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Welcome, Alisha S Pettit | Procurement | Budgeting | Accounts Receivable | Accounts Payable

Solicitation Response(SR) | Dept: 0212 | ID: ESR07162400000000416 | Ver.: 1 | Function: New | Phase: Final | ▼ | Modified by batch , 07/16/2024

Header 📎 2

List View

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

Procurement Folder:	1453543
Procurement Type:	Statewide MA (Open End)
Vendor ID:	VS0000004169
Legal Name:	LANCESOFT INC
Alias/DBA:	
Total Bid:	$0.00
Response Date:	07/16/2024
Response Time:	11:07
Responded By User ID:	LanceSoft
First Name:	Prashant
Last Name:	Arni
Email:	Marketing@lancesoft.com
Phone:	703-674-4500

SO Doc Code:	CRFQ
SO Dept:	0212
SO Doc ID:	SWC2400000006
Published Date:	7/11/24
Close Date:	7/16/24
Close Time:	13:30
Status:	Closed
Solicitation Description:	STATEWIDE CONTRACT -TEMPORARY STAFFING SERVICES
Total of Header Attachments:	2
Total of All Attachments:	2

Proc Folder:	1453543
Solicitation Description:	STATEWIDE CONTRACT -TEMPORARY STAFFING SERVICES
Proc Type:	Statewide MA (Open End)

Solicitation Closes	Solicitation Response	Version
2024-07-16 13:30	SR 0212 ESR07162400000000416	1

VENDOR
VS0000004169
LANCESOFT INC

Solicitation Number:	CRFQ 0212 SWC2400000006				
Total Bid:	0	**Response Date:**	2024-07-16	**Response Time:**	11:07:16
Comments:					

FOR INFORMATION CONTACT THE BUYER
Mark A Atkins
(304) 558-2307
mark.a.atkins@wv.gov

Vendor
Signature X   **FEIN#**   **DATE**
All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	TEMPORARY EMPLOYEE STAFFING SERVICES	0.00000	HOUR	0.000000	0.00

Comm Code	Manufacturer	Specification	Model #
80111600			

Commodity Line Comments:

Extended Description:

TEMPORARY EMPLOYEE STAFFING SERVICES:
Note: Vendor must use Exhibit_A Pricing Page(s) for bid pricing and submit with bid.
If vendor is submitting a bid online, Vendor should enter $0.00 in the Oasis commodity line and attach the pricing page to their bid.

LanceSoft Response

To

State of West Virginia

For

Temporary Staffing Services

In Response to CRFQ: SWC2400000006

16 July 2024

Submitted by:

LanceSoft, Inc.
2121 Cooperative Way, Suite 130, Herndon,
Virginia, 20171
Phone: 703-674-4500
Fax: 703-935-0339

Point of Contact: **Prashant Arni**
Phone: 703-674-4565, 703-725-9546
E-mail: marketing@lancesoft.com

www.LanceSoft.com
CAGE Code: 4AUM9
DUNS: 154610971
TIN: 54- 1974095

1. TRANSMITTAL LETTER

2121 Cooperative Way| Suite 130 | Herndon | VA 20171 | 703-674-4500 Phone | 703-935-0339 Fax

16-Jul-24

Subject: CRFQ: SWC2400000006- Temporary Staffing Services

Dear Mark Atkins,

LanceSoft Inc. is pleased to submit its proposal through our response to SWC2400000006- Temporary Staffing Services

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

LanceSoft states acceptance of all solicitation terms, conditions, and provisions. This offer shall remain valid for a period of 180 days. We hereby acknowledge that we have read and understood addendum no.1 and 2 of the RFQ issued in response to this solicitation of the State of West Virginia.

Established in 2000, LanceSoft is a privately-owned S corporation, headquartered at 2121 Cooperative Way, Suite 130, Herndon, VA and the federal tax identification number is 54- 1974095. LanceSoft has about 24+ years of experience in providing Non-IT Staffing Solutions to a diverse base of clients across various domains and geographies.

I, the undersigned, Prashant Arni, Sr. VP-Delivery and Operations of LanceSoft. I am authorized to sign the enclosed offer and will be the designated representative for purposes of this RFQ and an authorized negotiator for a contract resulting from this offer. You may reach me at 703-935-0339 fax, or via e-mail at marketing@lancesoft.com.
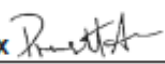
We now look forward to associating with your department for a long-term and mutually beneficial business relation. Should you require any further information, we shall be pleased to provide the same.

Respectfully,

Prashant Arni,
Sr. VP-Delivery and Operations,
LanceSoft, Inc.

2. FORMS

Department of Administration Purchasing Division 2019 Washington Street East Post Office Box 50130 Charleston, WV 25305-0130	State of West Virginia Centralized Request for Quote Service - Prof

Proc Folder:	1453543	Reason for Modification:
Doc Description:	STATEWIDE CONTRACT -TEMPORARY STAFFING SERVICES	
Proc Type:	Statewide MA (Open End)	

Date Issued	Solicitation Closes	Solicitation No	Version
2024-07-01	2024-07-16 13:30	CRFQ 0212 SWC2400000006	1

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: VS00000041169

Vendor Name : LanceSoft, Inc.

Address 2121 Cooperative Way,

Street Suite 130,

City : Herndon,

State : Virginia,   Country : US   Zip : 20171

Principal Contact : Prashant Ami

Vendor Contact Phone: 703-674-4500   Extension:

FOR INFORMATION CONTACT THE BUYER
Mark A Atkins
(304) 558-2307
mark.a.atkins@wv.gov

Vendor Signature X	FEIN#: 54- 1974095	DATE 07/16/2024

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

CERTIFICATION AND SIGNATURE:

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) Prashant Arni Sr. VP-Delivery and Operations,

(Address) 2121 Cooperative Way, Suite 130, Herndon, Virginia, 20171

(Phone Number) / (Fax Number) 703-674-4500

(email address) marketing@lancesoft.com

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through *wv*OASIS, 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.

_____LanceSoft, Inc._____
(Company)

(Signature of Authorized Representative)

Prashant Arni   Sr. VP-Delivery and Operations,
(Printed Name and Title of Authorized Representative) (Date)

703-674-4500   703-935-0339
(Phone Number) (Fax Number)

marketing@lancesoft.com
(Email Address)

Statewide Contract
CRFQ 0212 SWC2400000006
TEMPORARY STAFFING SERVICES
(TEMP24)

10. VENDOR DEFAULT:

10.1. The following shall be considered a vendor default under this Contract.

10.1.1. Failure to perform Contract Services in accordance with the requirements contained herein.

10.1.2. Failure to comply with other specifications and requirements contained herein.

10.1.3. Failure to comply with any laws, rules, and ordinances applicable to the Contract Services provided under this Contract.

10.1.4. Failure to remedy deficient performance upon request.

10.2. The following remedies shall be available to Agency upon default.

10.2.1. Immediate cancellation of the Contract.

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

10.2.3. Any other remedies available in law or equity.

11. MISCELLANEOUS:

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

Contract Manager: Prashant Arni
Telephone Number: 703-674-4500
Fax Number: 703-935-0339
Email Address: marketing@lancesoft.com

3. PRICE SHEET

NOTE: Please refer to excel sheet document (Pricing state of West Virginia) attached with the technical response for the Prices.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ 0212 SWC2400000006

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

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

Addendum Numbers Received:
(Check the box next to each addendum received)

[X]	Addendum No. 1	[ ]	Addendum No. 6
[X]	Addendum No. 2	[ ]	Addendum No. 7
[ ]	Addendum No. 3	[ ]	Addendum No. 8
[ ]	Addendum No. 4	[ ]	Addendum No. 9
[ ]	Addendum No. 5	[ ]	Addendum No. 10

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

LanceSoft ,Inc.
_____
Company

_____
Authorized Signature

07/16/2024
_____
Date

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

5. ADDITIONAL INFORMATION

5.1 About LanceSoft

Established in **2000**, LanceSoft is a privately-owned S corporation, headquartered at 2121 Cooperative Way, Suite 130, Herndon, Virginia, 20171. With more than 25 support offices throughout North America, we have developed partnerships with top companies across all industries and deep relationships with non-IT consultants around the globe. LanceSoft has over **24+ years** of experience in providing both temporary & Permanent Non-IT recruitment Solutions to a diverse base of clients across various domains and geographies.

With **4,200+ contractors** across USA and over **$402 Million of annual revenue**, LanceSoft offers Non-IT USA Contingent workforce services to various clients across diverse industries such as Clinical, Non-IT, Pharma, Information Technology, Engineering, Education, Automotive, Utility, Finance, Banking, Life Science, Human Services, Legal, Aerospace, Energy, Oil & Gas, Creative, Cybersecurity, Semi-Conductor, telecom and many more.

Specific to non-IT LanceSoft provides non-IT staffing services to different customers including but not limited to Pharmaceutical, Medical Devices, Hospitals, Universities, Community Health Centres, Medical Centres, Public Health Departments, Medical Research Centres, Cancer Research Centres, Medical technology companies, Laboratory instrument manufacturing companies and many more.

LanceSoft has extensive experience in recruiting form Junior, mid to senior level roles in non-IT. We have been recruiting across all 50 states of US for about 24+ years, and our local offices gives us a thorough understanding of local market trends and needs.

Many of our recruitment consultants come from backgrounds in non-IT, giving us a thorough understanding of the complex hiring requirements for non-IT roles, and easy insights into which professionals possess the hard and soft skill sets needed to succeed. LanceSoft follows a best-in-class recruiting process that adds value to the client program, thereby setting a benchmark for all other organizations. To accentuate our services and to keep a track of a good job done, LanceSoft gets its performance evaluated on a monthly/Quarterly basis. LanceSoft has the requisite experience, marketplace knowledge, and clear understanding of State of West Virginia to provide Non-IT Services. LanceSoft has mastered a wide array of non-IT employment and has successfully used them to develop state of the art solutions for our clients.

Our staffing methodology, sourcing strategies and performance in as recent past in providing non-IT staffing services demonstrates our strong experience that can be tailored to meet State of West Virginia's requirements.

We have worked for various customers from multiple Industries requirements in the past. Our services to these esteemed organizations have been a great experience and achieved outstanding feedback with respect to our delivery.

OUR COMPANY SIZE: We have a total strength of about 1100+ internal employees and 4200+ Contractors across the globe.

OUR MISSION: "To Combine Human Touch, Community Curation & Technology to Recruit - Top Talent". We focus on balancing cost, time, and quality - leveraging our experience, nurturing creativity, driven by ethics in a challenging and highly competitive area of talent acquisition to bring quality talent to our clients.

With proven processes, methodologies and best practices, our core objective is not only to succeed but to exceed our customer expectations.

OUR VISION: To be "One Source Global Work force provider" adding value to its customers, employees, and partners.

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

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

Business Profile
Lancesoft, Inc
Employment Services

BBB Rating & Accreditation

BBB ACCREDITED BUSINESS® | A+

Accredited Since: 4/6/2021
Years in Business: 21

LANCESOFT'S CAPABILITY

LanceSoft provides exceptional permanent and temporary talent experience in Non-IT We have more than 50+ active non-IT accounts and continuously provide the best services. We strive to provide our non-IT clients with the ultimate integrity and demonstrated commitment to reliability in the Non-IT industry. LanceSoft has built good relationships with many of the nation's top hospitals and non-IT facilities, and places highly qualified staff on both temporary and permanent contracts. Our services to Non- IT Industry have been increasing very decently and providing a notable share of the overall revenue of LanceSoft.

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

Our Core Competencies include:
- ↗ Permanent-Direct Hire placements.
- ↗ Travel non-IT services, and not per diem,
- ↗ Short to long term temporary candidates.

- ↗ Background checks, employment & educational verification, and specialized testing.
- ↗ Last minute candidates for temporary positions and direct hire interviews.
- ↗ Contract employees and pay rolled employees.

AREAS OF EXPERTISE: Non-IT Staffing Services, Payroll Services, MSP Services, RPO Services, Temporary-to-Hire services, Permanent-Direct Hire, Short to long term temporary, Background checks, Employment & educational verification, and specialized testing, Last minute candidates for temporary positions and direct hire, Outsourcing solutions, Career management consulting, Onsite management programs & Outplacement services.

OUR DIVERSITY STATUS: LanceSoft holds the Minority Business Enterprise (MBE) certification issued by NMSDC (National Minority Supplier Development Council) and Minority-Women Business Enterprise (MWBE) certification issued by Virginia Dept. of Small Business & Supplier Diversity (SWAM). LanceSoft is a certified corporate plus member by NMSDC -MBE. We have also invested in building our very own consciously bias diverse hiring platform called TADAH! (Together Achieve Diversity & Harmony) to promote, place & educate DEI candidates and corporations.

AFFILIATIONS AND ACCREDITATIONS: LanceSoft is an ISO 9001:2015 certified company fulfilling the requirements for a quality management system (QMS), ISO 27001:2013 for Information Security Management System and ISO 14001-2015 for Environmental Management System.

DEDICATED ACCOUNT MANAGEMENT TEAM: We follow well defined and documented team management approach to handling such contracts to ensure that contract requirements are supported. We will assign the State of West Virginia a dedicated Account Management team to ensure the right delivery of services and needs are fulfilled with huge State of West Virginia satisfaction. Our Account Manager & Account Executives will work very closely with the State of West Virginia and LanceSoft on-site staff.

WELL ESTABLISHED & FINANCIALLY STABLE COMPANY: LanceSoft is a financially stable and rapidly growing company across the USA. LanceSoft currently has a credit line of $30 Million and has the required financial capacity to provide the services. LanceSoft assures State of West Virginia that it has the necessary financial capacity, working capital, and other resources to perform the contract without assistance from any outside source.

EXTENSIVE CONTRACTOR NETWORK

Over the years, through our proactive recruitment initiative and working on several non-IT requirements, LanceSoft has been able to intelligently build an extensive database of **25 million QUALIFIED PROFILES OF CANDIDATES** profiles. This pool consists of a comprehensive list **PRE- CLEARED CANDIDATES IN SEVERAL CATEGORIES BUT NOT JUST LIMITED TO CLINICAL, NON-IT INDUSTRY** that have demonstrated working experience in diverse project environments and are highly qualified to best suit your requirements. This database further prepares us to provide prequalified candidates who are ready, willing, and lawfully able to perform the services in the shortest possible timeframe.

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

OUR ABILITY AND SUCCESS RATE

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

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

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

LANCESOFT'S AWARDS

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

- ↗ Randstad Sourceright preferred supplier 2024
- ↗ 2020- 2024 Best of Staffing Client Satisfaction Diamond Award
- ↗ 2020- 2024 Best of Staffing Talent Satisfaction Diamond Award
- ↗ 2024, 2023, 2022, 2021, 2020, 2019 - Clearly Rated (Inavero's) Best of Staffing- Client Satisfaction & Talent Satisfaction
- ↗ 2024-Tapfin Premier Partner
- ↗ 2024-Magnit Emerging supplier
- ↗ 2023, 2022- SIA Largest Non-IT Staffing Firms in USA
- ↗ 2023, 2022, 2021, 2020-SIA Largest US Staffing companies
- ↗ 2022-SIA Largest Travel Nurse Staffing firms in USA
- ↗ 2023- Largest Legal Staffing Firms in USA
- ↗ 2023- Kelly PSN Partner
- ↗ SIA's 2023 Global Power 150 Women in Staffing
- ↗ 2023- Magnit Global Supply Excellent Award.
- ↗ 2022- Randstad Preferred Supplier
- ↗ eTalent Expedia-Premier Partner Achievement-Jet Stream & First Class-2022
- ↗ Kelly OCG - preferred supplier for the year 2020 and 2021
- ↗ Workforcelogic - preferred supplier for the year 2020 and 2021
- ↗ Tapfin Supplier Distinction-2020
- ↗ Tapfin Diversity Supplier Distinction-2020
- ↗ Nclusion Supplier – Guidant Global – 2019, 2020.

- ↗ 2020,2019,2018 Workforce Logiq Proven Performer
- ↗ 2020,2019,2018,2017 SIA Fastest growing staffing firms
- ↗ 2020 Fast 100 Asian American Business Award
- ↗ 2018,2017- Premier Partner by Tapfin
- ↗ Proven Performer by ZeroChaos -2017
- ↗ Supplier Excellence award by Kelly OCG-2017
- ↗ "Service Excellence Award" from Johnson & Johnson (J&J).
- ↗ Smart CEO award
- ↗ Deloitte Fast 50 Finalist
- ↗ E&Y Entrepreneur of the year Finalist
- ↗ Featured in Silicon Valley magazine for our talent management solution
- ↗ Delaware Valley Fast 50
- ↗ Inc 500 Fastest growing firms
- ↗ Smart 100 Award
- ↗ MBDA Supplier of the year
- ↗ USPAACC Fastest growing firms
- ↗ "Premium Vendor" from Manpower Premier Supplier
- ↗ Kelly Supplier Innovation Award –for our state-of-the-art product – CPX that manages end-to-end front, middle and back-office functions and has controls through workflow-based modules.
- ↗ Bartech rising star.

Better Business Bureau (BBB) Accreditation: LanceSoft has been accredited by the Better Business Bureau (BBB) Rating (A+)

5.2 Our unique differentiators

Having a well-crafted recruitment process built on **24+ years** of profound global recruitment experience gives LanceSoft the competitive edge in providing top-class resources to its clients in the shortest possible turn-around times. A perfect blend of unique recruiting methods and technologies, coupled with advanced recruitment techniques, has enabled LanceSoft to grow as one of the most sophisticated contingent Workforce (CW) Providers. Below are some of LanceSoft's unique approach & capabilities that will be valuable to our clients and distinguishes us from our competitors:

- ↗ **SPECIALIZED HEALTHCARE RECRUITING:** LanceSoft employs specialized recruiting teams that have extensive recruiting experience in specific domains/industries. Specific to permanent Healthcare, LanceSoft has approx. 250 recruiters that are dedicated within this industry segment, supporting various clients. Our recruiters are seasoned with domain experience having either come from their Healthcare client ecosystem and/ or partner/ supplier ecosystem. Our dedicated recruiters within this industry segment are seasoned and experienced, coupled with the fact that they also bring an ecosystem of known for permanent Healthcare candidates they have successfully worked with from the Healthcare industry, is an added benefit for our clients.

- ↗ **PRO-ACTIVE RECRUITING:** To stay ahead of competition in our recruiting, we have moved to a pro-active recruiting model. LanceSoft has an internally developed intelligent database of consultants with over 25 million profiles, of which over 1.2 Million candidate profiles would meet Client's requirements. These candidates are part of our dynamic database ecosystem and have already been pre-vetted, pre-qualified and through the use of AI/ ML techniques, allows us to source and submit qualified, experienced candidates very quickly.

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

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

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

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

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

↗ **UPTECH TRAINING:** Given the rapid pace of technology change and adoption, Healthcare talent shortage is a major concern globally. In addition to our extensive database of top talent curated for 24+ years and the extension of Crowd Sourcing, LanceSoft has made significant investments to further mitigate the opportunity/ skill gap by setting up a customized/ tailored training program, through our training center of excellence, UPTECH (www.uptech.tech). This training center of excellence provides the opportunity to Upskill/ Reskill technical talent for our clients and promote a diverse talent pool from the communities we support, encouraging more women into technology. This customized training model, that is specific to our client's project needs, allows for a steady pool of tailored technical talent to be fast tracked into our client's enterprise environment, at cost effective rates and also enhancing the "loyalty" retention factor, that is an indirect result of giving these individuals the opportunity they deserve.

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

↗ **CROWD SOURCING:** LanceSoft has been working on a proprietary networking initiative, working on harnessing the power of the Crowd to source candidates. Currently LanceSoft's Crowd consists of over 2200 professionals including freelance recruiters, skill specific, domain specific industry SME's who are carefully curated and engaged to ensure we have access to passive and hidden talent that can be delivered in the shortest amount of time with high success of deliverability. Our Crowd RPO / Talent community / referrals are one of the topmost sources of candidate employment followed by our exhaustive internal database where profiles have been harvested for over 24+ years, networking events and then job boards such as LinkedIn, Dice, CB, Indeed and Monster. Referral hiring through the power of Crowd Sourcing actually promotes a high degree of candidate loyalty and retention as a result.

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

Tools & Technologies:

↗ **LanceSoft's Home-Grown Automated System (CPX):** We have developed a proven, state-of-the-art Cloud enabled workflow automation system which runs on a Microsoft .Net platform, which completes the entire lifecycle of staffing on the web including Requisition Management, Applicant Management, On-boarding, Off-boarding, drug and background checks, timesheet management, payroll, billing, Employee Engagement, etc. The objective of building this system is to increase the internal efficiencies, control costs and provide cost-effective speed to market staffing services for our clientele. CPX is a proven platform, in existence for close to 24+ years and can backward integrate with any of our client VMS systems like SAP Fieldglass, Beeline, Coupa etc.

CPX is designed at its core to eliminate the need for organizations to have multiple external systems. Clients can track activities of their day-to-day operations through one comprehensive application. This software is also user customizable and has various built-in workflows to enable the right controls in the right place.

TOSA Digital: LanceSoft sources candidates based on online real time assessments, a digital skills certification program. TOSA Digital helps us to test applicants with 20-25 interactive questions and exercises to evaluate things like programming skills and digital communication. Based on the client technology, the questions and coding will match the candidate's level, and we will get a detailed report of the candidate's skills, including how they measure up against the target profile. In this way, LanceSoft screens quality candidates and we can submit relevant profiles as per Client's requirements.

LanceSoft believes and stands by the innovation and our investment in the new age of recruiting through cutting edge technologies and data-driven approaches.

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

GLIDER AI: This Glider AI platform helps us to analyse a candidate's skill level, personality traits, skills, and cultural fitment with the help of holistic interactive assessments, real-world simulations, and general programming. With Glider, we can simulate a vast range of tech stacks from data science to DevOps and from backend development to frontend development.

eSkill: LanceSoft is using eSkill, a platform designed to help to find the best executive candidates using skills-based screening and interviewing tools. We will source the quality candidates within a short span of time based on the FII requirements.

Our Approach

LanceSoft Understands State of West Virginia healthcare staffing service's needs, we will continue to employ our current solution and service delivery model to support State of West Virginia staffing needs. From recruiting top talent to ensuring the State of West Virginia satisfaction through ongoing communication, our solution is designed to ensure the State of West Virginia doesn't experience any gaps in productivity. We have a well etched recruitment program in place to respond and deliver quality candidates with agreed timelines. Below is a detailed description of our capability.

MAKING THE MATCH

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

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

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

RECRUITING MEDIUMS

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

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

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

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

- ↗ **Applicants' anonymity.** Because many potential healthcare candidates will be employed while they search our career website for openings, privacy and confidentiality are important. We ensure that the database management, workflow rules, and recruiting processes are aligned to protect the candidates' anonymity.

- ↗ **Tailor online applications.** We are using prescreening tools which will quickly separate qualified from unqualified candidates based on answers to questionnaires.

- ↗ **Keep track of candidate information.** The candidates will create and maintain a personal profile on our careers website and attach job positions to their profile. The profile is then saved in our company's candidate database and accessed through an appropriate password. Our recruiters will view structured data about a candidate, including access to job-specific screening questions to easily assess fit. By tracking candidate information by job, we gather the necessary data for compliance reporting as well.

- ↗ **Job seekers and employees post our open positions on Facebook.** We allow our job seekers to post healthcare jobs on their Facebook page, we can increase the exposure of our open positions—and reach a larger pool of candidates at lower sourcing costs. In addition, we believe that the employees are one of our best sources of referrals. We encourage them to post open positions on their Facebook page and refer their friends.

- ↗ **Enable job searches.** A job search engine is a core component of our career's website. It helps job seekers find job openings that meet their requirements quickly and efficiently. We make sure that current job openings are in the searchable database and also reduce the administrative burden of maintaining a

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

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

- Dice
- Monster
- CareerBuilder
- Twitter
- LinkedIn Enterprise
- GitHub
- Stack Overflow
- Technology communities

TALENT POOL. To stay ahead of the competition in our recruiting, we have moved to a pro-active recruiting model instead of a reactive one (job boards-based recruiting). LanceSoft has been able to intelligently build an extensive database of over **25 million qualified profiles of the candidates out of which 1.2 million candidate profiles** that are relevant to State of West Virginia requirements are authorized to work in USA. This vast database has individuals who have worked with us or have been qualified by us in the past. This pool also comprises of a large base of precleared candidates that have demonstrated working experience in a diverse project environment and are highly qualified to best suit the requirements of State of West Virginia We have **SPECIALIZED RECRUITING TEAMS FOR OUR CLIENTS** that have the combined creative, technical, business and domain experience in the domain and hence are highly capable of screening the best-fit candidates for any **GENERIC/HARD TO FIND SKILLSET-SPECIFIC** positions.

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

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

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

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

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

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

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

Our AI configured in-house patented CPX technology will make the hiring process more efficient and simpler. It matches the right candidates for the right job, automates candidate sourcing, gives insight into our hiring process, improves quality of hire and streamlines the administrative tasks.

This technology provided the organization with online staff procurement, credentials capture, labor time tracking, and quality management.

These system automated functions help streamline the staffing process:

- ↗ Online job procurement from any location with a secure Internet connection, generating job requests only to contracted agencies.
- ↗ Availability of contract terms and rates and individual staff information, including credentials for healthcare, allied, and nonclinical staff.
- ↗ Invoice and contract employee time tracking, including holiday and overtime pay.
- ↗ Direct interface with contemporary accounts payable systems.

It gives our clients the ability to manage invoices and payments. Additionally, this system assures high levels of compliance with contract terms.

EFFECTIVE NETWORKING: Joining professional organizations related to the client industry or niche for a wealth of networking potential.

HEADHUNTING: Engage with hundreds of passive candidates every week on a headhunting model to further augment the latent resource base for the customer account.

EMPLOYEE REFERRAL: Tapping our employee networks and spread word-of mouth information about the position availability, or eventual availability, to each employee so they can constantly look for superior candidates in their networks of friends and associates.

PROACTIVE RECRUITMENT: Over the years, through our proactive recruitment initiative and working on healthcare requirements LanceSoft has been able to intelligently build an extensive database of over 25 million qualified profiles of the candidates out of which 1.2 million candidate profiles that are relevant to State of West Virginia' requirements are authorized to work in US without any sponsorship. This vast database has individuals who have worked with us or have been qualified by us in the past. This pool also comprises of a large base of pre-cleared candidates that have demonstrated working experience in a diverse project environment and are highly qualified to best suit the requirements of the State of West Virginia.

CROWD SOURING: LanceSoft has been working on a proprietary networking initiative, working on harnessing the power of the Crowd to source candidates. Currently LanceSoft's Crowd consists of over 1200 professionals including free-lance recruiters, skill specific, domain specific industry SME's who are carefully curated and engaged to ensure we have access to passive and hidden talent that can be delivered in the shortest amount of time with high success of deliverability. Our Crowd RPO / Talent community / referrals are one of the topmost sources of candidate employment followed by our exhaustive internal database where profiles have been harvested for over 24+ years, networking events and then job boards such as LinkedIn, Dice, CB, Indeed and Monster.

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

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

EVERGREEN HARVESTING: We have the ability to identify recurring requirements from our clients and set up evergreen harvesters, which work 24 X7 searching for new profiles that match the set criteria and download/ update our sourcing team whenever a matching profile is found.

TalentLyft: We use TalentLyft which is a powerful candidate sourcing and recruitment solution which scans millions of online profiles to retrieve passive and active candidate details including email addresses, resumes and more. The profiles that we choose are automatically added to your candidate database.

LanceSoft also uses GitHub and Stack overflow for Professionals. These Platforms always provide the best candidates and allow us to post listings, search candidates, add our company page to showcase our brand, and many more. The Candidate Search feature which gives us the opportunity to access GitHub Stack Overflow community who voluntarily opted in to be contacted by employers.

The reason we opted for Stack Overflow in our recruitment process is because it's an amazing source of information about the candidate which is open to the public. We can browse users and look at their activity. This allows you to not only identify new candidates, but also get an idea of the level of expertise of the candidates.

LanceSoft Value Adds:

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

- ↗ We have a large presence in the USA supporting clients like AmeriHealth Caritas, CVS Health/Aetna, Actavis, Johnson & Johnson, Medtronic, Humana, Froedtert, Children's Hospital of Philadelphia, VHS/UHS, Pfizer, California Department of Public Health, CVS Health, Waukesha Memorial Hospital etc. (Healthcare Services is our 2nd largest industry segment, close to 20% of our global revenues $402M)
- ↗ We can support our clients at a local, tactical level and also engage in a global strategic nature, thereby reducing supplier risk for our clients.
- ↗ Global database with over 25 million profiles of resources who have worked with us or have been qualified by us in the past.
- ↗ Precleared candidates that have demonstrated working experience in a diverse project environment and are highly qualified Niche talent to best suit the requirements of The State of West Virginia System.
- ↗ Dedicated Core Account Mgt & Delivery Team, with a Flex team to support any project ramp up needs.
- ↗ Strong domain knowledge of the Healthcare industry, for permanent healthcare categories.
- ↗ Proud Woman and Minority owned Certified Diverse Supplier with strong local presence and Global coverage.
- ↗ We have invested in our very own DEI platform to promote, encourage, collaborate, and educate Diverse candidates through our TADAH entity, being certified through WE Connect Int'l, MSDUK, NMSDC and CAMSC.
- ↗ We also Upskill our talent through our own Hire Train Deploy (HTD) model called UPTECH.
- ↗ Detailed Weekly, Bi-weekly, Monthly & Quarterly SLA & KPI reports.
- ↗ Our award winning, in-built Cloud & AI enabled Workflow Automation Tool called CPX, that drives proactive Quality metrics through inbuilt connectors.
- ↗ Strong Market Pricing Intelligence & 24*7 recruitment support

5.3 LanceSoft Value Adds:

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

- ↗ We have a large presence in the USA supporting clients Virginia Department Of Transport (VDOT), Washington Metropolitan Area Transit Authority, New York State Homes And Community Renewal, State Of Arizona, State Of North Carolina, State Of Michigan, State Of South Carolina, State Of Massachusetts, State Of Ohio, National Grid, New York Financial Information (Non-IT Services is our 2nd largest industry segment, close to 20% of our global revenues $402M)
- ↗ We can support our clients at a local, tactical level and engage in a global strategic nature, thereby reducing supplier risk for our clients.
- ↗ Global database with over 25 million profiles of resources who have worked with us or have been qualified by us in the past.

- Precleared candidates that have demonstrated working experience in a diverse project environment and are highly qualified Niche talent to best suit the requirements of The State of West Virginia System.
- Dedicated Core Account Mgt & Delivery Team, with a Flex team to support any project ramp up needs.
- Strong domain knowledge of the non-IT industry, for permanent non-IT categories.
- Proud Woman and Minority owned Certified Diverse Supplier with strong local presence and Global coverage.
- We have invested in our very own DEI platform to promote, encourage, collaborate, and educate Diverse candidates through our TADAH entity, being certified through WE Connect Int'l, MSDUK, NMSDC and CAMSC.
- We also Upskill our talent through our own Hire Train Deploy (HTD) model called UPTECH.
- Detailed Weekly, Bi-weekly, Monthly & Quarterly SLA & KPI reports.
- Our award winning, in-built Cloud & AI enabled Workflow Automation Tool called CPX, that drives proactive Quality metrics through inbuilt connectors.
- Strong Market Pricing Intelligence & 24*7 recruitment support.

STATEWIDE COVERAGE:
Each Job Classification submitted will
be required for vendor to provide in all 55
counties throughout the State of West Virginia.

REQUEST FOR QUOTATION
CRFQ SWC2400000006
(CMA TEMP24)
Temporary Staffing Services

EXHIBIT_A

Classification	Worker Pay Rate	Withholding Rate	Overhead Rate	Total Rate*
Accounting Technician 2	$ 28.00	$ 7.00	$ 2.80	$ 37.80
Administrative Services Assistant 1	$ 26.00	$ 6.50	$ 2.60	$ 35.10
Administrative Services Assistant 2	$ 32.00	$ 8.00	$ 3.20	$ 43.20
Cook	$ 20.00	$ 5.00	$ 2.00	$ 27.00
Custodian	$ 19.00	$ 4.75	$ 1.90	$ 25.65
Data Entry Operator2	$ 25.00	$ 6.25	$ 2.50	$ 33.75
Executive Secretary	$ 28.00	$ 7.00	$ 2.80	$ 37.80
Groundskeeper	$ 18.00	$ 4.50	$ 1.80	$ 24.30
Health Service Worker	$ 18.00	$ 4.50	$ 1.80	$ 24.30
Laboratroy Assistant 3	$ 24.00	$ 6.00	$ 2.40	$ 32.40
Laborer	$ 19.00	$ 4.75	$ 1.90	$ 25.65
Mail Runner	$ 20.00	$ 5.00	$ 2.00	$ 27.00
Office Assistant 2	$ 21.00	$ 5.25	$ 2.10	$ 28.35
Office Assistant 3	$ 25.00	$ 6.25	$ 2.50	$ 33.75
Paralegal	$ 35.00	$ 8.75	$ 3.50	$ 47.25
Parking Attendant	$ 20.00	$ 5.00	$ 2.00	$ 27.00
Word Processor	$ 23.00	$ 5.75	$ 2.30	$ 31.05

* Vendor should enter their Worker Rate + Withholding Rate + Overhead Rate and the Total Rate box will automatically calculate.

Vendor Name: LanceSoft, Inc.

Contact Person: Prashant Arni

Phone #: 703-674-4500

Fax #: 703-935-0339

Email: marketing@lancesoft.com

Signature: _____

Date: 07/16/2024