH professional staff in carrying out active treatment plans for patients with the most challenging mental health, behavioral issues and forensic populations. These positions provide specialized service in working with individuals with challenging forensic, mental health, and behavior issues in specific units that house individuals such as jail transfers.</p> <p>ACI Federal is also providing a combination of basic clerical and direct care services to support the operations of the Admissions Department. On an emergency basis may also be expected to provide direct care services on units to support the operations of Nursing.</p> <p>These positions are considered essential personnel and would be required to work in the event of an emergency, pandemic, or facility need. All ESH positions are required to work different shifts to include nights, weekends and holidays, and/or overtime as requested.</p> <p>ACI Federal personnel successfully completed BLS, TOVA and other required training upon employment at Eastern State Hospital. ACI Federal personnel have effective interpersonal</p>	



communication skills. Our personnel manage patients with explosive potential and/or escalating situations. Our personnel function with minimum supervision, recognizing the need for direction and assistance in situations beyond his/her scope of capabilities.

**Mental Health Intervention and Behavioral Support:**

- Provides one-on-one behavioral interventions to teach communication, social and daily living skills, and reduce problematic behaviors in forensic units
- Assists professional staff in developing behavioral interventions to address problematic behaviors, to teach skill building, and improve overall quality of life.
- Maintains a recovery-oriented stance in the milieu, to include providing supportive conversation with patients engaging patients in recreational activities and seeking to empower patients in making choices that support their own recovery goals.
- Assists with maintaining a safe, clean, and therapeutic environment by actions and/or notifications as required.
- Performs routine checks (15 minute/30 minute) and as-needed procedures such as accounting for patients and property, making rounds, and general observations.
- Assists with interventions (e.g., safety holds and/or restraints) as required.
- Contributes toward maintaining a safe and therapeutic environment.
- Responds to Codes in a timely manner ensuring safety of patient and staff.
- Recognizes the need for intervention and recommends appropriate techniques based on ESH policies and procedures and professional staff direction.
- Prompts safe and socially acceptable replacement behaviors in order to build a repertoire of communication, social interaction, and problem solving skills.
- Accurately collects behavior data including counts, frequency, duration, latency, inter-response time, event and interval based recording.
- Follows treatment plans goals and interventions utilizing sound judgment and seeks out appropriate consultation.
- Collaborates with treatment plan members to provide treatment effectively and without disruption to the environment or other individuals in the environment.
- Review patients' Comprehensive Treatment Plans and obtain instruction/assignment for nursing care from the Registered Nurse to determine advance patient care.
- Prepares patients for the treatment team.
- Attends the Treatment Team and actively provides pertinent information from the patient's plan.
- Promotes patient socialization, self-care and development utilizing treatment plan to guide/direct, recognizing and using patient strengths to motivate patients.
- Interacts with patients according to the treatment plan to assist in meeting individual/unit goals.
- Assists with treatment plan revisions by sharing observations with supervisor and multidisciplinary treatment teams.



- Collaborates with treatment team as required for patient interventions

**Admission Coordinator Support – Implementing Patient Care**

- Facilitate video conferences with patients on the unit and outside providers as assigned.
- Escort attorneys and independent evaluators for patient meetings as assigned
- Assists with the admission/transfer/discharge process (e.g., orient patients to pod/unit, introduce to staff, orient unit routines and inventory belongings).
- Assists in resolving milieu issues such as reducing noise level, adjusting lighting, creating orderly living space, reporting safety issues, assuring accurate posting of schedule for patients and staff.
- Develops partnerships with patients by listening to patients’ perceptions and integrating their experiences and views.
- Responds to patients or visitors identified needs in a courteous and timely manner.
- Initiates activities, teaching groups and socialization with patients that encourages psychosocial skill development and socialization approved by Registered Nurse.
- Assists in maintaining a safe, clean and therapeutic environment for patients.
- Maintains a recovery-oriented stance in the milieu, to include providing supportive conversation with patients; engaging patients in recreational activities; and seeking to empower patients in making choices that support their own recovery goals.
- Respects patients’ rights such as speaking about patients only in non -patient areas, providing privacy, conveying respect.
- Accepts, performs, and completes assignments as designated and consistent with competencies and job description within expected period.
- Provides ADL assistance in accordance with selected self-care concepts as needed (e.g., bathing, oral hygiene, hair and nail care, shaving, toileting, eating, etc.).
- Provides personal care skills training for assigned individuals/groups of patients.
- Comply with hospital, department and unit policies and procedures.
- Maintains open and positive communication in the work area.
- Maintains highest standard of personal and professional conduct in dealing with patients and visitors and co-workers.



**Past Performance Reference 5**

Temporary and Direct Hire Staffing Services for COVID-19 Support - NYC	
<b>Contract Number:</b> SA-18-018, TO 006	<b>Contract Type:</b> ID/IQ TO
<b>Award Date:</b> March 20, 2020	<b>Cost/Price –</b> \$1.1M
<b>Period of Performance:</b> 4/1/2020 – 6/30/2020	
<b>Contracting Technical Representative: Name:</b> Michelle Hutton, 8600 Astronaut Blvd., Cape Canaveral, FL 32920 <b>Phone:</b> (321) 212-9443 <b>Email:</b> mhutton@chsmedical.com	<b>Alternate Point of Contact Name:</b> Michael Weber, 8600 Astronaut Blvd., Cape Canaveral, FL 32920 <b>Phone:</b> (321) 501-9367 <b>Email:</b> mweber@chsmedical.com
<b>Description of Services:</b> In support of the Temporary and Direct Hire Staffing Services for COVID-19 Support in New York City, ACI Federal is providing staffing capabilities in support of 24/7 operations, to include board certified and/or certified, licensed medical personnel and other professionals, to include the following: <ul style="list-style-type: none"> <li>• 14 Licensed Vocational Nurses (LVNs)</li> <li>• 12 Registered Nurses (RNs)</li> <li>• 5 Nurse Practitioners/Physician Assistants (NP/Pas)</li> <li>• 4 Certified Nursing Assistants (CNAs)</li> <li>• 2 Emergency Medical Technicians (EMTs)</li> <li>• 2 Case Managers</li> <li>• 1 IT Specialist</li> <li>• 1 Medical Records Clerk</li> </ul> Our personnel provided care to individuals who tested positive for COVID-19 virus and who were suspected to be a carrier of the virus. Our Personnel demonstrated complete knowledge of infection control practices, including the use of Personal Protective Equipment (PPE). We also assisted in providing a clean, safe, dignified, and healthy environment for all residents. We performed med-pass and made sure medications were documented and ordered in a timely fashion and in accordance with policies and procedures. Our person also monitored condition changes, took temperature, pulse, blood pressure, and other vital signs to detect deviations from the normal, as well as assessed the condition of each patient.	



**Past Performance Reference 6**

Veterans Affairs Med Surge/OR RN Support	
<b>Name of Contracting Activity and address:</b> Ralph H. Johnson Veterans Affairs Medical Center Nursing/Patient Care Services Department in Charleston, SC	
<b>Contract Number:</b> 36F79718D0590	<b>Contract Type:</b> Fixed Firm Price
<b>Cost/Price:</b> \$4,551,092.00	
<b>Award Date:</b> 8/29/2023	<b>Period of Performance:</b> 9/23-Present
<b>Procuring Contracting Officer (PCO)</b> <b>Name:</b> Valencia Brown <b>Address:</b> 501 Greene Street Hatcher Building – Suite 2 Augusta, GA, 30901 <b>Phone Number:</b> 843-765-6923 <b>Email:</b> Valencia.brown@va.gov	<b>Administrative Contracting Officer (ACO)</b> <b>Name:</b> Laurinda Millage <b>Email:</b> Laurinda.millage@va.gov
Description of Work Performed	
<p>ACI Federal has consistently demonstrated a high level of performance in providing contingent staff to meet the critical needs of the Ralph H. Johnson Veterans Affairs Medical Center's Nursing/Patient Care Services Department in Charleston, SC. <b>Supplying 5 OR RN and 8 MedSurge RN</b> serving to augment the Full Time Employee Equivalent (FTEE) clinical staff, our team has been instrumental in supporting various areas, including inpatients, outpatients, critical, acute care, and COVID-19 units. Our commitment to flexibility and responsiveness is evident in the provision of personnel on an as needed, per diem basis for the Ralph H. Johnson VA Health Care System, ensuring access to necessary patient care equipment, supplies, and computer resources.</p> <p>Our commitment to compliance with VA directives, including VA Directive 1663, Health Care Resources Contracting – Buying Title 38 U.S.C. 8153, VHA Handbook 1100.19, Credentialing and Privileging, and VHA Directive 1100.20, Credentialing of Health Care Providers, ensures the deployment of qualified personnel. With a focus on competency, our teams possess a minimum of two years of direct patient care experience within the last three years, guaranteeing effective interventions.</p> <p>Demonstrating a proactive approach to personnel protection, we provide comprehensive insurance coverage, including Worker’s Compensation, Professional Liability Insurance, Health</p>	

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Examinations, Income Tax Withholdings, and Social Security Payments. Our past performance attests to our ability to handle sick leave, vacation time, and other leave types in compliance with relevant laws.

In instances where our personnel could not perform services, our organization has promptly supplied qualified replacements, showcasing adaptability and commitment to uninterrupted service delivery. We have established effective communication channels with designated VA personnel, ensuring a seamless partnership and meeting staffing needs promptly.

Our commitment to orientation and compliance is evident through comprehensive onboarding processes, including Security Agency Check (SAC) background checks and adherence to VETPro certification requirements. We maintain strict health and safety compliance, including pre-assignment medical examinations, immunizations, and adherence to OSHA standards.

**Single Point of Contact**

The contract manager, Mr. Peter Judd, will be available 24/7 to the contracting officer and the designated point of contact for each facility. Peter will also do weekly check-ins with each facility to ensure there are no issues or changes that need to be made. Mr. Judd’s contact information is listed below.

Name: Peter Judd, Senior Vice President of Operations & Business Development  
Phone: (540) 288-6591  
Email: [peterjudd@acifed.com](mailto:peterjudd@acifed.com)

Peter will be directly in charge of supporting the management of the contract, facilitating dispute resolutions, managing and reporting performance and managing the temporary staffing management team.

**Project Work Plan**

ACI Federal employs quality management methods in our staffing and onboarding practices; utilize time-tested process and metrics, standards, and quality checks that must be adhered to during recruiting and staffing functions. Our approach to recruiting and staffing mitigates staff identification and assignment risks. *ACI Federal has developed a Proprietary Resume Database (PRD) of credentialed medical personnel including RN, LPN & HSA. Currently, our PRD stands at 5.4 million candidates.* This separates ACI Federal from most staffing companies as our PRD allows us to deploy already credentialed personnel in a moment’s notice. We have developed this approach by using lessons learned from supporting professional services contracts and other

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customers nationwide. Our team of recruiters are continuously building a pool of qualified and certified medical staff that are ready to begin work, as needed.

**Identify/Recruit:** We understand recruiting, onboarding, and retention are ongoing processes throughout the entire lifecycle of a contract to ensure appropriate and sufficient personnel are provided. The need for qualified candidates to fulfill current needs for the State of West Virginia's requirements never stops. ACI Federal understands the challenges the State of West Virginia faces when its facilities are not adequately staffed. We are committed to attracting, recruiting, qualifying, hiring, and maintaining a qualified, competitive workforce. We follow a well-defined recruiting process that targets candidates with the highest levels of technical skills, undertaking patient assessments with an ability to design and develop individual treatment programs and are dynamic, creative, well-motivated, have high standards of quality and productivity, and are performance oriented.

Our recruiting process, detailed in **Figure 1**, is our foundation for obtaining the most qualified professionals to provide service to our customers. We analyze job requirements and design job descriptions to find quality employees with the right expertise. Key to success is finding a workforce that understands our customer's mission, job requirements, and accountabilities associated with each position. Our job descriptions are tailored to the customer's requirements identifying relevant experience and training levels mapped to the State of West Virginia needs, and aimed at finding multi-functional, highly skilled professionals at the required skill levels. Our in-house recruiters leverage our recruiting database, as well as online civilian and military hiring and recruiting data management tools. These tools, which are used by thousands of companies around the world, provide state-of-the-art efficiencies and time savings to the process and are an added value for our government partners. We are deeply committed to attracting and retaining qualified staff to minimize the resource risk on this contract. Our benefits packages provide positive support in acquiring qualified candidates for any Government/ Commercial initiative.

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Figure 1: Our five-step Staffing Quality Process will give the State of West Virginia the rapid response capabilities needed to meet staffing requirements.

**Step One: Market Analytics:** ACI Federal’s recruiting process will begin by understanding the labor market where the provider will be engaged. This superior market presence allows ACI Federal to understand what the best professionals prioritize and what it takes to successfully attract and retain them. ACI Federal routinely builds on our already robust candidate pool of highly qualified candidates.

**Step Two: Customer Knowledge:** ACI Federal has access to local talent and know what it takes to compete with other programs to benefit the State of West Virginia. Our experience staffing government programs enables us to do more than just rely on job descriptions when attracting great talent to your organization. By understanding the details surrounding your needs, and what might compel qualified personnel to want to fulfill those roles, we will create Employee Value Propositions (EVP) to communicate the benefits each position offers.

**Step Three: Sourcing Strategy:** Once we confirm our understanding of your requirements, assess the right solutions, and create EVPs to attract the top talent, we will construct a tailored sourcing



strategy to identify the strongest candidates relative to needs of the State of West Virginia. Our vast network of recruiters is able to construct a relationship-based sourcing strategy that goes well beyond job boards to find quality candidates.

Our job descriptions are tailored to the customer's requirements, identifying relevant experience and training levels, mapped to the Request for Proposal, and aimed at finding multi-functional, highly skilled professionals at the required skill levels. Our in-house recruiters leverage our recruiting database, as well as online civilian and military hiring and recruiting data management tools. These tools, which are used by thousands of companies around the world, provide state-of-the-art efficiencies and time savings to the process and are an added value for our government partners.

**Step Four: Screening and Selection:** Our confidence in the employees we present to State of West Virginia is based on our thorough screening process. While many companies claim to screen to our level of detail, we will present the results of our screening steps to the program's hiring manager upon employee submission. Some key steps in our screening process are detailed below:

- **Detailed References:** We will validate the candidate's skills and abilities through recent detailed references from past employers that can attest to the candidate's experience and aptitude. ACI Federal ensures that each reference for every candidate we propose to the State of West Virginia has been thoroughly qualified.
- **Technical Assessments:** We will conduct technical assessments to validate the candidate's expertise. ACI Federal partners with Relias Assessments, a provider of technical skills testing software, whose web-based assessments are an essential part of our screening procedures. Relias Assessments provides comprehensive tests that our technical professionals complete online. Relias Assessments is in compliance with all JCA standards.
- **Behavioral Assessments:** We will interview each candidate to ensure he/she matches the State of West Virginia cultural standards. Based on the full understanding of each site's culture, our recruiters will conduct personal interviews to identify candidates that are an ideal fit for your organization.
- **Security Clearance:** ACI Federal participates in the National Industrial Security Program and can obtain or process a security clearance for any employee as needed.

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- **Drug and Background Screening:** We will perform drug and background testing based on contract requirements and the specifications of the program. ACI Federal utilizes Hire Right for all drug and background screening.

**Step Five: Relationship Management:** To manage the performance of our current employees and proactively prepare for upcoming staffing needs, we have a formal process that maintains consistent communication. While we will increase the frequency of our communication process to best meet your needs, at a minimum of every 30 days we will conduct formal conversations with managers/supervisors and our employees. These conversations will allow us to be responsive in addressing issues and to foster a sense of job security with our personnel, so they remain focused on their projects. These conversations will also ensure that we can gather client references for our employees and effectively redeploy them to other engagements that require their skill set.

ACI Federal employs quality management methods in our staffing and onboarding practices; utilize time-tested process and metrics, standards, and quality checks that must be adhered to during recruiting and staffing functions. Our approach to recruiting and staffing mitigates staff identification and assignment risks. We have developed this approach by using lessons learned from supporting professional services contracts and other customers nationwide. Our team of recruiters are continuously building a pool of qualified and certified medical staff that are ready to begin work, as needed.

ACI Federal maintains automated systems to track all required credentials, including licenses, basic life support certification and others. When credentials will expire within 60 days, the systems automatically notify the employee that renewal must take place prior to expiration. At one week prior to expiration, if the employee is still out of compliance, arrangements will be made to pull the employee from the schedule and replace with a member of our float pool. Depending on the volume needed by the State of West Virginia.

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State of West Virginia  
West Virginia Veterans Home Barbourville  
Open End Purchase for Contract Temporary RN, LPN, HSA

Certificate of Insurance



**CERTIFICATE OF LIABILITY INSURANCE**

DATE (MM/DD/YYYY)  
03/27/2024

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. IF SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> The Hib Group of West Virginia LLC 3001 MacCortis Ave, Ste 50 Charleston WV 25304	<b>CONTACT NAME:</b> Hanna York <b>PHONE (A.C. No. ext):</b> (304) 926-7400 <b>FAX (A.C. No.):</b> (304) 926-7433 <b>EMAIL ADDRESS:</b> hyork@hibgroup.com <b>INSURER(S) AFFORDING COVERAGE</b> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td><b>INSURER A:</b> Allied World Surplus Lines Ins</td> <td style="text-align: right;">RAC # 24319</td> </tr> <tr> <td><b>INSURER B:</b> QBE Insurance Corporation</td> <td style="text-align: right;">38217</td> </tr> <tr> <td><b>INSURER C:</b> Scottsdale Insurance Company</td> <td style="text-align: right;">41297</td> </tr> <tr> <td><b>INSURER D:</b> Great American Insurance Company</td> <td style="text-align: right;">19991</td> </tr> <tr> <td><b>INSURER E:</b> Business &amp; Management Indemnity Insurance</td> <td></td> </tr> <tr> <td><b>INSURER F:</b></td> <td></td> </tr> </table>	<b>INSURER A:</b> Allied World Surplus Lines Ins	RAC # 24319	<b>INSURER B:</b> QBE Insurance Corporation	38217	<b>INSURER C:</b> Scottsdale Insurance Company	41297	<b>INSURER D:</b> Great American Insurance Company	19991	<b>INSURER E:</b> Business & Management Indemnity Insurance		<b>INSURER F:</b>	
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<b>INSURER E:</b> Business & Management Indemnity Insurance													
<b>INSURER F:</b>													
<b>INSURED</b> ACI Federal Inc 512 Lafayette Blvd, Suite D Fredericksburg VA 22401													

COVERAGES CERTIFICATE NUMBER: 2023 Master - Med PL REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

SER LTR	TYPE OF INSURANCE	ADULT/CHILD	MARR	SEVP	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN/AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:				0313-9594	08/14/2023	08/14/2024	EACH OCCURRENCE \$ 2,000,000 DAMAGE TO RENTED PREMISES (Per occurrence) \$ 50,000 MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ 2,000,000 GENERAL AGGREGATE \$ 4,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000
A	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY				0313-9594	08/14/2023	08/14/2024	COMBINED SINGLE LIMIT (Per accident) \$ 2,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
	UMBRELLA LMB <input type="checkbox"/> OCCUR EXCESS LMB <input type="checkbox"/> CLAIMS-MADE DED <input type="checkbox"/> RETENTION \$							EACH OCCURRENCE \$ AGGREGATE \$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/EMBER EXCLUDED? (Mandatory in WA) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N		N/A	QWC3001012 (Carrier is A rated)	08/25/2023	06/25/2024	<input checked="" type="checkbox"/> PER STIPULATE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
A	Medical Professional Liability				0313-9594	08/14/2023	08/14/2024	Each Claim 2,000,000 Aggregate 5,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ADDRD 191, Additional Remarks Schedule, may be attached if more space is required)

Evidence of Insurance

**CERTIFICATE HOLDER**

Department of Administration, Purchasing Division  
2019 Washington St E

Charleston WV 25305

**CANCELLATION**

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

*E. Paul Eagle*

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ACORD 25 (2016/03)

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AGENCY CUSTOMER ID: \_\_\_\_\_

LOC #: \_\_\_\_\_



**ADDITIONAL REMARKS SCHEDULE**

Page \_\_\_\_ of \_\_\_\_

AGENCY The Hib Group of West Virginia LLC		NAMED INSURED ACI Federal Inc	
POLICY NUMBER		EFFECTIVE DATE:	
CARRIER	NAIC CODE		

**ADDITIONAL REMARKS**

**THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,**  
**FORM NUMBER: 25      FORM TITLE: Certificate of Liability Insurance: Remarks**

Additional Policies:  
 C. Cyber Liability - EKS3473746 - 4/8/2023 - 4/8/2024 Limit: \$2,000,000  
 D. Crime (includes third party) - SAAP0638000000 - 8/14/2023 - 8/14/2024 - 1,000,000 per occurrence  
 E. Employment Practices Liability - EKS3489437 - 8/2/2023 - 8/2/2024 - \$1,000,000 per claim

ACORD 101 (2008/01)


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<b>Technical Proposal – CRFQ-0618-BVH2400000002</b>	20	<b>April 4, 2024</b>
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### RFP Attachments

	Department of Administration Purchasing Division 2019 Washington Street East Post Office Box 50130 Charleston, WV 25305-0130	<b>State of West Virginia</b> <b>Centralized Request for Quote</b>
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<b>Proc Folder:</b> 1397508 <b>Doc Description:</b> Open End Purchase For Contract Temporary RN, LPN, HSA	<b>Reason for Modification:</b>		
<b>Proc Type:</b> Central Master Agreement			
<b>Date Issued</b>	<b>Solicitation Closes</b>	<b>Solicitation No</b>	<b>Version</b>
2024-03-20	2024-04-04 13:30	CRFQ 0618 BVH240000002	1

<b>BID RECEIVING LOCATION</b>
BID CLERK DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION 2019 WASHINGTON ST E CHARLESTON WV 25305 US

<b>VENDOR :</b>
<b>Vendor Customer Code:</b> <b>Vendor Name :</b> ACI Federal Inc. <b>Address :</b> 500 Lafayette Blvd, Suite 200 <b>Street :</b> <b>City :</b> Fredericksburg <b>State :</b> VA <b>Country :</b> USA <b>Zip :</b> 22401 <b>Principal Contact :</b> Peter Judd, Sr. Vice President of Operations <b>Vendor Contact Phone:</b> 540-288-6591 <b>Extension:</b>

<b>FOR INFORMATION CONTACT THE BUYER</b> David H Pauline 304-558-0067 david.h.pauline@wv.gov
---

<b>Vendor Signature X</b>		<b>FEIN#</b> 27-5462410	<b>DATE</b> 3/29/2024
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All offers subject to all terms and conditions contained in this solicitation

Technical Proposal – CRFQ-0618-BVH240000002	21	April 4, 2024
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*State of West Virginia  
West Virginia Veterans Home Barboursville  
Open End Purchase for Contract Temporary RN, LPN, HSA*

**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) Peter Judd - Senior Vice President of Operations  
 (Address) 500 Lafayette Blvd Suite 200, Fredericksburg VA, 22401  
 (Phone Number) / (Fax Number) 5402886591  
 (email address) peterjudd@acifed.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.*

ACI Federal  
 (Company)   
 (Signature of Authorized Representative)  
 Peter Judd - Senior Vice President of Operations  
 (Printed Name and Title of Authorized Representative) (Date)  
 5402886591 / 18002775790  
 (Phone Number) (Fax Number)  
 peterjudd@acifed.com  
 (Email Address)

Revised 8/24/2023

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**REQUEST FOR QUOTATION – CRFQ BVH24\*02**  
**[Direct Care Staffing for Nursing Services]**

8.2 The following remedies shall be available to the Agency upon default.

8.2.1 Immediate cancellation of the Contract.

8.2.2 Immediate cancellation of one or more release orders issued under this Contract.

8.2.3 Any other remedies available in law or equity.

**9. MISCELLANEOUS:**

9.1 **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.

**Contract Manager:** Peter Judd  
**Telephone Number:** 5402886591  
**Fax Number:** 18002775790  
**Email Address:** peterjudd@acifed.com

Revised 10/27/2014

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## Cover Letter

Department of Administration  
Purchasing Division  
2019 Washington Street East  
Charleston, WV, 25305-0130

Attention: David H. Pauline

Subject: Open End Purchase for Contract Temporary RN, LPN, HSA

Submission Date: April 4, 2024

Dear Mr. Pauline

ACI Federal is pleased to submit our proposal response to the State of West Virginia, specifically the West Virginia Veterans Home Barbourville for Open End Purchase for Contract Temporary RN, LPN, HSA

Our proposal response addresses the need for Open End Purchase for Contract Temporary RN, LPN, HSA as stated in the solicitation documents, and provides further detail on how ACI Federal is uniquely positioned to provide the kind of responsive, cost effective and focused delivery solution sought by West Virginia Veterans Home Barbourville.

If you require additional details or have any questions regarding this proposal, please contact Peter Judd at 540-288-6591 or via email at [peterjudd@acifed.com](mailto:peterjudd@acifed.com).

Respectfully,

Peter Judd  
Senior Vice President of Operations  
and Business Development

Cost Proposal – CRFQ-0618-BVH240000002	1	April 4, 2024
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**Executive Summary**

ACI Federal brings over 100 years of experience and leadership in providing staffing support services which includes emergency rapid response and surge needs during times of national disaster and crisis. ACI Federal without question brings a highly qualified and respected team that will deliver a responsive, focused, qualified, and experienced staff to provide an Open-End Purchase for Contract Temporary RN, LPN, HSA to the West Virginia Veterans Home Barbourville. ACI Federal has a highly experienced recruiting staff who are supplementing an already strong candidate pool with new personnel that are ready to fulfill all needs. *ACI has direct access to a pool of over 5.4 million credentialed personnel through our Proprietary Resume Database (PRD).*



Founded in 2011, ACI Federal™ (S-Corp) is an award-winning, **Joint Commission Accredited**, ISO 9001:2015 Quality Management Systems (QMS) certified, ISO 27001:2013 (Cyber-Security), ISO 20000- 1:2011 (ITIL) certified, and CMMI Level 3 compliant business. ACI Federal has a Global Footprint with employees across the county and is recognized as one of the fastest growing professional service firms Nationwide. ACI Federal has Government Contracting experience with a proven track record to solve the most complex mission-critical challenges. We bring a solid record of successful performance and an experienced leadership team. ACI Federal has currently registered nurses, counselors, case managers, psychiatrist, mental health professionals, and physicians on board and we hold a specialized Federal Staffing Schedule under FSS 621-1 which allows us to directly provide mental health professionals including psychologists, nurses, physicians, and counselors to any government entity directly. ACI Federal is an industry recognized business providing medical staffing and Health IT services to our customers. ACI Federal will provide the State of West Virginia with highly qualified medical staff meeting all RFP requirements.

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Cost

EXHIBIT "A" PRICING PAGE - CRFQ BVH24*02				
TEMPORARY NURSING STAFFING SERVICES				
<p>To use this pricing page electronically enter the "rate per hour" in each cell as a dollar value and the spreadsheet should fill in the totals automatically. Should the spreadsheet not automatically calculate the totals or you complete this on paper you would need to multiply the estimated annual usage hours by the rate per hour to get the extended price. It is understood through the specifications that the overtime rate is 1.5 times the regular hourly rate for that classification. A 1.5 multiplier will be assigned to each vendor hourly rate by the evaluation committee to verify the Overtime rate bid is correct. Once lines 1 - 9 have their extended price add all the extended prices together to get the total for the bid.</p>				
Item #	Description	Quantity	Cost Per Hour	Extended Cost
1	Temporary RN Regular Hours	300	\$85.00	\$25,500.00
2	Temporary RN Holiday Rate	24	\$127.50	\$3060.00
3	Temporary LPN Regular Hours	500	\$68.00	\$34,000.00
4	Temporary LPN Holiday Rate	56	\$102.00	\$5712.00
5	Temporary HSA Regular Hours	700	\$34.00	\$23,800.00
6	Temporary HSA Holiday Rate	56	\$51.00	\$2856.00
7	Temporary RN Overtime Rate (RN)	24	\$127.50	\$3060.00
8	Temporary LPN Overtime Rate (LPN)	24	\$102.00	\$2448.00
9	Temporary HSA Overtime Rate	24	\$51.00	\$1224.00
Failure to use this form may result in disqualification				\$101,400.00

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