



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: 2029895

Procurement Type: Central Master Agreement

Vendor ID: VS0000051044 

Legal Name: ND GLOBAL CONSULTING SERVICES INC

Alias/DBA:

Total Bid: \$952,150.00

Response Date: 08/24/2026 

Response Time: 10:03

Responded By User ID: Skoap

First Name: Skoap

Last Name: Gadrouri

Email: skoap@ndgcs.com

Phone: 6469216217

SO Doc Code: CRFQ

SO Dept: 0613

SO Doc ID: VNF2700000001

Published Date: 8/19/26

Close Date: 8/26/26

Close Time: 13:30

Status: Closed

Solicitation Description: Direct Care Staffing Services

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: 2029895
Solicitation Description: Direct Care Staffing Services
Proc Type: Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2026-08-26 13:30	SR 0613 ESR08242600000001245	1

VENDOR
VS0000051044
ND GLOBAL CONSULTING SERVICES INC

Solicitation Number: CRFQ 0613 VNF2700000001
Total Bid: 952150
Response Date: 2026-08-24
Response Time: 10:03:37
Comments:

FOR INFORMATION CONTACT THE BUYER
Jessica L Riley
304-558-0246
jessica.l.riley@wv.gov

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

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Direct Care Staffing Services				952150.00

Comm Code	Manufacturer	Specification	Model #
85101601			

Commodity Line Comments: Bid Contract Amount of \$952,150.00 is the combined total of all three Exhibit A pricing pages: RN \$211,650.00 + LPN \$433,000.00 + HSW \$307,500.00 = \$952,150.00.

Extended Description:
Open-end contract for Direct Care Staffing Services



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

State of West Virginia
Centralized Request for Quote
Service - Prof

Proc Folder: 2029895			Reason for Modification: Addendum No. 1 To Extend Bid Opening To Publish TQ&A
Doc Description: Direct Care Staffing Services			
Proc Type: Central Master Agreement			
Date Issued	Solicitation Closes	Solicitation No	
2026-08-19	2026-08-26 13:30	CRFQ 0613 VNF2700000001	2

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: VS0000051044
Vendor Name : ND Global Consulting Services, Inc
Address : 3721 South Stonebridge Drive #1101 McKinney, TX-75070
Street : 3721 South Stonebridge Drive #1101
City : McKinney
State : TX **Country :** USA **Zip :** 75070
Principal Contact : Naveen Kumar Poththuri
Vendor Contact Phone: 646-468-9127 **Extension:**

FOR INFORMATION CONTACT THE BUYER

Jessica L Riley
304-558-0246
jessica.l.riley@wv.gov

Vendor Signature X *Naveen Kumar Poththuri* **FEIN#** 464224794 **DATE** 08/21/2026

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

ADDITIONAL INFORMATION

Addendum No. 1 is issued for the following:

1. Responses to vendor questions attached. See Attachment A.

2 To modify bid opening date and time to 08/26/2026 at 13:30 (1:30PM EST)

No other changes

The West Virginia Purchasing Division, is soliciting bids on behalf of the WV Veterans Nursing Facility, to establish an open-end contract for Direct Care Staffing Services to include RN's LPN's and HSW's per the attached specifications, pricing pages and documentation.

INVOICE TO				SHIP TO			
DIVISION OF VETERANS AFFAIRS 1 FREEDOMS WAY CLARKSBURG WV US				VETERAN'S NURSING FACILITY 1 FREEDOMS WAY CLARKSBURG WV US			

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Direct Care Staffing Services				

Comm Code	Manufacturer	Specification	Model #
85101601			

Extended Description:

Open-end contract for Direct Care Staffing Services

SCHEDULE OF EVENTS

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Technical Questions Deadline: 08/12/2026 at 10:00AM	2026-08-12

SOLICITATION NUMBER: Addendum Number:

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:

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.

ATTACHMENT A

Attachment A

REQUEST FOR QUOTATION

CRFQ VNF27*01

DIRECT CARE STAFFING SERVICES

ADDENDUM ONE

AUGUST 13, 2026

4.28 All vendor staff must work at a minimum of three (3) days every thirty (30) days to remain eligible for PRN status with the facility.

4.10.3 Call offs during orientation (classroom and floor) are inexcusable except in the event of covid or extreme emergency. Vendors must advise their staff NOT to call off during orientation.

4.10.2 If Agency staff does not work following initial classroom training/floor orientation, the vendor will NOT be paid for the Agency's staff hours. Staff must work at least twenty-four (24) hours in ten (10) days following orientation.

4.30 Holidays paid include New Year's Day, Memorial Day, Independence Day, Veterans Day, Thanksgiving Day, and Christmas Day at (double time) the hourly rate for an eight (8) hour shift.

4.27 Agency staff will work two full weekend shifts per month, and day shift will work one Friday day shift per month, and night shift will work one (1) Sunday night shift per month. Weekends consist of day shift as Saturday and Sunday, night shift as Friday and Saturday.

ATTACHMENT A

CRQM-0613-VNF2700000001

Direct Care Staffing Services

Vendor Questions & Answers

Q1. Will you consider proposals from out-of-state vendors? (We are registered in the wvOASIS portal.)

A1. Yes

Q2. RFQ Document page 26, section 4.10, can you share how many hours are required to complete the orientation and training? (We would like to let candidates know up front how long orientation and training is in terms of hours and/or days.)

A2. Tuesday-Thursday 8am-4pm for CNA's

Tuesday-Friday 8am-4pm Friday will be until roughly 1pm for nurses.

Floor orientation they will be given 5 days, then 2 days on their own. These will be 12 hour shifts.

Q3. Are incumbent vendor personnel able to transition to new awardee vendors if the incumbent is not awarded?

A3. Yes

Q4. Please confirm if this is a new intuitive or a re-bid of an existing contract?

A4. New

Q5. Please confirm the budget allocated for this project.

A5. To be announced

Q6.If it is a rebid, please share the names of the current service providers/incumbent vendors? Additionally, how many active resources are working under the previous contract?

A6. Freedom of information Act

Q7.Please provide the historical spending associated with this contract.

A7.Freedom of information Act

Q8.Are there any specific challenges, pain points, or areas of concern that you are currently experiencing with the existing vendor?

A8. call offs, No call no shows, and schedule changes that the facility is not being notified of.

Q9.Please clarify the anticipated number of awards under this RFP.

A9. Anticipated number is 2

Q10.Is there a local preference in connection with this RFP?

A10. No

Q11.Please confirm the evaluations criteria and weighing (e.g. technical vs. cost).

A11. Lowest two bids evaluated that meet specifications will be awarded the contract

Q12.Will there be an opportunity for a virtual/on-presentation or negotiation meeting during the evaluation process?

A12.**No**

Q13.What is the expected timeline for award notification and contract execution?

A13. **Contract to start on September 14th, 2026**

Q14.What is the anticipated volume of staffing requests (e.g. estimated number of requisitions per year)?

A14. **85-90% of staff are agency**

Q15.Could you please provide details on the job categories, labor classifications or skill sets most requested?

A15. **CNA, LPN, RN**

Q16.Is there an employee conversion policy (e.g. can the department directly hire contractor staff after a defined period)?

A16. **There is not a defined period of time, if a staff member wants to apply for a state position they can.**

Q17.Will timekeeping be handled through the department's system or will vendors be required to provide a platform?

A17. **We have a platform, and send agency timesheets weekly.**

Q18.In the event of a contract award, please clarify whether vendors will be permitted to directly engage with individual departments/agencies for staffing requests or if all requirements will be routed through a centralized system?

A18. **The agency will be dealing with the nursing department, and will speak with DON, ADON, and/or scheduler.**

Q19.Are there preferences for SBE, WBE, or MBE business, as we are NMSDC approved MBE. Is that acceptable?

A19.**Yes**

Q20.Who are the current providers? If you can help me with the incumbent's response documents for the same, if applicable.

A20. **Freedom of information act**

Q21.Are there preferences for local WV vendors?

A21. **NO**

Q22.Do we need to create response using Vendor Qualification Section 3.6 and submit rest forms or is there any other format or template?

A22. **No format or template exists**

Q23.What is the overall budget?

[A23.](#) **To be determined**

Q24.How many roles and requirements can we expect from this contract?

A24. **85-90% of staff are agency, this does vary for time to time**

Q25.Is this a new contract or renewal of an existing contract?

A25. **NEW**

Q26.If there is an existing contract, could you please share the names if the current vendors and their pricing?

A26.**No**

Q27. In order to be considered responsive for this solicitation, is it mandatory to bid on all positions?

A27. **Yes**

Q28. What is the estimated budget for this contract?

A28. **To be announced**

Q29. Is it mandatory to subcontract?

A29. **No**

Q30. Could you please provide information on the daily duration of shifts required for the necessary professions? For example. The number of hours per day?

A30. **Shifts for all 3 disciplines are 12 hours, unless mandated for a 16 hour shift.**

Q31. Can the Purchasing Division or the WV Veterans Nursing Facility provide historical or estimated annual utilization (hours by role-RN, LPN, and HSW) for Direct Care Staffing Services at the facility, given that the solicitation does not state a minimum guaranteed volume or historical baseline for purchasing purposes?

A31. **No, Freedom of information act**

Q32. Is there a current incumbent staffing vendor or vendors for this contract, and if so, is this solicitation a recompetes of an existing arrangement or a new procurement?

A32. **Yes and no**

Q33. Section 11 of the General Terms and Conditions presents three liquidated damages options (a stated amount, "contained in the specifications," or "not included"); could the Purchasing Division confirm which liquidated damages

provision, if any, applies to this specific solicitation, as this is not clearly indicated in the posted documents?

A33. No

Q34. Section 4.30 states that specified holidays are paid at 1.5 times the hourly rate, while Section 4.31.2 states that hours worked on a paid holiday are paid twice the regular rate for up to eight hours. Please confirm the correct holiday billing multiplier.

A34. See addendum

Q35. Christmas Eve and New Year's Eve appear in both Sections 4.31 and 4.32. Please confirm the applicable premium, number of premium hours, and whether either date is treated differently from the other "Important Dates."

A35. See addendum

Q36. Section 2.3 states that a standard 12-hour shift consists of 11 worked/billable hours, a 30-minute paid lunch, and two paid 15-minute breaks. Should vendor invoice 1 or 12 hours or a completed 12-hour shift?

A36. The complete 12 hour shift

Q37. Section 4.28 states that staff must work "a minimum (3) days every thirty (30) days" to remain eligible for PRN status. Please confirm whether the intended minimum is one day or three days per 30-day period.

A37. see addendum

Q38. Please explain how the following rates and premiums interact: Weekday or weekend rate, \$1 per-shift differential, Overtime, Holiday premium, Other Important Date premium. Specifically, please confirm whether any premiums may be combined and whether overtime is calculated from the regular weekday/weekend rate or from a premium rate.

A38. As stated in the specifications section 4 and the exhibit A pricing pages

Q39. Please confirm how weekend hours should be classified for pricing purposes, particularly Friday night, Saturday night, and Sunday night shifts that cross into another calendar day.

A39. Friday and Saturday nights are weekend shifts, Sunday night is not considered a weekend shift.

Q40. The CRFQ cover form contains a single unit-price and total-price line, while the solicitation provides separate pricing pages for RN, LPN, and HSW/CAN services. What amount should vendors enter on the CRFQ cover form and in the corresponding WV OASIS line item?

A40. The same

Q41. Should each of the three detailed pricing pages be individually signed and uploaded with the electronic bid?

A41. Yes

Q42. Are the estimated 19,200 annual hours the combined anticipated usage across both awarded vendors? Please confirm that these hours are estimates only and that no minimum number of hours is guaranteed to either vendor.

A42. Estimate only, and yes

Q43. Can the state provide historical annual hours, fill rates, or expenditures for RN, LPN, and HSW/CAN staffing at the facility? If a current contract exists, please identify where the award, incumbent vendor information, and contract rates may be obtained publicly.

A43. Freedom of information act

Q44. When the facility issues a staffing request to the two awarded vendors, how much time will vendors normally have to submit their quotations and confirm staffing availability?

A44. They will have 24 hours to give us staff members for the month and the facility will schedule the staff where needed. Unless there is an agreed upon contract for staff members and then they will be scheduled by facility for the length of their contract with possibility of renewal.

Q45. Section 4.35 permits the facility to cancel a shift with at least two hours' notice. If the facility provides less than two hours' notice, will the vendor receive a minimum payment or cancellation fee?

A45. Yes, employee will be compensated

Q46. Please confirm which orientation and training hours are billable. In particular, does the facility pay for PointClickCare training, facility orientation, initial Alzheimer's training, annual recertification, and mandatory meetings?

A46. This is discussed in detail in the contract

Q47. If an employee completes training but is not offered enough shifts to work 24 hours within the following 10 days, will the vendor still be paid for the training time?

A47. This is discussed in detail in the contract. They are given 2 extra days so therefore they have no reason to not have those hours available, unless they do not schedule them in the required timeframe.

Q48. Section 3.1 states that evidence of at least 12 months of direct-care experience "should" be furnished with the bid but "must" be provided before award. Please confirm whether this evidence is mandatory with the initial bid.

A48. Yes

Q49. In addition to the signed CRFQ form, three pricing pages, shift-coverage plan, recruiting plan, designated contact form, applicable addendum acknowledgements, are there any other documents that must be submitted with the initial bid?

A49. No

Q50.The insurance section checks commercial general liability and automobile liability but does not check professional liability/malpractice insurance. Please confirm whether professional liability or medical malpractice insurance is required for this contract.

A50. Yes for the vendor

Q51.Are the quoted hourly rates fixed only for the initial September 14, 2026-September 13, 2027 period, or must the same rates remain in effect during all renewal periods? If renewal period adjustments are permitted, what adjustment method will apply?

A51. Fixed rate per the contract dates with no adjustment for the term of the contract including renewals

Q52.Please clarify whether the Agency will accept documented experience providing RN, LPN, and CNA/HSW staffing through a healthcare staffing division, including experience outside West Virginia, to satisfy the required 12 months of Direct Care Staffing experience. Also, what documentation is required as proof of such experience?

A52. Yes and documentation on file

Q53.Please clarify the required proposal content for the recruiting and shift coverage plans, including whether currently local personnel are required or if proposed recruiting, scheduling, and replacement strategies are acceptable. Also, please confirm whether there is a specific format or template for pricing.

A53. As stated in the specifications and pricing pages

Q54.Section 3.6 requires a recruiting plan detailing how vendors will recruit nursing staff in the Clarksburg, WV area. Please clarify whether the Agency has a required format, or minimum content requirements for the recruiting plan and whether the plan is evaluated as part of bid responsiveness.

A54. Vendor may recruit in any location in an effort to fill the positions. No format is specified. Yes.

Q55. Section 4.5.3 requires a completed application or resume as proof of experience, with references, for Agency Staff. Please clarify whether these documents are required with the initial bid response for proposal personnel or only after the Agency requests and prior to placement of individual staff members.

A55. No, these should be provided when submitting candidates for positions after the contract is awarded.

Q56. Section 4.7.3 requires staff to meet the Agency's immunization requirements for PPD and Hepatitis B and provide copies of results. Please clarify whether the Facility accepts legally permitted Hepatitis B vaccination declinations or exemptions, and if so, what documentation will be required.

A56. Yes, we accept Hep B declination, Hep B declination form signed by the employee

Q57. Section 4.16 requires the vendor to provide the required number of staff at least two (2) hours prior to start of shift or assignment period. Please clarify whether the two-hour requirement applies to all staffing requests, including emergency and same-day requests, or only to requests communicated to the vendor at least two hours before the scheduled shift.

A57. This does not include staff picking up to cover call off or open the same day or emergencies

Q58. Please clarify whether the PRN requirement is one (1) or three (3) days of work every thirty (30) days.

A58. 3 days per month

Q59. Section 4.30 states that paid holidays are compensated at one-and one half (1.5) times the hourly rate for eight hours, while Section 4.31.2 states that hours worked on a paid holiday will be paid twice the regular rate for up to eight hours. Please clarify which rate applies to hours actually worked on a paid holiday.

A59. off of base pay, see addendum

Q60. Please clarify how overtime will be calculated when an employee works more than 40 hours in the defined work week and some of those hours also fall on a paid holiday or other important date. Specifically, should the applicable holiday/important-date premium be combined with the overtime premium, or will only one premium apply?

A60. See section 4.3 through 4.35 in the specifications

Q61. Since only two vendors will be awarded under this solicitation, please clarify whether vendors are required to be local, hold any specific certifications, or have any required registrations to be eligible for award.

A61. Vendors must meet all requirements in the specifications, recruiting anywhere they wish in order to fill the positions.

Q62. Please clarify whether the estimated annual hours are for bid evaluation only or represent anticipated annual staffing demand.

A62. Bid evaluation only

Q63. Section 5.3 states that awards will be made to responsible bidders with the lowest overall total cost, while vendors are required to submit pricing for all three disciplines. Please clarify whether "lowest overall total cost" will be calculated by combining the evaluated totals for RN, LPN, and HSW, or whether each discipline will be evaluated independently.

A63. See sections 5.2 and 5.3 as stated in the specifications

Q64.Are Davis Bacon wages required?

A64. **No**

Q65.What is the purpose of subcontracting? Can other vendors on this contract at this time subcontract with the vendors that are successful bidders at a later time in the bid?

A65. **No subcontracting**

Q66.May staff who are working for vendors at this time and their agency did not get the contract, transfer to successful bidders?

A66. **Yes**

Q67.May we contact other vendors that are on this contract to discuss subcontracting now, or do we wait until the contract is awarded?

A67. **No, Vendors must not be allowed subcontract**

Q68.Section 3.1 requires vendors to have at least twelve (12) months of experience operating a Direct Care Staffing organization. Please clarify whether this experience must specifically include staffing for a Veteran Nursing Facility or other long-term care/nursing facility setting, or whether comparable direct-care healthcare setting experience in other institutional settings, such as correctional facilities, satisfies this requirement. For example, would experience providing RNs, LPNs, CNAs, or other direct care health care personnel to correctional facilities qualify as acceptable evidence of the required experience?

A68. **Yes**

Q69.Section 4.30 appears to reference holiday pay at 1.5 times the hourly rate, while Section 4.31.2 and Exhibit A indicate holiday pay at 2.0 times the regular rate for up to eight hours. Please confirm the applicable holiday multiplier for pricing and invoicing purposes.

A69. **See addendum**

Q70.The solicitation references a standard twelve-hour shift consisting of eleven worked/billable hours along with paid lunch and rest breaks. Please confirm whether vendors should invoice eleven hours or the full twelve scheduled hours for a standard twelve-hour shift.

A70. 12 hour shift

Q71.Please confirm whether the “lowest overall total cost” used for award evaluation represents the combined evaluated pricing for RN, LPN, and HSW/CAN services, including both weekday and weekend rates.

A71. Yes

Q72. The solicitation provides an additional \$1.00 per hour for hours worked between 3:00 pm and 7:00 am. Please confirm whether the differential applies to both weekday and weekend rates and whether it also applies when holiday, important date, or overtime premiums are applicable.

A72. Yes, and based on base pay

Q73.Please clarify the minimum information expected in the required Clarksburg-area recruitment plan, including whether vendors need to demonstrate an existing local candidate pool, provide a minimum number of available RN, LPN, and HSW/CAN candidates, submit candidate resumes or profiles, maintain a local recruiting office/presence, or provide specific recruitment metrics and timelines.

A73. Vendor may recruit in any location in an effort to fill the positions and no local existing candidate pool or office is required.

Q74.Please confirm whether candidates need to currently reside in the Clarksburg, WV area or whether qualified healthcare professionals from other locations who are available and willing to work at the West Virginia Nursing Facility are acceptable.

A74. No, they do not have to be local/reside in Clarksburg area

Q75.Section 2.3 defines a standard twelve hour shift as consisting of eleven worked and billable hours plus a thirty minute paid lunch break and two paid fifteen minute

breaks. Please confirm that for a twelve hour shift the agency will be invoiced for eleven hours, and that the one hour if break time is compensated by the Vendor and is not billable to the agency. If the agency intends that all twelve hours be billable, please state so.

A75. 12 hour shift

Q76. For shifts of other lengths, including shifts of eight hours or more that are not twelve hours, please confirm how billable hours are calculated relative to break time.

A76. If working 4 hour shift get ½ lunch break, if working 8 or more hours get 2 paid 15 minute breaks and ½ paid lunch break

Q77. Section 5.1.4 provides that each request for bids will include a Pricing Page to be completed by the Vendor, while Section 13 of the General Terms and Conditions provides that pricing is firm for the life of the Contract. Please clarify whether the hourly rates bid on the Exhibit A Pricing Pages become the firm contract rates for the life of the Contract, or whether they are used solely to determine the two awarded Vendors, with actual rates re-bid at each request for bids. If rates are re-bid, may a vendor bid a rate higher than its Exhibit A rate?

A77. For the life of the contract

Q78. Sections 4.36.1 and 4.37.2 require Registered Nurses and Licensed Practical Nurses to hold a valid West Virginia license. West Virginia has been a Nurse Licensure Compact party state since January 19, 2018. Please confirm whether a nurse holding a valid multistate license issued by another Compact party state, and therefore holding a privilege to practice in West Virginia under W. Va. Code 30-7F, satisfies those sections, or whether a West Virginia single state license is required.

A78.

If they have a multistate license then they can work in WV

Q79. Section 5.3 provides for award to the responsible bidders with the lowest overall total cost. Please confirm whether "overall total cost" means the sum of the Grand Totals of all three Exhibit A Pricing Pages combined or whether each discipline is evaluated separately.

A79. The total overall combined disciplines

Q80. The solicitation contains a single wvOASIS commodity, Line 1, Direct Care Staffing Services, with no quantity or unit price stated, in addition to the three Exhibit A Pricing Pages, please confirm what a vendor should enter on that wvOASIS line, and how that entry relates to the Exhibit A Pricing Pages for evaluation purposes.

A80. A total estimated cost will be applied to the commodity line in oasis, and all three exhibit A pricing pages must be completed as well

Q81. Please confirm whether the estimated hours shown on the Exhibit A Pricing Page represent the Facility's total anticipated staffing requirement for the period of September 14, 2026 through September 13, 2027, or whether they represent a portion of a larger requirement filled in part under the contracts or purchase orders.

A81. The estimated hours are for the duration of the contract.

Q82. Section 4.9 requires all Agency Staff to complete thirty hours of Alzheimer's training provided by the facility, and eight hours thereafter as a recertification. Please confirm whether Agency Staff who have previously completed the Facility's thirty hour Alzheimer's training and remain continuously assigned to the Facility will be credited with that completed training and placed on the eight hour annual recertification cycle, or whether the thirty hour training must be repeated.

A82. Yes, they will continue with their annual training

Q83. Section 4.28 (PRN Eligibility): This section states "All vendor staff must work at a minimum one (3) days every thirty (30) days to remain eligible for PRN status." Could you clarify whether the requirement is 1 day or 3 days per 30 day period?

A83.0 3 days per month

Q84.Award Methodology (Section 5.3): Pricing is submitted as three sperate exhibits, one each for RN, LPN, and HSW. Since the award is a progressive award based on lowest overall total cost, is that ranking calculated as a combined or blended total across all three disciplines, or is each discipline evaluated and ranked separately?

A84. Yes

Q85.Contract Value Cap (Section9, Payment): This section notes that “no release is permitted to exceed one million dollars (\$1,000,000.00).” Is this a cap on each individual release or purchase order, or a cap on total contract value over the full term?

A85. To be determined.

Q86.Historical utilization: The pricing pages list estimated annual hours for each discipline but note they are not guaranteed. Would the Facility be able to share actual hours utilized and/or spend by discipline over the prior 12 months, to help inform our pricing?

A86. No

Q87.Incumbent vendor: Is there an incumbent staffing vendor currently servicing this contract, and if so, would that information be available?

A87. Yes must file for a freedom of information act.

Q88.Subcontracting relationships are set up after the award of the contract because you do not want to talk to another vendor during the blackout period?

A88. No subcontracting

Q89. Is one total number the deciding factor?

A89. No, it is dependant on the overall price of the three disciplines.

Q90.How does being a SWAM agency affect the outcome of the successful bid?

A90. **As determined in the Central terms and conditions.**

Q91.Section 2.26 defines Weekend as “Saturday and Sunday for Dayshift, and Friday and Saturday for night shift. “The Exhibit A Pricing Pages direct Vendors to “Weekend – see Section 2.26 (hours between Saturday at 12:01 a.m. and Sunday at midnight),” which state different definition. The Exhibit A Pricing Pages require separate Weekday and Weekend hourly rates. A.) Please confirm which definition governs in determining whether an hour is billed at the Weekday rate or the Weekend rate. B.) Please confirm specifically whether hours worked on a Friday night shift are billed at the Weekend rate and whether hours on a Sunday night shift are billed at the Weekday or the Weekend rate.

A91. **See addendum**

Q92.Section 4.30 states that the six listed paid Holidays are paid “at (1/2) times the hourly rate for an 8-hour shift.” Section 4.31.2 states that “the pay rate for hours worked on a paid Holiday will be twice the regular rate (double time) for up to 8 hours worked,” and the worked example at Section 4.31.2.1 applies double time. The Exhibit A Pricing Pages state “Holiday Pay-See Section 4.30 (will be 2 times the regular rate for up to 8 hour).” A.) Please confirm whether hours worked on a paid Holiday are billed at one and one half times or at two times the rate. B.) Section 4.31 states that Christmas Eve and New Year’s Eve are paid at one and one half times the hourly rate for a 4-hour shift, while Section 4.32 lists both dates among the Other Important Dates, which Section 4.32.2 pays at one and one half times for up to eight hours. Please confirm which provision applies to those dates and whether the premium is capped at four hours or eight.

A92. **See Addendum.**

Q93.Section 4.28 states that “All vendor staff must work at a minimum one (3) days every thirty (30) days to remain eligible for PRN status with the facility. The written word and the numeral differ. Please confirm whether the minimum is one day or three days in every thirty-day period.

A93. **3 days per month**

Q94. Section 4.27 states that "Agency Staff will work two (2) full weekend shifts, one (1) Friday day shift, and one (1) Sunday Night shift per month." A.) Please confirm whether "two (2) full weekend shifts" means two night shift in total, or two complete weekends consisting of a Saturday shift and a Sunday shift each and therefore how many mandatory shifts per month each Agency Staff member is obligated to work. B.) The second sentence of Section 4.27 states that weekend shifts include "Night Shifts Friday, and Saturday," which does not include Sunday, while the first sentence requires a Sunday night shift each month. Please confirm how provisions are reconciled.

A94. Dayshift staff need to work 2 full weekends consisting of Saturday and Sunday(and at least 1 Friday a month not considered a weekend shift).. Nightshift must work 2 full weekends consisting of Friday and Saturday (and 1 Sunday a month not considered a weekend shift).

Q95. Section 4.10.2 states that "If Agency Staff does not work at least 24 hours in the 10 days following training/orientation, the vendor will not be paid for Agency Staff's hours." Please confirm that this provision applies only to the hours spent in training and does not affect payment for any other hours worked by that Agency Staff member.

A5. Orientation consist of classroom and floor orientation, see addendum

Q96. Does the Agency have a required fill-rate percentage of performance for awarded vendors?

A96. Yes

Q97.What is the typical lead time provided for staffing requests? (Examples: Same day, 24 hours, 72 hours, scheduled weeks in advance)

A97. Will request staff for the month and will have 24 hours to provide us the staff working for the month and if they are only wanting less than 3 day a week or only 1-3 days a month

Q98.Can the Agency provide the typical shift structure and distribution of requested assignments? (Examples: 7a-7p, 7p-7a, 8-hour shifts, 12-hour shifts)

A98. No, the facility staffs for 12 hour shifts and depends on the time of shift per discipline. The facility will be completing the scheduling for staff.

Q99.Does the Agency expect staffing demands to be distributed evenly between awarded vendors, or is utilization expected to follow the progressive award language whereby the lowest-priced vendor receives first opportunity for each request?

A99. No, the lowest priced vendor is awarded first.

Q100.Is there a minimum volume commitment to awarded vendors?

A100. No

Q101.Approximately how many orientation hours are required for each discipline?

A101. CNA's 24 classroom and 60 floor orientation hours

Q102.What does the orientation consist of?

A102. Classroom which covers a variety of topics, policies, PCC, dementia.Floor orients staff to facility, residents and routines and how the facility does things/ operates

Q103.Can you clarify if the Food Handlers card is from Harrison County Health Department or a state certification?

A103. **Both**

Q104. Is Food Handler card for all positions?

A104. **Yes**

Q105. Will the facility accept Food Handler card completion after award but prior to first shift, or must all personnel possess the credential before orientation?

A105. **Will be at the time of submission of candidates for positions**

Q106. Can the Agency provide historical holiday staffing utilization by discipline?

A106. **No**

Q107. Can the Agency provide the percentage of historical staffing hours that occurred on weekends versus weekdays?

A107. **No**

Q108. Is there a specific format the state prefers for vendor responses?

A108. **As stated in the specifications and contract requirements.**

Q109. Will vendor staff be required to drive on facility business? If yes, are they to drive facility vehicles or personal?

A109. **No**

Q110. Is automobile insurance a requirement?

A110. **Yes**

Q111.How will vendors be notified about needs from the facility?

A111. The facility will email agencies

Q112.Is staff expected to be provided on a week to week or day to day basis or will staff be utilized in more of an FTE/contracted capacity?

A112. Staff will be scheduled on a month to month basis unless an agreed upon contract

Q113.Is there a conversion fee if the state hires contracted employees permanently?

A113. No

Q114. Are future rate adjustments permitted during the term of the master agreement or during an option year?

A114. No

Q115.Is there a minimum amount of experience candidate needs for each labor category?

A115. No, but would prefer them have experience, if no experience they may have an extended orientation period

Q116.What would interview process look like, phone, virtual, or in person? If in person, would phone or virtual be sufficient for travel staff?

A116. Prefer in person interviews, depending on circumstance could be by phone

Q117.What are expectations from the agency if staff calls off?

A117. Attempt to file that spot

Q118. Will you please share the historical and/or incumbent rates for the requested services?

A118. **No, file a freedom of information act**

Q119. Will the award of each contract be based on the lowest price per service, or lowest price overall? For example, if Vendor 1 has the lowest price overall, but Vendor 2 has a lower price for RNs, specifically, would Vendor 2 be given preference?

A119. **Lowest price overall for the combined disciplines.**

Q120. Is there an incumbent vendor currently providing RN/LPN/HSW staffing services to WVVNF, and if so, can the incumbent's identity and current contract pricing be disclosed?

A120. **Yes and no.**

Q121. Is there an estimated annual contract value, historical spend, or budgeted amount for this staffing requirement that can be shared for proposal planning purposes?

A121. **No**

Q122. Since award is based on "lowest overall total cost", is that total by summing all six subtotals (weekday/weekend across the three Exhibit A Pricing Pages), or is each discipline (RN, LPN, HSW) evaluated and awarded independently?

A122. **Overall combined disciplines**

Q123. The two mandatory plans required with the bid (shift coverage plan and recruiting plan, Section 3.6) have no stated format or page limit-is there a preferred template, format, or page limit for these submissions?

A123. **No**

Q124. Should the Proof of Experience demonstrating 12+months operating a Direct Care Staffing organization (Section 3.1) be submitted with the bid, or can it be provided after bid opening but prior to award, per Instructions to Vendor 20?

A124. Yes

Q125. Since Shift differential, overtime, holiday pay, and Important Date pay are described as additives the Facility pays on top of the base hourly rate, should the Exhibit A rate reflect only the straight regular hourly rate, or an anticipated blended average?

A125. To be determined on the vendor's anticipated hourly base rate.

Q126. Will requests for bids (Section 5.1) be issued simultaneously to both awarded vendors for every staffing need, or will only the lowest-priced vendor receive first right of refusal on each request, per the progressive-award language in Section 5.3?

A126. Lowest first

Q127. Does WVCARES registration and 15-day eligibility requirement (Section 3.5) apply only to individual staff placed at the Facility, or must the Vendors business entity also complete a separate agency-level WVCARES registration?

A127. Just the staff.

Q128. Is there a required file format or naming convention for uploading the three completed Exhibit A Pricing Pages in wvOASIS, since they must be submitted together as a set?

A128. Yes, per Central Purchasing Guidelines.

Q129. Section: 4.1: This will be a multiple award contract. Contracts will be awarded to (2) Two Vendors. The Agency will request quotes from each Vendor as needed. The Agency shall then award the contract/purchase order to the lowest responsible bidders. The Agency shall reject any bid that fails to comply with the requirements contained in the agreement and request for bids.

Question: In the above referenced section, it states 2 Vendors will be awarded a contract. It then states the Agency will request quotes from the vendors. This

appears to be a prequalification bid so does that mean rates will not be requested until after the vendors are selected?

A129. No, this is not a prequalification bid.

Q130. Section 4.5: Vendors shall provide the Facility with information on each Agency Staff member prior to placement in the Facility and according to the state and federal standards. Any deviation from this requirement must be agreed to in writing by the Vendor and the Facility. These items will be provided at Vendor's cost and include but are not limited to: Additionally in Section 3.6 Vendors must provide the following documented plans with their bid response. 3.6.1 Plan for coverage of all shifts requested including weekends, holidays, call offs, and vacations. 3.6.2 Recruiting plan detailing how vendors plan to recruit nursing staff in the Clarksburg, WV area.

Question: Does the vendor attempting to staff the facility need to provide a list of staff to be prequalified?

A130. NO

Q131. Section 5.3: Award of Bids: The Facility shall award an Open-End contract/purchase order to the responsible bidders with the lowest overall total cost. This will be a progressive award contract with (2) Two vendors that respond to the bid request. Awards will be prioritized by lowest overall total cost. For example, if Vendor A (lowest bid) cannot meet the needs, the facility shall move to the next lowest bid (Vendor B) and so on.

Question: If the vendor is the lowest bidder but does not have the staff then how does this help staff the facility?

A. None.

Question: Are you looking for vendors who have staff or the lowest rate?

A. Both

Question: Are you going to pick the vendor with the most staff and then have them provide rates?

A. No

Question: If the agency does not plan on picking the vendor with the most staff and finds the facility struggling for staff at what point does and "so on and so on" take place?

A. This is not a valid question.

Question: Can you please describe how the "so on so on" will work?

A. This is not a valid question

Question: It states in this section "awards will be prioritized by lowest overall total cost." Will the lowest overall total cost be the total cost of all three disciplines combined or by lowest cost per discipline?

A. Three disciplines combined

Question: Are you selecting 2 vendors for the entire facility or 2 vendors per each discipline as currently in place?

A. 2 vendors for the entire facility

Q132. Section 5. Award and Requests for Bids: 5.1 Requests for Bids: All Vendors will be sent requests for bids when services are needed. The request for bids will contain the following: 5.1.1 Whether PRN or Term contract:

Question: Will the Vendor be able to have the option of both PRN staff and Term Contract Staff? Question: How long will the term contract be? Question: Does the term contract have an hour requirement?

A. Can have both PRN and Term contract.

The contract length will be agreed upon by the agency and facility, but typically 13 week contract with option of renewal if facility wishes. Would be for at least 36 hours a week.

Q133. 5.1.4 Pricing Page to be completed by the vendor:

Question: Is this after the vendor has been selected as a prequalified vendor?

A. This is not a bid for prequalified vendors

Q134. Exhibit A RN Pricing Page: Exhibit A LPN Pricing Page: Exhibit A HSWs Pricing Page: Dates state that pricing is good from September 14, 2026-September 13, 2027.

Question: Do the rates only last 1 year and then the 2 prequalified vendors will resubmit rates after the 1st year?

A. Specifications and Terms and Conditions state, One year initial contract with three (3) renewals

Q135. Section: 4.7.4: Complete an orientation packet or attend Facility orientation, PCC Training and Administration Training as part of orientation.

Question: Will staff have the option to do packets for orientation vs. in person?

A. No, in person is required.

Q136. 4.10.3 3 Call-offs during orientation are inexcusable except in the event of COVID or extreme emergency. Vendors must advise their staff NOT to call off during orientation.

Question: What happens if they call off during orientation what is the protocol?

A. **Depends on the reason because if they are sick we do not want them at the facility to cause others to be ill. So they can make up the day they missed or can return to the next orientation.**

Q137.4.14.4 All Staffing Agency's employees must attend mandatory meetings and in-services. If staff miss two (2) or more meetings per aggregate 12-month period, they may be told not to return to the Facility.

Question: Will these meetings be scheduled at least 30 days in advance? Will nightshift offered a reasonable option to attend? Will staff who are already scheduled off for vacation be accommodated? Will they receive at least 2 hours of pay?

A. **No they will not be scheduled 30 days in advance, the facility attempts to give as much notice as possible, although issues arise and meetings have to be held quickly at times. There will be time that nightshift can attend. Staff scheduled on vacations can contact administration upon return to address any meetings missed. They will be paid for the time in the meeting.**

Q138.4.15.5 Should Staffing Agency's employee(s) call off on or be unable to work a scheduled working weekend day or days, Staffing Agency's employee(s) will be scheduled to work an extra weekend day or days on the next schedule.

Question: How will this be tracked and what happens if they aren't available another weekend due to other factors?

A. **To be determined**

Q139.4.28 All vendor staff must work at a minimum one (3) days every thirty (30) days to remain eligible for PRN status with the facility.

Question: Are PRN staff required to work so many weekend shifts or just 3 shifts total? What about holidays?

A. **If staff work 2 or more days a week they are required to work weeks and holidays. Staff are PRN because they are not guaranteed hours, but most work full time hours.**

Q140. Can our company get WVCARES registration done after award?

A140. **WVCARES are done when submitting candidates for positions**

Q141. What licenses, permits, and certifications are required in the performance of this contract?

A141. **As stated in the specifications**

Q142. In experience what kind of proof do we need to provide?

A142. **As stated in the specifications**

Q143. Is there a required response time for emergency staffing requests outside normal business hours?

A143. **Do not typically contact agencies outside normal business hours, facility staff contact staff members to fill open spots, for call offs, NCNS, etc**

End of questions.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: _____

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)

☒ Addendum No. 1	☐ Addendum No. 6
☐ Addendum No. 2	☐ Addendum No. 7
☐ Addendum No. 3	☐ Addendum No. 8
☐ Addendum No. 4	☐ Addendum No. 9
☐ Addendum No. 5	☐ Addendum No. 10

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

ND Global Consulting Services, Inc.

Company

Naveen Kumar Poththuri

Authorized Signature

08/21/2026

Date

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

Revised 6/8/2012

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

(Printed Name and Title) Naveen Kumar Poththuri Founder & Vice President

(Address) 3721 South Stonebridge Drive #1101 McKinney, TX-75070

(Phone Number) / (Fax Number) 646-468-9127 718-472-9392

(email address) fsled@ndgcs.com

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, I certify that: I have reviewed this Solicitation/Contract in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation/Contract for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that this bid or offer was made without prior understanding, agreement, or connection with any entity submitting a bid or offer for the same material, supplies, equipment or services; that this bid or offer is in all respects fair and without collusion or fraud; that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; that I am authorized by the Vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on Vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

By signing below, I further certify that I understand this Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law; and that pursuant to W. Va. Code 5A-3-63, the entity entering into this contract is prohibited from engaging in a boycott against Israel.

ND Global Consulting Services, Inc.

(Company)

Naveen Kumar Poththuri

(Signature of Authorized Representative)

Naveen Kumar Poththuri Founder & Vice President 08/17/2026

(Printed Name and Title of Authorized Representative) (Date)

646-468-9127 718-472-9392

(Phone Number) (Fax Number)

fsled@ndgcs.com

(Email Address)

ADDENDUM ACKNOWLEDGEMENT FORM

SOLICITATION NO.: CRFQ 0613 VNF2700000001

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.

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ND Global Consulting Services, Inc.

Company

Naveen Kumar Poththuri

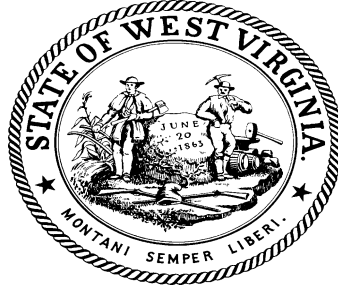
Authorized Signature

08/17/2026

Date

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

PROPOSAL FOR



Department of Administration State of West Virginia

Response to Quote

CRFQ 0613 VNF2700000001

Due Date: August 26, 2026 @ 1:30 PM EST

Prepared By:

ND Global Consulting Services, Inc.

Naveen Kumar Poththuri, Founder & Vice President

Email: fsled@ndgcs.com

HQ: 3721 S Stonebridge Drive, #1101 McKinney, TX 75070

NY Office: 150 Motor Parkway, Hauppauge, NY 11788

FL Office: 15310 Amberly Dr., Suite 250, Tampa, Florida,
33647

ND GLOBAL



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1. Company Overview and Contract Understanding

ND Global Consulting Services, Inc. (NDGCS) is a healthcare and workforce staffing firm headquartered in McKinney, Texas. NDGCS supports public-sector and healthcare organizations with workforce solutions that include Registered Nurses (RNs), Licensed Practical Nurses (LPNs), and Certified Nursing Assistants (CNAs). NDGCS maintains dedicated recruiting, credentialing, compliance, payroll, and account-management functions to support healthcare staffing contracts.

NDGCS holds Joint Commission Gold Seal Accreditation for Healthcare Staffing Services and ISO 9001:2015 certification. These credentials support NDGCS's healthcare staffing framework, including credential verification, process control, quality monitoring, and continuous improvement.

For the West Virginia Veterans Nursing Facility, NDGCS understands that this solicitation requires qualified direct-care staffing support for three classifications: **Registered Nurse (RN), Licensed Practical Nurse (LPN), and Health Service Worker / Certified Nursing Assistant (HSW/CNA)**. NDGCS also understands that the contract is open-ended, the estimated hours in Exhibit A are not guaranteed, and actual staffing needs may vary based on Facility requirements. NDGCS will manage staffing requests based on the Facility's actual schedules, role requirements, credentialing requirements, orientation requirements, and applicable State and Facility-specific requirements.

NDGCS's approach is built around five operating priorities for this solicitation:

Operating Priority	Application to WV Veterans Nursing Facility
Role-specific staffing	Recruit and assign personnel by required classification: RN, LPN, or HSW/CNA
Credential readiness	Verify applicable licensure, certification, screening, and Facility-readiness requirements before assignment
Coverage continuity	Support weekday, weekend, holiday, call-off, no-show, planned leave, and urgent staffing needs
Local and regional recruiting	Recruit first in Clarksburg, WV, then expand to regional and statewide West Virginia sourcing as needed
Contract compliance	Follow the solicitation's requirements for WVCARES, drug screening, training, scheduling, timekeeping, invoicing, conduct, security, and documentation

NDGCS brings relevant experience in healthcare staffing, long-term care, rehabilitation, veteran-focused healthcare environments, and government healthcare staffing. The following experience examples are included to demonstrate alignment with the Facility's direct-care staffing needs.

Relevant Experience	Setting	Resources / Scope	Relevance to WV Veterans Nursing Facility
California Department of Veterans Affairs	Veterans Homes	Healthcare staffing support for California Veterans Homes	Veteran-focused healthcare setting, health-clearance requirements, orientation readiness, and 24/7 contact availability
HWL Healthcare MSP Vendor Partnership	Government healthcare facilities	Healthcare staffing support involving RNs, LPNs, CNAs, MAs, and related healthcare personnel	Alignment to RN, LPN, and CNA staffing under government healthcare requirements
Ahava Healthcare & Genesis Healthcare	Nursing, rehabilitation, and long-term care	CNA staffing support in nursing, rehabilitation, and long-term-care environments	Direct alignment to HSW/CNA support for resident care and activities of daily living
Recover-Care	Rehabilitation center	LPN and travel LPN staffing support	Direct alignment to LPN direct care, medication administration, patient monitoring, and documentation
Maricopa County Health Department	County government healthcare / public health	Healthcare staffing support across multiple public-health and healthcare facilities	Demonstrates government healthcare staffing capacity and urgent staffing support

NDGCS will support the Facility's estimated staffing categories as shown in Exhibit A. NDGCS recognizes that these hours are estimates only, are not guaranteed, and may be distributed among multiple awarded vendors.

Staffing Category	Estimated Hours from Exhibit A	NDGCS Staffing Focus	Readiness Controls
Registered Nurse	1,950 weekday; 750 weekend; 2,700 total	Licensed nursing coverage for direct care and Facility support	Valid West Virginia RN license and good standing with the West Virginia Board of Nurses; credential, screening, and Facility-readiness review
Licensed Practical Nurse	5,500 weekday; 2,250 weekend; 7,750 total	LPN direct-care support, medication-related support where permitted, resident monitoring, and documentation	Valid West Virginia LPN license and good standing with the West Virginia Board of Nurses; credential, screening, and Facility-readiness review
HSW/CNA	6,250 weekday; 2,500 weekend; 8,750 total	CNA support for activities of daily living and resident-care assistance	Valid West Virginia CNA certification and good standing with the West Virginia Nurse Aide Registry; WVCARES, 12-panel drug screen, CPR, WV Food Handler Card, and Facility orientation/training readiness

Total	19,200 estimated hours	Open-end coverage subject to actual Facility need	24/7 accessibility, replacement sourcing, compliance review, and timekeeping coordination
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NDGCS will not present candidates as ready for assignment until applicable licensure or certification, background requirements, work eligibility, and Facility-specific readiness requirements are verified or confirmed in accordance with the solicitation and the Facility's designated process. Detailed mandatory contract requirements are addressed in Section 2, the documented coverage process is addressed in Section 3, and the Clarksburg-area recruitment plan is addressed in Section 4.

2. Mandatory Contract Compliance

ND Global Consulting Services, Inc. (NDGCS) acknowledges and will comply with the mandatory contract requirements applicable to Direct Care Staffing Services for the WV Veterans Nursing Facility. NDGCS will use the solicitation, Facility instructions, and applicable State requirements as the controlling standards for worker qualification, onboarding, scheduling, timekeeping, invoicing, conduct, security, training, and documentation.

Compliance Area	NDGCS Compliance Commitment
WVCARES eligibility/background checks	NDGCS acknowledges the solicitation requirement for WVCARES background checks for prospective direct patient access staff. NDGCS will ensure Agency Staff submitted for placement complete WVCARES eligibility/background-check requirements before placement, consistent with the solicitation and Addendum No. 1 clarification that WVCARES applies to staff submitted for positions.
12-panel drug screening	Every worker will complete the solicitation-required 12-panel drug screen before placement, consistent with §2.25 and §4.5.2.
Application/resume and references	Each worker file will include a completed application or resume demonstrating experience, with references.
CPR certification	Every RN, LPN, and HSW/CNA will possess a current CPR certification/card.
Confidentiality agreement	Every worker will execute the required confidentiality agreement before assignment.
WV Food Handler Card	Every RN, LPN, and HSW/CNA will maintain a current Food Handler Card. NDGCS acknowledges that all Agency Staff will be required to participate in food-service work during mealtimes/meal pass as directed by the Facility. The Food Handler Card must be available at the time candidates are submitted for positions.
Physical and immunization documentation	NDGCS will provide current physical examination documentation, immunization records, and licensure confirmation when requested.
PPD and Hepatitis B	Workers will satisfy the Facility's PPD and Hepatitis B requirements and provide copies/results as required.
Facility paperwork approval	All required worker paperwork will be provided to the Facility and approved before the worker arrives for orientation.
Competency assessments	Workers will complete the Facility's required competency assessments, including age-specific and cultural competencies.

Orientation and training	Workers will complete required Facility orientation, PCC training, Administration Training, classroom orientation, and floor orientation. Addendum No. 1 clarifies that CNA classroom orientation is Tuesday–Thursday 8:00 a.m.–4:00 p.m.; nurse classroom orientation is Tuesday–Friday 8:00 a.m.–4:00 p.m., with Friday ending at approximately 1:00 p.m.; and floor orientation consists of five days followed by two days on their own, using 12-hour shifts..
Orientation call-offs	NDGCS will advise Agency Staff that call-offs during Facility orientation are inexcusable except in the event of COVID or an extreme emergency, consistent with §4.10.3.
Alzheimer’s training	All Agency Staff will complete the required 30 hours of Alzheimer’s training provided by the Facility, followed by the required 8 hours of annual Alzheimer’s recertification training.
Training-payment condition	NDGCS acknowledges that orientation/training hours are payable only under the solicitation conditions, including the requirement that the worker complete at least two full shifts or 24 hours within 10 days following training; otherwise the vendor will not be paid for those training hours.
No active Board issue	NDGCS will not submit a worker who has been investigated and substantiated by an applicable licensing body or who is currently subject to discharge results from a Board of Nursing investigation.
Facility policies	All assigned staff will comply with Facility policies on attendance, tardiness, mandating, security, resident care, documentation, and conduct.
Facility scheduling authority	NDGCS acknowledges that WV Veterans Nursing Facility staff performs the scheduling of agency personnel.
Facility work assignments	Agency staff will not change their work assignments unless authorized by the DON, ADON, or RN Supervisor.
Chain of command	Workers will follow the Facility chain of command: LPN → RN Supervisor → RN Unit Manager → ADON → DON.
Pandemic rule	When the Facility invokes the pandemic requirement, contract staff will not work simultaneously in multiple healthcare facilities during the same period.
No lifting/hour restrictions	Workers submitted to the Facility will not have lifting or hour restrictions that would prevent compliance with the Facility’s requirements.
Prior dismissed employees	NDGCS will not knowingly return a former Facility/State employee who was dismissed for disciplinary or performance reasons through the staffing contract.
Active roster	NDGCS will maintain and provide a current list of all nursing staff actively employed at the Facility, including updated names and phone numbers.
Personnel files	NDGCS will provide an updated personnel file for each worker at least annually or whenever requested.
Punch/timekeeping policies	Workers will comply with the Facility’s punching-in/out procedures.
Weekly timesheet process	NDGCS acknowledges the Facility’s weekly timesheet schedule and missing-punch correction process.
Weekly invoices	NDGCS will invoice weekly in arrears, one invoice per week for each level of nursing staff, supported by signed Agency Staff timesheets.
Travel costs	NDGCS is responsible for all mileage, travel, and travel-time costs. No separate travel reimbursement will be requested from the Facility.
Access cards/keys	NDGCS will identify personnel requiring Facility access, control issued cards/keys, immediately report missing items, and accept the specified \$25 replacement fee for lost, stolen, or unreturned cards or keys.

Security procedures	All personnel will comply with Facility security protocols, and NDGCS will communicate those protocols to its workers.
No-call/no-show consequence	NDGCS acknowledges that a no-call/no-show may result in the worker being prohibited from returning to the Facility.
Call-off documentation	NDGCS acknowledges that after more than three call-offs in an aggregate 12-month period, a doctor's excuse may be required for absences after the third call-off.
Work conduct	Assigned workers are at the Facility to perform assigned duties and will be instructed not to socialize excessively or interfere with Facility operations.
Mandatory meetings / in-services	Assigned workers will attend mandatory meetings and in-services as required by the Facility.
Missed meeting consequence	NDGCS acknowledges that workers missing the contract-specified number of meetings may be prohibited from returning to the Facility.
Weekend call-off makeup	NDGCS acknowledges that weekend call-offs may result in makeup weekend scheduling.
Holiday call-off makeup	NDGCS acknowledges that holiday call-offs may result in makeup holiday scheduling.

NDGCS will not place any RN, LPN, or HSW/CNA worker at the WV Veterans Nursing Facility until required pre-placement documentation, screening, credential verification, Facility approval, and orientation-readiness requirements have been completed or confirmed in accordance with the solicitation.

NDGCS acknowledges Addendum No. 1 clarification that award evaluation is based on the overall combined total for all three disciplines, and that the estimated hours are for bid evaluation only and are not guaranteed.

3. Documented Coverage Plan: All Requested Shifts, Weekends, Holidays, Call-Offs, and Vacations

Coverage Approach

ND Global Consulting Services, Inc. (NDGCS) will support the WV Veterans Nursing Facility through a documented coverage model designed to maintain qualified RN, LPN, and HSW/CNA staffing for all requested shifts, including weekdays, weekends, holidays, planned vacations or leave, call-offs, no-shows, and urgent staffing needs. The model combines centralized account management, role-specific recruiting, credential-readiness controls, backup staffing, 24/7 accessibility, documentation, and escalation procedures.

Because the contract is open-ended and Exhibit A contains estimated rather than guaranteed hours, NDGCS will manage coverage dynamically based on the WV Veterans Nursing Facility's actual requests, schedules, reporting requirements, and applicable staffing qualifications. Each request will be tracked from receipt or confirmation through sourcing, qualification review, assignment confirmation, attendance tracking, replacement if necessary, and resolution.

NDGCS designates Naveen Kumar Poththuri as the emergency contact for staffing issues that may arise outside normal business hours. The emergency contact number, 646-468-9127, will be answered or responded to within two hours on any given day or time, including weekends and holidays, consistent with RFQ Section 11.2.

For scheduled staffing requests communicated to NDGCS in advance, NDGCS will ensure the required number of staff for a scheduled shift or assignment is identified/provided at least two hours prior to the start of the shift or assignment period, consistent with §4.16. NDGCS acknowledges Addendum No. 1 clarification that this requirement does not include same-day call-off coverage, same-day open shifts, or emergency coverage.

NDGCS acknowledges that the Facility may cancel a shift with no less than two hours' notice before the scheduled start.

NDGCS's coverage approach is built around five operating controls:

Coverage Control	How NDGCS Applies It
Role-specific staffing	Separate staffing review for RN, LPN, and HSW/CNA requirements
Credential readiness	Personnel are not treated as assignment-ready until applicable qualifications are verified
24/7 accessibility	Account and recruiting coverage remain available for weekends, holidays, after-hours issues, call-offs, and urgent requests
Backup coverage	NDGCS maintains confirmed/assigned personnel, alternate personnel, and an active recruiting pipeline
Documentation	Requests, assignments, call-offs, replacements, credential status, and communications are tracked for accountability

This plan supports continuity of resident care while preserving the WV Veterans Nursing Facility's authority to define actual staffing needs, schedule requirements, reporting instructions, and Facility-specific onboarding or orientation steps.

Shift, Weekend, and Holiday Coverage

NDGCS will manage all requested coverage through a centralized staffing workflow. Upon receipt or confirmation of a staffing request through the Facility's designated communication process, NDGCS will review the classification, shift date, shift time, weekday/weekend/holiday status, reporting location, required credentials, and urgency. NDGCS account management will coordinate with recruiting and credentialing staff to identify qualified available personnel and confirm applicable assignment-readiness requirements before candidate presentation or assignment confirmation, consistent with the Facility's designated process.

Routine and Planned Coverage

Coverage Category	Request Trigger	NDGCS Action	Facility Communication	Documentation
Weekday shifts	Upon receipt or confirmation of weekday staffing need	Match RN, LPN, or HSW/CNA candidates by classification, availability, experience, and fit	Account manager confirms available candidate or sourcing status	Staffing request log, candidate record, credential status, confirmation record
Weekend shifts	Upon receipt or confirmation of weekend or recurring weekend need	Screen for weekend availability and direct-care experience	Facility receives confirmation before assignment start	Weekend schedule record, worker confirmation, communication log
Holidays	Upon receipt or confirmation of holiday coverage need	Identify workers with confirmed holiday availability and role alignment	Facility receives status update and final confirmation	Holiday coverage log, candidate confirmation, timekeeping flag
Planned vacations / leave	Upon worker notice or identification of planned leave during schedule review	Identify alternate qualified personnel before affected shift	Facility receives advance notice of coverage plan	Leave tracker, backup assignment record, confirmation log

Urgent and Emergency Coverage

Coverage Category	Request Trigger	NDGCS Action	Facility Communication	Documentation
Extended/urgent coverage	Upon receipt or confirmation of extended or urgent staffing need	Review confirmed/assigned personnel, backup personnel, and recruiting pipeline	Facility receives status updates until coverage is resolved or escalated	Urgent request log, sourcing notes, credential confirmation, resolution record
Call-offs	Upon Facility or worker notification of absence	Activate replacement sourcing by classification and shift urgency	Facility receives status update and replacement confirmation when available	Call-off report, replacement log, communication record
No-shows	Upon Facility notification that worker failed to report	Confirm no-show status, contact worker if appropriate, and begin replacement sourcing	Facility receives status update and replacement confirmation when available	No-show report, replacement log, communication record

Weekend and holiday coverage requires additional controls because normal business operations may be reduced while resident-care needs continue. NDGCS will support these

periods through advance scheduling, availability screening, backup identification, after-hours recruiting support, and escalation procedures. Workers who are unwilling or unable to work weekends or holidays will not be relied upon for those shifts. For recurring weekend needs, NDGCS will seek to assign personnel with consistent weekend availability to reduce avoidable schedule disruption. For holiday coverage, NDGCS will identify workers in advance whenever the Facility provides advance notice of holiday staffing requirements.

NDGCS acknowledges the Facility's weekend rotation requirements as clarified in Addendum No. 1. Day-shift Agency Staff must work two full weekends consisting of Saturday and Sunday and at least one Friday day shift per month, with the Friday day shift not considered a weekend shift. Night-shift Agency Staff must work two full weekends consisting of Friday and Saturday and one Sunday night shift per month, with the Sunday night shift not considered a weekend shift. NDGCS will screen and schedule personnel based on willingness and availability to comply with these rotation requirements.

Weekend / Holiday Coverage Step	NDGCS Action
Advance schedule review	Review known weekend and holiday needs and confirm classification, shift, and reporting expectations
Availability screening	Confirm worker willingness and availability for weekend or holiday assignment
Credential review	Confirm the worker remains qualified for the assigned RN, LPN, or HSW/CNA role
Backup identification	Identify alternate personnel for higher-risk shifts when availability allows
After-hours contact	Maintain account coverage to receive call-offs, Facility updates, schedule changes, and urgent requests
Status communication	Provide confirmation, pending status, or escalation notice depending on coverage condition
Documentation	Document weekend and holiday requests, assignments, call-offs, replacements, and communications

Holiday and Important Date Coverage: NDGCS acknowledges the Facility holiday and Important Date provisions in §§4.30–4.32 and will administer holiday and Important Date coverage in accordance with the solicitation and Exhibit A. NDGCS will follow the applicable Facility rotation schedules, provide the required Important Date rotation schedule at least one month in advance, and communicate to assigned workers the consequences associated with calling off immediately before or after covered holiday or Important Date paid time. Holiday and Important Date compensation will be administered exactly in accordance with the solicitation and the completed Exhibit A pricing pages.

When a weekend or holiday shift is at risk, NDGCS will not wait until the shift start time to act if the issue is known in advance. The account team will begin replacement sourcing,

confirm alternate availability, and keep the WV Veterans Nursing Facility informed of coverage status.

Call-Off, No-Show, and Replacement Plan

NDGCS will manage call-offs and no-shows through a documented replacement procedure. The objective is to respond without delay, identify qualified available personnel, confirm credentials, communicate status to the WV Veterans Nursing Facility, and document the outcome. NDGCS will not apply unsupported response-time guarantees; the process will be initiated immediately upon notification.

Assigned staff calling off must telephone the Facility, speak directly with the RN Supervisor, and also notify NDGCS. Both notifications must occur at least two hours before the scheduled shift. Voicemail is not acceptable. Upon notification, NDGCS will make every possible effort to replace the absent worker with a qualified worker who meets the required classification, credential, and Facility-readiness requirements.

Step	NDGCS Action
Step 1: Receive and document the call-off/no-show	Record the notification source, time of notice, worker name, classification, scheduled shift, and reason if available
Step 2: Confirm position, shift, reporting location, and urgency	Confirm whether the need is RN, LPN, or HSW/CNA; confirm shift time, location, and urgency
Step 3: Activate qualified replacement sourcing	Review available confirmed/assigned personnel, backup personnel, alternate personnel, and pipeline personnel for the required classification
Step 4: Verify license/certification and assignment readiness	Confirm applicable license, certification, work eligibility, background status, and Facility-specific readiness
Step 5: Present or confirm replacement with the Facility	Provide candidate status, replacement availability, and reporting details when a qualified replacement is identified
Step 6: Confirm reporting	Confirm the replacement worker's acceptance, reporting instructions, and expected arrival/reporting status
Step 7: Document resolution and review recurring attendance issues	Document the outcome, update the attendance record, and determine whether corrective action is required

Situation	NDGCS Handling
Same-day call-off	Initiate replacement sourcing immediately upon notification; prioritize qualified personnel with current availability and completed readiness review
After-hours call-off	Route through after-hours account coverage; document the issue and activate recruiting or backup personnel without waiting for standard business hours
No-show	Confirm the worker failed to report, contact the worker if appropriate, notify the Facility that NDGCS is addressing the issue, and begin replacement sourcing
Repeated attendance problems	Review attendance history and determine whether worker counseling, removal from assignment, replacement, or escalation is required

Multiple call-offs affecting same shift period	Prioritize resident-care risk, role criticality, and Facility direction; escalate to additional recruiting resources and senior management
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NDGCS will treat call-offs and no-shows as both immediate coverage events and performance-management events. The immediate requirement is replacement coverage; the follow-up requirement is to determine whether the event reflects an isolated issue, schedule mismatch, worker reliability concern, or broader coverage risk requiring corrective action.

Planned Vacation and Leave Coverage

NDGCS will proactively manage planned vacations and leave to reduce avoidable coverage gaps. The process begins with availability tracking and worker communication. Assigned personnel will be instructed to notify NDGCS as early as possible of planned time off, vacation, recurring unavailability, or other schedule limitations. NDGCS will also monitor schedules for known gaps when recurring assignments are established.

For planned leave, NDGCS will not wait for the affected shift date to seek coverage. The account team will identify the affected classification, dates and shifts involved, required replacement qualifications, and Facility-specific instructions. Recruiting will identify backup or alternate personnel who meet the same RN, LPN, or HSW/CNA requirements. Credentialing/compliance staff will confirm readiness before the replacement is confirmed.

Planned Leave Control	NDGCS Action
Availability tracking	Maintain worker availability and known leave information for scheduled personnel
Advance notice	Require workers to report planned leave or vacation as early as possible
Schedule confirmation	Confirm affected shift, classification, date, and Facility reporting requirements
Backup personnel review	Identify qualified alternate RN, LPN, or HSW/CNA personnel
Credential readiness	Verify replacement's applicable qualification and assignment readiness
Facility notification	Notify the Facility of planned coverage adjustment or replacement status
Pre-shift confirmation	Confirm replacement assignment before the affected shift whenever practical

This approach supports continuity because planned absence coverage is handled before it becomes an urgent same-day staffing issue.

Backup Staffing, Credential Readiness, and Escalation

NDGCS will maintain a layered staffing pool for the WV Veterans Nursing Facility. The pool will be organized by role classification, availability, credential status, assignment readiness, schedule preference, and direct-care experience. It will not be treated as a single undifferentiated list of candidates.

Staffing Layer	Purpose	Application to RN, LPN, and HSW/CNA Coverage
Assigned personnel	Workers assigned to recurring or confirmed Facility shifts	Used for continuity and schedule familiarity
Backup / alternate personnel	Qualified personnel who may be available when a confirmed/assigned worker is unavailable	Used for call-offs, vacations, weekend gaps, and urgent needs
Additional recruiting pipeline	Candidates in process or available for future needs	Used when volume increases or multiple vacancies occur
Previously screened candidates	Candidates with prior review or completed documentation elements	Used to reduce avoidable delay in identifying qualified replacements
Credential-ready personnel	Personnel whose applicable credentials and required documents are current	Used for assignments requiring immediate readiness

Backup personnel will be matched to the classification and qualification requirements of the requested assignment. NDGCS acknowledges the solicitation's classification-substitution rules. An LPN cannot substitute for a requested RN, and an HSW cannot substitute for a requested LPN. If NDGCS supplies an RN for an LPN or HSW request without a different written agreement, payment treatment will follow the solicitation. Any higher-classification substitution specifically requested by the Facility will be handled only as permitted and documented in writing.

Credential readiness directly affects coverage. A replacement candidate may be available by schedule but not yet ready for Facility assignment if licensure, certification, background status, physical examination, immunization documentation, PPD, and Hepatitis B requirements, or required orientation items are incomplete. NDGCS's credential-readiness process includes verification of applicable licenses or certifications, employment eligibility, required background screening, health-clearance requirements, and Facility-specific training or orientation requirements. Replacement personnel are not treated as assignment-ready until applicable requirements have been verified or confirmed.

Communication Role	Responsibility During Coverage Issue
WV Veterans Nursing Facility contact	Issues staffing request, reports call-off/no-show, confirms schedule need, receives status updates
NDGCS account management	Owens Facility communication, documents request, coordinates internal response, provides status updates
NDGCS recruiting team	Identifies qualified available RN, LPN, or HSW/CNA personnel
NDGCS credentialing/compliance team	Confirms license, certification, background, work eligibility, physical examination, immunization documentation, PPD, and Hepatitis B requirements, Facility orientation, and Facility-specific readiness
NDGCS emergency contact / after-hours coverage	Receives and routes weekend, holiday, and after-hours staffing issues; emergency contact number will be answered or responded to within two hours on any given day or time, including weekends and holidays
NDGCS senior management	Engages when coverage risk, repeated issue, or unresolved escalation threatens continuity

During a coverage problem, the account manager will serve as the primary communication point. Recruiting will identify candidate availability, credentialing/compliance will confirm readiness, and after-hours coverage will receive and route weekend, holiday, and after-hours issues. If a shift remains at risk, the matter will be escalated to additional recruiting resources and senior management.

Coverage Documentation and Performance Monitoring

NDGCS will document coverage activity to support accountability, quality assurance, billing accuracy, and contract compliance. Documentation will be maintained for staffing requests, candidate submissions, confirmed assignments, call-offs, no-shows, replacements, planned leave, credential status, communications, and resolution steps.

Documentation Item	Purpose
Staffing request record	Captures classification, shift, date, location, Facility instructions, and urgency
Candidate submission record	Documents candidate considered or submitted for RN, LPN, or HSW/CNA coverage
Confirmed assignment record	Confirms worker, classification, shift, reporting details, and acceptance
Call-off record	Tracks worker call-off, notice time, reason if available, and coverage action
No-show record	Documents failure to report and replacement action
Replacement record	Tracks replacement sourcing, credential readiness, Facility notification, and outcome
Vacation / leave record	Tracks planned absences and proactive coverage steps
Credential status record	Confirms license/certification and readiness elements
Communication log	Records Facility updates, internal coordination, escalation, and resolution

These records provide an auditable history of staffing requests, coverage actions, communications, credential readiness, replacements, and resolution. They also support quality assurance, timekeeping and billing reconciliation, and contract compliance.

NDGCS will administer hours and payroll for shifts affected by transitions to or from Daylight Saving Time in accordance with §4.12.

NDGCS will monitor coverage performance using practical metrics tied to the WV Veterans Nursing Facility's operating needs. These measures will be used for internal management, account review, corrective action, and Facility communication as appropriate.

NDGCS will not claim unverified historical performance statistics for this contract; the table below identifies the measures NDGCS will monitor during performance.

Coverage Metric	What NDGCS Will Monitor	Purpose
Coverage / fill rate	Percentage of requested shifts filled by classification	Measures ability to meet requested RN, LPN, and HSW/CNA needs
Call-off replacement rate	Percentage of call-offs where a replacement is identified and confirmed	Measures replacement effectiveness
Attendance / no-show rate	Scheduled shifts worked versus call-offs/no-shows	Identifies reliability issues
Replacement timeliness	Time from notification to candidate identification, Facility notification, or resolution, as applicable.	Supports escalation and process improvement
Credential compliance	Percentage of assigned personnel with required credential items complete	Protects assignment readiness
Weekend / holiday coverage	Weekend and holiday shifts requested, filled, pending, or unfilled	Tracks reduced-operations-period coverage
Facility satisfaction	Facility feedback regarding communication, worker performance, and coverage support	Supports service improvement
Recurring staffing issues	Repeated absences, problem shifts, hard-to-fill classifications, or unresolved gaps	Supports corrective action and escalation

If a metric identifies a recurring issue, NDGCS will review root cause and corrective action. Repeated call-offs by a worker may result in counseling, removal, or replacement. A recurring hard-to-fill weekend shift may result in increased advance sourcing and targeted availability screening. A recurring credential delay may result in additional compliance review before candidate submission.

Contingency Plan

NDGCS will apply a contingency plan when standard coverage procedures do not resolve the issue quickly enough to protect continuity. The plan escalates from confirmed/ assigned worker to backup worker, recruiting pipeline, additional recruiting resources, account leadership, and senior management.

Coverage Risk	NDGCS Contingency Action
Confirmed/assigned worker becomes unavailable	Activate backup personnel review and begin replacement sourcing by classification
Backup worker is unavailable	Expand sourcing to additional qualified personnel and recruiting pipeline
Multiple call-offs occur simultaneously	Prioritize according to Facility direction, urgency, classification, resident-care considerations, and available qualified personnel.
Weekend or holiday shift remains unfilled	Escalate to after-hours account lead, recruiting leadership, and senior management; continue sourcing and status communication
Urgent staffing request is received	Confirm classification, shift, location, urgency, and credential requirements; begin sourcing without delay
Recurring attendance issue threatens continuity	Remove or replace unreliable worker as appropriate, review root cause, and identify more stable coverage option
Credential issue prevents replacement assignment	Do not present unready worker; identify alternate qualified candidate and notify Facility of status

Facility changes schedule or coverage need	Update staffing request, reconfirm worker availability, and document schedule change
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The escalation path is role-based. Account management owns Facility communication and documentation. Recruiting owns candidate identification. Credentialing/compliance owns readiness confirmation. After-hours coverage ensures that weekend, holiday, and after-hours events are received and routed. Senior management becomes involved when unresolved coverage risk, repeated worker issues, or multiple simultaneous gaps threaten continuity.

Closing Commitment

NDGCS will maintain a documented coverage process for all requested shifts at the WV Veterans Nursing Facility, including weekday shifts, weekend shifts, holidays, call-offs, no-shows, worker absences, vacations, and urgent staffing needs. NDGCS will support the Facility with qualified RN, LPN, and HSW/CNA personnel; confirm credential and compliance readiness before assignment; maintain 24/7 accessibility; document coverage activity; and escalate unresolved risks to protect continuity of resident care.

4. Recruiting Plan for Nursing Staff in the Clarksburg, WV Area

Clarksburg Local Recruitment Strategy

ND Global Consulting Services, Inc. (NDGCS) will recruit nursing staff for the WV Veterans Nursing Facility through a layered recruitment strategy focused first on Clarksburg, WV, then on nearby regional West Virginia candidates, then on the broader West Virginia healthcare labor market, and finally on additional regional sourcing when local and statewide supply is insufficient. The strategy prioritizes candidates who can reliably meet the Facility's reporting, scheduling, and assignment-readiness requirements. The plan is designed to identify, attract, screen, credential, and retain qualified candidates for the required classifications: Registered Nurse (RN), Licensed Practical Nurse (LPN), and Health Service Worker/Certified Nursing Assistant (HSW/CNA).

NDGCS recognizes that the WV Veterans Nursing Facility requires more than general candidate referrals. The Facility needs direct-care personnel who can report reliably to Clarksburg, WV; meet applicable license, certification, screening, and Facility-specific readiness requirements; work weekday, weekend, holiday, and urgent shifts as requested; and provide care in a nursing facility serving veterans. NDGCS will therefore prioritize candidates whose experience, schedule availability, and credential status align with a resident-care environment.

NDGCS will recruit through healthcare-specific job boards, nursing-focused digital sourcing, direct outreach, passive-candidate recruitment, referrals, social media recruiting,

re-engagement of previously screened healthcare professionals, and state or regional workforce channels. Local institutions, workforce entities, healthcare employers, schools, associations, or healthcare networks will be treated as prospective sourcing channels unless a formal relationship is established and documented. NDGCS will not represent that it has an established Clarksburg office, local partnership, school agreement, or pre-existing local recruiting relationship unless separately documented.

Recruitment Layer	Purpose	Application to WV Veterans Nursing Facility
Clarksburg local sourcing	Identify candidates already positioned to report reliably to the Facility	First-priority source for recurring and urgent RN, LPN, and HSW/CNA needs
Regional West Virginia sourcing	Expand candidate access when the immediate local pool is insufficient	Supports weekend, holiday, call-off, vacation, and recurring staffing needs
Broader West Virginia sourcing	Builds a larger statewide healthcare candidate pipeline	Supports difficult-to-fill classifications or multiple simultaneous vacancies
Additional regional sourcing	Used when local and statewide options are insufficient and the assignment remains practical	Provides contingency capacity while maintaining credential and assignment-readiness requirements

This recruitment approach is designed to prevent the Clarksburg-area labor pool from becoming a single point of failure while still prioritizing candidates who can reliably meet the Facility's reporting, scheduling, and resident-care requirements.

Target Candidate Pool and Sourcing Channels

NDGCS will focus recruitment on candidates whose experience and availability match a nursing facility environment. The target pool will include licensed nurses, certified nursing assistants, personnel with long-term-care experience, candidates with rehabilitation or nursing-facility experience, candidates specifically available for recurring or temporary assignments, and candidates available for weekend and holiday coverage.

Candidate Group	Recruitment Source	Recruitment Approach	Value to WV Veterans Nursing Facility
Experienced RNs	Local and regional healthcare job boards, nursing networks, direct outreach, NDGCS healthcare database	Identify licensed RNs with direct-care, nursing facility, hospital, rehabilitation, or long-term-care experience	Supports RN coverage for resident care, clinical documentation, and facility staffing needs
LPNs	West Virginia healthcare labor market, nursing job boards, direct outreach, candidate referrals	Recruit LPNs with long-term-care, rehabilitation, medication support, and patient monitoring experience where applicable	Supports practical nursing coverage and continuity of care
HSW/CNAs	Local caregiver and healthcare support labor	Recruit personnel with valid West Virginia CNA certification, good standing	Supports hands-on resident assistance and daily care needs

	pool, CNA job boards, referrals, direct sourcing	with the West Virginia Nurse Aide Registry, ADL support experience, resident-care experience, and schedule availability	
Long-term-care / rehabilitation personnel	Nursing-facility, skilled-nursing, rehabilitation, and geriatric-care candidate pools	Target candidates familiar with resident care, mobility support, documentation, and interdisciplinary coordination	Improves fit for the Facility's resident-care setting
Weekend/holiday availability candidates	Availability-based screening during recruitment	Identify candidates who affirm interest in weekend, holiday, or non-standard scheduling before active submission	Supports difficult-to-fill scheduling periods
PRN / per-diem / temporary candidates	Per-diem nursing boards, direct outreach, referral recruitment, database re-engagement	Identify candidates seeking flexible, recurring, or supplemental healthcare assignments	Supports open-end and variable staffing needs

NDGCS will use a combination of digital, direct, and relationship-based recruiting channels to build the Clarksburg-area pipeline. Healthcare job boards and nursing-specific boards will be used to reach candidates actively seeking healthcare assignments. Professional nursing networks and direct sourcing will be used to contact passive candidates whose experience aligns with Facility needs. Employee referrals and re-engagement campaigns will be used to identify candidates who may be available for future WV Veterans Nursing Facility assignments.

Sourcing Channel	How NDGCS Will Use It for Clarksburg, WV Recruitment
Healthcare job boards	Post and search for RN, LPN, and HSW/CNA candidates interested in direct-care assignments in or around Clarksburg, WV
Nursing-specific job boards	Target licensed nursing candidates with RN and LPN qualifications
General employment platforms	Use healthcare filters, location filters, schedule keywords, and direct-care terminology
Professional nursing networks	Conduct direct searches and outreach to licensed nursing professionals
State and regional workforce resources	Use available public workforce channels as prospective outreach tools for healthcare talent
Local healthcare employment networks	Identify prospective local healthcare candidate sources without claiming unsupported formal partnerships
Nursing schools and healthcare training programs	Treat local and regional training programs as prospective channels for future outreach where appropriate
Employee referrals	Encourage referrals from qualified healthcare personnel and previously screened candidates
Social media recruiting	Use targeted healthcare staffing posts and direct outreach focused on Clarksburg, WV availability
NDGCS healthcare database	Search previously screened healthcare candidates by classification, location, license/certification, and availability
Re-engagement campaigns	Contact previously screened or prior-assignment healthcare professionals to confirm current interest and availability

This sourcing structure allows NDGCS to recruit for both immediate staffing needs and future coverage requirements without relying on a single candidate source.

Local and Regional Talent Pipeline

NDGCS will build and maintain a role-specific talent pipeline for the WV Veterans Nursing Facility. The pipeline will be organized by classification, credential status, geographic availability, schedule preference, facility experience, and readiness stage. The objective is to support routine staffing requests and urgent needs without restarting recruitment from the beginning each time the Facility requests coverage.

The pipeline will include candidates in different readiness stages. Some candidates may be ready for submission after credential confirmation. Others may be in screening, pending documentation, or available for future assignments. NDGCS will maintain communication with qualified candidates between assignments so the pipeline remains active and current.

Pipeline Element	NDGCS Action	How It Supports Facility Coverage
Pre-screened candidates	Screen candidates for classification, experience, location, availability, and interest	Creates a source of potential RN, LPN, and HSW/CNA candidates
Role-specific pools	Maintain separate RN, LPN, and HSW/CNA candidate groupings	Prevents mismatched submissions and improves request-specific sourcing
License/certification tracking	Track candidate license or valid West Virginia CNA certification and good standing with the West Virginia Nurse Aide Registry	Supports assignment-readiness review
Geographic availability	Identify whether candidate can report to Clarksburg, WV reliably	Reduces commute-related attendance risk
Shift preference tracking	Track weekday, weekend, holiday, recurring, PRN, and temporary availability	Supports schedule-specific matching
Long-term-care experience tracking	Identify candidates with nursing-facility, rehabilitation, geriatric, or resident-care experience	Improves fit for the Facility setting
Backup candidate identification	Maintain alternates for higher-risk shifts or recurring needs	Supports call-offs, vacations, and urgent replacement needs
Re-engagement	Contact previously screened candidates to update availability and interest	Keeps the pipeline current
Candidate communication	Maintain contact with qualified candidates between assignments	Supports recurring and future coverage

The local and regional pipeline will connect directly to urgent and recurring staffing needs. Candidates will be evaluated by whether they can realistically report to Clarksburg, WV; meet the Facility's requirements; accept the schedule needed; and function in a nursing facility serving veterans.

RN, LPN, and HSW/CNA Recruitment Strategy

NDGCS will recruit each required classification through a role-specific strategy. While all candidates must meet basic employment, screening, and Facility-readiness requirements, RN, LPN, and HSW/CNA roles require different recruiting emphasis.

RN Recruitment Strategy

NDGCS will recruit RNs through local job postings, direct outreach, healthcare-specific digital sourcing, passive-candidate recruitment, referrals, and database re-engagement. RN recruitment will prioritize candidates with a valid West Virginia Registered Nurse license, good standing with the West Virginia Board of Nurses, current CPR certification, current WV Food Handler Card, completion of Facility orientation/training, and ability to perform the RN duties and requirements in §4.36. New graduate RNs will receive the required extended orientation with an RN Supervisor.

RN Recruitment Component	NDGCS Action
License review	Verify valid West Virginia Registered Nurse license and good standing with the West Virginia Board of Nurses status before treating the candidate as assignment-ready
Local sourcing	Search for RN candidates who can reliably report to Clarksburg, WV
Regional sourcing	Expand to nearby and broader West Virginia RN candidates when local availability is limited
Direct outreach	Contact RNs with relevant direct-care or nursing-facility experience
Passive recruitment	Approach qualified RNs who may not be actively applying but may consider recurring, PRN, or temporary work
Experience screening	Review nursing-facility, long-term-care, rehabilitation, geriatric, and resident-care experience
Availability screening	Confirm weekday, weekend, holiday, recurring, and urgent-shift availability
Assignment interest	Confirm interest in serving a veteran-focused nursing facility
Backup pipeline	Maintain alternate RN candidates for call-offs, vacations, and future requests

NDGCS will not rely solely on candidates who apply to postings. Recruiters will conduct direct searches for RNs who appear to match the Facility's needs and then confirm interest, availability, licensure, and assignment readiness before advancing the candidate.

LPN Recruitment Strategy

NDGCS will recruit LPNs with emphasis on direct-care, long-term-care, rehabilitation, medication-related experience where applicable, resident monitoring, documentation, and team-based care support. LPN recruitment will prioritize candidates with a valid West Virginia Licensed Practical Nurse license, good standing with the West Virginia Board of Nurses, current CPR certification, current WV Food Handler Card, completion of Facility orientation/training, and ability to perform the LPN duties and requirements in §4.37. New graduate LPNs will receive the required extended orientation with an LPN Supervisor.

LPN Recruitment Component	NDGCS Action
License verification	Confirm valid West Virginia Licensed Practical Nurse license and good standing with the West Virginia Board of Nurses status before assignment readiness
Long-term-care focus	Target LPNs with nursing-facility, rehabilitation, geriatric, or resident-care experience
Direct-care screening	Review experience with resident monitoring, care documentation, and clinical-team support
Medication-related experience	Review medication-related background where applicable to the role and Facility requirements
Schedule availability	Confirm weekday, weekend, holiday, recurring, and short-notice availability
Local sourcing	Prioritize LPN candidates who can reliably report to Clarksburg, WV
Regional sourcing	Expand to broader West Virginia candidates when needed
Backup pipeline	Maintain alternate LPN candidates for planned leave, call-offs, and urgent needs

NDGCS will evaluate LPNs for both qualification and fit. A candidate who is licensed but unable to meet the Facility's schedule, reporting location, or care environment requirements will not be treated as a preferred candidate for this contract.

HSW/CNA Recruitment Strategy

NDGCS will recruit HSW/CNA personnel for direct resident-care support at the WV Veterans Nursing Facility. HSW personnel must be Certified Nursing Assistants. NDGCS will recruit HSW/CNA personnel who hold a valid West Virginia CNA certification, are certified and in good standing with the West Virginia Nurse Aide Registry, possess current CPR certification, maintain a current WV Food Handler Card, and have a high school diploma or GED. New graduate HSW/CNAs will complete the required extended orientation with an HSW Supervisor.

HSW/CNA Recruitment Component	NDGCS Action
Qualification verification	Verify valid West Virginia CNA certification
Long-term-care focus	Target candidates with nursing-facility, rehabilitation, or geriatric-care experience
ADL support screening	Screen for experience assisting with activities of daily living
Resident-care experience	Review experience with patient/resident observation, condition reporting, and safe-environment support
Availability screening	Confirm weekday, weekend, holiday, recurring, and short-notice availability
Local sourcing	Prioritize candidates able to report consistently to Clarksburg, WV
Regional sourcing	Expand to regional candidates when local availability is insufficient
Backup pipeline	Maintain alternate HSW/CNA personnel for call-offs, vacations, and recurring shift needs

For HSW/CNA candidates, NDGCS will place particular emphasis on reliability, resident-care experience, and schedule fit. Availability will be verified before candidates are placed into the active staffing pipeline.

Candidate Attraction and Difficult-to-Fill Shifts

NDGCS will attract local and regional candidates by presenting WV Veterans Nursing Facility assignments accurately and professionally. The recruitment message will focus on the nature of the work, the public-sector healthcare setting, the veteran-focused care environment, recurring or temporary assignment opportunities, and the availability of weekday, weekend, holiday, PRN, or per-diem scheduling where applicable.

Candidate Attraction Factor	How NDGCS Will Present It
Veteran-focused care environment	Opportunity to support residents in a public-sector veterans nursing facility
Recurring assignments	Potential for continuity when Facility needs and candidate availability align
Shift flexibility	Weekday, weekend, holiday, temporary, PRN, or per-diem opportunities as requested
Direct-care experience	Opportunity to apply RN, LPN, or HSW/CNA skills in a nursing facility environment
Public-sector healthcare support	Opportunity to serve a State-supported healthcare facility
Clear expectations	Transparent communication regarding reporting location, shift, role, credential requirements, and readiness steps
Weekend/holiday availability	Opportunity for candidates who specifically seek weekend or holiday assignments

Difficult-to-fill shifts will be addressed through availability-based sourcing. Recruiters will identify candidates who are specifically available for the shift type rather than submitting candidates who are qualified but unavailable or unlikely to accept the schedule. This is particularly important for weekend shifts, holiday shifts, night or early shifts if requested, short-notice needs, recurring hard-to-fill assignments, and multiple simultaneous vacancies.

Difficult-to-Fill Need	NDGCS Recruitment Action
Weekend shifts	Screen candidates for weekend interest before adding them to the weekend pipeline
Holiday shifts	Identify candidates willing to accept holiday work and confirm availability in advance when possible
Night / early shifts if applicable	Screen for shift preference and ability to report reliably at the requested time
Short-notice requests	Search credential-ready or previously screened candidates first
Recurring hard-to-fill shifts	Build a targeted sub-pipeline of candidates interested in recurring assignments with that schedule
Multiple simultaneous vacancies	Activate additional recruiters, broaden sourcing tiers, and prioritize by Facility urgency and classification
Repeated unfilled role	Review candidate feedback, schedule conditions, requirements, and sourcing strategy for adjustment

The purpose of this process is to prevent schedule mismatches. NDGCS will identify and track candidates based on the actual shift conditions that affect acceptance and attendance.

Recruitment Funnel and Responsibilities

NDGCS will use a structured recruitment funnel so candidate identification, screening, qualification review, and Facility presentation occur in a controlled sequence. The funnel prevents unqualified or unavailable candidates from entering the active staffing process.

Recruitment Stage	NDGCS Action	Responsible Function
1. Identify staffing requirement	Confirm classification, shift, date, reporting location, urgency, and Facility-specific requirements	Account Manager
2. Search local and regional candidate pools	Search RN, LPN, and HSW/CNA pools by location, credential, availability, and experience	Healthcare Recruiters
3. Conduct direct outreach	Contact active and passive candidates matching the request	Healthcare Recruiters
4. Screen interested candidates	Confirm interest, classification, location, schedule availability, and direct-care fit	Healthcare Recruiters
5. Verify license/certification	Confirm valid West Virginia RN license or valid West Virginia LPN license and good standing with the West Virginia Board of Nurses, or valid West Virginia CNA certification and good standing with the West Virginia Nurse Aide Registry for HSW/CNA personnel	Credentialing/Compliance Team
6. Conduct qualification and experience review	Review nursing-facility, long-term-care, rehabilitation, resident-care, or relevant clinical experience	Recruiters with Account Manager oversight
7. Complete required compliance screening	Confirm WVCARES eligibility/background check, solicitation-required 12-panel drug screen, WV license/CNA registry verification, CPR, WV Food Handler Card, PPD/Hepatitis B, required physical/immunization documentation, confidentiality agreement, Facility orientation/PCC/Admin training, and Facility approval before reporting	Credentialing/Compliance Team
8. Confirm availability	Confirm candidate can work the specific schedule and report to Clarksburg, WV	Recruiter / Account Manager
9. Confirm Facility-specific readiness	Confirm applicable orientation, training, documentation, health-clearance, and other Facility-specific readiness requirements.	Credentialing/Compliance Team
10. Present qualified candidate	Submit or confirm candidate to Facility according to the agreed process	Account Manager
11. Confirm assignment	Confirm candidate acceptance, reporting details, and start instructions	Account Manager
12. Maintain candidate relationship	Track performance, availability, future interest, and backup status	Recruiter / Account Manager

Recruiting and credentialing will work together throughout the process. Recruiters will assess role fit, experience, geographic availability, schedule availability, and candidate interest. Credentialing/Compliance will verify applicable license or certification status and assignment-readiness requirements before a candidate is advanced for Facility assignment.

NDGCS Function	Recruitment Responsibility
Account Manager	Receives Facility staffing needs, confirms classification and shift details, coordinates communication, and tracks status
Healthcare Recruiters	Source local and regional RN, LPN, and HSW/CNA candidates; conduct outreach; screen availability and experience
Credentialing/Compliance Team	Verify WV RN/LPN licensure or WV CNA registry status, WVCARES eligibility/background check, solicitation-required 12-panel drug screen, CPR, WV Food Handler Card, work eligibility, physical/immunization documentation, PPD/Hepatitis B, orientation/PCC/Admin training, and Facility approval before reporting
Recruiting Leadership	Supports difficult-to-fill needs, assigns additional recruiting resources, monitors pipeline sufficiency
Senior Management	Engages when recurring sourcing issues, multiple vacancies, or continuity risks require executive-level escalation

Pipeline Maintenance, Metrics, and Contingency

NDGCS will maintain the Clarksburg, WV and regional candidate pipeline through ongoing communication, availability updates, assignment feedback, and re-engagement. The objective is to prevent the pipeline from becoming stale and to maintain access to candidates who remain interested in future WV Veterans Nursing Facility assignments.

NDGCS acknowledges that vendor staff must work at least **three days per month** to remain eligible for PRN status with the Facility. NDGCS will track PRN assignment history and availability to avoid relying on personnel who do not meet the Facility's PRN eligibility requirement.

Pipeline Maintenance Activity	NDGCS Action
Regular candidate communication	Maintain contact with qualified local and regional candidates
Availability updates	Confirm current schedule, shift preference, and future interest
Re-engagement	Contact previously screened candidates when new Facility needs arise
Assignment feedback	Capture candidate and Facility feedback after assignments
Scheduling preferences	Track weekday, weekend, holiday, PRN, per-diem, and recurring shift interest
Backup availability	Identify candidates willing to serve as alternate coverage
Post-assignment contact	Maintain relationship after assignment completion
Future WV VNF interest	Flag candidates interested in future WV Veterans Nursing Facility assignments

NDGCS will monitor recruitment metrics under this contract to evaluate pipeline health, candidate responsiveness, and ability to support the WV Veterans Nursing Facility's staffing needs. These are contract-management metrics NDGCS will monitor; they are not presented as historical performance results for this specific contract.

Metric	What Will Be Tracked	Purpose
Number of qualified local candidates	Count of candidates in or near Clarksburg, WV who meet basic role and availability criteria	Measures local pipeline strength
RN pipeline	Number and status of RN candidates by readiness stage	Tracks RN coverage capacity
LPN pipeline	Number and status of LPN candidates by readiness stage	Tracks LPN coverage capacity
HSW/CNA pipeline	Number and status of HSW/CNA candidates by readiness stage	Tracks CNA/HSW coverage capacity
Candidate response rate	Candidate responses to outreach, postings, and re-engagement	Evaluates sourcing effectiveness
Screening-to-qualified rate	Candidates screened compared to candidates meeting role and readiness criteria	Measures candidate quality
Qualified-candidate submission rate	Qualified candidates submitted or confirmed for Facility needs	Measures active recruiting output
Time from staffing request to qualified candidate identification	Time between Facility request and identification of potential qualified candidate	Supports process improvement
Weekend / holiday candidate availability	Candidates available for weekend or holiday work	Tracks difficult-to-fill shift capacity
Candidate acceptance rate	Candidates who accept proposed assignments	Identifies attraction and fit issues
Assignment fill rate	Requested shifts filled by classification	Measures staffing effectiveness
Candidate retention / re-engagement	Candidates willing to accept future assignments	Supports recurring coverage
Hard-to-fill position trends	Repeated sourcing difficulty by shift, classification, or schedule	Supports escalation and recruiting adjustment

If the Clarksburg, WV candidate pool is insufficient, NDGCS will escalate recruitment in a controlled sequence while maintaining credential and assignment-readiness standards. NDGCS will not reduce screening requirements to fill a shift. Geographic sourcing may expand, but qualification and readiness controls will remain in place.

Escalation Level	Recruitment Action
Level 1: Local Clarksburg sourcing	Search and contact local RN, LPN, and HSW/CNA candidates
Level 2: Regional West Virginia sourcing	Expand to nearby West Virginia candidates able to report reliably

Level 3: Broader healthcare candidate database	Search NDGCS healthcare database for candidates with West Virginia availability or interest
Level 4: Additional direct sourcing	Increase direct outreach to passive candidates and healthcare workers
Level 5: Re-engagement	Contact previously screened healthcare professionals for updated availability
Level 6: Expanded recruiting resources	Assign additional recruiters or recruiting leadership support to the need
Level 7: Additional regional / relocation sourcing where appropriate	Expand outreach beyond the immediate local market only when feasible and permissible

When recruitment expands geographically, NDGCS will continue to confirm whether the candidate can reliably meet reporting requirements, accept the schedule, satisfy credential requirements, and complete any Facility-specific readiness steps. NDGCS will present only candidates whose availability and geographic circumstances support reliable reporting to the Facility.

Closing Commitment

NDGCS will use a layered local and regional recruitment strategy to maintain qualified RN, LPN, and HSW/CNA pipelines for the WV Veterans Nursing Facility in Clarksburg, WV. The recruitment plan prioritizes candidates who can reliably meet the Facility's scheduling, reporting, credentialing, and resident-care requirements. NDGCS will build and maintain local and regional candidate pools, screen candidates for role fit and availability, confirm license or certification readiness, support urgent and recurring staffing requests, and monitor recruitment effectiveness throughout the contract period.

5. Appendix — Direct Care Staffing Experience Evidence



HWL
2655 Northwinds Pkwy, Alpharetta, GA 3009
Phone: 407-308-3979
Email: kgriffin@hwlworks.com

June 23, 2025

To Whom It May Concern,

It is my pleasure to provide this letter of reference for ND Global Consulting Services, Inc.

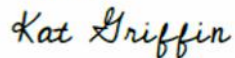
HWL has partnered with ND Global Consulting Services, Inc. for healthcare staffing support, since 2024. During this time, their team has been highly responsive, professional, and committed to excellence. ND Global Consulting Services, Inc. has provided us with qualified Registered Nurses (RNs). These professionals have consistently integrated seamlessly into our clinical workflow and contributed significantly to meeting our patient care and operational needs.

ND Global demonstrates a clear understanding of the unique staffing requirements in a healthcare setting, delivering credentialed professionals in a timely and efficient manner. Their communication, credentialing process, and reliability have made them a trusted partner. ND Global is currently ranked among the top 25 vendors with HWL, and are consistently climbing the rankings.

We value our collaboration with ND Global Consulting Services, Inc. and strongly recommend them as a dependable healthcare staffing provider.

If further information is needed, please do not hesitate to contact me.

Sincerely,



Kat Griffin

Director of Supplier Engagement

HWL



August 12, 2026

To Whom It May Concern,

It is my pleasure to provide this letter of reference for ND Global Consulting Services, Inc. (NDGCS) in support of its response to the West Virginia Veterans Nursing Facility Direct Care Staffing Services solicitation, CRFQ 0613 VNF2700000001.

New Progressions LLC has worked with NDGCS from 2024 to the present on healthcare staffing and operational support engagements requiring coordination, compliance, staffing, credentialing, scheduling, and program support in healthcare environments. During this period, NDGCS has demonstrated the ability to support nursing and healthcare staffing needs while maintaining clear communication, regulatory awareness, and dependable operational follow-through.

NDGCS has supported healthcare staffing requirements involving nursing staff across multiple specialties, allied health professionals, locum tenens providers, and administrative, compliance, and program support resources. Their work has included support for healthcare operations, scheduling, credentialing, reporting requirements, and coordination across hospitals, EMS agencies, public health departments, and community organizations.

For direct-care staffing environments, NDGCS has demonstrated the operational capabilities required to recruit, screen, credential, and coordinate healthcare personnel who can support patient-care continuity and facility operations. Their team understands the importance of matching personnel to the required role, confirming credential readiness, maintaining communication with facility points of contact, and supporting continuity when staffing needs change.

Based on our experience, NDGCS has the capability to support staffing assignments involving Registered Nurses (RNs), Licensed Practical Nurses (LPNs), Certified Nursing Assistants (CNAs), allied health professionals, and related healthcare support personnel, provided the staffing categories are requested and authorized under the applicable contract. NDGCS's approach to healthcare staffing, compliance management, scheduling support, credentialing coordination, and reporting aligns with the type of disciplined workforce support required in nursing, long-term care, rehabilitation, public-sector healthcare, and resident-care environments.

NDGCS has consistently demonstrated professionalism, responsiveness, and a commitment to meeting healthcare staffing requirements while maintaining communication and compliance discipline. Their ability to coordinate staffing resources, support credentialing and documentation requirements, and adapt to changing healthcare operational needs makes them a reliable partner for healthcare staffing engagements.

New Progressions LLC recommends ND Global Consulting Services, Inc. for healthcare staffing contracts requiring qualified nursing personnel, direct-care staffing support, credentialing coordination, scheduling support, compliance management, and operational accountability.

Please feel free to contact me if additional information is required.

In Service,

Dr. Nikichelle Tanks

Dr. Nikichelle Tanks, MSLD, CAMS, DHL, DHA

Chief Operating Officer

Phone: (404) 565-2249

Email: nikichelle.tanks@newprogressions.com

5526 Old National Hwy Ste. B Atlanta, GA 30349 Phone: 404.565.2249 Fax: 404.393.7420

<https://www.newprogressionsllc.com>



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

State of West Virginia
Centralized Request for Quote
Service - Prof

Proc Folder: 2029895			Reason for Modification:
Doc Description: Direct Care Staffing Services			
Proc Type: Central Master Agreement			
Date Issued	Solicitation Closes	Solicitation No	Version
2026-08-05	2026-08-20 13:30	CRFQ 0613 VNF2700000001	1

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

VENDOR		
Vendor Customer Code: VS0000051044		
Vendor Name : ND Global Consulting Services, Inc.		
Address : 3721 South Stonebridge Drive #1101 McKinney, TX-75070		
Street : 3721 South Stonebridge Drive #1101		
City : McKinney		
State : TX	Country : USA	Zip : 75070
Principal Contact : Naveen Kumar Poththuri		
Vendor Contact Phone: 646-468-9127	Extension:	

FOR INFORMATION CONTACT THE BUYER
Jessica L Riley 304-558-0246 jessica.l.riley@wv.gov

Vendor Signature X <i>Naveen Kumar Poththuri</i>	FEIN# 464224794	DATE 08/17/2026
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All offers subject to all terms and conditions contained in this solicitation

REQUEST FOR QUOTATION

CRFQ VNF27*01

DIRECT CARE STAFFING SERVICES

11. MISCELLANEOUS:

- 11.1. Manager:** Vendors must designate and maintain a primary manager responsible for overseeing Vendor's responsibilities under the Agreement. The manager must be available during normal business hours to address any customer service or other issues related to the agreement. Vendor shall supply its Manager contact information upon request.
- 11.2. Emergency Contact:** Vendors must designate and maintain an emergency contact responsible for any staffing issues that may arise outside of normal business hours. The emergency contact number must be answered or responded to within 2 hours on any given day or time, including weekends or holidays. Vendors shall supply its emergency contact information upon request.

Contract Manager: Naveen Kumar Poththuri

Office Manager: Naveen Kumar Poththuri

Cell Number: 646-468-9127

Fax Number: 718-472-9392

Email Address: fsled@ndgcs.com

Exhibit A - Pricing Page
Direct Care Staffing Services

Registered Nurse (RN)

for the time period of:
September 14, 2026 through September 13, 2027

Item No.	Description Of Services	Estimated Hours*	Hourly Rate	Subtotal
1	Weekday Regular Rate	1,950	\$77.00	\$ 150,150.00 -
2	Weekend Regular Rate	750	\$82.00	\$ 61,500.00 -
			Grand Total	\$ 211,650.00 -

*Estimated number of hours is not guaranteed. There may be multiple awards and estimated hours may be dispersed amongst multiple vendors. See the Specifications for additional information.

- Actual number of hours needed will be sent separately, to lowest bidder first, then next lowest, etc.
- Vendor must complete, sign and return this Pricing Page.
- Pertinent Pricing information:
 - Shift Differential - see Section 2.22 (extra \$1 per hour worked between 3:00 p.m. and 7:00 a.m.)
 - Weekend - see Section 2.26 (hours between Saturday at 12:01 a.m. and Sunday at midnight)
 - Work Week - see Section 2.27 (the 7 day period beginning Saturday at 12:01 a.m. and ending the following Friday at midnight)
 - Vendor Accessibility - see Section 3.2 (Vendor shall be accessible 24/7, including weekends and holidays)
 - Multiple Awards - see Section 4.1
 - Staff qualifications - see Section 4 (entire section)
 - Unpaid staff training - see Section 4.10.2 (if staff does not work after training, the time in training will not be paid)
 - Holiday Pay - see Section 4.30 (will be 2 times the regular rate for up to 8 hours)
 - Other Important Dates - see Section 4.32 (will be 1.5 times the regular rate for up to 8 hours)
 - Overtime - see Section 4.34 (paid at 1.5 times the regular rate only after 40 hours worked in a work week)

Vendor Information			
Vendor:	ND Global Consulting Services, Inc.	*Printed Name	Naveen Kumar Poththuri
Address:	3721 South Stonebridge Drive #1101	Title	Founder & Vice President
	McKinney, TX-75070	*Signature	<i>Naveen Kumar Poththuri</i>
Office Phone:	646-468-9127	*I hereby certify I am authorized by the Vendor to sign this document.	
Cell Phone	646-468-9127		
Fax	718-472-9392	Email:	fsled@ndgcs.com

Exhibit A - Pricing Page
Direct Care Staffing Services
Licensed Practical Nurse (LPN)

for the time period of:
September 14, 2026 through September 13, 2027

Item No.	Description Of Services	Estimated Hours*	Hourly Rate	Subtotal
1	Weekday Regular Rate	5,500	\$55.00	\$ 302,500.00 -
2	Weekend Regular Rate	2,250	\$58.00	\$ 130,500.00 -
			Grand Total	\$ 433,000.00 -

*Estimated number of hours is not guaranteed. There may be multiple awards and estimated hours may be dispersed amongst multiple vendors. See the Specifications for additional information.

- Actual number of hours needed will be sent separately, to lowest bidder first, then next lowest, etc.
- Vendor must complete, sign and return this Pricing Page.
- Pertinent Pricing information:
 - Shift Differential - see Section 2.22 (extra \$1 per hour worked between 3:00 p.m. and 7:00 a.m)
 - Weekend - see Section 2.26 (hours between Saturday at 12:01 a.m. and Sunday at midnight)
 - Work Week - see Section 2.27 (the 7 day period beginning Saturday at 12:01 a.m. and ending the following Friday at midnight)
 - Vendor Accessibility - see Section 3.2 (Vendor shall be accessible 24/7, including weekends and holidays)
 - Multiple Awards - see Section 4.1
 - Staff qualifications - see Section 4 (entire section)
 - Unpaid staff training - see Section 4.10.2 (if staff does not work after training, the time in training will not be paid)
 - Holiday Pay - see Section 4.30 (will be 2 times the regular rate for up to 8 hours)
 - Other Important Dates - see Section 4.32 (will be 1.5 times the regular rate for up to 8 hours)
 - Overtime - see Section 4.34 (paid at 1.5 times the regular rate only after 40 hours worked in a work week)

Vendor Information			
Vendor:	ND Global Consulting Services, Inc.	*Printed Name	Naveen Kumar Poththuri
Address:	3721 South Stonebridge Drive #1101	Title	Founder & Vice President
	McKinney, TX-75070	*Signature	<i>Naveen Kumar Poththuri</i>
Office Phone:	646-468-9127	*I hereby certify I am authorized by the Vendor to sign this document.	
Cell Phone	646-468-9127		
Fax	718-472-9392	Email:	fsled@ndgcs.com

Exhibit A - Pricing Page
Direct Care Staffing Services
Health Service Worker (HSW)

for the time period of:
September 14, 2026 through September 13, 2027

Item No.	Description Of Services	Estimated Hours*	Hourly Rate	Subtotal
1	Weekday Regular Rate	6,250	\$34.00	\$ 212,500.00 -
2	Weekend Regular Rate	2,500	\$38.00	\$ 95,000.00 -
			Grand Total	\$ 307,500.00 -

*Estimated number of hours is not guaranteed. There may be multiple awards and estimated hours may be dispersed amongst multiple vendors. See the Specifications for additional information.

- Actual number of hours needed will be sent separately, to lowest bidder first, then next lowest, etc.
- Vendor must complete, sign and return this Pricing Page.
- Pertinent Pricing information:
 - Shift Differential - see Section 2.22 (extra \$1 per hour worked between 3:00 p.m. and 7:00 a.m)
 - Weekend - see Section 2.26 (hours between Saturday at 12:01 a.m. and Sunday at midnight)
 - Work Week - see Section 2.27 (the 7 day period beginning Saturday at 12:01 a.m. and ending the following Friday at midnight)
 - Vendor Accessibility - see Section 3.2 (Vendor shall be accessible 24/7, including weekends and holidays)
 - Multiple Awards - see Section 4.1
 - Staff qualifications - see Section 4 (entire section)
 - Unpaid staff training - see Section 4.10.2 (if staff does not work after training, the time in training will not be paid)
 - Holiday Pay - see Section 4.30 (will be 2 times the regular rate for up to 8 hours)
 - Other Important Dates - see Section 4.32 (will be 1.5 times the regular rate for up to 8 hours)
 - Overtime - see Section 4.34 (paid at 1.5 times the regular rate only after 40 hours worked in a work week)

Vendor Information			
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