



The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at ***wvOASIS.gov***. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at ***WVPurchasing.gov*** with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

Header @ 4

[List View](#)

General Information [Contact](#) [Default Values](#) [Discount](#) [Document Information](#) [Clarification Request](#)

Procurement Folder: 1685357

Procurement Type: Central Master Agreement

Vendor ID: VS0000004169

Legal Name: LANCESOFT INC

Alias/DBA:

Total Bid: \$32,500.00

Response Date: 05/20/2025

Response Time: 13:19

Responded By User ID: LanceSoft

First Name: Prashant

Last Name: Ami

Email: marketing@lancesoft.com

Phone: 703-674-4500

SO Doc Code: CRFQ

SO Dept: 0613

SO Doc ID: VWF2500000014

Published Date: 5/12/25

Close Date: 5/20/25

Close Time: 13:30

Status: Closed

Solicitation Description: Medical Director and Attending Physician

Total of Header Attachments: 4

Total of All Attachments: 4



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

State of West Virginia
Solicitation Response

Proc Folder: 1685357
Solicitation Description: Medical Director and Attending Physician
Proc Type: Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2025-05-20 13:30	SR 0613 ESR05202500000007174	1

VENDOR
VS0000004169
LANCESOFT INC

Solicitation Number: CRFQ 0613 VNF2500000014
Total Bid: 32500
Response Date: 2025-05-20
Response Time: 13:19:24
Comments:

FOR INFORMATION CONTACT THE BUYER
Joseph (Josh) E Hager III
(304) 558-2306
joseph.e.hageriii@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	Medical Director	0.00000			2500.00

Comm Code	Manufacturer	Specification	Model #
85121502			

Commodity Line Comments:

Extended Description:

Please see pricing pages to input pricing!
 Medical Director for the WVNF One freedom Way Clarksburg WV 26301

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Attending Physician	0.00000			30000.00

Comm Code	Manufacturer	Specification	Model #
85121502			

Commodity Line Comments:

Extended Description:

Please see pricing pages to input pricing!
 Attending Physician for the WVNF One freedom Way Clarksburg WV 26301


REQUEST FOR QUOTATION
Medical Director and Attending Physician
CRFQ VNF25*14
EXHIBIT A - PRICING PAGE

Contracted Services	Months per Year	Monthly Rate	Annual Total
MEDICAL DIRECTOR	12	\$ 200.00	\$ 2,400.00

PAYMENT: Agency shall pay the rate(s) awarded, as shown on the Pricing Pages, for all Contract Services and accepted under this Contract. The vendor must accept payment methods as stated in the General Conditions made part of this solicitation. Vendor must comply with the following invoicing requirements:

Vendor shall be responsible for all mileage and travel costs, including travel time and incidentals, associated with the performance of this Contract. These costs may be included in the flat fee or hourly rate listed on the Pricing Page. Vendor costs will not be paid by the Agency separately.

Number of hours will vary and are estimated at 50 hours per month. These are estimates only. No firm commitment of Contract or any individual item is guaranteed or implied.

Medical Director Vendor Information			
Vendor:	LanceSoft, Inc.	Printed Name:	Prashant Arni
Address:	121 Cooperative Way, Suite 130 Herndon, VA 20171	Title:	Sr. VP-Delivery and Marketing
Office Phone:	703-674-4500	*Signature	
Cell Phone:	703-674-4565	*I hereby certify I am authorized to execute this document.	
Fax:	703-935-0339	Email:	marketing@lancesoft.com

Separate Contract Required? (Yes or No)
No

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REQUEST FOR QUOTATION
Medical Director and Attending Physician
CRFQ VNF25*14

EXHIBIT B - PRICING PAGE

Contracted Services	Visits per Year*	Fee per Visit	Annual Total
ATTENDING PHYSICIAN	150	\$ 200.00	\$ 30,000.00

PAYMENT FOR PHYSICIAN SERVICES:

comply with the following invoicing requirements as listed in the Specifications:

7.1 Physician Services for NON-Service Connected (NSC) Residents and/or Uninsured:

7.1.1 Vendor must bill and collect from Medicare, Medicaid, and third-party insurance for services rendered to Service-Connected (NSC) residents only.

7.1.2 Vendor shall not "double bill" or collect from more than one source, whether it be Medicare, Medicaid, or third-party insurance, private pay or Agency for any services rendered.

7.1.3 Vendor must agree that the Agency will not be held responsible for payment in any cases of non-collection from Medicare, Medicaid, or third-party insurance.

7.1.4 Vendor may bill the Agency for copay amounts not paid by Medicare, Medicaid, or third-party insurance non-payment and amount of same must be submitted with the Vendor's invoice to Agency.

7.1.5 Vendor shall bill the Agency at the rate awarded in the contract document for each visit for any non-Service-Connected resident who does not have Medicare, Medicaid, or third-party insurance.


7.2 Physician Services for Service-Connected (SC) Residents:

7.2.1 In accordance with Federal regulations, services rendered for Service-Connected (SC) residents may be collected from Medicare, Medicaid, or third-party insurance.

7.2.2 Vendor shall bill the Agency ONLY, and NOT other insurance or Medicare etc. for all services rendered to Service-Connected (SC) residents at the rate awarded in the contract.

- Vendor shall be responsible for all mileage and travel costs, including travel time and incidental expenses with performance of this Contract. These costs may be included in the flat fee or hourly rate listed in the bid, but such costs will not be paid by the Agency separately.
- * Visits per year are estimated based on 20% of 120 beds for two (2) visits per year to SC or Uninsured Residents. These are estimates only. No future use of the Contract or any individual item is guaranteed.

Attending Physician Vendor Information

Vendor:	<u>LanceSoft, Inc.</u>	Printed Name:	<u>Prashant Arni</u>
Address:	<u>121 Cooperative Way, Suite 130</u> <u>Herndon, VA 20171</u>	Title:	<u>Sr. VP-Delivery and Operations</u>
Office Phone:	<u>703-674-4500</u>	*Signature	
Cell Phone:	<u>703-674-4565</u>	<i>*I hereby certify I am authorized by the Vendor to sign this document.</i>	
Fax:	<u>703-935-0339</u>	Email:	<u>marketing@lancesoft.com</u>

<p>Separate Contract Required? (Yes or No)</p>	<p>No</p>
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Vendor must

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1. Proof of

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REQUEST FOR QUOTATION
Medical Director and Attending Physician

CRFQ VNF25*14
EXHIBIT C - PRICING PAGE
ANNUAL TOTALS

Contracted Services	Annual Total	Separate Contract Required (Yes or No)
Medical Director - Annual Total from Exhibit A:	\$ 2,400.00	No
Attending Physician - Annual Total from Exhibit B:	\$ 30,000.00	No
GRAND TOTAL ANNUAL AMOUNT:	\$ 32,400.00	

IMPORTANT:


Please read all Terms, Conditions and Specifications prior to bidding!
Your bid is your commitment to perform all services as listed.

Include all three (3) Exhibits A, B and C, with your bid.
Failure to do so may result in your bid being disqualified.


Vendor should enter the Grand Total Annual Amount in wvOASIS.
Failure to do so may result in your bid being disqualified.

PAYMENT: Agency shall pay the rate(s) awarded, as shown on the Pricing Pages, for all Contract Services performed and accepted under this Contract. The vendor must accept payment methods as stated in the General Terms and Conditions made part of this solicitation.

Medical Director Vendor Information

Vendor:	<u>LanceSoft, Inc.</u>	Printed Name:	<u>Prashant Arni</u>
Address:	<u>121 Cooperative Way, Suite 130</u> <u>Herndon, VA 20171</u>	Title:	<u>Sr. VP-Delivery and Operations</u>
Office Phone:	<u>703-674-4500</u>	*Signature	
Cell Phone:	<u>703-674-4565</u>	<i>*I hereby certify I am authorized by the Vendor to sign this document.</i>	
Fax:	<u>703-935-0339</u>	Email:	<u>marketing@lancesoft.com</u>

Attending Physician Vendor Information

Vendor:	<u>LanceSoft, Inc.</u>	Printed Name:	<u>Prashant Arni</u>
Address:	<u>2121 Cooperative way Suite 130</u> <u>Herndon VA 20171</u>	Title:	<u>Sr. VP-Delivery and Operations</u>
Office Phone:	<u>703-674-4500</u>	*Signature	
Cell Phone:	<u>703-674-4565</u>	<i>*I hereby certify I am authorized by the Vendor to sign this document.</i>	
Fax:	<u>703-935-0339</u>	Email:	<u>marketing@lancesoft.com</u>

LanceSoft Inc.
Proposal Submitted For



Solicitation Number: CRFQ-0613-VNF2500000014
Medical Director and Attending Physician

Submitted By:

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

Submitted To:

State of West Virginia
Department Of Administration
Purchasing Division
2019 Washington St E
Charleston Wv 25305

POC: Prashant Arni

Phone: 703-674-4565

Email: marketing@lancesoft.com

CAGE Code: 4AUM9

DUNS: 154610971

TIN: 54-1974095

Business Size: Minority Owned Business

Enterprise: (MBE)

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LanceSoft Inc.



(703) 674-4500



www.lancesoft.com



2121 Cooperative Way,
Suite 130 Herndon, VA

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1. TRANSMITTAL LETTER



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

20-May-25

To

Attn: Bid Clerk

Department Of Administration

Purchasing Division

2019 Washington St E

Charleston Wv 25305

Subject: Response to State of West Virginia - Solicitation Number JB-0000000115-RFP_F - Recruitment of Medical Director (Psychiatrist)

LanceSoft Inc. is pleased to submit its proposal through our Response to State of West Virginia - Solicitation Number: CRFQ-0613-VNF2500000014 - Medical Director and Attending Physician

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

This offer remains valid for 120 Days. We hereby acknowledge that we have read Addendum No.1, Addendum No.2, and understood the RFP issued in response to this solicitation from to State of West Virginia.

Established in 2000, LanceSoft is a privately-owned S corporation, headquartered at 2121 Cooperative Way, Suite 130 Herndon, VA 20171 and the federal tax identification number is 54- 1974095. LanceSoft has 25 + years of experience in providing Medical services to a diverse base of clients across various domains and geographies. LanceSoft is keen to engage with State of West Virginia and enter a long-term strategic staffing partnership.

We are proud to hold the Gold Seal of Approval for healthcare staffing services from The Joint Commission, and we are also accredited by the Better Business Bureau (BBB), which underscores our commitment to high standards and excellence.

LanceSoft will demonstrate to State of West Virginia this proposal, the staffing approach, governance, and process optimization that it can bring to help create a resilient and scalable service delivery for State of West Virginia.

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 RFP and an authorized negotiator for a contract resulting from this offer. You may reach me at 703-674-4565 phone, 703-935-0339 fax, or via e-mail at marketing@lancesoft.com.

Respectfully

Prashant Arni,

Sr. VP-Delivery and Operations,

LanceSoft, Inc.



2. ADDENDUM ACKNOWLEDGEMENT

2.1 Addendum Number - 1 Dated 04/30/2025

SOLICITATION NUMBER: CRFQ 0613 VNF2500000014

Addendum Number: No.01

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

Applicable Addendum Category:

- ☐ Modify bid opening date and time
- ☐ Modify specifications of product or service being sought
- ☐ Attachment of vendor questions and responses
- ☐ Attachment of pre-bid sign-in sheet
- ☒ Correction of error
- ☐ Other

Description of Modification to Solicitation:

Addendum issued to publish and distribute the attached documentation to the vendor community.

1. Section 4.4 of the project specifications has been revised to state that physician services must be on-site for at least eight (8) hours. It originally stated four (4) hours and that was incorrect.

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

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



ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ VNF 25*14

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

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

Addendum Numbers Received:

(Check the box next to each addendum received)

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

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that 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

11 May 2025

Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.
Revised 6/8/2012



2.2 Addendum Number - 2 Dated 05/12/2025

SOLICITATION NUMBER: CRFQ 0613 VNF2500000014

Addendum Number: No.02

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

Applicable Addendum Category:

- ☒ Modify bid opening date and time
- ☐ Modify specifications of product or service being sought
- ☒ Attachment of vendor questions and responses
- ☐ Attachment of pre-bid sign-in sheet
- ☐ Correction of error
- ☐ Other

Description of Modification to Solicitation:

Addendum issued to publish and distribute the attached documentation to the vendor community.

1. To publish agency responses to vendor submitted questions.
2. To extend bid close date until 5/20/2025 @ 1:30 PM ET

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

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

Revised 6/8/2012



ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ VNF25*14

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)

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

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that 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

12 May 2025

Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.
Revised 6/8/2012



3. UNDERSTANDING OF THE PROJECT

LanceSoft is uniquely positioned to partner with State of West Virginia in this initiative to provide Medical Staffing Services. We present this proposal as a confirmation of our commitment to forge a long-lasting relationship with State of West Virginia based on a process-oriented approach, optimisation & automation, and service delivery excellence. We are confident that with our experience with customers across the USA, LanceSoft's approach will meet your healthcare Staff objectives.

LanceSoft is keen to engage with State of West Virginia and enter into a long-term strategic Staffing partnership for State of West Virginia Medical Healthcare. LanceSoft will demonstrate to State of West Virginia through this proposal, the staffing approach, governance and process optimization that it can bring to help create a resilient and scalable service delivery for State of West Virginia.

To provide the Medical Healthcare staffing services, LanceSoft will leverage its deep expertise and experience in sustaining and delivering staffing projects of similar scale and complexity across USA.

This document outlines our commitments in terms of what and how we will deliver our staffing resources, the benefit State of West Virginia will achieve from our proposed approach, and the value LanceSoft intends to provide to State of West Virginia.

OUR UNDERSTANDING OF STATE OF WEST VIRGINIA'S GOALS: LanceSoft Response: Summary

LanceSoft fully understands the State of West Virginia's goal to deliver exceptional medical care to veterans at the West Virginia Veterans Nursing Facility ensuring dignity, compassion, and compliance with all regulatory requirements. We recognize the importance of consistent onsite physician presence, 24/7 support, accurate electronic medical records management, collaborative leadership, and a strong focus on risk management and continuous quality improvement. Our team is committed to aligning with the State's vision of providing veterans with the highest standards of medical oversight and enhancing their quality of life.

With over two decades of healthcare staffing experience, LanceSoft brings a proven ability to deliver highly qualified Medical Directors and Attending Physicians. Our extensive network, rigorous credentialing process, and dedication to compassionate care position us to provide seamless, reliable, and expert services to State of West Virginia. We are committed to serving State of West Virginia's veterans and will bring professionalism, heart, and excellence to this important mission.

Strategic benefits

- To align staffing objectives with business objectives and ensure flexibility.
- To enable State of West Virginia resources to focus on core business and strategic Medical healthcare services.

Financial benefits

- To lower operational and administrative costs.
- To increase flexibility of pricing through multi-skilling, proactive demand management & planning
- Achieve an optimal balance between value and costs.

Operational benefits

- To provide End to End Staffing delivery, accountability and operational excellence.
- High Level staff augmentation model
- To provide access to skilled resources



LanceSoft Capability:

Through our qualitative approach, LanceSoft has established itself as a pioneer in providing premium professionals and filled various types of positions including both Temps, Permanent to Freelancers across USA. LanceSoft provides a wide array of professionals who are involved in Workforce Solutions. With our demonstrated experience and in depth understanding of industry trends we have placed professionals who are competent to manage or support various stages.

With the extensive expertise we possess and the experience we have attained over the years, we are competent to fill all the positions on job groups mentioned by the State of West Virginia contributing to State of West Virginia increased productivity and competitiveness with excellent results.

Key Success Metric:

LanceSoft's success rate is 98% for filling similar orders with less than 2% of obstacles being faced in shortlisting quality professionals to fulfil client's stringent requirement for Freelancers work from home professionals. To overcome this, we tend to use our domain specific recruiting team based out at our different local branch offices in all the states that helps in conducting in person interviews which helps us picking the best fit for the client.

Recruitment Team Strength:

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



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



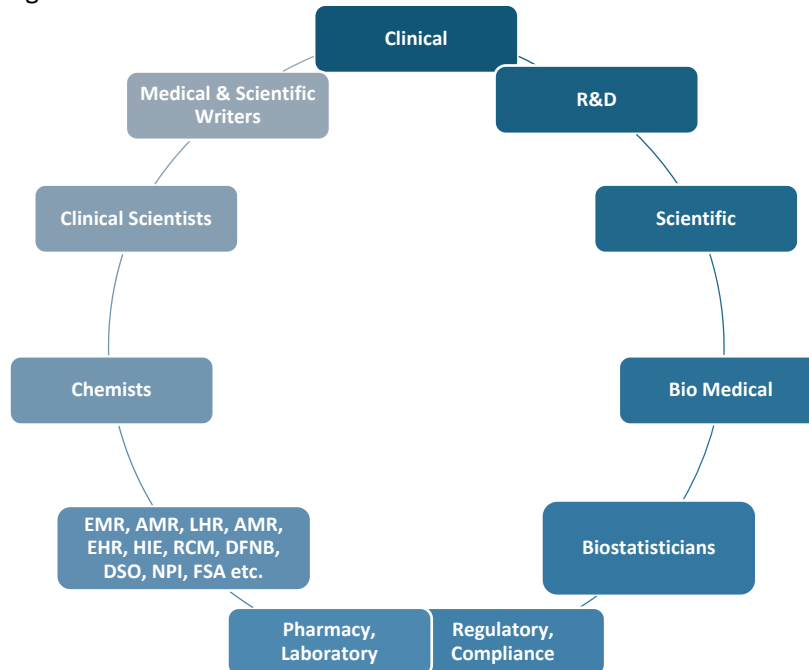
Planning team: LanceSoft has a dedicated Strategic and Tactical Planning team that helps us on all new client initiatives, including service delivery after the start of the contract. One of their core functions is to map the Client's requirements by geography, labour category, skill level culture and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



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



LanceSoft has a large pool of highly motivated and qualified technical professionals for the full scope of healthcare, including but not limited to:



AVAILABILITY OF STAFF AND OTHER RESOURCES:

TALENT POOL. To stay ahead of the competition in our recruitment, we have moved to a proactive recruitment model instead of a reactive one (job State of West Virginia based recruiting). LanceSoft has been able to intelligently build an extensive database of over **25 million** qualified candidates out of which **500k** candidate profiles that are relevant to State of West Virginia requirements are authorized to work in the USA. This vast database has individuals who have worked with us or have been qualified by us in the past. This pool also comprises 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 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.

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. Our approach of 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. 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 nursing, 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.



4. STATEMENT OF EXPERIENCE AND QUALIFICATIONS

Established in 2000 as a privately-owned S Corp. headquartered at Herndon VA along with more than 24 support offices throughout the USA. LanceSoft is a nationally certified Minority Business Enterprise (MBE) that has established itself as a pioneer in providing highly scalable, cost-effective contingent workforce solutions to a diverse set of customers across various industries. LanceSoft is a global provider of Healthcare, Education, HR solutions including contingent labor and presence in USA, Canada, Mexico, UK, Ireland, Hong Kong, Malaysia, Singapore, UAE, Australia, Indonesia, Bangladesh, Poland, France, China, Philippines and India. With over 4,200 staff members worldwide and an annual revenue exceeding \$353 million in 2023.

LanceSoft offers Healthcare and Clinical services Staffing services to various clients across diverse industries such as Healthcare, Education, administrative, Information Technology, Banking & Finance, Engineering, Housing, Transportation, Real Estate, Construction, Infrastructure, Utility, Aerospace, and many more. These domains encompass a diverse set of skills, locations, categories, and varying length of assignments.

Company Snapshot

Legal Company Name	LanceSoft Inc.
Ownership Structure	S corporation
Headquarter Address	2121 Cooperative Way, Suite 130 Her VA 20171
Year of Incorporation	2000
Employees & Contractors	3,600+ Contractors across USA 4600+ Contractors across the Globe 1200+ internal employees
Annual Revenue 2023	\$353 Million
POC Contact Details	POC: Prashant Arni Phone: 703-674-4565 Email: marketing@lancesoft.com
Website Address	www.lancesoft.com

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.

Vision

To be “One Source Global Work force provider” adding value to its customers, employees, and partners

Our Diversity Status

- LanceSoft holds the MBE certification issued by NMSDC, State of Tennessee, NYC Small Business Services and Minority-Women Business Enterprise certification issued by Virginia Dept. of Small Business & Supplier Diversity (SWAM).
- LanceSoft is a certified corporate plus member by NMSDC -MBE.
- We are certified as an MBE, WBE by NCTRCA.
- 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.



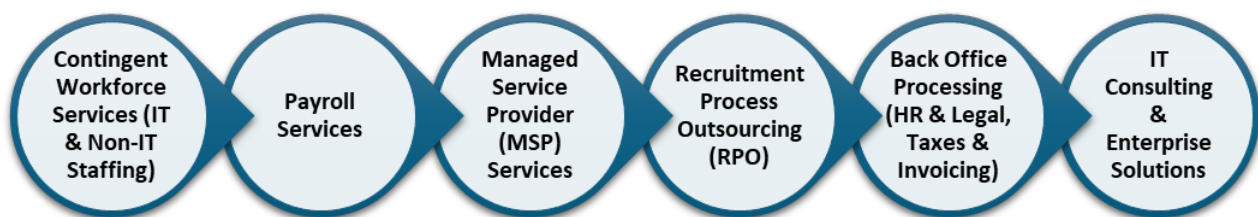


Joint Commission: LanceSoft has been awarded the prestigious Gold Seal of Approval for healthcare staffing services by The Joint Commission, demonstrating our unwavering commitment to upholding high-quality standards.



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.

Line of Business



USA and Global Footprint

Headquarters in Herndon, VA, we have a network of twenty-four (24) branch offices across the US and currently service across 50 states of the USA. Below are the locations of our branch offices.

New York (NY)	Fremont (CA)	Atlanta (GA)	Beaverton (OR)	Cincinnati (OH)
Irving (TX)	Denver (CO)	Chicago (IL)	Salt Lake City (UT)	Sugar Land (TX)
Birmingham (AL)	Washington (DC)	Boston (MA)	Richmond (VA)	Charlotte (NC)
San Diego (CA)	Orlando (FL)	Clarkston (MI)	Seattle (WA)	Columbia (SC)
Lexington (KY)	Bloomington (MN)	Philadelphia (PA)		

In addition to this, LanceSoft can also quickly set up an additional office at any preferred location to be able to manage their large volume of requirements for that location.

We also have an international footprint as follows:

- Four (4) country offices in Canada,
- Five (5) in India and.
- **One (1) each in UK,** Ireland, Belgium, Netherlands, Norway, Poland, Romania, Germany, France, Greece, Bangladesh, China, Vietnam, Thailand, Indonesia, China, Malaysia, Turkey, Australia, Costa Rica, Czech Republic, Malaysia, Nepal, Philippines, Saudi Arabia, Singapore, Sri Lanka, Turkey, United Arab Emirates, Bulgaria, Brunei and Ethiopia.



Our Affiliations, Accreditations and Awards

LanceSoft is an ISO 9001:2015 certified company fulfilling the requirements for a quality management system (QMS).

LanceSoft has been assessed and found to confirm the requirements of ISO 14001:2015 & ISO/IEC 27001:2013.

Our extensive Placement & staffing experience and top performance across several Placement & staffing programs is a great testament of our credibility. LanceSoft is currently an active “Preferred-Supplier” for over 200 mid to large staffing programs across the globe. Our list of Awards and Accolades that LanceSoft received recently from our clients include.

- Randstad Preferred Supplier 2025
- 2024, 2023, 2022, 2021, 2020, 2019 - Clearly Rated (Inavero's) Best of Staffing- Client Satisfaction & Talent Satisfaction (Diamond Award-Continuous 5 years)
- 2024, 2022- Randstad Preferred Supplier
- 2023- Kelly PSN Partner
- 2023-SIA Largest US Healthcare Staffing companies
- 2023-SIA Largest US Legal Staffing companies
- 2023-SIA's Global Power 150 Women in Staffing
- 2023- Magnit Global Supply Excellent Award
- 2023, 2022, 2020 SIA Largest US Staffing companies
- eTalent Expedia-Premier Partner Achievement-Jet Stream & First Class-2022
- SIA Largest Travel Nurse Staffing firms in the US for the year 2022
- SIA Largest Healthcare Staffing Firms in the US for the year 2022
- US Pinnacle Premier Supplier for 2024
- 2020,2019,2018 Workforce Logiq Proven Performer
- Nclusion Supplier – Guidant Global – 2019, 2020.
- 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).
- Deloitte Fast 50 Finalist
- E&Y Entrepreneur of the year Finalist
- Featured in Silicon Valley magazine for our talent management solution
- Inc 500 Fastest growing firms



we are proud to be named a



Our Clients

The Below Graph represents some of our **Healthcare clients** to whom we have successfully provided Healthcare & Non- Healthcare Temporary staffing services over the years.



We take pride in partnering with a diverse range of healthcare organizations, providing them with tailored Healthcare staffing solutions. Our Healthcare Clients include esteemed institutions such as AmeriHealth Caritas, Aetna, Actavis, Johnson & Johnson, Medtronic, Humana, Froedtert, Children's Hospital of



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

These are some of the esteemed clients for whom we have successfully provided staffing services, similar in size and scope to your organization.

Our Public healthcare clients: Grady Health System, City of Clermont, City of Phoenix, City of Anaheim, City of Tacoma, City of Redmond, City of Virginia Beach, City of saskatoon, City of Wentzville, The City of Colorado Springs, City of Dearborn, City of Clermont, 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 Services Agency (FISA), Arkansas Children's Hospital.

Other Clients: Jackson County, Garfield County Board of County Commissioners, El Paso County, Baltimore County Public Schools, Ramsey County, County of Hennepin, Gwinnett County, Harris County, Riverside County, Shelby County Schools., etc.

Our Experience:

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

Our home-grown product CPX helps in maintaining a huge database of pre-qualified candidates and pipelining 20-30 candidates daily. This process accentuates our performance and helps in a quick turnaround time. The database has over 25 million profiles segregated as per location, skill set, domain, and experience level. With a high client retention rate, we create lasting relationships with our clients by providing quality services and consistently delivering value by using a multi-faceted approach based on a Global delivery capability, deep domain expertise allied to a vast technology base, all harnessed by our adaptive quality processes and strong methodologies. Having profound experience in servicing clients with Medical Healthcare staffing needs that are highly comparable to the size and scope of the State of West Virginia Staffing program, LanceSoft clearly understands the dynamics of accounts, its environment and any associated potential issues and risks. This makes us fully equipped to handle any kind of operational needs in the most efficient manner, ensuring a long-standing relationship.

With the in-depth knowledge, expertise, and mature processes we possess, LanceSoft is fully equipped to understand its clients' needs and makes a constant effort at providing innovative and cost-effective solutions to its clients. Having a well-crafted recruitment process built on years of profound global recruitment experience gives LanceSoft the competitive edge in providing top-class resources to its clients in the shortest



possible turn-around times. A perfect blend of unique recruiting methods and technologies, coupled with advanced recruitment techniques, has enabled LanceSoft to grow as one of the most sophisticated Contingent Workforce (CW) Providers.

Our staffing methodology, sourcing strategies and performance in the recent past in providing Medical Healthcare staffing services demonstrate our strong experience that can be tailored to meet the State of West Virginia of Medical Health requirements. We have worked for various State customers with Medical Healthcare requirements in the past. Our services to these esteemed organizations have been a great experience and achieved outstanding feedback with respect to our delivery.

LanceSoft has extensive experience in recruiting from Junior, mid, senior, and expert level roles in Medical categories and Healthcare for temporary assignments. We have been recruiting across the USA for more than 25+ years, and our local offices give us a thorough understanding of local market trends and needs. Many of our recruitment consultants come from backgrounds in Medical categories and Healthcare, giving us a thorough understanding of the complex hiring requirements, and easy insights into which professionals possess the hard and soft skills sets needed to succeed.

State/Federal & Local Government contracts are at the forefront of what we do. LanceSoft developed a substantial network of contacts within the Medical healthcare domains, and has an advanced understanding of the experience, skills, and technology exposure our clients look for. LanceSoft has a strong base of qualified professionals who are currently serving various State/Federal & Local Government clients. Our strong industry experience and attributing a major share of its staffing revenue from State/Federal & Local Government Clients makes LanceSoft fully equipped to the State of West Virginia requirements.

We have specialized recruiting teams for our State/Federal & Local Government clients with Medical healthcare staffing requirements that have the combined creative, technical, business and domain experience in the domain and hence are highly capable of screening the best-fit candidates for any Generic/Hard to find Skillset-Specific positions. LanceSoft has a dedicated proactive recruiting team that maintains our ever-growing contractor network of qualified, highly skilled profiles with specific domain knowledge and at the same time being in line with the current market trend. Our significant staffing methodology, sourcing strategies and past performance in providing staffing services demonstrates our strong experience that can be tailored to meet the State of West Virginia requirements.

LENGTH OF TIME PROVIDING STAFFING SOLUTIONS

LanceSoft has over 25+ years of experience providing Healthcare and Clinical services staffing solutions to a wide range of industries. We specialize in sourcing and placing highly skilled professionals, delivering tailored workforce solutions that meet the unique needs of our clients. Over the years, we have built strong, long-term relationships with clients by consistently providing high-quality candidates and ensuring successful project outcomes. Our proven track record enables us to efficiently meet the staffing requirements outlined in this RFP for the State of West Virginia.

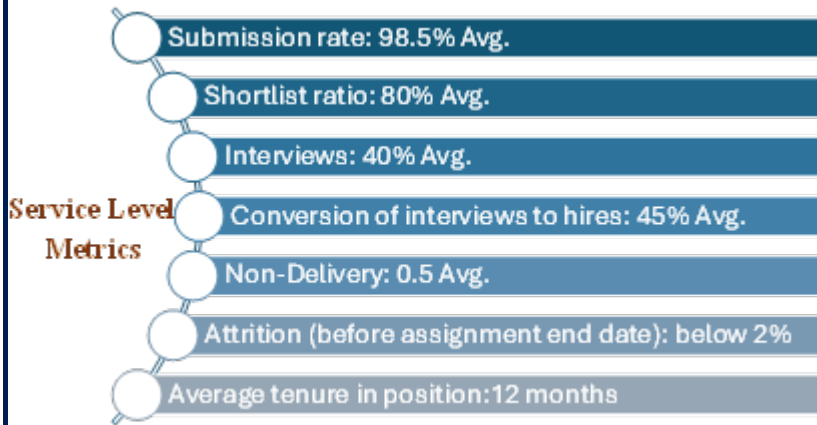
EXTENSIVE CONTRACTOR NETWORK

Over the years, through our proactive recruitment initiative and working on several Healthcare and Clinical requirements, LanceSoft has been able to intelligently build an extensive database of **25 million Qualified profiles of candidates**. "This pool includes a comprehensive list of pre-cleared candidates across various categories, not limited to Clinical, Non-IT, Healthcare, and Pharma." 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 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 & SUCCESS RATE

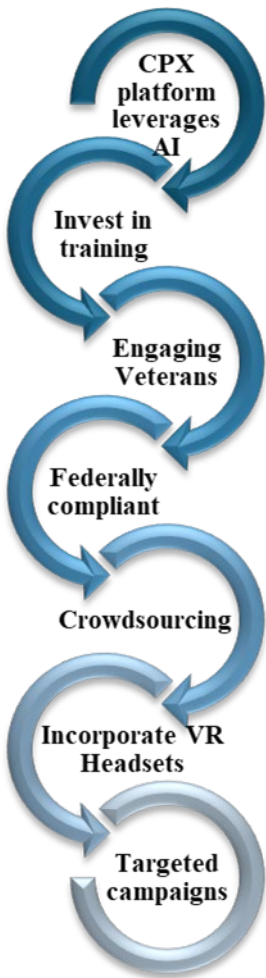


Success at LanceSoft is a very well-articulated and metric-based function. We monitor various quality metrics on a continual basis that include requirement coverage ratio, shortlist ratio, Interview ratio, Shortlist ratio, Interview ratio, Start ratio, No-starts/dropouts/back-outs ratio, Tenure completion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

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 track of a good job done, LanceSoft gets its performance evaluated on a monthly/Quarterly basis.

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.



- Our award winning CPX platform leverages AI to streamline workflows and deliver deep analytics.
- We invest in self-training and vocational training schools in HUB zones, enhancing workforce skills.
- We focus on engaging and re-training veterans, deploying their skills effectively in the workforce.
- Our commitment to diversity & inclusion includes meeting federally required minimum spending targets for diverse hiring.
- LanceSoft utilizes crowdsourcing to access a wide talent pool, ensuring efficient and diverse hiring.
- We incorporate VR Headsets into our recruiting processes, offering immersive experiences at trade shows and recruitment drives.
- LanceSoft uses targeted social media campaigns to enhance branding and reach specific audiences.
- We organize national hiring events, particularly around major metropolitan areas, to connect employers with potential candidates.
- Our mobile recruitment strategies ensure flexibility and reach, enabling us to connect with candidates anytime, anywhere.
- We utilize machine learning to optimize the matching of candidates with job opportunities, enhancing our talent pipeline.
- LanceSoft offers a global staffing model that supports clients with operations in multiple countries, ensuring consistent service.
- We provide competitive pricing to deliver exceptional value in our staffing solutions.
- Our services include scalable solutions that can be adjusted up or down based on client needs.



Our Unique Capabilities



Specialized Domain-Specific Recruiting:

- LanceSoft employs specialized recruiting teams that have extensive recruiting experience in specific domains/industries. Specific to Healthcare, **LanceSoft has approx. 140+ recruiters that are dedicated within this industry segment**, supporting clients like Johnson & Johnson, Pfizer, Aetna, Ameri Health, and others.
- Our recruiters are seasoned with domain experience having either come from the client ecosystem and/ or partner/ supplier ecosystem. **Over 80% of the 140 or so dedicated recruiters within this industry**



segment are seasoned and experienced, coupled with the fact that they also bring an ecosystem of known candidates they have successfully worked with from the industry, which is an added benefit for our clients.



Pro- Active Recruiting:

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



Quality of Service:

- Our internally developed technology platform, **CPX, can 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 daily, to ensure that our client's KPIs and metrics are adhered to, so there are no "surprises" during scorecard reviews.
- We monitor and track a comprehensive set of metrics that are set by our clients, including Response Rate, # of Interviews, Submission to Hire ratio, # of rejects, quality of candidates submitted, Rate adherence, etc.



Client Delivery Process Framework:

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



Dedicated Mailbox:

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



Dedicated Account Management Team:

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



24/7 Support:

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



Talent Community Builder:

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



Crowd Sourcing:

- LanceSoft has been working on a proprietary networking initiative, working on harnessing the power of the Crowd to source candidates. Currently, **LanceSoft's Crowd consists of over 2,200 professionals** including freelance recruiters, skill-specific, domain-specific industry SME's who are carefully curated and engaged to ensure we have access to passive and hidden talent that can be delivered in the shortest amount of time with high success of deliverability.
- Our Crowd RPO / Talent community/referrals are one of the topmost sources of candidate employment followed by our exhaustive internal database where profiles have been harvested for about 24 years, networking events, and then job boards such as LinkedIn, Dice, CB, Indeed, and Monster. Referral hiring through the power of Crowd Sourcing promotes a high degree of candidate loyalty and retention as a result.



Community Discussions:

- LanceSoft believes that one of the best ways to find untapped talent is to delve into **open-source code repositories**. These sites host community discussions between programmers from all over the world, including both professionals and self-taught enthusiasts.



- Our recruiters will engage with top talent on these sites to tap candidates. This creates a more authentic interaction and helps in finding the right candidate based on our client's requirements.



Community Curators:

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

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 track of a good job done, LanceSoft gets its performance evaluated on a monthly/Quarterly basis.

RECURRING REQUIREMENTS

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

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

LanceSoft's success rate is 98% for filling similar orders with less than 2% of obstacles being faced in shortlisting quality professionals to fulfil client's stringent requirement for Freelancers work from home professionals. To overcome this, we intend to use our domain specific recruiting team based at our different local branch offices in all the states that helps with conducting person interviews, which helps us to pick the best fit for the client.

Below is a list of our recurring requirements provided:

Healthcare Titles				
Advanced Clinician Nurse	Certified Nurse's Aide (CNA)	Licensed Practical Nurse (LPN)	Registered Nurse (RN)	Patient Service Representative
Assistant Director of Nursing	Burn Unit RN	Medical Billing	Dental Assistant	Podiatrist
Health Assistant	Occupational Nurse Practitioner	Pediatric Nurse	Radiographer	Dental Hygienist
Medical Director	Physicians	Clinical Social Workers	Licensed Professional Counselors	Pharmacist



Wellness Nurse	Progressive Care Nurse	Public Health Nurse	Certified Nurse's Aide	RN Specialist
LPN Long Term Care	Mental Health Clinician	Dermatology Nurse Practitioner	Speech Language Pathologist	Home Care Nurse
Attending Physician	Medical Assistant	Certified Occupational Therapy Assistant	Behavioral Health Therapist	Psychiatrist
Doctor of Dental Surgery	Wound Care	Med Surg Nurse	Registered Dietitian	Director of Nursing

LanceSoft currently offers a large base of Healthcare and Clinical services professionals to a variety of clients across various industries. LanceSoft offers a unique mix of innovative and cost-effective portfolio of staffing services specifically designed to meet The State of West Virginia requirements. LanceSoft has profound experience in utilizing a highly skilled and talented workforce that can provide quality deliverables with a quick turnaround. With the extensive expertise we possess and the experience we have attained over the years, we are able to contribute to the increased productivity and competitiveness with excellent results of our clients. This results in gaining customer satisfaction and repeat business.

To meet the State of West Virginia ever-evolving business needs our experts will provide immediate access to technology and industry specialists that you can deploy quickly to meet the demands. We bring personalized offers that impart greater productivity and cost effectiveness.

We work in collaboration with our clients to determine their expectations, further simplifying the way they connect to a highly specialized & trusted workforce, curtailing their search and selection time.

The State of West Virginia can choose from our bench resources as per the preferred skillset, experience level and location. We have an unmatched range of industry experience and contacts, LanceSoft has established itself as a pioneer in providing premium US contingent workforce services to diverse clients across various industries.

LanceSoft's Experience in supporting similar job titles:

LanceSoft has established itself as one of the most sophisticated firms in the Healthcare and Clinical Staffing Industry. As a 'Vendor of Choice' for several State/Federal Government, LanceSoft has profound experience in providing premier consultants with expertise in Medical Healthcare services.

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

<u>Name of the Client</u>	<u>Period of Performing the Services</u>	<u>Services Rendered</u>	<u>Detailed Description of the Work Performed</u>
Arkansas Children's Hospital	7+ years	Healthcare Staffing Services	We have provided the candidates to Arkansas Children's Hospital for the positions including, but not limited to Licensed Clinical Social Workers, Licensed



			Professional Counselors, Certified Nursing Assistant, Registered Nurse, Physicians, Nurse Practitioners, Medical Director, Psychiatrist, Medical Laboratory Technician, Attending Physician, Psychiatrists Dentist Technician, Biomedical Laboratory Technician, Radiologic Technologist and many more
Jackson County	4+ years	Healthcare/Nursing Staffing Services	We have provided the candidates to Jackson County for the positions including, but not limited Physicians, Nurse Practitioners, Psychiatrists, Dentist, and Physician Assistants, Medical Director, Registered Nurse, Licensed Practical Nurse, Certified Nursing Assistant, Electrocardiogram (EKG) Technician, Dialysis Technician, Nuclear Medicine Technologist, Surgical Technologist, Attending Physician Anaesthesia Technician, Microbiology Technologist, Blood Bank Technician and many more
Garfield County Board of County Commissioners	3+ Years	Healthcare Staffing Services	We have provided the candidates to the Garfield County Board of County Commissioners for the positions including, but not limited to Registered Nurse, Licensed Practical Nurse, Certified Nursing Assistant, Medical Director, Psychiatrist, Surgeon, Anesthesiologist, Psychiatrist, Cardiologist, Dermatologist, Emergency Medicine Physician, Attending Physician Radiologist, Orthopedic Surgeon, Physician Assistant and many more
Rady Children's Hospital	2+ Years	Temporary Staffing Services	We have provided the candidates to Rady Children's Hospital for the positions including, but not limited to Registered Nurse, Licensed practical nurse, Medical Director, Psychiatrist, Attending Physician, Certified Nursing Assistant, Electrocardiogram (EKG) Technician, Dialysis Technician, Nuclear Medicine Technologist, Surgical Technologist, Anaesthesia Technician and many more
Children's Hospital of Philadelphia	10+years	Healthcare Staffing services	We have provided the candidates to Rady Children's Hospital for the positions including, but not limited to Physicians, Nurse Practitioners, Registered Nurse Certified Nursing Assistant, Licensed Practical Nurse. Medical Director,



Attending Physician, Psychiatrists,
Dentist, Physician Assistants and many
more

4.1 References

Below are our references demonstrating our experience and expertise in providing Healthcare services.

Reference 1

Name	CVS Health/Aetna
Contact Person Name	Nick Hansen-Program Manager
Telephone Number	262- 358-9915
Email Address	Nick.Hansen@cvshealth.com
<u>Number of Years Providing Service</u>	01/06/2014 - Till Date
Description of Services	Contingent Workforce Services

Reference 2

Name	Multicare Health System
Contact Person Name	Caroline Sullivan
Telephone Number	501.451.5028
Email Address	csullivan@simplifimsp.com
<u>Number of Years Providing Service</u>	2022- Till date
Description of Services	Health Care Staffing

Reference 3

Name	Prime Therapeutics
Contact Person Name	Jestin Lutes
Telephone Number	612-777-4493
Email Address	jestin.lutes@primetherapeutics.com
<u>Number of Years Providing Service</u>	08/12/2019-Till Date
Description of Services	Temporary Staffing Services



5. KEY PERSONNEL

Dedicated Account Management Team

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

Our Local Offices will have client focused delivery team comprises of a local Account Manager (AM), a regional Recruiting Manager, his team of Recruiters, Operations, Compliance, HR support and a Human Asset Management Group (HAMG). This client-dedicated team also has direct access to various other delivery support teams viz., Quality, Marketing Support, social media, IT Infrastructure, Data analytics, Legal & Contracts, Timesheet Administration and Accounting & Finance. All of them work under the direction of the local account manager to ensure that a customer is serviced in the most optimized way possible. This model will allow us to focus solely on the client's needs while providing local resources and account management and ensuring smooth functioning of the program at all times. The aim of this setup is to provide undivided attention and care to every LanceSoft relationship.

Proposed Management Team

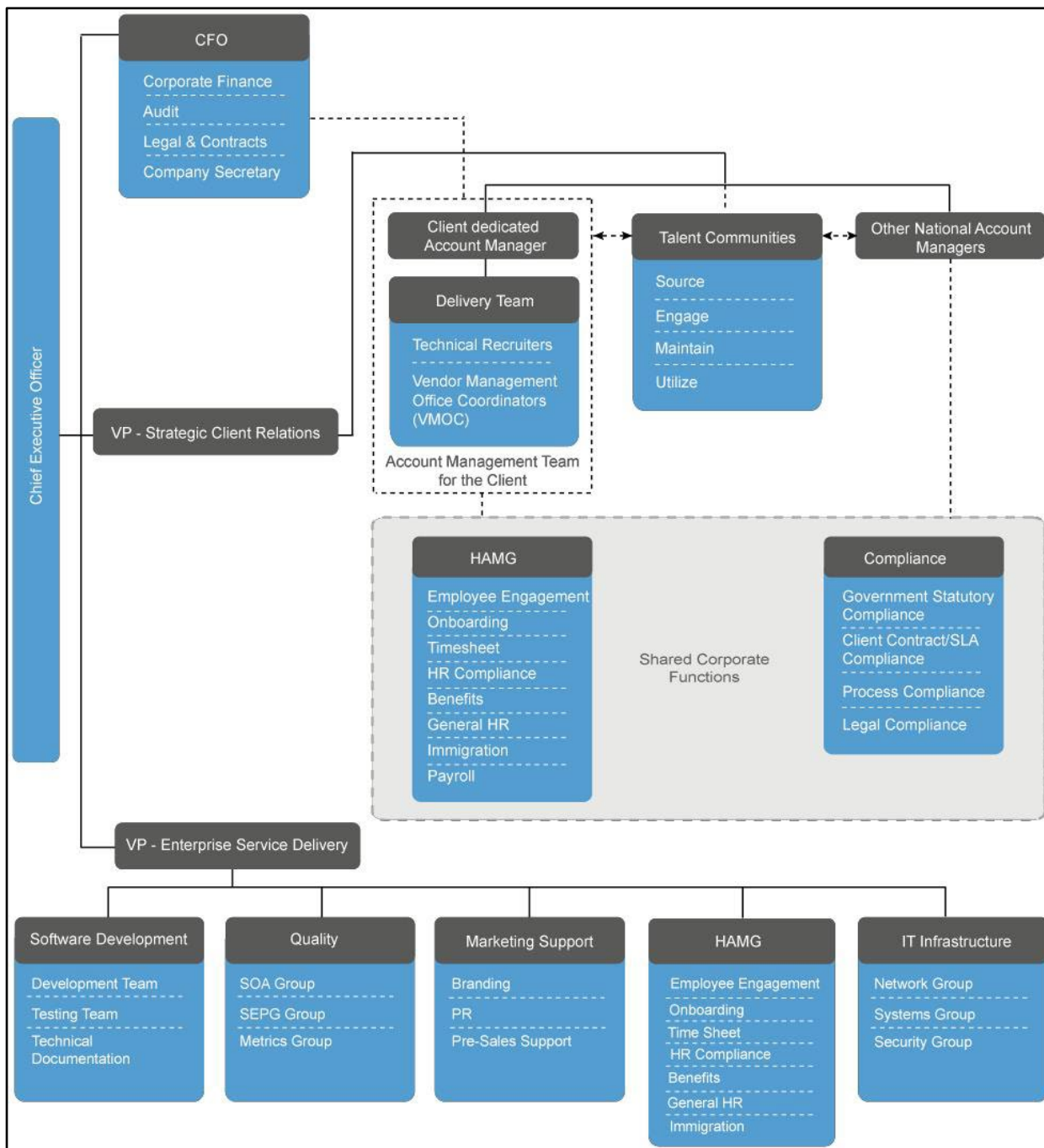
We are pleased to introduce our proposed management team for Healthcare, each bringing extensive experience and expertise to ensure the project's success:



The subsequent page outlines our comprehensive organizational structure in detail.



Organizational Structure



LanceSoft has a dedicated **Human Asset Management Group (HAMG)** that acts as an interface between the onsite employees and the LanceSoft management and has a proven track record of resolving employees' queries/issues in less than 24 hours. This commitment to employees results in greater employee satisfaction.

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's on-site staff. The following table identifies all the resources assigned to these services and their dedication to the State of West Virginia.



S.NO	Name	Title	Experience
1	Prashant Arni	VP-Strategic Client Relations	25 + years of Account, Contract & Project Management
2	Khanh To	Account Executive	18+ years of account management
3	Ruchi Jain	Employee Care Manager	21 + years of employee care management
4.	Monica Skoogman	Account Executive	16 + years of account management

Our Team Experience: We currently have a **650+ member recruiting staff** consisting of professionals with very strong industry/domain knowledge. The average industry experience of our recruiting staff is:



Key Personnel – Experience & Key Responsibilities

01 Prashant Arni - Dedicated Account Manager

LanceSoft proposes Prashant Arni as the Key Account Manager, who will be dedicated to overseeing the entire engagement of the State of West Virginia. Prashant Arni has over 25 years of demonstrated experience in the Healthcare and Clinical industry. Prashant brings extensive experience that encompasses Account Management and Client Relationships for staffing program executions. He has extensive experience in developing relationships with all levels of management, clients, and user groups. He possesses expertise in direct liaison with clients to ensure the fulfillment of contract requirements. Under the flagship of LanceSoft, Prashant Arni has been actively handling large accounts that have large volumes of staffing needs across diverse skillsets and locations with varying lengths of assignments such as Jackson County, Garfield County Board of County Commissioners, El Paso County, Baltimore County Public Schools, Ramsey County, County of Hennepin, Gwinnett County, Harris County, Riverside County, and many more.

Experience:

1. LanceSoft Inc
Sr. VP, Delivery and Operations June 06 to Present
2. Infinite
Sr. Account Manager May 01 to May 06
3. Cambridge Systems Inc. Prime



Account Manager Aug '99- to April 01

4. VLS Systems Inc Resource Manager
Mar '99 – Aug '99
5. New Hampshire College
Graduate Assistant in the Dean's office at The New Hampshire College, Manchester
Mar '98 to Dec'98
6. Reed Elsevier Inc.
Management Trainee/Client Servicing
April '97 to Feb '98

Core Competencies:

- Vast experience in initiating, planning, executing, monitoring, and controlling, closing, maintaining, and supporting staffing contracts/ projects.
- Stay in contact with the clients and the consultants on the project to proactively evaluate the project needs and staffing needs for the scheduled completion of the assignment.
- Maintain an extensive database of qualified technical professionals with a wide range of experience in order to meet the client's project needs at very short notice.
- Responsible for the needs of the consultants and full-time employees in terms of training, orientation, presentations etc.
- Involved in the day-to-day administrative activities and actively took part in the strategic planning process, thereby contributing towards the extensive growth of the company.
- Expertise includes Sales, Marketing, Account Management, Delivery, Consulting and Business.
- Development focused on revenue and profit drivers 23 plus years of experience in Strategic Sales & Marketing, General Management, P&L management, Business Development, Recruiting, Mentoring, Training & Retention, Sales Force Development, etc.
- Substantial experience in designing, implementing, and managing full-scale sales and marketing plan geared to clients.
- Good understanding of negotiating, maintaining and successful completion of various staffing contracts.
- Excellent presentation and intangible selling skills.
- Well-developed leadership planning and execution skills with the ability to motivate and lead others in the pursuit of corporate goals and objectives.
- Generate revenue consistent with company sales goals and objectives.

Skills:

- Excellent leadership Skills.
- Ability to bring out the best in underperforming teams.
- Excellent personality and interpersonal skills.
- Strong written and verbal communications and presentation skills.
- The ability to establish relationships and generate business opportunities.
- A demonstrated ability to maintain and grow client relationships and sell solutions.
- A familiarity with technology and industry trends in e-Business and Web solutions.
- Excellent organizational skills.
- Self-motivated with a strong desire to succeed.
- The ability to keep up in a very fast paced environment.
- Enjoys working in diverse teams.

Training:

- Training in Strategic Account Management.



- Key Account Management Training.

Qualification/Specialization:

- Master of Science, International Business, New Hampshire College, USA, Dec 1998.
- Master of Business Administration, Marketing, Institute for Technology and Management, India, March 1997.

Certifications:

- Certified Project Management Professional (PMP)
- PMI Scheduling Professional

Roles and Responsibilities:

- Key person for managing contract signed with the State of West Virginia and interacting with the State of West Virginia Project Manager.
 - Ensuring & track the State of West Virginia requirements.
 - Quarterly meetings with the State of West Virginia to monitor LanceSoft contract performance.
 - Weekly meeting with Back Office Staffing Operation & Employee Care Team to give update on LanceSoft performance & upcoming activities under contract.
 - Effective Resource Management - Ensuring alignment of processes and practices with technology to ensure that all resources are adequately and accurately utilized to provide integrated and error-free services to the State of West Virginia .
 - Coordinating with the State of West Virginia Hiring Managers on a regular basis to gather their feedback/suggestions/complaints/issues, staffing requirements, etc.
 - Working closely with the Delivery Managers to identify and select suitable candidates to meet and exceed the State of West Virginia requirements.
 - Closely work with the Onboarding Team to ensure smooth onboarding of the new hires for the State of West Virginia
 - Closely coordinate with the new hires during client orientation and walk-through program
 - Coordinating with LanceSoft's Finance and HR to ensure timely invoicing, receipts, and compliance to all onboarding contractual requirements
 - Working closely with the Legal and Contracts Management Team ensuring 100% compliance with contracts.
 - Ensuring that Monthly Compliance Reports are being submitted in time to and sending weekly dashboard reports to Executive Management.
-



Khanh To- Recruitment Manager

Khanh is a highly skilled Recruitment Manager with over 17 + years of excellent experience in recruiting management and specializations include employee selection and recruitment. he has been extensively working with Healthcare and Clinical Industry. He has proficiently worked in the staffing business, with successfully achieving targets and handling many clients, staffing needs across diverse skillsets and locations with varying lengths of assignments Jackson County, Garfield County Board of County Commissioners, El Paso County, Baltimore County Public Schools, Ramsey County, County of Hennepin, Gwinnett County, Harris County, Riverside County, Grady Health System, City of Clermont, City of Phoenix, City of Anaheim, City of Tacoma, City of



Redmond, City of Virginia Beach, City of Saskatoon, City of Wentzville, The City of Colorado Springs, City of Dearborn, City of Clermont, 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 Services Agency (FISA), Virginia Department of Treasury, Arkansas Children's Hospital. and many more

Experience:

1. LanceSoft
Recruitment Manager
Jun 2013- Till Date
2. Novalink
Solutions LLC
Senior
Recruiter
Feb 2012- May 2013
3. Covendis Recruiter
Recruiter
June 2007- Jan 2012

Core competencies:

- Expert in recruitment process and resource management, sourcing strategies, recruitment process improvement and up gradation and compliance management.
- Proficient working on Healthcare categories.
- Team building and Management.
- Expert in in-house recruitment & placing candidates on the bench with different skill sets.
- Experience in handling client hiring managers and discussing the requirements with the team and the sourcing needs of them and fulfilling them.
- Expert in recruitment at times using Job Diva, Dice and Monster and other job portals.
- Experience in managing the entire recruiting process starting with identifying the requirement, posting positions on internet/ intranet, job boards, etc., sourcing resumes, finding, and screening candidates to extending the offers and closing the positions successfully.
- Handling entire resource operation fulfillment functions for Global Delivery Center.

Training:

- Training in Recruiting Innovation
- Talent Acquisition & Hiring Training

Qualifications/Specializations:

- Bachelor of Business Administration from Georgia State University
- Computer & Information Sciences from Georgia State University

Certifications:

- Certified Professional in Learning and Performance (CPLP)
- Professional in Human Resources (PHR)

Roles and Responsibilities:

- Key person for managing staffing of the State of West Virginia requisitions.
- Ensuring and tracking the staffing requirement of the State of West Virginia



- Setting up milestone of each activity to complete the State of West Virginia submittals within 1-2 business days.
- Training and skill enhancement to existing and new recruiters on the State of West Virginia requirements.
- Arranging and managing interview schedule between the State of West Virginia and consultant.
- Preparing job description for posting on the job sites & send to LanceSoft Contractors.
- Managing the complete recruitment cycle.
- Monitors the labor legislation and implements required changes to keep the process compliant.

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Monica Skoogman-Account Executive

Monica is an innovative Account Executive with over 15 years of enriched experience in strategic planning, Client Relationships & Account Management. She has extensive experience developing relationships with all levels of management, clients, and user groups. She has experience handling similar requisitions from, Jackson County, Garfield County Board of County Commissioners, El Paso County, Baltimore County Public Schools, Ramsey County, County of Hennepin, Gwinnett County, Harris County, Riverside County, Shelby County Schools and many more. She has expert knowledge and working experience in client support, service, and management of resources, to meet client performance objectives.

Core Competencies:

- Extensive experience in negotiating prices, terms and conditions and administration of contracts from award through contract close-out.
- Execute complete programs with content from subject-matter experts, including collateral, field engagement tools, detailed competitive analysis, press and PR engagement, sales training, lead generation, success stories, and event marketing.
- Extensive expertise in talent change management, compensation policy, training, and employee/labour relations.
- Understand the requirements of the qualified accounts/opportunities/clients and provide a unique value proposition addressing the opportunity, present the same to the decision-makers in the account, and negotiate and firm up the contract.
- Vast experience in managing complex business situations and developing distributed enterprise solutions involving multiple disparate technology platforms.
- Excellent experience initiating, planning, executing, monitoring, controlling, closing, maintaining, and supporting staffing contracts/ projects.
- Well-developed leadership planning and execution skills with the ability to motivate and lead others in pursuing corporate goals and objectives.
- Well, understanding of commercial contracts and handling contract negotiations successfully.
- Accomplished contract negotiations, closing, and service skills at the highest executive levels.
- Ongoing account management, prospecting/ business development techniques and persuasive selling strategies.
- Work with the project team and stakeholders on risk analysis and mitigation strategies.
- Proactively communicate with other internal & External teams and subject matter experts to properly execute the project.

Skills:

- Strong Interpersonal & Analytical skills.
- Problem solving & Negotiation.



- Decision-making.
- Excellent Presentation Skills.

Qualifications/Specialization:

- Associate of Arts (AA), General Studies-Normandale Community College.

Certifications:

- Project Management Certifications (PMP)
- Certified Key Account Executive

Roles and Responsibilities:

- Working with recruitment manager to ensure the quality of candidates' Selection process.
 - Coordinating consultant interviews with The State of West Virginia .
 - Attend the Monthly meetings with The State of West Virginia Management.
 - Resolving difficult situations with LanceSoft Staff working on The State of West Virginia projects.
 - From time to time, meeting with onsite consultants.
 - Assist Account manager in all project-related activities.
 - To ensure your business needs are met at all levels, she will advise on service enhancements and be responsible for maintaining service continuity and ensuring service commitments.
 - Identifies and helps resolve schedule, budget, and project communication challenges.
-



Ruchi Jain-Employee Care Manager

Ruchi Jain is an accomplished, result driven Human Resource Executive with over 14 years of experience focused on staffing. She has expertise in resource management, account management, staffing support and, she has working experience in Internet recruitment sites like Dice, Monster, Hot jobs, and CareerBuilder. She is fully conversant with the Candidate Management process and expert level of knowledge of CRM, invoicing, timesheet-tracking and payment to consultants, rate negotiations, contract writing and negotiations. She is an excellent communicator with demonstrated success-building relationships with clients and the Consultants.

Qualifications/Specializations:

- Bachelor of Science, Human Resource Management/personnel Administration, General, Belhaven University.
- Master of Science, Human Resource Management/personnel Administration, General, Devry University.

Certifications:

- SHRM Certified Professional (SHRM-CP)
- Senior Professional in Human Resources (SPHR)

Roles and Responsibilities:

- Responsible for LanceSoft employee care, a unique role which resulted in long retention of our consultants.
- Manage consultants at The State of West Virginia sites.
- Key person to keep consultants motivated and up to date.
- Take care of consultant's requests/ issues and resolve all the requests.
- Works closely with Contract Administrator and Account Executive to follow the progress of project.



- Ensure consultants are up to date with latest work techniques and get those required trainings.
 - Create training requests for the staff.
 - Prepares employees for assignments by establishing and conducting orientation and training programs.
 - Conducting and analyzing exit interviews; and recommending changes.
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5.1 Credentials of Medical Director and Attending Physician

Medical Director Resume

S.G MD

BOARD CERTIFICATION

Diplomate of American Board of Physical Medicine and Rehabilitation, May 2002- recertified 2012
Diplomate of American Board of Electrodiagnostic Medicine, April 2004, recertified in 12/2015

POSITIONS AND STAFF PRIVELEGES

StoneRise Healthcare- Medical Director 1/4/2020-present
Logistic Health Incorporated 9/6/19-present
Healthsouth Mountainview, Morgantown, WV – 7/11/17- present
Medical Director- 7/11/17-7/31/19
Medical Executive Committee -7/11/17-7/31/19
Governing Body, 7/11/17-7/31/19
Wound Committee-7/11/17-7/31/19
Antibiotic/Opioid Stewardship-7/11/17-7/31/19
EOC Board-7/11/17-7/31/19

University Hospitals Medical Practices- 4/1/2016-5/30/2017
UH Avon Rehabilitation Hospital- 4/1/2016-5/30/2017
Medical Director-4/1/2016-5/30/2017
UH Elyria Medical Center-4/1/2016-5/30/2017
UH Rehabilitation Hospital Beachwood-4/1/2016-5/30/2017
Medical Rehab, Inc. July 16, 2001- 3/30/16
Mercy Hospital of Pittsburgh, 2001- 3/30/16
Medical Director of Skilled Nursing Facility, 3/02- 10/05
Attending physician for residency program, 2001- 3/30/16
Journal Club Instructor, 2001-8/05
Anatomy Didactics Instructor, 8/05-2008
Mercy Providence Hospital, 2001- 2003
Mon Valley Hospital, 2003- 3/30/16
St. Francis Medical Center, 2001- 2002
St. Clair Hospital, 2001- 3/30/16
St. Margaret Hospital, 2001- 3/30/16
Select Specialty Hospital, 2001- 2006
Jeanette Memorial Hospital, June 2002- 2007
West Penn Hospital, Jan 2002- 3/30/16
Wexford House Nursing Home, 2003- 2005
Greenery IHS Nursing Home, 2002-2008
Marion Manor Nursing Home, 2006-2008
Manor Care Bethel Park Nursing Home, 2006-2007
HealthSouth- Sewickley, 2007-3/30/16
Medical Director, 7/2/2007- 3/30/16
Medical Executive Committee 2007- 3/30/16



Wound Round coordinator- 2007- 3/30/16
Quality Council, 2007-3/30/16
Governing Body, 2007- 3/30/16
Marketing, 2007- 3/30/16
Amputee Clinic, 2010-3/30/16
The Medical Center of Beaver, 2007-3/30/16
UPMC Passavant, 2007-3/30/16
Beaver Valley Nursing & Rehab, 2008-3/30/16
Washington Hospital, 2009-3/30/16

EDUCATION

Residency: Physical Medicine and Rehabilitation, 1998-2001
St. Francis Medical Center
400- 45th St.
Pittsburgh, PA 15201
Chief Resident, 2000-2001

Internship: Internal Medicine, 1997-1998
Mercy Hospital of Pittsburgh
1400 Locust St.
Pittsburgh, PA 15219

Medical School: Northeastern Ohio Universities College of Medicine, 1993-1997
P.O. Box 95
State Rte. 44
Rootstown, OH 44272

Undergraduate: Kent State University, 1990-1993
Kent, OH
Degree: B.S. Integrated Life Sciences

High School: Beaver Falls High School, 1986-1990
Beaver Falls, PA



ACADEMIC HONORS AND AWARDS

Current: Urban League Young Professionals of Greater Pittsburgh
Urban Empowerment Award 2010 for Health and Quality
of Life
Girl Scouts' 2007 Women of Distinction for Community
Service Professional

Residency: Chief Resident, 2000-2001

Medical School: Commendation Letters- Internal Medicine and Psychiatry
Clerkships
National Medical Foundation Scholar, 1993-1995
Award for Public Service from NEOUCOM, 1995

Undergraduate: Ebony Achievement Award, 1991-1993

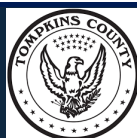
MEMBERSHIPS AND ACTIVITIES

Current: Beaver/Butler Counties American Heart Association Board
2012-2013
Retired Senior and Volunteer Program Board, 2011-
3/30/16
Allegheny Medical Society, 2001- 12/31/2016
American Association of Physical Medicine and Rehab,
1998-2001, 2006-2008
American Medical Association, 2001- 2003
American Association of Electrodiagnostic Medicine,
2003-present
Pennsylvania Medical Society, 1998- 12/31/2016
Rehabilitation Quality Committee, 2001- 2007
Service Excellence Committee, 2001- 2005
Women in Leadership, 2004- 2007
Medical Advisory Committee for Diabetes Education,
2001- 2008
Institutional Review Board, 2005-2009

Residency: Orthotics and Protheses Conference, Oct 1998
Graduate Medical Education Committee, 2000-2001

Medical School: Student-to-Student, 1993-1994
Student National Medical Association, 1993-1996
-Vice President, 1994-1995

Undergraduate: Black United Students, 1990- 1993
Harambee, 1991- 1993
- Treasurer, 1992-1993



RESEARCH AND PRESENTATION

Myopathy- Healthsouth Medical Director's Meeting- Orlando, FL- 11/1/2011
Spasticity – Evaluation and Treatment- St. Clair Hospital, 10/26/2011
Spasticity- Evaluation and Treatment- The Medical Center of Beaver, Jan 27, 2008
St. Francis Medicine Residency Noon Conference
“Cardiac Rehabilitation,” May 2002
St. Francis Research 2000
Slide Presentation: “Pneumococcal Meningitis”
NEOUCOM Senior Project 1997
Slide Presentation: “African- American Males Dying in Youngstown, OH”
NEOUCOM 1994 Summer Fellowship Program
Poster Presentation: “African- American Grandparents Raising Their Grandchildren”
Kent State University 1992 Practicum
Paper and Presentation: “Healthcare Utilization in an Underserved Rural Indigent Population”
The abstract was published in The Ohio Journal of Science, Vol. 92(2), April 1993, p.34
A medical mobile unit has since been implemented in Portage County as recommended by the paper

EMPLOYMENT EXPERIENCE

National Health Service Corps/ American Medical Student Association Health Promotion/ Disease Prevention Program, 6/95-8/95
NEOUCOM Office of Academic Services; Med Camp, 7/95
NEOUCOM Office of Academic Services; Student Ambassador, 9/93-5/94
Wendy's, Kent State University, Kent, OH, 6/91-8/93
Kent State University's Library, Cataloger, 9/90-5/91

VOLUNTEER WORK AND COMMUNITY ACTIVITIES

Retired Senior & volunteer Program Board, 1/2011- 3/30/16
American Parkinson's Disease Association Board, 10/11- 3/30/16
Girls Achieving Tomorrow, Today- Summer 2007
NAACP Beaver County Chapter Human Right's Reception Keynote Speaker, 11/2006
Mercy Hospital Physical Medicine & Rehab Residency Graduation Keynote Speaker, 6/06
“Doctor in the House”, Wayman Chapel, New Brighton, PA, 2006-3/30/16
National Minority Health Month, Volunteer, April 8, 2006
AIDS Awareness, Center for Minority Health, April 15, 2006



Black History Month talk, Tabernacle Baptist Church, Beaver Falls, PA, 2/06
"How to prepare for college interviews," The Neighborhood Academy, 10/05
Pittsburgh Diabetes Expo, Complications of Diabetes in African-Americans,
August 27, 2005
Toys for Tots, Eat-N-Park, Bethel Park, 10/04
Leadership Skills Training program, Mercy Hospital, 10/2003
Health Ranger Mentor, Mercy Hospital, 2003-2004
Diversity Trainer, Mercy Hospital, 2004-2007
Presentation of "Why I Should Go To College?", Shelby, NC, 9/96
NEOUCOM Recruitment Dinner, Cleveland, OH, 4/96
March of Dimes Walk-a-thon '96, Beaver Falls, PA, 5/96
Wayman Chapel's Vacation Bible School, New Brighton, PA, 8/95
Wayman Chapel's Children's Day, New Brighton, PA, 6/95
Beaver Falls High School Recruitment Presentation for NEOUCOM, 1994
Portage County's Battered Women's Shelter, Kent, OH, 1994
Meals On Wheels, Ravenna, OH, 1994
NEOUCOM Project Health Quest; Presenter and Tour guide, 1993-1994
Christian Fellowship Outreach; Camp counselor, 1994

HOBBIES AND INTERESTS

Family: Jason (husband) and Jayana and Joshua (20-years old twins)
Reading, movies, gardening, writing short stories and poetry



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License Search: Details - WV Board of Medicine



West Virginia Board of Medicine

License Search: Details

Name	Title	Specialty	Certified	Primary Practice Location	Licensed Or Has Been Licensed In
Shelana Marie Gibbs-McElvy	MD	Physical Medicine & Rehabilitation	Verify Specialty Certification	507 Burroughs Place, Suite 112 Morgantown, WV (Monongalia)	OH, PA, OH, PA

License History

License Type	License Number	Status	License Date	Expiration Date
Medical Doctor	27670	Active	7/10/2017	6/30/2026
Temporary License	3006	Expired	06/30/2017	07/10/2017

Education History

School	Date Completed	Nature of Training
Northeastern Ohio Universities College Of Medicine	05/24/1997	Medical or Podiatric School
St Francis Hospital, Pittsburgh	6/30/2001	Post-Graduate Training
Pittsburgh Medical Center, Pittsburgh	6/30/1998	Post-Graduate Training

Physician Assistant(s) Collaboration

Name

No Current Supervision

Discipline/Board Action History

No Discipline Cases On Record

Malpractice History

No Malpractice Cases On Record



Attending Physician Resume

Contact

Top Skills

Leadership

Coaching

Medicine

Certifications

Board of Certification in Family
Medicine

G B

Family physician/Hospitalist
West Virginia, United States

Summary

Graduated from residency in 2017, and I've been chasing the promise of the life long learner.

Outpatient family medicine for newborns to geriatrics, with availability for home visits and telemedicine. Inpatient medicine in rural hospitals and critical access hospitals with open ICU and limited support. Nursing home medicine. Hospice and palliative care medicine. Quality improvement.

I'm learning about medical genomics and have plans of expanding into functional medicine, medication assisted treatment of poly substance abuse, medical marijuana, point of care ultrasound, certified physician executive, and a masters in business administration.

I dabble in functional training pursuits and have my level 1 CrossFit training certificate, along with training in Strong Coach and Proclubulary.

Experience

Davis Health System

Nocturnist

August 2022 - Present (2 years 10 months)

Elkins, West Virginia, United States

Night time Hospitalist back in Elkins at the DM main campus.

Broadus Hospital

7 years 11 months

Hospitalist

February 2021 - Present (4 years 4 months)

Philippi, WV

Family Physician

Page 1 of 4



July 2017 - Present (7 years 11 months)

Philippi, West Virginia, United States

Office based practice with telemedicine and home visits.

MANSFIELD PLACE LIMITED

Nursing home physician

July 2017 - Present (7 years 11 months)

Philippi, WV

Primary care of nursing home patients and medical director.

WVU Medicine

Hospitalist

July 2017 - August 2022 (5 years 2 months)

Elkins, West Virginia, United States

Joint appointment as a WVU Hospitalist working with Davis Healthsystem at both Davis Medical Center and Broaddus Hospital.

West Virginia Caring

Hospice physician

May 2020 - April 2021 (1 year)

Elkins, West Virginia, United States

Medical director and primary physician at the inpatient hospice unit.

1201 Crossfit

Coach

January 2019 - January 2021 (2 years 1 month)

Elkins, West Virginia, United States

Morning coach for 5 and 6 am classes.

Davis Health System

3 years 7 months

Hospitalist

July 2017 - January 2021 (3 years 7 months)

Elkins, West Virginia, United States

Family Physician

July 2017 - November 2020 (3 years 5 months)

Buckhannon, West Virginia, United States

Outpatient family medicine at Buckhannon Medical Center

University of Maryland St. Joseph Medical Center



Volunteer

March 2008 - June 2009 (1 year 4 months)

Towson, Maryland, United States

Volunteer in the ER. Volunteer with Dr Krasna and Dr Martin in the thoracic surgery department.

Target

General Laborer

October 2007 - June 2009 (1 year 9 months)

Towson, Maryland, United States

Night shift. Unloading trucks and stocking shelves.

Bishop Walsh School

Teacher

August 2006 - May 2007 (10 months)

Cumberland, Maryland, United States

High school math and science teacher. Lab science, physics, algebra 2, geometry, trigonometry/pre calculus. Coached intramural volleyball and track and field.

The Johns Hopkins University

Climbing Instructor

September 2003 - June 2006 (2 years 10 months)

Baltimore, Maryland, United States

Route setter, climbing instructor, staff worker. Top rope and sport climbing.

YMCA

Coach

September 2002 - June 2003 (10 months)

Cumberland, Maryland, United States

Climbing wall director. Coached multiple sports camps.

Education

West Virginia University School of Medicine

Family Medicine Residency Program · (July 2014 - June 2017)

West Virginia University School of Medicine

Doctor of Medicine - MD, Medicine · (August 2009 - June 2014)

Towson University

Page 3 of 4



Bachelor of Science - BS, Cell/Cellular and Molecular Biology · (September 2007 - May 2009)

The Johns Hopkins University

Bachelor of Science - BS, Physics · (September 2001 - May 2006)



West Virginia Board of Medicine

License Search: Details

Name	Title	Specialty	Certified	Primary Practice Location	Licensed Or Has Been Licensed In
	MD	Family Practice	Verify Specialty Certification		WV

License History

License Type	License Number	Status	License Date	Expiration Date
Medical Doctor		Active	11/9/2015	6/30/2026

Education History

School	Date Completed	Nature of Training
West Virginia University School Of Medicine	05/11/2014	Medical or Podiatric School
West Virginia University School Of Medicine	06/30/2015	Post-Graduate Training

Physician Assistant(s) Collaboration

Name

No Current Supervision

Discipline/Board Action History

No Discipline Cases On Record

Malpractice History

No Malpractice Cases On Record

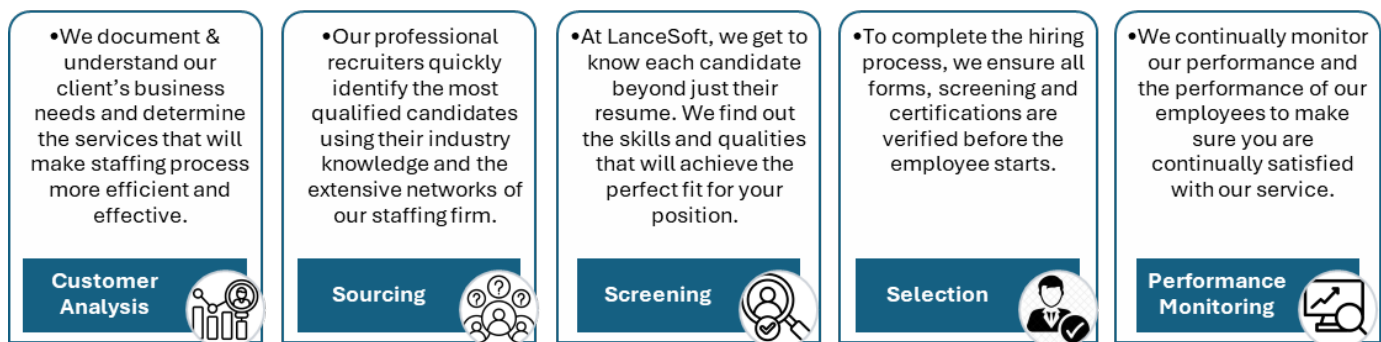
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6. METHODOLOGY & APPROACH

Making the match is what we do and LanceSoft aims for a superior match each time we place technology talent on assignment. We will work closely with 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 have developed 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.



Sourcing/Recruiting Methods

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

1. Careers Website

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

With careers Website best practices in place, we achieve a competitive edge in recruiting the most-qualified Healthcare and Clinical Positions 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 and Clinical Positions candidates will be employed while they search our career website for openings, privacy and confidentiality are important. We ensure that the database management, workflow rules, and recruiting processes are aligned to protect the candidates' anonymity.

Tailor Online Applications

- We are using pre-screening tools which will quickly separate qualified from unqualified Healthcare and Clinical Positions 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 Healthcare and Clinical Positions 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 & Employees Post our Open Positions on Facebook

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

Enable Job Searches

- A job search engine is a core component of our careers Website. It helps job seekers find Mid-Level Positions job openings that meet their requirements quickly and efficiently. We make sure that current Healthcare and Clinical Positions job openings are in the searchable database also reduces the accounting burden of maintaining a manual list. The three best search criteria are Job Search by Job Category, Job Search by Location, and Job Search by Keyword.

2. Smart Sourcing

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





a. 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

b. 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 the State of West Virginia's requirements are authorized to work in US.
- 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 team 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.

c. Social Networks:

According to CareerBuilder, 54% of Healthcare and Clinical Positions candidates are using social media to apply and to research a company's brand, culture, and reputation.

Accordingly, LanceSoft continues to develop innovative social media strategies to stay aligned with the ever-changing marketplace. New tools, services, and applications are revolutionizing the way we can market 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 Healthcare and Clinical Positions openings directly through Facebook on any device, receive job alerts, and share details across any of their social networks.
- We have Twitter and Google+ feeds to send optimized job opening details targeting job-search oriented queries and new Twitter initiatives allowing us to target follow users openly inquiring about specific position types or availabilities.
- To complement this strategy, we are improving the search visibility of our local offices through optimized Google Local pages.





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

d. Local Recruiting Mediums:

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

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

e. Patent Recruitment Technology - Talent Community Building (CPX):

LanceSoft constantly strives and invests in improving to be the best and stay ahead in this highly competitive process of talent identification and talent acquisition. We pride ourselves on our approach such as proactive pipelining, and 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

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.

f. 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 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 25 + 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.

LanceSoft approach is built on a foundation of strategic planning, industry-specific expertise, and a deep commitment to compliance and quality. Our detailed project outline demonstrates not only our understanding of State of West Virginia's unique needs, but also our ability to deliver results through tailored psychiatric and governmental recruitment strategies.

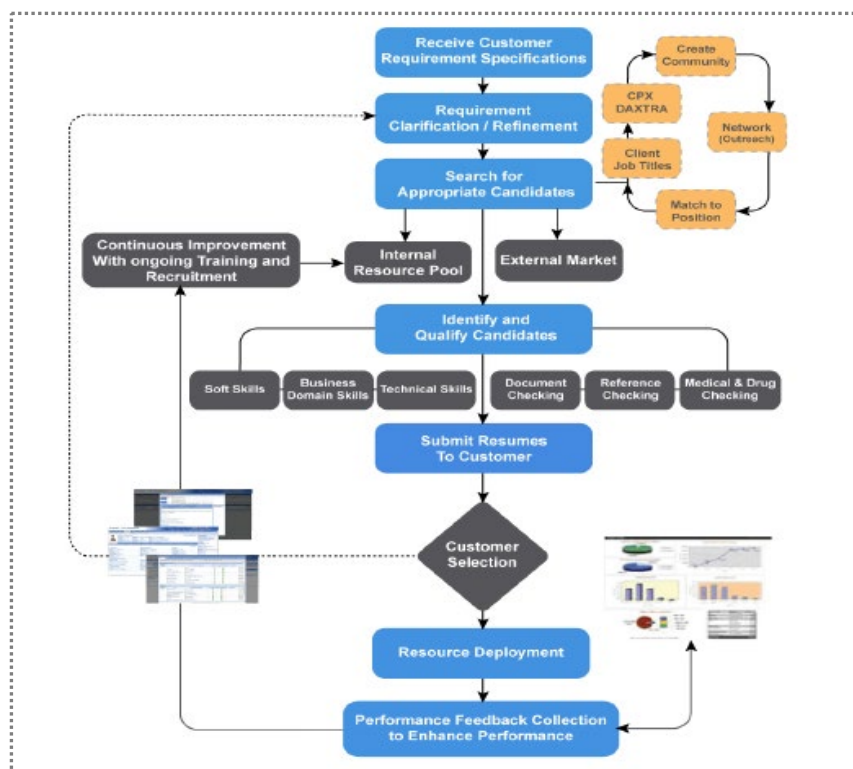
By leveraging our robust talent network, proven sourcing methods, and familiarity with New York State Civil Service laws and procedures, we ensure that each phase of the project—from discovery to final placement—is executed with precision and efficiency. Our timeline reflects a streamlined, proactive process designed to secure a highly qualified Medical Director who meets the clinical, operational, and leadership expectations of this vital role.

LanceSoft looks forward to the opportunity to support State of West Virginia in advancing its mission by delivering a highly qualified and dedicated psychiatric leader for this critical Medical Director role.

Candidate Screening Process

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

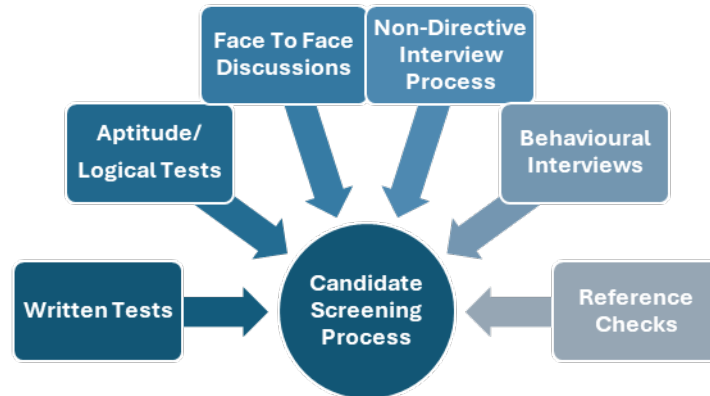
Based upon labor market conditions and the types of skills State of West Virginia requires, we identify the highest-yield target groups from which to recruit and determine an appropriate strategy to attract talent from those areas. This includes selecting appropriate sources for talent, isolating the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



LanceSoft's Recruiting Strategy



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



Step-1: Candidate Vetting and Technical Testing

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

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

Some of the methods that the recruiters use for evaluating the technical and logical ability of the candidates are as follows:



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



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

Technical/Software Skills Test:

Prophecy

LanceSoft is using Prophecy, a skill Assess platform designed to find the best Healthcare qualified candidates using skills-based screening and interviewing tools. With over 200 assessments, Prophecy offers validated, compliant testing that covers a comprehensive span of clinical and non- Healthcare subject areas. These assessment solutions improve selection and development at all levels, including Nurses, Physicians, Allied Health, Front Line Staff, Managers, and Supervisors. It also provides a view into candidate's clinical knowledge, personality

attributes, behavioral traits, and clinician scorecards which are used to identify top-performing applicants and probe deeper into personalized results.

Step-2: Conducting Interviews

Following are different types of Interviews we conduct to shortlist a suitable candidate:



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



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



Behavioural Interviews: We conduct behavioural and situational based interviews as well, to evaluate candidates on their past behaviour and experience and the candidate's judgment ability and knowledge that may be required for the job. In some cases, we also conduct group discussions to compare the soft skills of the short-listed candidates to make the best selection.

Step-3: Background Checks

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

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



Implementation Strategy

LanceSoft has clearly defined the tasks to work closely with the State of West Virginia and dedicate an Account Management Team (AMT) to provide undivided attention and care to State of West Virginia relationship. LanceSoft follows the below mentioned implementation plan for all its client engagement:



Step-1: On contract sign-off, LanceSoft will immediately assign a dedicated Account Management Team (AMT) to identify the anticipated volume of requirements and to be able to respond to 100% of the entire State of West Virginia Recruitment requirements.

Step-2: Within one (1) week of contract sign-off, LanceSoft will initiate a kick-off and a team introduction session between the client's program/hiring managers and point of contacts along with LanceSoft delivery team members. Program goals and initiatives will be discussed in detail to help better understand the State of West Virginia Recruitment services program and needs. LanceSoft's AMT will try to understand various elements, key drivers and success factors for this relationship. Some of the key State of West Virginia elements that would be studied include:

- ✓ H.R. policy regarding temporary labor.
- ✓ Travel policy for temporary labor.
- ✓ Region-wise Rate structure that has been agreed & signed off during the contract.
- ✓ Concentration of requirements and type of requirements.
- ✓ Typical hard to find skills for the client.
- ✓ Typical Time taken for manager feedback.
- ✓ Internal Benchmarks for hiring of temporary labor.
- ✓ Accounting & Billing contacts
- ✓ Accounting & Billing policies.
- ✓ Rules (Do's and Don'ts) for all aspects - H.R., Finance, Sales, Admin etc.
- ✓ Points of contact for various issues.
- ✓ Escalation structure.
- ✓ Addresses Contact names and Phone numbers of regional offices and respective relevant managers.
- ✓ List of client Holidays.
- ✓ Service level agreements to be followed.
- ✓ Response time for acknowledgement, Response time for resumes and time to fill parameters decided mutually.
- ✓ Email ids, usernames, passwords and Website addresses for process requirements.
- ✓ Escalation procedure and contacts for various issues including H.R., Legal, Administrative, Accounting & Finance and Marketing.
- ✓ General culture & work environment.
- ✓ Dress code.

Step-3: A document called the "Client Delivery Process Framework" is prepared which captures all details pertaining to the client.

Step-4: The client dedicated National Account Manager will also initiate the mapping of all the client's onboarding requirements. This will create the entire backbone of the client specific process in compliance with their needs. At a minimum, the onboarding requirements will include:

- ✓ The State of West Virginia related specific policies.
- ✓ Relevant contractual terms & conditions.
- ✓ Rules & Regulations - site specific & client specific.
- ✓ General culture & work environment.
- ✓ Dress code.
- ✓ The State of West Virginia employee - LanceSoft consultant issues.
- ✓ Escalation procedures.
- ✓ Work site familiarity (at most times a site visit on the day of start of the project is arranged).



Step-5: LanceSoft firmly believes in the importance of training and orientation to its employees. Training activities at LanceSoft constitute a major human resources development effort and forms an integral part of the employee's career development plan. LanceSoft's training program encompass technology skills, soft skills, presentation & communication skills, line of business / domain skills and specific client-related orientation regarding client specific policies, culture, terms & conditions, rules & regulations and work site familiarity.

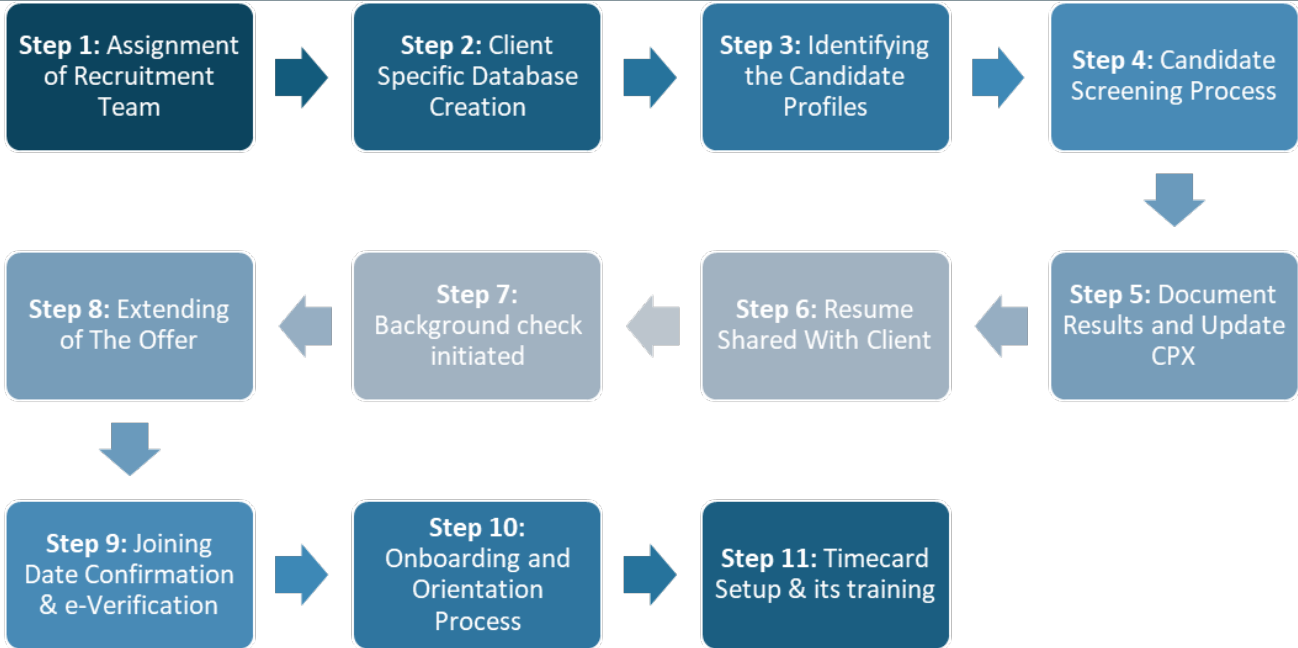
Recruitment Process

Timeline for Recruitment

Once we receive the contract and requisition from State of West Virginia, LanceSoft will immediately start the process and will submit the candidates to State of West Virginia within 2-4 Business days. Please see the following graphic for an overview of LanceSoft Project Plan for State of West Virginia.

JOB DESCRIPTION	TIMELINE
State of West Virginia submits requisition	1 st day.
LanceSoft identifies candidates	1 st day.
LanceSoft screens candidates	1 st to 2 nd day
LanceSoft submits candidates to State of West Virginia	1 st to 2 nd day
State of West Virginia schedules /conducts interviews	3 rd to 6 th day
State of West Virginia shortlists candidates	7 th to 9 th day
State of West Virginia schedules/conducts second round interviews	9 th to 11 th day
State of West Virginia selects candidate/makes offer	11 th to 12 th day
Candidate on-boarded	13 th to 16 th day(estimated)
LanceSoft conducts first-week candidate follow-up	23 rd day
Project Completion	Time frame varies based on assignment length

After the contract-sign off and assignment of a dedicated Account Manager, we will follow the below steps to meet the timeline for the recruitment process.



Step-1: LanceSoft identifies the recruiting team and defines responsibilities for each member for the contract. Our Account Manager drafts a report about understanding of the client. This report gives input to Recruitment Manager about the nature of work at client site. It also details out State of West Virginia's future needs and explains about the location parameters.



Step-2: Based on the input received from Account Manager, the recruiting team starts the pro-active approach to identify the resources internally and externally to build database for the client.



Step-3: The work is initiated as soon as we get the staffing requirement from the State of West Virginia. The staffing requirement is immediately entered into our centralized recruiting portal, i.e., CPX. The Account Manager understands the requirement of the State of West Virginia based upon the staffing requirement received from them. This includes an understanding of the project requirements, SOW, environment, qualification, experience, mandatory and desirable skill set requirement. The Accounts Manager drafts a requisition about the requirement and submits the requirement in CPX along with sending it to the Recruitment Manager. The Recruitment Manager assigns this requirement to the dedicated recruitment team for the State of West Virginia. From there, recruitment team source the candidate using one of following methods but not limited to: proprietary database, job boards and traditional advertising, Crowd Sourcing, Evergreen Harvesting, Effective networking, Employee Referral, Headhunting, Patent Recruitment Technology, Social-media Recruiting (LinkedIn, Twitter, Facebook, etc.), Community Curators, Community Discussions, web-based recruitment portal, community outreach etc.



Step-4: After finding the 4-5 creative candidates per requirement, they undergo a rigorous screening process that includes:

- A thorough assessment of prior work history and education (through Aversafe & Sterling- Back check verification process).
- Assess the candidate's skills and personality attributes. (Written Tests, Aptitude/Logical Tests, Face-To-Face Discussions, Non-Directive Interview Process).



- A blended interview including both traditional and behavioral event questions. (Behavioral Interviews).
- Technical skills assessments which cover hundreds of different skill types, with appropriate assessments selected by the recruitment manager based upon the skill requirements uncovered during the requirements meeting.
- A minimum of three professional references.
- Conduct Basic Background Checks.



Step-5: After candidates' complete evaluation, Our Recruitment team will prepare the feedback form to summarize the results of the interview and will update CPX with qualified Consultants.



Step-6: Our Account Manager will submit the resumes with a skill summary of the selected consultants and references to State of West Virginia and will discuss the interview schedule with hiring manager for pre-qualified consultants. Our Account Management Team will set up face to face or telephone interview depending upon the State of West Virginia's requirements.



Step-7: Our Employee Care Manager will conduct appropriate background screening, based on the client requirements (Education verification, Credit Reports, Driver's Report/DMV Checks, Social Security Trace/Validation, Reference checks, Drug Screening, Work Permit Checks, Work eligibility verification & Criminal background checks) for the selected candidates.



Step-8: Our HR Department will complete all due diligence before extending an offer to successful consultants and extend the offer. Share candidate's decision or initial response with hiring managers and submit security forms to State of West Virginia.



Step-9: Our Account Manager will inform the joining date of the candidate to State of West Virginia and Conducts e-Verification. Candidate Joins on a specified date.



Step-10: Once a candidate has been interviewed and selected by State of West Virginia, the candidate begins the onboarding and orientation process. LanceSoft offers a number of manual and automated solutions to assist with on-boarding that can be customized to each of your engagements. Onboarding procedures for all temporaries assigned to the locations will be coordinated by the dedicated single point of contact. The following is an overview of a typical orientation process which will be customized to meet your needs:

- State of West Virginia summary information
- Overview of the State of West Virginia's workplace policies
- Assignment of work schedule
- Software training if applicable (submitting timecards, etc.)
- Security/badge access procedure review/assignment (if applicable)
- Establish regular series of check-in calls
- A review of wages and benefits



- Contract flow downs
- Completion/sign-off all required documents
- We also help the candidates walk through the client work environment and assist them in completion of the hiring formalities.



Step-11: LanceSoft's On-boarding team will train our resources on electronic timecards operations from entry to submission in the client system for the client manager's approval. These timecards are routed to the concerned managers for approval. The timecard may require only the respective manager's approval or may be routed to the manager and the project manager for approval. Upon approval, these items are annexed in a consolidated invoice and submitted to State of West Virginia for payment. Additionally, our team trains the Temporary workers on the process for submission of expense reimburse reports for approval. The report encloses the date, the merchant, the reason for the request, an account number (if required), a PO number (if required) and the amount. All approved expenses are included in the consolidated invoice. We also train our resources on the process of updating timecards daily or at the end of the week and the process of saving them. Our resources will be trained on timecard resubmission procedure if an error is found while submission.

Training

Our strategy has always been to recruit based on the unique needs of our clients and to become experts in those skill sets. Accordingly, our contractors generally do not require much training. However, we are committed to continually exceeding expectations and recognize that ongoing training is essential both for clients and contractors who want to thrive in today's rapidly changing technology marketplace.

In the event a contractor requires training for additional skills, we have free training opportunities available to our contractor's base. Currently, our training programs are available to contractors who are placed on assignment with our clients. LanceSoft will leverage our training subsidiary named UPTECH, to customize and curate a training program to develop and upskill talent with the necessary knowledge and understanding that aligns with the real-world enterprise business needs, for State of West Virginia talent needs, to help address the opportunity/ skill gap that exists in the market and to also support hard to fill/ niche talent skills. At UPTECH, we work in collaboration with young, diverse talented adults and corporate businesses to help narrow the opportunity gap by:

- **UP Skill** – We build customized and curated training curriculums in collaboration with business enterprises to ensure these young adults are trained and skilled on technology that is aligned to enterprise business requirements and goals
- **UP Knowledge & Experience** – We train our employees in a simulated business environment. Through immersive learning and a cutting-edge curriculum adapted in real time by industry professionals, we deliver training in person to prepare employees with the knowledge and professional experience that will simply integrate into a company's current technology teams.

We leverage a unique combination of technical knowledge, educational expertise, and an understanding of methodologies to provide a dynamic, self-paced learning environment that offers professionals the training they need. Courses include a

Partnered with best-in-class
training provider – New
Horizons - with offices based in
both the US and Canada





mixture of static conceptual content, interactive “knowledge builders” to reinforce topics, embedded quiz questions to verify comprehension, and hands-on exercises.



7. BUSINESS LICENSE

State of West Virginia



Certificate

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

LANCESOFT, INC.

a corporation formed under the laws of Virginia filed an application to be registered as a foreign corporation authorizing it to transact business in West Virginia. The application was found to conform to law and a "Certificate of Authority" was issued by the West Virginia Secretary of State on June 25, 2020.

I further certify that the corporation has not been revoked by the State of West Virginia nor has a Certificate of Withdrawal been issued to the corporation by the West Virginia Secretary of State.

Accordingly, I hereby issue this Certificate of Authorization

CERTIFICATE OF AUTHORIZATION

Validation ID:4WV6Q_G6J3C



*Given under my hand and the
Great Seal of the State of
West Virginia on this day of*

May 31, 2024

Mac Warner

Secretary of State

Notice: A certificate issued electronically from the West Virginia Secretary of State's Web site is fully and immediately valid and effective. However, as an option, the issuance and validity of a certificate obtained electronically may be established by visiting the Certificate Validation Page of the Secretary of State's Web site, <https://apps.wv.gov/hos/businessentitysearch/validate.aspx> entering the validation ID displayed on the certificate, and following the



8. INSURANCE DOCUMENT

		CERTIFICATE OF LIABILITY INSURANCE		DATE (MM/DD/YYYY) 5/9/2025			
<p>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.</p> <p>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).</p>							
PRODUCER Marsh & McLennan Agency LLC 20 North Martingale Road Schaumburg IL 60173			CONTACT NAME: Carson Lamie PHONE (A/C, No): (847) 463-7131 FAX (A/C, No): (847) 890-6437 E-MAIL: Carson.Lamie@MarshMMA.com ADDRESS:				
INSURED LanceSoft, Inc. 2121 Cooperative Way, Suite 130 Herndon VA 20171			LANCINC-01		INSURER(S) AFFORDING COVERAGE		
			INSURER A: Continental Casualty Co		NAIC #		
			INSURER B: Philadelphia Indemnity Insuran		18058		
			INSURER C: Zurich American Insurance Co		16535		
			INSURER D: Tokio Marine Specialty Insuran		23850		
			INSURER E: Midvale Indemnity Company		27138		
			INSURER F:				
COVERAGES CERTIFICATE NUMBER: 1146054732 REVISION NUMBER:							
<p>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.</p>							
INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
B	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> Contractual Liab GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input checked="" type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			PHPK2573591003	7/1/2024	7/1/2025	EACH OCCURRENCE \$2,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$1,000,000 MED EXP (Any one person) \$20,000 PERSONAL & ADV INJURY \$2,000,000 GENERAL AGGREGATE \$4,000,000 PRODUCTS - COMP/OP AGG \$4,000,000 \$
D	<input type="checkbox"/> 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			PPK2574633001	7/1/2024	7/1/2025	COMBINED SINGLE LIMIT (Ea accident) \$5,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 10,000			PHUB871363003	7/1/2024	7/1/2025	EACH OCCURRENCE \$10,000,000 AGGREGATE \$10,000,000 \$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/OWNER EXCLUDED? (Mandatory in NJ) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N	N/A	WC277362303	7/1/2024	7/1/2025	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$1,000,000 E.L. DISEASE - EA EMPLOYEE \$1,000,000 E.L. DISEASE - POLICY LIMIT \$1,000,000
A B E	Crime - Third Party Professional Liability (E&O) EPLI			2087274915 PHPK2573591003 BCP04699601	7/1/2024 7/1/2024 7/1/2024	7/1/2025 7/1/2025 7/1/2025	Occ/Agg: 5,000,000 Occur: 1,000,000 Occ: 1,000,000 Ded: 50,000 Agg: 3,000,000 Agg: 3,000,000
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required) Proof of Insurance: Excess Commercial Umbrella - Policy#100042883205 - Effective: 7/1/2024 Expiration: 7/1/2025 - Occurrence: 5,000,000 General Aggregate: 5,000,000 - Insurer affording coverage: Liberty Insurance Underwriters, Inc. The Excess Umbrella sits over the General Liability and Employers Liability. Excess Employment Practices Liability - Policy#S0008EL00025601 - Effective: 7/1/2024 Expiration: 7/1/2025 - (\$2M Occurrence/Aggregate Limit; \$0 Deductible)- Insurer Affording Coverage: Accelerant Specialty Insurance Co. The Excess Employment Practices Liability sits over the Employment Practices Liability Policy. See Attached...							
CERTIFICATE HOLDER				CANCELLATION			
West Virginia Purchasing Division 2019 Washington Street East Charleston WV 25305				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 <i>Line Taljak</i>			
© 1988-2015 ACORD CORPORATION. All rights reserved.							



AGENCY CUSTOMER ID: LANCINC-01

LOC #: _____

**ADDITIONAL REMARKS SCHEDULE**Page 1 of 1

AGENCY Marsh & McLennan Agency LLC		NAMED INSURED LanceSoft, Inc. 2121 Cooperative Way, Suite 130 Herndon VA 20171
POLICY NUMBER		
CARRIER	NAIC CODE	EFFECTIVE DATE:

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM.

FORM NUMBER: 25 FORM TITLE: CERTIFICATE OF LIABILITY INSURANCE

Insured owns no Autos.

Excess Hired & Non-Owned Automobile - Policy#RTSXS00114- Effective: 7/1/2024 Expiration: 7/1/2025 - \$1M Limit- Insurer Affording Coverage: Underwriters at Lloyds of London. Excess Auto policy extends coverage to the Hired & Non-Owned Auto policy.


Cyber and Tech E&O (Network Security & Privacy) - Crum & Forster Specialty Insurance Company - 4/10/2024-7/1/2025 - P#TCM103519 - Per Claim/Agg. \$5,000,000

RE: State of West Virginia

30-Day Notice of Cancellation Applies in Favor of the Certificate Holder on General Liability, Auto Liability and Professional Liability.



9. CENTRAL MASTER AGREEMENT


	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 Medical
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Proc Folder: 1685357		Reason for Modification:	
Doc Description: Medical Director and Attending Physician		Addendum #1 is issued to correct Section 4.4 of the project specifications from 4 hours to 8 hours.	
Proc Type: Central Master Agreement			
Date Issued	Solicitation Closes	Solicitation No	Version
2025-04-30	2025-05-13 13:30	CRFQ 0613 VNF2500000014	2

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

VENDOR			
Vendor Customer Code:VS0000004169			
Vendor Name : LanceSoft,Inc.			
Address : 2121 Cooperative Way, , VA			
Street : Suite 130			
City : Herndon			
State : Virginia		Country : United States	Zip : 20171
Principal Contact : Prashant Arni			
Vendor Contact Phone: 703-674-4500		Extension:	

FOR INFORMATION CONTACT THE BUYER
Joseph E Hager III (304) 558-2306 joseph.e.hageriii@wv.gov

Vendor LanceSoft, Inc.	FEIN# 54-1974095	DATE 12 May 2025
Signature X 		

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



10. MISCELLANEOUS

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