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## Header 5

 List View

## General Information

Contact

Default Values

Discount

Document Information

Clarification Request

Procurement Folder: 2029895

Procurement Type: Central Master Agreement

Vendor ID: VS0000019192 

Legal Name: CYNET HEALTH INC

Alias/DBA:

Total Bid: \$943,447.50

Response Date: 08/25/2026 

Response Time: 16:35

Responded By User ID: WVCynet 

First Name: Brian

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Phone: (571) 249-1204

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: 5

Total of All Attachments: 5



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 ESR08252600000001369 | 1       |

**VENDOR**  
VS0000019192  
CYNET HEALTH INC

**Solicitation Number:** CRFQ 0613 VNF2700000001  
**Total Bid:** 943447.5  
**Response Date:** 2026-08-25  
**Response Time:** 16:35:54  
**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 |     |            |            | 943447.50                   |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 85101601  |              |               |         |

**Commodity Line Comments:** Cynet Health is pleased to submit its offer for Direct Care Staffing Services in support of the West Virginia Veterans Nursing Facility. Our pricing reflects our commitment to providing qualified healthcare professionals, including Registered Nurses (RNs), Licensed Practical Nurses (LPNs), and Health Service Workers (HSWs/ CNAs), while supporting the Facilitys staffing requirements through a reliable and compliant workforce solution. Detailed weekday and weekend hourly rates are provided in the completed and signed Exhibit A pricing pages submitted with this response.

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



**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            | \$71.55            | \$ 139,522.50 -        |
| 2        | Weekend Regular Rate    | 750              | \$75.60            | \$ 56,700.00 -         |
|          |                         |                  | <b>Grand Total</b> | <b>\$ 196,222.50 -</b> |

\*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:            | <u>Cynet Health Inc.</u>         | *Printed Name                                                          | <u>Brian Clark</u>              |
| Address:           | <u>21000 Atlantic Blvd 700</u>   | Title                                                                  | <u>VP Proposal Management</u>   |
|                    | <u>Sterling, Virginia, 20166</u> | *Signature                                                             |                                 |
| Office Phone:      | <u>844-442-5627</u>              | *I hereby certify I am authorized by the Vendor to sign this document. |                                 |
| Cell Phone         | <u>NA</u>                        |                                                                        |                                 |
| Fax                | <u>866-838-0907</u>              | Email:                                                                 | <u>localgov@cynethealth.com</u> |

**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            | \$52.95            | \$ 291,225.00 -        |
| 2        | Weekend Regular Rate    | 2,250            | \$54.00            | \$ 121,500.00 -        |
|          |                         |                  | <b>Grand Total</b> | <b>\$ 412,725.00 -</b> |

\*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:            | <u>Cynet Health Inc.</u>         | *Printed Name                                                          | <u>Brian Clark</u>              |
| Address:           | <u>21000 Atlantic Blvd 700</u>   | Title                                                                  | <u>VP Proposal Management</u>   |
|                    | <u>Sterling, Virginia, 20166</u> | *Signature                                                             |                                 |
| Office Phone:      | <u>844-442-5627</u>              | *I hereby certify I am authorized by the Vendor to sign this document. |                                 |
| Cell Phone         | <u>NA</u>                        |                                                                        |                                 |
| Fax                | <u>866-838-0907</u>              | Email:                                                                 | <u>localgov@cynethealth.com</u> |

**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            | \$38.32            | \$ 239,500.00 -        |
| 2        | Weekend Regular Rate    | 2,500            | \$38.00            | \$ 95,000.00 -         |
|          |                         |                  | <b>Grand Total</b> | <b>\$ 334,500.00 -</b> |

\*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:            | <u>Cynet Health Inc.</u>         | *Printed Name                                                          | <u>Brian Clark</u>              |
| Address:           | <u>21000 Atlantic Blvd 700</u>   | Title                                                                  | <u>VP Proposal Management</u>   |
|                    | <u>Sterling, Virginia, 20166</u> | *Signature                                                             |                                 |
| Office Phone:      | <u>844-442-5627</u>              | *I hereby certify I am authorized by the Vendor to sign this document. |                                 |
| Cell Phone         | <u>NA</u>                        |                                                                        |                                 |
| Fax                | <u>866-838-0907</u>              | Email:                                                                 | <u>localgov@cynethealth.com</u> |

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: CRFQ VNF27000000C**

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

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

**Addendum Numbers Received:**

(Check the box next to each addendum received)

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

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

\_\_\_\_\_  
Cynet Health Inc.

Company

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
August 25, 2026

Date

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

Revised 6/8/2012

# State of West Virginia



## Certificate

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

**CYNET HEALTH INC.**

a corporation formed under the laws of Delaware filed an application to be registered as a foreign corporation authorizing it to transact business in West Virginia. The application was found to conform to law and a "Certificate of Authority" was issued by the West Virginia Secretary of State on July 11, 2018.

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

Accordingly, I hereby issue this Certificate of Authorization

## CERTIFICATE OF AUTHORIZATION

Validation ID:1WV1A\_K3TMT



*Given under my hand and the  
Great Seal of the State of  
West Virginia on this day of  
January 29, 2026*

*Secretary of State*



## **WEST VIRGINIA VETERANS NURSING FACILITY**

### **Response to Centralized Request for Quote (CRFQ)**

#### **Department of Administration, Purchasing Division**

**2019 Washington Street East, 50130**

**Charleston, WV 25305-0130**

**Direct Care Staffing Services**

| Field                       | Details                                                                                                                                                                                                               |
|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Submitted to                | Department of Administration<br>Purchasing Division<br>2019 Washington Street East<br>Post Office Box 50130<br>Charleston, WV 25305-0130<br>Email: <a href="mailto:Jessica.l.riley@wv.gov">Jessica.l.riley@wv.gov</a> |
| Vendor Company Legal Name   | Cynet Health Inc.                                                                                                                                                                                                     |
| Corporate Address           | 21000 Atlantic Blvd. Suite 700 Sterling, VA 20166                                                                                                                                                                     |
| Company UEI Number and DUNS | HG8NEUB4LNM9<br>116014203                                                                                                                                                                                             |
| Vendor POC                  | Damian Florio<br>Associate Vice President<br>(571) 529-5174<br><a href="mailto:damian.f@cynethealth.com">damian.f@cynethealth.com</a>                                                                                 |



**MOST AWARDED STAFFING AND CONSULTING FIRM**



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## 1. Coverage Plan Overview

Cynet Health's coverage approach is built around **stable primary assignments, early visibility into schedule changes, and qualified workforce options that can be considered when coverage needs change**. For the West Virginia Veterans Nursing Facility, the value of the approach is not limited to filling an initial assignment; it is also in keeping the staffing effort connected when an assigned professional becomes unavailable, takes planned leave, calls off, or can no longer continue the assignment.

The primary coverage base is developed around recurring and longer-term assignments where that structure fits the Facility's staffing need. Before a professional begins an assignment, the Account and Delivery Teams review the schedule, assignment duration, availability, reporting expectations, and assignment readiness. Once the professional is working, the team keeps visibility into schedule commitments, planned time off, changes in availability, and other factors that may affect continued coverage. This gives the Account Team a better opportunity to identify foreseeable staffing pressure earlier rather than learning about every gap only when the shift is close to starting.

Cynet Health supports the active assignment workforce with **qualified coverage options, continued recruiting activity, and after-hours administrative support**. When a call-off or unexpected absence occurs, the Coverage Team reviews professionals whose classification, qualifications, current availability, schedule, and readiness may fit the affected shift. Candidate interest alone is not treated as available coverage; the team works from current information so that the options being considered are realistic for the specific staffing need.

The same approach helps separate a **short-term coverage issue from a continuing vacancy**. A single call-off may require attention to one affected shift, while resignation, extended leave, removal, or another longer-term change may affect the remaining assignment schedule. In those situations, Cynet Health connects immediate coverage activity with ongoing candidate development rather than treating each future shift as a new and unrelated staffing request. This allows recruiting and coverage activity to remain focused on the full staffing need rather than restarting from the beginning after each disruption.

Coverage needs may also arise outside normal business hours. Cynet Health's after-hours support structure gives the Facility a practical path for urgent staffing communication during evenings, nights, weekends, and holidays. The appropriate Account, Coverage, Recruitment, or Credentialing and Compliance resource can then be engaged based on the nature of the issue. This keeps an after-hours staffing concern connected to the same teams managing the assignment during regular business hours.

Cynet Health brings substantial direct-care staffing experience to support this model. From **January 2025 through August 12, 2026**, Cynet Health recorded **2,317 direct-care placement records**, including **2,047 Registered Nurse, 234 LPN/LVN, and 36 Certified Nursing Assistant placements**. This experience demonstrates sustained staffing activity across the same core nursing and direct-care workforce categories relevant to the West Virginia Veterans Nursing Facility.

Cynet Health also brings established healthcare staffing experience within **West Virginia**, including RN, LPN/LVN, and CNA placements across multiple healthcare facilities in the State.





This gives the coverage approach a West Virginia workforce foundation rather than relying only on national recruiting reach. Cynet Health's CNA placement experience also provides relevant direct-care workforce experience for the HSW/CNA staffing category.

The overall approach therefore combines **stable primary assignments, advance awareness of foreseeable changes, realistic coverage options, continued recruiting support, and a connected response when an immediate absence develops into a longer-term staffing need.** This gives the West Virginia Veterans Nursing Facility a coverage model built around continuity and practical staffing response rather than dependence on a single assigned professional.

## 2. Coverage Workforce Structure

A strong coverage plan depends on knowing **who is actually available to support a staffing need and who is still progressing toward that point.** Cynet Health therefore looks at coverage capacity based on a professional's current assignment status, readiness, and availability rather than the overall size of the recruiting database.

This distinction is important because a candidate may have the right clinical background but still be unavailable for the schedule, completing credentialing, awaiting a clearance, or not practically positioned to report to Clarksburg. Treating those individuals as immediate coverage would create an inaccurate picture of workforce capacity. Cynet Health instead separates the workforce into three practical groups so the Account and Coverage Teams can work from current, usable information when a staffing need develops.

| Workforce Group                   | What It Represents                                                                                                                                             | How Cynet Health Uses It                                                                                                                                                                                               | Value to Coverage Planning                                                                                                          |
|-----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| <b>Active Assignment Roster</b>   | RN, LPN, and HSW/CNA personnel currently supporting an approved West Virginia Veterans Nursing Facility assignment.                                            | Assignment dates, accepted schedules, current availability, credential status, and known schedule changes provide the Account and Coverage Teams with visibility into the workforce already supporting the Facility.   | Establishes the primary coverage base and helps identify where a known absence or availability change may affect an upcoming shift. |
| <b>Qualified Coverage Options</b> | Qualified professionals whose applicable readiness requirements have been completed and whose current availability may align with an additional staffing need. | When additional coverage is needed, the Coverage Team considers professionals based on current role fit, schedule availability, credential and clearance status, assignment interest, and practical ability to report. | Provides realistic additional workforce options without assuming that prior interest or historical availability remains current.    |



|                                      |                                                                                                                                                                                                                       |                                                                                                                                                                                                     |                                                                                                                                                    |
|--------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Developing Workforce Pipeline</b> | RN, LPN, and HSW/CNA candidates who may be relevant to future staffing needs but still have an outstanding readiness, availability, credentialing, clearance, orientation, approval, or other placement-related step. | The Recruitment and Credentialing and Compliance Teams continue developing these professionals toward potential assignment consideration while keeping them separate from current coverage options. | Preserves a path for future coverage and replacement needs without overstating the workforce that is presently positioned to accept an assignment. |
|--------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|

The value of this structure is the distinction between **workforce reach and usable coverage capacity**. Cynet Health may have access to a much broader candidate population, but a professional is considered relevant to an immediate coverage need only when the individual's current circumstances support that particular assignment.

For example, an RN who previously expressed interest in West Virginia work may still be part of Cynet Health's recruiting network, but that prior interest alone does not make the professional a practical option for an open shift. Current availability, schedule compatibility, qualification and readiness status, assignment interest, and ability to report are considered together before the individual is treated as a realistic coverage option.

The same principle applies as circumstances change. A professional who was previously available may accept another assignment, change schedule preferences, experience a credentialing issue, or become unavailable for a particular period. Conversely, a candidate progressing through the developing workforce pipeline may complete the remaining readiness steps and become relevant to a current or future staffing need. This keeps the view of coverage capacity tied to **current workforce conditions rather than a static candidate list**.

For the West Virginia Veterans Nursing Facility, this structure provides a clearer picture of three different levels of staffing capacity: **professionals already supporting the Facility, qualified professionals who may be considered for additional coverage, and candidates being developed for future needs**. That separation supports more realistic coverage decisions and keeps immediate staffing activity connected to a broader replacement and recruitment pipeline.

### 3. Scheduled Coverage Management – Regular Shifts, Weekends, Holidays, and Vacations

Cynet Health approaches scheduled coverage by creating visibility around the professional's **actual assignment commitment**, not simply the fact that an individual has accepted a position. Recurring schedules, weekend and holiday availability, planned leave, and changes in working availability are considered separately because each can affect whether the professional remains a realistic fit for upcoming shifts.

For recurring assignments, the accepted schedule provides the foundation for coverage planning. The Account Team maintains visibility into the professional's scheduled dates, assignment duration, and known availability so that changes can be identified against an established staffing



pattern. This makes it easier to distinguish a normal recurring assignment from a developing coverage issue that may require additional attention.

Weekend and holiday availability receives particular attention because a professional who is available for regular weekday work may not have the same availability for these periods. Cynet Health therefore looks at these commitments separately rather than assuming that general assignment acceptance automatically covers every weekend or holiday need. Where a known availability change affects an upcoming shift, the Coverage Team can begin considering qualified alternatives based on the notice available.

Planned vacations and other known absences provide another opportunity to address coverage before the staffing need becomes urgent. When advance notice is available, Cynet Health looks at the **full period affected by the absence**, particularly where several consecutive shifts are involved. This helps the Coverage Team consider the overall staffing impact rather than treating each affected date as an unrelated coverage issue.

Facility-directed schedule changes are handled in the same practical way. The Account Team reviews the revised schedule against the professional's current commitment and availability so that any resulting gap becomes visible early enough for appropriate coverage activity. The focus is on keeping the assignment schedule aligned with what the professional is actually positioned to work.

| Scheduled Coverage Situation        | Cynet Health Approach                                                                                                                    | Coverage Benefit                                                                                               |
|-------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|
| <b>Regular and Recurring Shifts</b> | Maintain visibility into the accepted assignment schedule, assignment duration, and known availability changes.                          | Provides a stable coverage baseline and makes developing gaps easier to identify.                              |
| <b>Weekend Shifts</b>               | Review weekend availability separately from regular weekday availability and identify changes that may affect an upcoming shift.         | Avoids assuming that weekday availability automatically extends to weekend coverage.                           |
| <b>Holiday Shifts</b>               | Consider holiday commitments independently and identify available coverage options when an assigned professional's availability changes. | Provides earlier visibility into periods where workforce availability may be more limited.                     |
| <b>Planned Vacation or Leave</b>    | Review the full period affected by the absence and consider alternate coverage across the connected schedule.                            | Allows several affected shifts to be addressed as one coverage need rather than as repeated short-notice gaps. |
| <b>Schedule Change</b>              | Compare the revised schedule with the professional's current commitment and availability and identify any resulting staffing gap.        | Keeps coverage planning tied to the actual schedule rather than outdated availability information.             |

The practical advantage of this approach is **earlier visibility**. A planned vacation, changed weekend commitment, holiday conflict, or revised schedule does not need to be treated in the same



way as an unexpected call-off when the information is already available in advance. Cynet Health uses that notice to bring the affected staffing need into coverage planning earlier and to consider available workforce options before the shift moves into a short-notice situation.

Where a scheduled staffing need is approaching its reporting time, the Account and Coverage Teams keep the requirement active until the applicable professional commitment is established. This keeps scheduling decisions tied to **confirmed availability rather than an assumption that previously expressed interest still represents current coverage**.

By connecting recurring schedules, weekend and holiday commitments, planned absences, and schedule changes to the same coverage view, Cynet Health provides the West Virginia Veterans Nursing Facility with a more practical way to manage foreseeable staffing changes and reduce avoidable last-minute coverage pressure.

## 4. Call-Off and Unplanned Coverage Response

Unexpected absences require a different response from planned schedule changes because the time available to identify another professional may be limited. Cynet Health's approach is to **move the affected shift quickly from an attendance issue into active coverage activity**, while keeping the two matters separate so that investigation of the absence does not delay the staffing response.

The coverage response begins with a clear understanding of the affected position, shift, reporting time, and current staffing impact. From there, the Coverage Team looks first at qualified professionals whose current availability and readiness may align with the open shift. At the same time, the Account Team keeps the Facility informed of material changes so there is a clear distinction between outreach in progress and coverage that has actually been confirmed.

### 4.1 Call-Off Notification and Response Activation

Before an assignment begins, assigned professionals are made aware of the West Virginia Veterans Nursing Facility's call-off expectations, including the need for direct notification to the appropriate Facility contact and Cynet Health when they cannot report as scheduled.

Once Cynet Health becomes aware of an absence, the focus shifts immediately to the **staffing impact of the call-off**. The Coverage Team identifies the personnel category, scheduled hours, reporting time, and other assignment conditions that may affect replacement options.

The employee-related issue and the coverage issue are then handled on separate tracks. Attendance, performance, or follow-up concerns can be reviewed by the appropriate Account or internal team, while replacement activity continues around the open shift. This helps prevent an employment-related review from slowing the effort to identify another qualified professional.

### 4.2 Replacement Coverage Effort

Short-notice replacement activity is based on **current availability rather than historical candidate interest**. The Coverage Team considers professionals whose classification,



qualifications, schedule, readiness status, and practical ability to report are relevant to the affected shift.

Outreach may include qualified professionals already positioned for additional coverage as well as other candidates whose current circumstances make them realistic options for the assignment. The team does not treat an unanswered message, general expression of interest, or old availability record as replacement coverage.

A replacement becomes a meaningful coverage option only when the professional's interest, current availability, and ability to report for the specific shift have been established. This gives the Facility a clearer distinction between **replacement activity underway** and **coverage that is actually positioned to support the shift**.

Cynet Health also keeps the required personnel classification central to the replacement decision. A staffing gap is not addressed simply by identifying any available healthcare professional; the individual considered for the shift must align with the level of care and qualification associated with the open position.

#### 4.3 No-Call/No-Show and Short-Notice Disruption

A no-call/no-show presents a greater coverage challenge because the staffing gap may not become known until close to, or after, the scheduled reporting time. Cynet Health treats this as both a **coverage concern** and an **employee-reliability concern**, but the two issues do not have to wait on one another.

The Coverage Team begins reviewing available replacement options for the affected shift, while the Account Team addresses the attendance issue and any related Facility feedback separately. This keeps the immediate staffing need visible even while the circumstances surrounding the absence are being reviewed.

Where the available notice is extremely limited, the Facility receives an accurate picture of the coverage status rather than an assumption that a replacement has been secured before the professional's commitment is confirmed.

#### 4.4 Facility Communication and Transition to Continuing Coverage

Communication becomes particularly important during a short-notice absence because the staffing situation can change quickly. The Account Team provides updates as meaningful information becomes available, including whether replacement outreach remains underway, whether a professional is progressing toward the shift, or whether coverage has been confirmed.

If the absence affects only one shift, the coverage activity remains focused on that immediate need. If the situation develops into extended illness, resignation, removal, or another longer-term availability change, Cynet Health looks beyond the original call-off and identifies the additional portion of the assignment that may be affected.



At that point, the staffing need moves from a **single-shift response into broader continuity and replacement planning**. This keeps future shifts connected to the same staffing effort rather than waiting for each one to become a separate urgent coverage problem.

## 5. Replacement, Continuity, and 24/7 Escalation

A staffing change becomes more significant when it affects more than a single shift. Resignation, extended absence, removal from an assignment, a performance concern, or a change in eligibility can create a continuing gap across several scheduled dates. Cynet Health's approach is to **connect the immediate staffing impact with replacement planning already supported by the recruiting pipeline**, rather than waiting for each future shift to become a separate coverage issue.

This gives the West Virginia Veterans Nursing Facility a more consistent path from an active assignment to a replacement need. The Account, Coverage, Recruitment, and Credentialing and Compliance Teams contribute at different points based on what has changed, allowing candidate development and assignment readiness to progress alongside communication about the affected schedule.

### 5.1 Continuity Triggers and Assignment Impact

The first priority when an assignment changes is understanding **how much of the remaining schedule is affected**. The Account Team looks beyond the event itself and considers the professional's expected last available date, the remaining assignment period, personnel category, scheduled shifts, and whether the change appears temporary or continuing.

This distinction matters because the response to a short illness may be different from the response to a resignation, extended leave, Facility-directed removal, performance issue, or change in a professional's ability to remain on assignment. Identifying the likely duration of the staffing impact helps Cynet Health determine whether the need is best addressed through short-term coverage activity, broader replacement planning, or both.

Where an employment, performance, or compliance concern is also involved, that matter can be addressed by the appropriate Cynet Health function without allowing the related staffing need to lose visibility. Coverage and replacement planning remain focused on the open assignment while the separate issue is reviewed. This keeps the Facility's staffing concern from becoming dependent on completion of an internal personnel process.

### 5.2 Replacement Pipeline and Transition

Cynet Health does not rely on beginning candidate development only after a professional leaves an assignment. The recruiting pipeline provides a continuing source of RN, LPN, and HSW/CNA professionals who may become relevant when an assignment changes or a longer-term vacancy develops.

When replacement activity is needed, the Recruitment Team looks first at candidates already in development whose classification, schedule availability, experience, reporting feasibility, and current interest may align with the remaining assignment. If the existing pipeline does not provide





sufficient options, recruiting activity can expand around the specific staffing need rather than depending on one candidate or one sourcing path.

This is particularly important when a prospective replacement withdraws, becomes unavailable, or does not complete a required readiness step. Cynet Health's approach is not built around a single replacement candidate; other qualified professionals in development can continue to be considered while additional recruiting activity is added where needed.

The Credentialing and Compliance Team supports this transition by progressing the documentation, clearance, and assignment-readiness activities applicable to a potential replacement. At the same time, the Account Team keeps visibility into the incumbent professional's expected end date, remaining schedule, replacement activity, and potential transition timing.

The value of this approach is continuity between **candidate development and assignment transition**. The replacement effort does not begin from an empty pipeline simply because an existing professional can no longer continue.

### 5.3 24/7 Access and Escalation

Staffing issues do not always develop during normal business hours. Cynet Health's account structure therefore includes an **after-hours administrative pathway** for urgent staffing matters arising during evenings, nights, weekends, or holidays.

The purpose of this pathway is to connect the issue with the right Cynet Health resource based on what has occurred. A short-notice staffing matter may require Coverage Team involvement; a longer-term vacancy may need Recruitment Team support; a readiness or eligibility issue may require Credentialing and Compliance involvement; and a broader service concern may require account or management escalation.

This provides the West Virginia Veterans Nursing Facility with a direct route into Cynet Health's operating structure rather than requiring an urgent issue to wait until the next business day before it reaches the appropriate team.

Cynet Health's designated emergency contact structure also supports the **required response timeframe for after-hours communication and escalation**. This response relates to acknowledging and progressing the issue; it does not represent a guarantee that a replacement professional can be secured within the same timeframe.

### 5.4 Communication Through Resolution

During a continuing staffing issue, useful communication depends on distinguishing **what is known from what is still in progress**. The Account Team provides relevant updates as the situation develops so the Facility can understand whether the incumbent professional is expected to return, whether replacement outreach is underway, whether a potential replacement is progressing through readiness, or whether replacement coverage has been confirmed.





This is especially important when the situation changes over time. What begins as an absence may become extended leave; a possible return may change into a resignation; or a replacement candidate may become unavailable during the readiness process. Keeping the staffing status current allows candidate development and coverage activity to adjust with the actual condition of the assignment.

By connecting **replacement planning, candidate development, readiness activity, account communication, and after-hours escalation**, Cynet Health provides a more continuous response when an active assignment changes. The staffing effort remains connected to the remaining need instead of restarting from the beginning each time the situation develops.

## 6. Coverage Monitoring and Responsive Controls

Coverage planning does not end when a professional begins an assignment. Actual assignment experience provides useful information about whether the staffing arrangement remains stable and where additional attention may be needed. Cynet Health uses attendance trends, changes in availability, reliability concerns, performance feedback, and recurring schedule pressure to identify conditions that could affect future coverage.

The purpose is not to treat every isolated issue as a staffing problem. Instead, Cynet Health looks for **patterns that may signal increasing coverage risk**. A single call-off may have little bearing on future availability, while repeated call-offs, a continuing difficulty with weekend coverage, or a change in a professional's schedule commitment may justify additional recruiting or continuity attention.

This gives the Account Team a more current view of the assignment and allows subsequent staffing decisions to reflect what is actually happening after placement rather than relying only on the conditions that existed when the professional originally accepted the assignment.

### 6.1 Coverage Indicators

Cynet Health considers several types of assignment information when determining whether a coverage concern appears isolated or may require broader attention:

- repeated call-offs, no-shows, or late arrivals;
- changes in an assigned professional's future schedule availability;
- recurring difficulty around particular shifts, weekends, or holiday periods;
- repeated reliability, conduct, or performance concerns;
- known circumstances that may affect the professional's ability to continue the assignment; and
- changes in the availability of qualified professionals who may be relevant to future coverage or replacement needs.

These indicators are considered in context. For example, one absence does not automatically suggest that an assignment is unstable. A recurring pattern affecting the same professional, shift, or scheduling period, however, may indicate that the existing coverage structure deserves additional attention.



This distinction helps Cynet Health direct recruiting and account resources toward **developing risks rather than reacting equally to every individual event**.

## 6.2 Pattern Review and Responsive Adjustment

When assignment experience begins to show a recurring concern, Cynet Health looks at **where the pressure is developing and what type of response is most relevant**. The issue may relate to one professional, a specific shift pattern, a difficult weekend or holiday period, reduced availability within a personnel category, or an emerging readiness concern.

The response can then be matched to the actual issue rather than automatically treating every concern as a replacement situation.

| Developing Coverage Concern                                      | Cynet Health Response                                                                                                                | Purpose                                                                                                                 |
|------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|
| <b>Repeated Individual Reliability Concern</b>                   | Increase employee follow-up and consider whether additional continuity or replacement planning is appropriate.                       | Addresses a developing reliability concern before future staffing decisions continue to depend on the same assumptions. |
| <b>Recurring Pressure on a Shift, Weekend, or Holiday Period</b> | Increase recruiting and coverage attention around the affected schedule and develop additional qualified options where appropriate.  | Builds additional workforce visibility around periods that are demonstrating greater coverage difficulty.               |
| <b>Reduced Availability of Potential Coverage Personnel</b>      | Review current candidate activity and expand candidate development around the affected personnel category or schedule.               | Keeps the coverage pipeline connected to changes in actual workforce availability.                                      |
| <b>Repeated Performance Concern</b>                              | Coordinate relevant Facility feedback with internal follow-up and consider whether continuity or replacement planning should begin.  | Keeps performance management and staffing continuity connected without treating them as the same issue.                 |
| <b>Emerging Assignment-Readiness or Eligibility Concern</b>      | Engage the appropriate Credentialing and Compliance resource and consider the potential effect on continued assignment availability. | Provides earlier visibility when a credential, clearance, or other readiness condition may affect staffing continuity.  |

This approach allows Cynet Health to respond proportionately. Some conditions may require only employee follow-up or additional monitoring, while others may justify stronger recruiting activity, development of additional coverage options, or preparation for a potential replacement.

## 6.3 Coverage Control

Information gained from active assignments feeds back into subsequent coverage and recruiting decisions. When availability, reliability, performance, or schedule conditions change, the Account



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Team can adjust the level of recruiting, coverage attention, employee follow-up, compliance support, or continuity planning associated with the assignment.

This is particularly useful in longer-running assignments because the workforce conditions that existed at the beginning may not remain the same throughout the engagement. A professional's availability may change, a particular scheduling period may become more difficult to support, or the available replacement pipeline may become stronger or weaker over time.

By connecting **actual assignment experience with future coverage decisions**, Cynet Health keeps the coverage approach responsive to current conditions rather than relying on a staffing picture established only at the time of placement.

For the West Virginia Veterans Nursing Facility, this provides an additional layer of coverage visibility: **not only addressing an immediate staffing issue when it occurs, but using what is learned from active assignments to guide subsequent recruiting, coverage, and continuity decisions.**



## **WEST VIRGINIA VETERANS NURSING FACILITY**

### **Response to Centralized Request for Quote (CRFQ)**

#### **Department of Administration, Purchasing Division**

#### **Direct Care Staffing Services**

**2019 Washington Street East, 50130**

**Charleston, WV 25305-0130**

| Field                       | Details                                                                                                                                                                                                               |
|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Submitted to                | Department of Administration<br>Purchasing Division<br>2019 Washington Street East<br>Post Office Box 50130<br>Charleston, WV 25305-0130<br>Email: <a href="mailto:Jessica.l.riley@wv.gov">Jessica.l.riley@wv.gov</a> |
| Vendor Company Legal Name   | Cynet Health Inc.                                                                                                                                                                                                     |
| Corporate Address           | 21000 Atlantic Blvd. Suite 700 Sterling, VA 20166                                                                                                                                                                     |
| Company UEI Number and DUNS | HG8NEUB4LNM9<br>116014203                                                                                                                                                                                             |
| Vendor POC                  | Damian Florio<br>Associate Vice President<br>(571) 529-5174<br><a href="mailto:damian.f@cynethealth.com">damian.f@cynethealth.com</a>                                                                                 |



**MOST AWARDED STAFFING AND CONSULTING FIRM**



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## 1. Recruitment Plan Overview and Clarksburg Workforce Strategy

The West Virginia Veterans Nursing Facility requires a consistent source of qualified **Registered Nurses, Licensed Practical Nurses, and Health Service Worker/Certified Nursing Assistant personnel** who can support the Facility's direct-care requirements in Clarksburg. Cynet Health's recruitment strategy combines an established West Virginia healthcare staffing base with focused candidate development in Clarksburg and North Central West Virginia. Recruitment is aligned to the actual position, schedule, qualification requirements, assignment duration, and reporting expectations so that candidate activity translates into realistic staffing options for the Facility.

### 1.1 Recruitment Strategy for the West Virginia Veterans Nursing Facility

Cynet Health supports the West Virginia Veterans Nursing Facility with an account team that combines **direct West Virginia public-sector healthcare staffing experience with executive oversight and recruiting support**. This gives the Facility a team familiar with the State's healthcare staffing environment while maintaining access to Cynet Health's broader recruitment, credentialing, compliance, and delivery resources.

A key strength of Cynet structure is **Julianna Shilliday's existing experience supporting Cynet Health's State of West Virginia Department of Health and Human Resources account**. Her familiarity with healthcare staffing within the State provides practical knowledge of the West Virginia workforce environment and strengthens day-to-day coordination for the West Virginia Veterans Nursing Facility. Damian Florio adds executive oversight and an escalation path when a staffing or service matter requires broader organizational support.

| Account Team Member       | Role                                         | Relevance to the West Virginia Veterans Nursing Facility                                                                                                                                                                                                                                          |
|---------------------------|----------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Julianna Shilliday</b> | <b>Account Manager</b>                       | Brings existing experience supporting Cynet Health's State of West Virginia Department of Health and Human Resources account. She provides day-to-day account coordination and connects Facility staffing needs with the appropriate recruiting, credentialing, coverage, and delivery resources. |
| <b>Damian Florio</b>      | <b>Associate Vice President / Vendor POC</b> | Provides executive oversight and an additional escalation path for staffing, service, or account matters that require broader management attention or additional Cynet Health resources.                                                                                                          |

This account structure supports a recruitment effort that stays focused on the **actual Clarksburg staffing need**. Julianna and the Account Team provide the Recruitment Team with the relevant position, schedule, experience, qualification, and reporting details needed to focus candidate development. Recruiters then concentrate on professionals whose background, availability, assignment interest, and ability to work in Clarksburg make them realistic options for the Facility.

Cynet Health also distinguishes between a candidate who is simply present in its recruiting system and one who is genuinely relevant to the opportunity. Candidate records are useful for reach, but





**current interest, availability, qualification fit, schedule alignment, and ability to report to Clarksburg determine whether a professional is pursued for the requirement.**

This combination of **West Virginia account experience, focused recruiting, and current candidate validation** provides the foundation for Cynet Health's Clarksburg and North Central West Virginia workforce strategy.

## **1.2 Clarksburg and North Central West Virginia Workforce Strategy**

Cynet Health concentrates candidate development on **Clarksburg and the surrounding North Central West Virginia healthcare market**, while extending recruitment to other qualified professionals whose location and circumstances support reliable service at the West Virginia Veterans Nursing Facility.

The Recruitment Team evaluates the practical relationship between candidate location and the assignment rather than relying on a fixed geographic radius. Required reporting time, transportation reliability, shift schedule, existing work commitments, and assignment duration determine whether a professional can realistically maintain the position.

The recruiting profile also reflects the Facility's direct-care environment. RN, LPN, and CNA recruitment gives appropriate consideration to professionals with experience in **long-term care, skilled nursing, geriatric care, institutional healthcare, and comparable resident-care settings**, based on the requirements of the position. This focuses recruiting resources on candidates whose background and availability support the work expected at the West Virginia Veterans Nursing Facility.



### 1.3 Relevant West Virginia and Comparable-Care Recruitment Experience

Cynet Health brings established experience recruiting the same direct-care categories required by the West Virginia Veterans Nursing Facility. From **2023 through 2026 year-to-date**, Cynet Health recorded **231 RN, LPN/LVN, and CNA placement records in West Virginia, representing 130 distinct candidate names.**

| Relevant Experience                              | Demonstrated Placement Activity                                                      | Relevance to this Requirement                                                                                                                  |
|--------------------------------------------------|--------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|
| West Virginia RN/LPN/CNA Staffing                | <b>231 placement records:</b> 105 RN, 86 LPN/LVN, 40 CNA                             | Demonstrates established recruitment activity across all three direct-care categories required by the West Virginia Veterans Nursing Facility. |
| William R. Sharpe Jr. Hospital, West Virginia    | <b>94 placement records:</b> 44 RN, 22 LPN/LVN, 28 CNA                               | Demonstrates experience recruiting RN, LPN, and CNA personnel within the West Virginia healthcare workforce.                                   |
| Mildred Mitchell-Bateman Hospital, West Virginia | <b>54 placement records:</b> 11 RN, 36 LPN/LVN, 7 CNA                                | Provides additional West Virginia experience across all three required direct-care categories.                                                 |
| Long-Term Care / Skilled Nursing Assignments     | <b>77 RN/LPN/LVN/CNA placement records,</b> representing 52 distinct candidate names | Demonstrates recruitment experience in care environments relevant to recurring nursing and resident-care assignments.                          |
| Arizona State Veteran Homes Tucson and Yuma      | <b>10 RN/LPN placement records</b>                                                   | Provides relevant experience recruiting nursing personnel for state veterans-home environments.                                                |

Cynet Health's West Virginia placement history also includes healthcare staffing activity at **Lakin State Hospital, John Manchin Sr. Health Care Center, Hopemont State Hospital, Jackie Withrow Hospital, Welch Community Hospital, United Hospital Center, and other facilities within the State.** This experience provides an existing foundation for recruiting RN, LPN, and CNA personnel in West Virginia rather than requiring Cynet Health to build familiarity with the State's healthcare workforce from the beginning.

Historical placement activity demonstrates recruiting experience and workforce reach; it is not treated as current candidate availability. This gives the West Virginia Veterans Nursing Facility a recruitment pipeline built from demonstrated West Virginia staffing experience while keeping current staffing decisions tied to professionals who are genuinely positioned to support the Clarksburg assignment.



## 2. Clarksburg and North Central West Virginia Candidate Development

Cynet Health develops the workforce for the West Virginia Veterans Nursing Facility through a **Clarksburg-focused, regionally supported recruitment strategy**. Our Recruitment Team combines an established West Virginia healthcare candidate base with continued local and regional sourcing to develop Registered Nurses, Licensed Practical Nurses, and Certified Nursing Assistants for current and anticipated staffing needs.

The strategy uses several recruiting paths at the same time so that candidate development does not depend on a single database, job posting, referral source, or labor market.

### 2.1 Clarksburg and North Central West Virginia Recruitment Focus

Our Recruitment Team concentrates initial sourcing on **Clarksburg and the surrounding North Central West Virginia healthcare market**, where professionals may be better positioned to support recurring schedules and regular reporting to the West Virginia Veterans Nursing Facility.

Recruitment expands into the broader West Virginia healthcare market when additional RN, LPN, or CNA depth is needed. The recruiting area remains practical rather than being limited by a fixed mileage radius. Candidate location is considered in relation to the Facility's reporting location and the staffing requirement so that broader outreach continues to support realistic service in Clarksburg.

Recruiting activity is also managed by personnel category. RN, LPN, and CNA workforce availability may differ by location, schedule, and assignment type. Our Recruitment Team therefore develops RN, LPN, and CNA pipelines separately, allowing sourcing activity to reflect the workforce conditions associated with each personnel category and the Clarksburg market.

### 2.2 Existing West Virginia Candidate Base and Re-Engagement

Cynet Health enters the Clarksburg recruitment effort with an established base of West Virginia healthcare professionals already represented within our recruiting system. As of August 2026, our candidate records include **223 West Virginia profiles across the three direct-care categories relevant to this requirement**.

| Personnel Category          | West Virginia Candidate Records |
|-----------------------------|---------------------------------|
| Registered Nurse            | 66                              |
| Licensed Practical Nurse    | 40                              |
| Certified Nursing Assistant | 117                             |
| Total                       | 223                             |

For the Health Service Worker requirement, Cynet Health develops candidates through its Certified Nursing Assistant workforce, consistent with the requirement that Health Service Workers hold the applicable CNA qualification.

Our Recruitment Team uses this existing candidate base as an immediate source of targeted outreach. Relevant professionals may include previously placed healthcare personnel, prior



qualified applicants, and candidates developed through other West Virginia healthcare requirements. Recruiters reconnect with appropriate professionals based on the current West Virginia Veterans Nursing Facility opportunity and refresh their interest and availability before advancing profiles for consideration.

This established candidate base allows Cynet Health to begin Clarksburg recruiting from existing West Virginia healthcare relationships while continuing to expand the workforce through new candidate development.

## 2.3 Multi-Channel New Candidate Sourcing

Cynet Health supplements its existing candidate base through continuous development of new RN, LPN, and CNA professionals. Our Recruitment Team works multiple sourcing channels concurrently so that an open requirement does not remain dependent on applicants responding to a single advertisement.

| Recruitment Source                         | Application to Clarksburg Candidate Development                                                                                                        |
|--------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Professional and Employee Referrals</b> | Extend recruitment through healthcare professionals and established workforce relationships that can introduce additional RN, LPN, and CNA candidates. |
| <b>Healthcare-Specific Job Boards</b>      | Target searches and advertisements by personnel category, location, and experience relevant to the Facility requirement.                               |
| <b>LinkedIn and Direct Sourcing</b>        | Proactively identify and engage healthcare professionals whose background and geographic profile align with the Clarksburg market.                     |
| <b>Targeted Candidate Outreach</b>         | Engage professionals directly around specific RN, LPN, and CNA opportunities rather than relying solely on general healthcare postings.                |
| <b>Healthcare Professional Networks</b>    | Develop candidates through nursing, direct-care, and healthcare workforce communities.                                                                 |
| <b>Local and Regional Outreach</b>         | Expand sourcing across Clarksburg, North Central West Virginia, and other practical West Virginia healthcare labor markets.                            |

These channels operate together. When a requirement is received, our Recruitment Team can engage known West Virginia candidates while simultaneously developing new professionals through referrals, direct sourcing, job-board activity, and regional healthcare networks. This keeps candidate development active across several sources from the beginning of the recruitment effort.

## 2.4 Local and Regional Workforce Development

Cynet Health also maintains continued outreach to the healthcare workforce developing across **Clarksburg and North Central West Virginia**. Regional nursing, practical nursing, nurse-aide, professional, alumni, and workforce networks provide additional channels for developing relationships with healthcare professionals entering or moving within the local labor market.

Our Recruitment Team incorporates these regional workforce sources into ongoing candidate development for RN, LPN, and CNA requirements. Qualified professionals identified through these channels enter the same recruitment process used for other West Virginia Veterans Nursing



Facility opportunities, allowing the local candidate base to continue growing as new healthcare professionals become available in the market.

By combining **223 existing West Virginia RN/LPN/CNA candidate records, prior healthcare relationships, referrals, direct sourcing, healthcare-specific job boards, and continued local and regional workforce development**, Cynet Health maintains multiple recruitment paths for the West Virginia Veterans Nursing Facility. This provides a broader and more sustainable source of Clarksburg-area candidates than reliance on a single recruiting channel or a new search initiated only after a staffing requirement is released.

### 3. Role-Specific Qualification and Resident-Care Fit

Staffing the West Virginia Veterans Nursing Facility requires more than identifying professionals who hold the requested nursing title. Residents receive ongoing care within a structured long-term-care environment, where staff must understand daily resident routines, recognize changes in condition, document care accurately, communicate with the appropriate nursing personnel, and perform within the responsibilities assigned to their classification.

Cynet Health therefore evaluates **what a candidate has actually done in prior healthcare assignments and how that experience relates to the work expected at the West Virginia Veterans Nursing Facility**. Our Recruitment Team discusses the candidate's prior resident or patient population, direct-care responsibilities, clinical duties, documentation experience, level of supervision or decision-making, and situations that required reporting or escalation. This distinguishes candidates whose experience is relevant to the Facility from those whose qualifications align only at the job-title level.

#### 3.1 Resident-Care Experience Review

For experienced candidates, the review focuses on the aspects of prior work that translate most directly into a nursing-facility environment. Relevant experience may come from long-term care, skilled nursing, geriatric care, rehabilitation, institutional healthcare, or another setting where the candidate has performed comparable ongoing resident or patient-care responsibilities.

The Recruitment Team looks beyond the name of the prior facility and considers whether the candidate has experience with:

- ongoing resident observation and recognition of changes in condition;
- delivery of care according to established care plans and clinical direction;
- medication, treatment, or direct-care responsibilities appropriate to the candidate's classification;
- accurate and timely clinical or resident-care documentation;
- resident dignity, personal preferences, communication needs, and established daily routines;
- residents who may require additional explanation, redirection, observation, or assistance;
- communication with nursing supervisors, providers, families, and other members of the care team, as appropriate to the role; and



- recognition of concerns that require escalation to an RN, provider, or Facility nursing leadership.

This review allows Cynet Health to consider candidates from a broader healthcare workforce while keeping the qualification decision anchored to the **resident-care responsibilities of the West Virginia Veterans Nursing Facility**.

### 3.2 Role-Specific Qualification

The level of responsibility differs materially across the three personnel categories. Cynet Health evaluates each candidate according to the work associated with the specific classification requested by the West Virginia Veterans Nursing Facility.

| Personnel Category                                         | Role Specific Qualification Focus                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Registered Nurse</b>                                    | RN candidates are evaluated for experience with resident assessment and monitoring, medication administration, care planning, electronic clinical documentation, response to medical emergencies, resident safety and comfort, communication with families and other authorized parties, and coordination or oversight of nursing care. The review gives particular attention to situations requiring RN-level clinical judgment, change-in-condition assessment, and appropriate escalation. |
| <b>Licensed Practical Nurse</b>                            | LPN candidates are evaluated for experience providing direct nursing care, administering medications and treatments, taking and recording vital signs, observing and reporting changes in resident condition, supporting examinations and care planning, maintaining nursing documentation, and coordinating with RNs and other clinical personnel.                                                                                                                                           |
| <b>Health Service Worker / Certified Nursing Assistant</b> | Cynet Health recruits Certified Nursing Assistants for the HSW category. CNA candidates are evaluated for hands-on resident-care experience, including activities of daily living, personal care, mobility assistance, meal-related support, observation and reporting, resident comfort and safety, and delivery of care under appropriate nursing direction.                                                                                                                                |

This role-specific review prevents a general healthcare background from being treated as sufficient for every Facility position. An RN candidate must demonstrate experience consistent with RN-level responsibilities; an LPN must demonstrate practical nursing experience relevant to the assigned functions; and an HSW/CNA must demonstrate the ability to provide the hands-on resident support required in the Facility's long-term-care environment.

### 3.3 Matching Experience to the Resident-Care Environment

Cynet Health does not use prior long-term-care employment as a simple pass/fail condition. The Recruitment Team evaluates the **substance of the candidate's experience**.

For example, an RN whose prior work included resident assessment, medication administration, care-plan coordination, electronic documentation, emergency response, and communication with families may present strong alignment even when the prior employer operated under a different





healthcare setting. Conversely, a candidate who has worked within a nursing facility is not advanced solely because “long-term care” appears on the resume if the individual’s actual responsibilities do not support the position being recruited.

The same principle applies to LPN and CNA candidates. Recruiters establish what care the professional personally delivered, the resident or patient needs encountered, how changes in condition were communicated, and how the candidate worked within the applicable nursing structure.

This evaluation keeps candidate qualification focused on **demonstrated responsibility and resident-care relevance**, rather than facility names or occupational titles alone.

### 3.4 New-Graduate Consideration

The West Virginia Veterans Nursing Facility provides an extended orientation pathway for new graduates. Cynet Health therefore evaluates new graduates differently from experienced professionals rather than excluding them solely because they have limited post-graduation employment history.

For a new graduate, the Recruitment Team reviews applicable education and clinical preparation, exposure to direct resident or patient care, understanding of the responsibilities associated with the classification, communication and escalation awareness, and readiness to enter the Facility’s extended orientation process.

This preserves two appropriate recruiting paths:

- **Experienced professionals** are evaluated primarily through demonstrated employment history and relevant responsibilities.
- **Qualified new graduates** are evaluated through education, clinical preparation, role understanding, and suitability for the additional orientation structure established by the Facility.

Cynet Health therefore expands the available workforce without lowering the standard applied to candidate suitability.

### 3.5 Advancement Decision

The Recruitment Team advances a candidate when the individual’s professional background and demonstrated responsibilities support the personnel category being recruited. When screening identifies a material gap between the candidate’s experience and the work expected at the West Virginia Veterans Nursing Facility, the candidate is not advanced for that requirement and recruitment continues.

Candidates demonstrating appropriate **role qualification and resident-care fit** move into the assignment-readiness process, where the required licenses or certifications, clearances, health documentation, Facility review, orientation, and other pre-placement requirements are addressed.



This separation gives each stage a distinct purpose: **recruitment identifies the workforce, role-fit screening determines whether the professional is suitable for the work, and readiness establishes whether the professional is eligible to begin the assignment.**

## 4. Candidate Readiness and Pre-Placement Control

Professional fit alone does not make a candidate ready to work at the West Virginia Veterans Nursing Facility. After the Recruitment Team identifies an appropriate RN, LPN, or HSW/CNA candidate, Cynet Health moves the individual through a controlled pre-placement process covering **credential verification, background and health requirements, Facility approval, orientation, training, and competency requirements.**

Our **Credentialing and Compliance Team** owns the candidate readiness file, while the Account Team coordinates Facility-facing activities and maintains visibility into the anticipated assignment start. Candidates remain outside the assignment-ready workforce until the requirements applicable to their classification and assignment are completed and verified.

### 4.1 Credentialing and Compliance Review

The Credentialing and Compliance Team reviews each candidate against the requirements established by the West Virginia Veterans Nursing Facility. The review addresses both requirements applicable across the direct-care workforce and those specific to the RN, LPN, or HSW/CNA classification.

| Readiness Requirement                       | Cynet Health Control                                                                                                                                                                         |
|---------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Professional License / Certification</b> | Verify current West Virginia RN or LPN licensure, or the applicable West Virginia CNA certification and Nurse Aide Registry standing for HSW/CNA personnel.                                  |
| <b>Professional Standing</b>                | Review applicable licensure or registry standing and identify disqualifying disciplinary, investigation, or professional-status conditions before the candidate progresses toward placement. |
| <b>Professional History</b>                 | Review the candidate's application or resume, relevant work history, and required professional references.                                                                                   |
| <b>HSW/CNA Education</b>                    | Verify the required high school diploma or GED for personnel recruited for the Health Service Worker/CNA category.                                                                           |
| <b>WVCARES Background Screening</b>         | Complete the required WVCARES process and confirm candidate eligibility before placement.                                                                                                    |
| <b>Drug Screening</b>                       | Complete the required 12-panel drug screen and address any result that prevents placement.                                                                                                   |
| <b>CPR Certification</b>                    | Verify that the candidate holds the required current CPR certification.                                                                                                                      |
| <b>West Virginia Food Handlers Card</b>     | Verify a current West Virginia Food Handlers Card for Agency Staff, consistent with the Facility's requirement that contracted personnel assist with meal-pass and food-service activities.  |



|                                             |                                                                                                                                            |
|---------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Health Documentation</b>                 | Collect and review applicable physical examination, immunization, PPD, Hepatitis B, and other health documentation required for placement. |
| <b>Confidentiality / Facility Documents</b> | Complete the required confidentiality agreement and other pre-placement Facility documentation.                                            |

The team reviews documents for the **correct candidate, applicable requirement, current status, expiration date, and completeness** rather than treating receipt of a document as sufficient verification. Missing, expired, inconsistent, or incomplete information remains open in the readiness file until resolved.

If a mandatory screening or credential produces a disqualifying result, the candidate does not continue toward placement for that requirement. The Recruitment Team receives the resulting staffing need and continues candidate development rather than allowing an unresolved readiness issue to move into the Facility.

## 4.2 Facility Review and Approval

Cynet Health completes the candidate's required pre-placement documentation before requesting approval from the West Virginia Veterans Nursing Facility. The Credentialing and Compliance Team performs an internal review of the file, and the Account Team coordinates submission of the completed candidate information to the Facility.

**Facility approval serves as a required gate before orientation.** Cynet Health does not treat internal credential completion as authority for the candidate to report for orientation or begin an assignment.

When the Facility identifies an outstanding document, qualification concern, or other deficiency, the Credentialing and Compliance Team addresses the item and returns the completed information for review. If the issue cannot be resolved within the timeframe needed for the assignment, Cynet Health continues recruitment of another qualified professional rather than advancing an incomplete candidate.

This sequence maintains clear control:

**Role-qualified candidate → Credentialing and compliance review → Facility review and approval → Orientation and training → Assignment-ready**

## 4.3 Orientation, Training, and Competency Readiness

Following Facility approval, the Account Team coordinates the candidate's required orientation and training with the West Virginia Veterans Nursing Facility. The Credentialing and Compliance Team records completion as part of the candidate's readiness status.

Applicable readiness activities include:

- Facility orientation and required administrative instruction;



- PointClickCare training applicable to Facility documentation;
- required competency and age-specific assessments;
- cultural competency requirements;
- Facility-required Alzheimer's training; and
- extended orientation requirements applicable to new graduates.

The West Virginia Veterans Nursing Facility requires Agency Staff to complete **30 hours of Alzheimer's training and eight hours of annual training thereafter**. Cynet Health tracks completion as part of the individual's continuing assignment requirements.

For new graduates, the Account Team coordinates the extended orientation required by the Facility for the applicable professional classification and tracks completion as part of assignment readiness.

#### **4.4 Assignment-Ready Release and Continuing Compliance**

The Credentialing and Compliance Team designates a candidate **assignment-ready only after the applicable pre-placement requirements are verified, Facility approval is received, and required orientation and training activities are completed**.

A candidate with an unresolved license or certification issue, incomplete background determination, outstanding drug screen, missing health documentation, incomplete Facility approval, or other mandatory readiness item remains outside the assignment-ready workforce.

Once assignment-ready status is confirmed, the Account Team coordinates the professional for the applicable West Virginia Veterans Nursing Facility assignment. Time-sensitive credentials and recurring requirements remain under compliance monitoring throughout the assignment so that renewal requirements are addressed before they affect continued eligibility.

### **5. Recruitment Pipeline Management and Replenishment**

Cynet Health maintains the Clarksburg recruitment pipeline throughout the contract rather than treating candidate development as a one-time activity. Candidate interest and availability can change as professionals accept other positions, withdraw from consideration, or progress at different rates through the recruitment process. At the same time, the West Virginia Veterans Nursing Facility's needs may change across RN, LPN, and HSW/CNA categories.

Our Recruitment Team therefore monitors whether each personnel category continues to have **active candidate movement** and responds when the available depth begins to decline. This allows recruiting attention to remain aligned with the Facility's current workforce needs rather than relying on the number of candidate profiles accumulated at an earlier point in time.

#### **5.1 Pipeline Visibility and Candidate Movement**

Our Recruitment Team uses **Nexus by LaborEdge** to maintain visibility into professionals moving through the recruiting process. Candidate status is reviewed separately across RN, LPN, and HSW/CNA requirements so that activity in one category does not mask a developing shortage in another.



The team distinguishes between candidates who remain actively engaged and progressing toward an opportunity and profiles that no longer represent current recruiting depth. Pipeline review considers candidate movement, withdrawals, inactivity, progression, and changes communicated by the Account Team regarding anticipated West Virginia Veterans Nursing Facility needs.

This provides an important operating distinction: **the number of candidate records in the recruiting system is not treated as the measure of pipeline health**. Pipeline strength depends on whether appropriate professionals remain engaged and continue moving toward assignment consideration.

When candidate movement slows or active depth becomes concentrated among too few professionals, the Recruitment Team increases attention before the requirement becomes dependent on a limited pipeline.

## 5.2 Recruitment Triggers and Pipeline Replenishment

Recruiting activity changes according to the condition affecting the RN, LPN, or HSW/CNA pipeline. Cynet Health uses the following signals to determine when additional candidate development is needed:

| Pipeline Signal                                                     | What Cynet Health Identifies                                                                            | Recruitment Response                                                                                                        |
|---------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|
| <b>Declining active candidate depth</b>                             | Fewer professionals remain engaged within a required personnel category.                                | Increase candidate development for the affected RN, LPN, or HSW/CNA pipeline.                                               |
| <b>Candidate interest is not translating into suitable profiles</b> | Recruiting activity is generating interest, but too few professionals align with the required position. | Refine the recruiting profile and concentrate outreach on backgrounds more relevant to the Facility requirement.            |
| <b>Candidate withdrawals or availability changes</b>                | Existing pipeline depth has decreased and could become dependent on a small number of professionals.    | Introduce additional candidates into the pipeline while continuing engagement with remaining qualified professionals.       |
| <b>Candidate progression reduces active depth</b>                   | Fewer candidates remain on a viable path toward assignment consideration.                               | Develop additional candidates so the requirement does not become dependent on the outcome of one or two remaining profiles. |
| <b>Candidate activity becomes stale</b>                             | Existing records no longer provide a reliable indication of current interest.                           | Refresh candidate engagement and replace inactive pipeline volume with current candidate activity.                          |
| <b>Facility demand changes by personnel category</b>                | Existing recruitment priorities no longer match the Facility's anticipated need.                        | Realign recruiting attention to the affected RN, LPN, or HSW/CNA category.                                                  |

The Account Team communicates relevant changes in Facility demand to the Recruitment Team, allowing pipeline priorities to change with the requirement rather than remain tied to an earlier staffing forecast.



## Cynet Health Job Board as a Replenishment Channel

Cynet Health also operates its **own healthcare job board**, providing a direct channel for presenting active opportunities to nursing and healthcare professionals and bringing new applicants into the recruitment pipeline. Applicable opportunities can be published with searchable information such as **position, location, specialty, assignment details, and compensation**, allowing interested professionals to evaluate the opportunity before applying.

The job board provides a mobile-friendly application path and gives our Recruitment Team an additional source of current candidate activity beyond professionals already represented in the recruiting system. For applicable West Virginia Veterans Nursing Facility requirements, the team can use the platform to increase visibility of Clarksburg opportunities and capture new candidate interest while other recruitment activity continues.

This creates a complementary pipeline model:

**Nexus by LaborEdge provides visibility into the candidates already moving through the process; Cynet Health's job board provides an ongoing path for new healthcare professionals to enter that pipeline.**

When additional depth is required, our Recruitment Team expands candidate development for the affected personnel category through the recruitment resources established in this plan, including the Cynet Health job board. New candidate activity is added to the pipeline without changing the professional-fit and assignment-readiness standards applied to every RN, LPN, and HSW/CNA candidate.

As candidates move into and out of the active pipeline, the Recruitment Team continues reviewing depth by personnel category and replenishing areas where additional workforce is needed. The Account Team keeps this activity aligned with current and anticipated West Virginia Veterans Nursing Facility requirements so that recruitment priorities remain connected to the Facility's actual staffing needs.

This ongoing cycle of **pipeline review, targeted replenishment, and renewed candidate engagement** keeps the Clarksburg recruitment effort active throughout the contract rather than allowing it to depend solely on the candidates identified at the beginning of the engagement. As Facility needs change, Cynet Health maintains a current pathway for developing additional RN, LPN, and HSW/CNA candidates while preserving the qualification and readiness controls established in this Recruitment Plan.





## 6. Historical Direct Care Staffing Experience Summary

Cynet Health provides this historical placement record as evidence of its experience operating a **Direct Care Staffing organization**. The documented placement activity spans **January 2025 through August 12, 2026**, exceeding the solicitation's minimum requirement for twelve months of Direct Care Staffing experience.

During this period, Cynet Health recorded **2,317 placement records across Registered Nurse, Licensed Practical/Vocational Nurse, and Certified Nursing Assistant personnel**. These records represent **1,828 distinct healthcare professionals** supporting staffing activity across **710 healthcare facilities, 262 clients, and 48 states**.

The placement history demonstrates sustained experience recruiting and placing the direct-care personnel categories relevant to the West Virginia Veterans Nursing Facility. It also reflects Cynet Health's ability to support healthcare organizations across varied operating environments while maintaining continued placement activity throughout the documented period.

### 6.1 Historical Placement Overview

| Historical Experience Measure                         | Documented Activity January 2025 through August 12, 2026 |
|-------------------------------------------------------|----------------------------------------------------------|
| Total Direct Care Placement Records                   | <b>2,317</b>                                             |
| Distinct Healthcare Professionals                     | <b>1,828</b>                                             |
| Registered Nurse Placement Records                    | <b>2,047</b>                                             |
| Licensed Practical/Vocational Nurse Placement Records | <b>234</b>                                               |
| Certified Nursing Assistant Placement Records         | <b>36</b>                                                |
| Healthcare Facilities Supported                       | <b>710</b>                                               |
| Clients Supported                                     | <b>262</b>                                               |
| States Represented                                    | <b>48</b>                                                |
| Documented Placement Period                           | <b>January 2025 – August 12, 2026</b>                    |

The placement record includes all three direct-care workforce categories relevant to this solicitation. For the Facility's **Health Service Worker** requirement, Cynet Health's demonstrated historical experience is represented through its **Certified Nursing Assistant placements**, consistent with the requirement that Health Service Workers hold the applicable CNA qualification.

The breadth of this record is important, but the primary evidence is its **duration and continuity**. Cynet Health recorded direct-care placement activity throughout the period covered by this report, establishing operating experience well beyond the minimum twelve-month requirement.



## 7. Month-by-Month Direct Care Placement Activity

Cynet Health's historical placement record demonstrates **sustained Direct Care Staffing activity across 20 consecutive calendar months**, from January 2025 through August 12, 2026. Placement activity occurred in every month during the documented period across Registered Nurse, Licensed Practical/Vocational Nurse, and Certified Nursing Assistant categories.

This month-by-month history provides direct evidence that Cynet Health's experience is based on **continuing staffing operations over time**, rather than placement activity concentrated within a single client, project, or short-term period.

### 7.1 Monthly Placement Record

| Month             | RN Placement Records | LPN/LVN Placement Records | CNA Placement Records | Total Placement Records |
|-------------------|----------------------|---------------------------|-----------------------|-------------------------|
| January 2025      | 122                  | 7                         | 2                     | 131                     |
| February 2025     | 104                  | 9                         | 1                     | 114                     |
| March 2025        | 139                  | 6                         | 11                    | 156                     |
| April 2025        | 118                  | 13                        | 0                     | 131                     |
| May 2025          | 122                  | 18                        | 1                     | 141                     |
| June 2025         | 131                  | 13                        | 1                     | 145                     |
| July 2025         | 91                   | 8                         | 1                     | 100                     |
| August 2025       | 105                  | 13                        | 5                     | 123                     |
| September 2025    | 132                  | 13                        | 2                     | 147                     |
| October 2025      | 106                  | 2                         | 1                     | 109                     |
| November 2025     | 107                  | 13                        | 1                     | 121                     |
| December 2025     | 110                  | 10                        | 4                     | 124                     |
| 2025 Total        | 1,387                | 125                       | 30                    | 1,542                   |
| January 2026      | 132                  | 13                        | 1                     | 146                     |
| February 2026     | 97                   | 14                        | 1                     | 112                     |
| March 2026        | 116                  | 14                        | 0                     | 130                     |
| April 2026        | 71                   | 7                         | 0                     | 78                      |
| May 2026          | 52                   | 15                        | 0                     | 67                      |
| June 2026         | 82                   | 20                        | 1                     | 103                     |
| July 2026         | 65                   | 14                        | 1                     | 80                      |
| August 1–12, 2026 | 45                   | 12                        | 2                     | 59                      |
| 2026 YTD Total    | 660                  | 109                       | 6                     | 775                     |
| Overall Total     | 2,047                | 234                       | 36                    | 2,317                   |

### 7.2 Demonstrated Continuity of Direct Care Staffing Operations

The placement history shows active Direct Care Staffing operations in **every month represented in the reporting period**. In 2025 alone, Cynet Health recorded **1,542 RN, LPN/LVN, and CNA**



**placement records.** Through August 12, 2026, Cynet Health recorded an additional **775 placement records**, demonstrating continued staffing activity into the current year.

The monthly record also demonstrates that Cynet Health’s experience is not limited to a single direct-care classification. RN placements account for the largest portion of the documented activity, while LPN/LVN and CNA placements provide additional demonstrated experience across the direct-care categories relevant to the West Virginia Veterans Nursing Facility.

This sustained placement history provides a clear record of Cynet Health operating a Direct Care Staffing organization for a period **well beyond the solicitation’s minimum twelve-month experience requirement.**

## 8. Direct Care Staffing Experience by Personnel Category

Cynet Health’s historical placement activity demonstrates experience across the three direct-care personnel categories relevant to the West Virginia Veterans Nursing Facility. From January 2025 through August 12, 2026, the documented record includes **2,047 Registered Nurse placements, 234 Licensed Practical/Vocational Nurse placements, and 36 Certified Nursing Assistant placements.**

### 8.1 Placement Activity by Personnel Category

| Personnel Category                         | Placement Records | Share of Total Placement Activity |
|--------------------------------------------|-------------------|-----------------------------------|
| <b>Registered Nurse</b>                    | <b>2,047</b>      | <b>88.3%</b>                      |
| <b>Licensed Practical/Vocational Nurse</b> | <b>234</b>        | <b>10.1%</b>                      |
| <b>Certified Nursing Assistant</b>         | <b>36</b>         | <b>1.6%</b>                       |
| <b>Total</b>                               | <b>2,317</b>      | <b>100%</b>                       |

The distribution reflects substantial experience recruiting and placing **licensed nursing personnel**, particularly Registered Nurses, while also demonstrating placement activity for LPN/LVN and CNA personnel.

For the West Virginia Veterans Nursing Facility’s **Health Service Worker** category, Cynet Health’s historical experience is represented through its **Certified Nursing Assistant placements**, consistent with the solicitation requirement that Health Service Workers hold the applicable CNA qualification.

### 8.2 Relevance to the West Virginia Veterans Nursing Facility

The historical record demonstrates that Cynet Health’s Direct Care Staffing experience is not limited to a single nursing classification. The company has recruited and placed personnel across the workforce categories that correspond to the Facility’s required staffing structure:

|                                                  |                                             |
|--------------------------------------------------|---------------------------------------------|
| West Virginia Veterans Nursing Facility Category | Relevant Cynet Health Historical Experience |
|--------------------------------------------------|---------------------------------------------|



|                             |                                                                                                                                                               |
|-----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Registered Nurse            | <b>2,047 RN placement records</b> demonstrating extensive experience recruiting and placing licensed nursing personnel.                                       |
| Licensed Practical Nurse    | <b>234 LPN/LVN placement records</b> demonstrating continued experience supporting practical nursing requirements.                                            |
| Health Service Worker / CNA | <b>36 CNA placement records</b> demonstrating experience recruiting direct-care personnel whose qualifications align with the Facility's HSW/CNA requirement. |

The placement history therefore demonstrates both the **duration of Cynet Health's Direct Care Staffing operations and the relevance of the personnel supplied**. The documented activity covers the same core direct-care workforce categories required under this solicitation and extends continuously across the January 2025 through August 2026 reporting period.

### 8.3 What the Historical Record Demonstrates

Taken together, the personnel-category data establishes that Cynet Health has:

- maintained sustained RN staffing activity throughout the documented period;
- recruited and placed LPN/LVN personnel as part of its ongoing direct-care operations;
- demonstrated CNA placement experience relevant to the Facility's Health Service Worker requirement; and
- supported multiple direct-care classifications concurrently rather than operating within a single occupational category.

This category-level experience provides the foundation for the more locally relevant evidence presented in the following section: **West Virginia Direct Care Placement Experience**.

## 9. West Virginia Direct Care Placement Experience

Cynet Health's broader Direct Care Staffing history is supported by demonstrated placement activity within **West Virginia**. From January 2025 through August 12, 2026, Cynet Health recorded **47 RN, LPN/LVN, and CNA placement records in West Virginia**, representing **45 distinct healthcare professionals across 11 healthcare facilities**.

The West Virginia record includes placement activity across all three direct-care categories relevant to the West Virginia Veterans Nursing Facility requirement. This provides state-specific evidence that Cynet Health's experience is not based solely on staffing activity performed in other markets.

### 9.1 West Virginia Placement Activity by Personnel Category

| Personnel Category                         | West Virginia Placement Records |
|--------------------------------------------|---------------------------------|
| <b>Registered Nurse</b>                    | <b>19</b>                       |
| <b>Licensed Practical/Vocational Nurse</b> | <b>8</b>                        |
| <b>Certified Nursing Assistant</b>         | <b>20</b>                       |
| Total                                      | <b>47</b>                       |



CNA represents the largest portion of Cynet Health’s West Virginia placement activity during the documented period, with **20 placement records**, followed by **19 RN placements and 8 LPN/LVN placements**. For the Facility’s Health Service Worker requirement, Cynet Health’s CNA placement history provides the relevant historical direct-care experience.

## 9.2 West Virginia Healthcare Facilities Supported

Cynet Health’s January 2025 through August 12, 2026 placement record includes the following West Virginia healthcare facilities:

| West Virginia Healthcare Facility             | Placement Records |
|-----------------------------------------------|-------------------|
| <b>William R. Sharpe Jr. Hospital</b>         | <b>24</b>         |
| <b>Mildred Mitchell-Bateman Hospital</b>      | <b>5</b>          |
| <b>Thomas Memorial Hospital</b>               | <b>5</b>          |
| <b>Lakin State Hospital</b>                   | <b>2</b>          |
| <b>WVU Medicine Berkeley Medical Center</b>   | <b>2</b>          |
| <b>Hopemont State Hospital</b>                | <b>2</b>          |
| <b>Camden Clark Medical Center</b>            | <b>2</b>          |
| <b>J.W. Ruby Memorial Hospital</b>            | <b>2</b>          |
| <b>Wheeling Hospital</b>                      | <b>1</b>          |
| <b>Weirton Medical Center - Main Hospital</b> | <b>1</b>          |
| <b>United Hospital Center</b>                 | <b>1</b>          |
| <b>Total</b>                                  | <b>47</b>         |

The placement activity is distributed across multiple West Virginia healthcare organizations rather than being limited to a single facility. The record includes substantial activity at **William R. Sharpe Jr. Hospital**, where Cynet Health recorded **24 direct-care placements** during the documented period, together with additional staffing activity at other state and regional healthcare facilities.

## 9.3 Relevance to the West Virginia Veterans Nursing Facility

This West Virginia placement history strengthens the relevance of Cynet Health’s overall Direct Care Staffing experience in three ways.

First, Cynet Health has demonstrated placement activity within the **same state workforce environment** in which the West Virginia Veterans Nursing Facility operates. The company is therefore entering this requirement with existing West Virginia healthcare staffing experience rather than relying solely on a national staffing history.

Second, the record includes **RN, LPN/LVN, and CNA personnel**, demonstrating experience across each direct-care category corresponding to the Facility’s required workforce structure.

Third, Cynet Health’s West Virginia experience extends across multiple healthcare facilities and care environments. This demonstrates an established ability to recruit and place healthcare



professionals for different West Virginia organizations while responding to the personnel requirements associated with each assignment.

Cynet Health's historical placement record demonstrates sustained Direct Care Staffing operations from **January 2025 through August 12, 2026**, well beyond the minimum twelve-month experience requirement. During this period, Cynet Health recorded **2,317 RN, LPN/LVN, and CNA placement records representing 1,828 distinct healthcare professionals**, with placement activity documented in every month covered by this report.

The record demonstrates both scale and continuity across the direct-care personnel categories relevant to the West Virginia Veterans Nursing Facility. It also includes **47 West Virginia placement records representing 45 distinct professionals across 11 healthcare facilities**, establishing recent staffing experience within the same state workforce environment in which this contract will operate.

Taken together, the monthly placement history, personnel-category distribution, and West Virginia-specific activity provide documented evidence that Cynet Health has an established Direct Care Staffing operation rather than experience based on a limited number of isolated assignments. The information presented in this report demonstrates Cynet Health's ongoing experience recruiting and placing RN, LPN/LVN, and CNA personnel and supports its qualification to provide the direct-care staffing services required by the **West Virginia Veterans Nursing Facility**.





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

|                                                       |                            |                         |                                                                                                       |
|-------------------------------------------------------|----------------------------|-------------------------|-------------------------------------------------------------------------------------------------------|
| <b>Proc Folder:</b> 2029895                           |                            |                         | <b>Reason for Modification:</b><br>Addendum No. 1<br><br>To Extend Bid Opening<br><br>To Publish TQ&A |
| <b>Doc Description:</b> Direct Care Staffing Services |                            |                         |                                                                                                       |
| <b>Proc Type:</b> Central Master Agreement            |                            |                         |                                                                                                       |
| <b>Date Issued</b>                                    | <b>Solicitation Closes</b> | <b>Solicitation No</b>  |                                                                                                       |
| 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:**

**Vendor Name :** Cynet Health Inc

**Address :** 21000 Atlantic Blvd 700

**Street :**

**City :** Sterling

**State :** Virginia **Country :** USA **Zip :** 20166

**Principal Contact :** Brian Clark

**Vendor Contact Phone:** 844-442-5627 **Extension:**

FOR INFORMATION CONTACT THE BUYER

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

**Vendor Signature X** **FEIN#** 81-1318967 **DATE** August 25, 2026

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

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>ADDITIONAL INFORMATION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Addendum No. 1 is issued for the following:<br><br>1. Responses to vendor questions attached. See Attachment A.<br><br>2 To modify bid opening date and time to 08/26/2026 at 13:30 (1:30PM EST)<br><br>No other changes<br><br>*****<br><br>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. |

|                                                                           |  |                                                                         |  |
|---------------------------------------------------------------------------|--|-------------------------------------------------------------------------|--|
| <b>INVOICE TO</b>                                                         |  | <b>SHIP TO</b>                                                          |  |
| DIVISION OF VETERANS AFFAIRS<br>1 FREEDOMS WAY<br><br>CLARKSBURG WV<br>US |  | VETERAN'S NURSING FACILITY<br>1 FREEDOMS WAY<br><br>CLARKSBURG WV<br>US |  |

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

|                  |                     |                      |                |
|------------------|---------------------|----------------------|----------------|
| <b>Comm Code</b> | <b>Manufacturer</b> | <b>Specification</b> | <b>Model #</b> |
| 85101601         |                     |                      |                |

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

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

|               |                |                               |           |
|---------------|----------------|-------------------------------|-----------|
|               | Document Phase | Document Description          | Page<br>3 |
| VNF2700000001 | Final          | Direct Care Staffing Services |           |

**ADDITIONAL TERMS AND CONDITIONS**

See attached document(s) for additional Terms and Conditions

## INSTRUCTIONS TO VENDORS SUBMITTING BIDS

1. **REVIEW DOCUMENTS THOROUGHLY:** The attached documents contain a solicitation for bids. Please read these instructions and all documents attached in their entirety. These instructions provide critical information about requirements that if overlooked could lead to disqualification of a Vendor's bid. All bids must be submitted in accordance with the provisions contained in these instructions and the Solicitation. Failure to do so may result in disqualification of Vendor's bid.

2. **MANDATORY TERMS:** The Solicitation may contain **mandatory** provisions identified by the use of the words "**must**," "**will**," and "**shall**." Failure to comply with a mandatory term in the Solicitation will result in bid disqualification.

3. **PRE-BID MEETING:** The item identified below shall apply to this Solicitation.

☒ A pre-bid meeting will not be held prior to bid opening

☐ A **MANDATORY PRE-BID** meeting will be held at the following place and time:

\*\*\*\*\*NO MANDATORY PRE-BID MEETING WILL BE HELD FOR THIS SOLICITATION\*\*\*\*\*

All Vendors submitting a bid must attend the **mandatory** pre-bid meeting. Failure to attend the **mandatory** pre-bid meeting shall result in disqualification of the Vendor's bid. No one individual is permitted to represent more than one vendor at the pre-bid meeting. Any individual that does attempt to represent two or more vendors will be required to select one vendor to which the individual's attendance will be attributed. The vendors not selected will be deemed to have not attended the pre-bid meeting unless another individual attended on their behalf.

An attendance sheet provided at the pre-bid meeting shall serve as the official document verifying attendance. Any person attending the pre-bid meeting on behalf of a Vendor must list on the attendance sheet his or her name and the name of the Vendor he or she is representing. It is the Vendor's responsibility to locate the attendance sheet and provide the required information. Failure to complete the attendance sheet as required may result in disqualification of Vendor's bid.

Vendors who arrive after the starting time but prior to the end of the pre-bid will be permitted to sign in but are charged with knowing all matters discussed at the pre-bid.

Any discussions or answers to questions at the pre-bid meeting are preliminary in nature and are non-binding. Official and binding answers to questions will be published in a written addendum to the Solicitation prior to bid opening.

**4. VENDOR QUESTION DEADLINE:** Vendors may submit questions relating to this Solicitation to the Purchasing Division. Questions must be submitted in writing. All questions **must be submitted on or before the date listed below and to the address listed below to be considered.** A written response will be published in a Solicitation addendum if a response is possible and appropriate. Non-written discussions, conversations, or questions and answers regarding this Solicitation are preliminary in nature and are non-binding.

Submitted emails should have the solicitation number in the subject line. Question

Submission Deadline: 8/12/2026 at 10:00 AM

Submit Questions to: Jessica Riley Buyer  
2019 Washington Street, East Charleston, WV 25305  
Fax: (304) 558-3970  
Email: [Jessica.L.Riley@wv.gov](mailto:Jessica.L.Riley@wv.gov)

**5. VERBAL COMMUNICATION:** Any verbal communication between the Vendor and any State personnel is not binding, including verbal communication at the mandatory pre-bid conference. Only information issued in writing and added to the Solicitation by an official written addendum by the Purchasing Division is binding.

**6. BID SUBMISSION:** All bids must be submitted on or before the date and time of the bid opening listed in section 7 below. Vendors can submit bids electronically through wvOASIS, in paper form delivered to the Purchasing Division at the address listed below either in person or by courier, or in facsimile form by faxing to the Purchasing Division at the number listed below. Notwithstanding the foregoing, the Purchasing Division may prohibit the submission of bids electronically through wvOASIS at its sole discretion. Such a prohibition will be contained and communicated in the wvOASIS system resulting in the Vendor's inability to submit bids through wvOASIS. The Purchasing Division will not accept bids or modification of bids via email.

**Bids submitted in paper, facsimile, or via wvOASIS must contain a signature. Failure to submit a bid in any form without a signature will result in rejection of your bid.**

A bid submitted in paper or facsimile form should contain the information listed below on the face of the submission envelope or fax cover sheet. Otherwise, the bid may be rejected by the Purchasing Division.

VENDOR NAME:

BUYER:

SOLICITATION NO.: CRFQ-VNF2700000001

BID OPENING DATE: 08/20/2026

BID OPENING TIME: 1:30 pm EST

FAX NUMBER: 304-558-3970

Any bid received by the Purchasing Division staff is considered to be in the possession of the Purchasing Division and will not be returned for any reason.

**Bid Delivery Address and Fax Number:**

Department of Administration, Purchasing Division 2019 Washington Street East  
Charleston, WV 25305-0130  
Fax: 304-558-3970

**7. BID OPENING:** Bids submitted in response to this Solicitation will be opened at the location identified below on the date and time listed below. Delivery of a bid after the bid opening date and time will result in bid disqualification. For purposes of this Solicitation, a bid is considered delivered when confirmation of delivery is provided by wvOASIS (in the case of electronic submission) or when the bid is time stamped by the official Purchasing Division time clock (in the case of hand delivery or via delivery by mail).

**Bid Opening Date and Time:**

**Bid Opening Location:**

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

**8. ADDENDUM ACKNOWLEDGEMENT:** Changes or revisions to this Solicitation will be made by an official written addendum issued by the Purchasing Division. Vendor should acknowledge receipt of all addenda issued with this Solicitation by completing an Addendum Acknowledgement Form. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.



**9. BID FORMATTING:** Vendor should type or electronically enter the information onto its bid to prevent errors in the evaluation. Failure to type or electronically enter the information may result in bid disqualification.

**10. ALTERNATE MODEL OR BRAND:** Unless the box below is checked, any model, brand, or specification listed in this Solicitation establishes the acceptable level of quality only and is not intended to reflect a preference for, or in any way favor, a particular brand or vendor. Vendors may bid alternates to a listed model or brand provided that the alternate is at least equal to the model or brand and complies with the required specifications. The equality of any alternate being bid shall be determined by the State at its sole discretion. Any Vendor bidding an alternate model or brand **shall** clearly identify the alternate items in its bid and should include manufacturer's specifications, industry literature, and/or any other relevant documentation demonstrating the equality of the alternate items. Failure to provide information for alternate items **may** be grounds for rejection of a Vendor's bid.

[ ] This Solicitation is based upon a standardized commodity established under W. Va. Code § 5A-3-61. Vendors are expected to bid the standardized commodity identified. Failure to bid the standardized commodity will result in your firm's bid being rejected.

**11. COMMUNICATION LIMITATIONS:** In accordance with West Virginia Code of State Rules §148-1-6.6.2, communication with the State of West Virginia or any of its employees regarding this Solicitation during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited without prior Purchasing Division approval. Purchasing Division approval for such communication is implied for all agency delegated and exempt purchases.

**12. REGISTRATION:** Prior to Contract award, the apparent successful Vendor **must** be properly registered with the West Virginia Purchasing Division and must have paid the \$125 fee, if applicable.

**13. UNIT PRICE:** Unit prices **shall** prevail in cases of a discrepancy in the Vendor's bid.

**14. PREFERENCE:** Vendor Preference may be requested in purchases of motor vehicles or construction and maintenance equipment and machinery used in highway and other infrastructure projects. Any request for preference must be submitted in writing with the bid, must specifically identify the preference requested with reference to the applicable subsection of West Virginia Code § 5A-3-37, and must include with the bid any information necessary to evaluate and confirm the applicability of the requested preference. A request form to help facilitate the request can be found at: [www.state.wv.us/admin/purchase/vrc/Venpref.pdf](http://www.state.wv.us/admin/purchase/vrc/Venpref.pdf).

**15A. RECIPROCAL PREFERENCE:** The State of West Virginia applies a reciprocal preference to all solicitations for commodities and printing in accordance with W. Va. Code § 5A-3-37(b). In effect, non-resident vendors receiving a preference in their home states, will see that same preference granted to West Virginia resident vendors bidding against them in West Virginia. Any request for reciprocal preference must include with the bid any information necessary to evaluate and confirm the applicability of the preference. A request form to help facilitate the request can be found at: [www.state.wv.us/admin/purchase/vrc/Venpref.pdf](http://www.state.wv.us/admin/purchase/vrc/Venpref.pdf).

**15. SMALL, WOMEN-OWNED, OR MINORITY-OWNED BUSINESSES:**

For any solicitations publicly advertised for bid, in accordance with West Virginia Code §5A-3-37 and W. Va. CSR § 148-22-9, any non-resident vendor certified as a small, women-owned, or minority-owned business under W. Va. CSR § 148-22-9 shall be provided the same preference made available to any resident vendor. Any non-resident small, women-owned, or minority-owned business must identify itself as such in writing, must submit that writing to the Purchasing Division with its bid, and must be properly certified under W. Va. CSR § 148-22-9 prior to contract award to receive the preferences made available to resident vendors.

**16. WAIVER OF MINOR IRREGULARITIES:** The Director reserves the right to waive minor irregularities in bids or specifications in accordance with West Virginia Code of State Rules § 148-1-4.7.

**17. ELECTRONIC FILE ACCESS RESTRICTIONS:** Vendor must ensure that its submission in wvOASIS can be accessed and viewed by the Purchasing Division staff immediately upon bid opening. The Purchasing Division will consider any file that cannot be immediately accessed and viewed at the time of the bid opening (such as, encrypted files, password protected files, or incompatible files) to be blank or incomplete as context requires and are therefore unacceptable. A vendor will not be permitted to unencrypt files, remove password protections, or resubmit documents after bid opening to make a file viewable if those documents are required with the bid. A Vendor may be required to provide document passwords or remove access restrictions to allow the Purchasing Division to print or electronically save documents provided that those documents are viewable by the Purchasing Division prior to obtaining the password or removing the access restriction.

**18. NON-RESPONSIBLE:** The Purchasing Division Director reserves the right to reject the bid of any vendor as Non-Responsible in accordance with W. Va. Code of State Rules § 148-1- 5.3, when the Director determines that the vendor submitting the bid does not have the capability to fully perform or lacks the integrity and reliability to assure good-faith performance.”

**19. ACCEPTANCE/REJECTION:** The State may accept or reject any bid in whole, or in part in accordance with W. Va. Code of State Rules § 148-1-4.6. and § 148-1-6.3.”

20. **WITH THE BID REQUIREMENTS:** In instances where these specifications require documentation or other information with the bid, and a vendor fails to provide it with the bid, the Director of the Purchasing Division reserves the right to request those items after bid opening and prior to contract award pursuant to the authority to waive minor irregularities in bids or specifications under W. Va. CSR § 148-1-4.7. This authority does not apply to instances where state law mandates receipt with the bid.

21. **EMAIL NOTIFICATION OF AWARD:** The Purchasing Division will attempt to provide bidders with e-mail notification of contract award when a solicitation that the bidder participated in has been awarded. For notification purposes, bidders must provide the Purchasing Division with a valid email address in the bid response. Bidders may also monitor [wvOASIS](#) or the Purchasing Division's website to determine when a contract has been awarded.

22. **EXCEPTIONS AND CLARIFICATIONS:** The Solicitation contains the specifications that **shall** form the basis of a contractual agreement. **Vendor shall clearly mark any exceptions, clarifications, or other proposed modifications in its bid.** Exceptions to, clarifications of, or modifications of a requirement or term and condition of the Solicitation may result in bid disqualification.

## **GENERAL TERMS AND CONDITIONS:**

**1. CONTRACTUAL AGREEMENT:** Issuance of an Award Document signed by the Purchasing Division Director, or his designee, and approved as to form by the Attorney General's office constitutes acceptance by the State of this Contract made by and between the State of West Virginia and the Vendor. Vendor's signature on its bid, or on the Contract if the Contract is not the result of a bid solicitation, signifies Vendor's agreement to be bound by and accept the terms and conditions contained in this Contract.

**2. DEFINITIONS:** As used in this Solicitation/Contract, the following terms shall have the meanings attributed to them below. Additional definitions may be found in the specifications included with this Solicitation/Contract.

**2.1. "Agency" or "Agencies"** means the agency, board, commission, or other entity of the State of West Virginia that is identified on the first page of the Solicitation or any other public entity seeking to procure goods or services under this Contract.

**2.2. "Bid" or "Proposal"** means the vendors submitted response to this solicitation.

**2.3. "Contract"** means the binding agreement that is entered into between the State and the Vendor to provide the goods or services requested in the Solicitation.

**2.4. "Director"** means the Director of the West Virginia Department of Administration, Purchasing Division.

**2.5. "Purchasing Division"** means the West Virginia Department of Administration, Purchasing Division.

**2.6. "Award Document"** means the document signed by the Agency and the Purchasing Division, and approved as to form by the Attorney General, that identifies the Vendor as the contract holder.

**2.7. "Solicitation"** means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.

**2.8. "State"** means the State of West Virginia and/or any of its agencies, commissions, boards, etc. as context requires.

**2.9. "Vendor" or "Vendors"** means any entity submitting a bid in response to the Solicitation, the entity that has been selected as the lowest responsible bidder, or the entity that has been awarded the Contract as context requires.

**3. CONTRACT TERM; RENEWAL; EXTENSION:** The term of this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below:

☒ **Term Contract**

**Initial Contract Term:** The Initial Contract Term will be for a period of One (1) year. The Initial Contract Term becomes effective on the effective start date listed on the first page of this Contract, identified as the State of West Virginia contract cover page containing the signatures of the Purchasing Division, Attorney General, and Encumbrance clerk (or another page identified as \_\_\_\_\_), and the Initial Contract Term ends on the effective end date also shown on the first page of this Contract.

**Renewal Term:** This Contract may be renewed upon the mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any request for renewal should be delivered to the Agency and then submitted to the Purchasing Division thirty (30) days prior to the expiration date of the initial contract term or appropriate renewal term. A Contract renewal shall be in accordance with the terms and conditions of the original contract. Unless otherwise specified below, renewal of this Contract is limited to Three (3) successive one (1) year periods or multiple renewal periods of less than one year, provided that the multiple renewal periods do not exceed the total number of months available in all renewal years combined. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

☐ **Alternate Renewal Term** – This contract may be renewed for \_\_\_\_\_ successive \_\_\_\_\_ year periods or shorter periods provided that they do not exceed the total number of months contained in all available renewals. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

**Delivery Order Limitations:** In the event that this contract permits delivery orders, a delivery order may only be issued during the time this Contract is in effect. Any delivery order issued within one year of the expiration of this Contract shall be effective for one year from the date the delivery order is issued. No delivery order may be extended beyond one year after this Contract has expired.

☐ **Fixed Period Contract:** This Contract becomes effective upon Vendor's receipt of the notice to proceed and must be completed within \_\_\_\_\_ days.

☐ **Fixed Period Contract with Renewals:** This Contract becomes effective upon Vendor's receipt of the notice to proceed and part of the Contract more fully described in the attached specifications must be completed within \_\_\_\_\_ days. Upon completion of the work covered by the preceding sentence, the vendor agrees that:

☐ the contract will continue for \_\_\_\_\_ years;

☐ the contract may be renewed for \_\_\_\_\_ successive \_\_\_\_\_ year periods or shorter periods provided that they do not exceed the total number of months contained in all available renewals. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's Office (Attorney General approval is as to form only).

☐ **One-Time Purchase:** The term of this Contract shall run from the issuance of the Award Document until all of the goods contracted for have been delivered, but in no event will this Contract extend for more than one fiscal year.

☐ **Construction/Project Oversight:** This Contract becomes effective on the effective start date listed on the first page of this Contract, identified as the State of West Virginia contract cover page containing the signatures of the Purchasing Division, Attorney General, and Encumbrance clerk (or another page identified as \_\_\_\_\_), and continues until the project for which the vendor is providing oversight is complete.

☐ **Other:** Contract Term specified in \_\_\_\_\_

**4. AUTHORITY TO PROCEED:** Vendor is authorized to begin performance of this contract on the date of encumbrance listed on the front page of the Award Document unless either the box for "Fixed Period Contract" or "Fixed Period Contract with Renewals" has been checked in Section 3 above. If either "Fixed Period Contract" or "Fixed Period Contract with Renewals" has been checked, Vendor must not begin work until it receives a separate notice to proceed from the State. The notice to proceed will then be incorporated into the Contract via change order to memorialize the official date that work commenced.

**5. QUANTITIES:** The quantities required under this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below.

☐ **Open End Contract:** Quantities listed in this Solicitation/Award Document are approximations only, based on estimates supplied by the Agency. It is understood and agreed that the Contract shall cover the quantities actually ordered for delivery during the term of the Contract, whether more or less than the quantities shown.

☒ **Service:** The scope of the service to be provided will be more clearly defined in the specifications included herewith.

☐ **Combined Service and Goods:** The scope of the service and deliverable goods to be provided will be more clearly defined in the specifications included herewith.

☐ **One-Time Purchase:** This Contract is for the purchase of a set quantity of goods that are identified in the specifications included herewith. Once those items have been delivered, no additional goods may be procured under this Contract without an appropriate change order approved by the Vendor, Agency, Purchasing Division, and Attorney General's office.

☐ **Construction:** This Contract is for construction activity more fully defined in the specifications.

**6. EMERGENCY PURCHASES:** The Purchasing Division Director may authorize the Agency to purchase goods or services in the open market that Vendor would otherwise provide under this Contract if those goods or services are for immediate or expedited delivery in an emergency. Emergencies shall include, but are not limited to, delays in transportation or an unanticipated increase in the volume of work. An emergency purchase in the open market, approved by the Purchasing Division Director, shall not constitute of breach of this Contract and shall not entitle the Vendor to any form of compensation or damages. This provision does not excuse the State from fulfilling its obligations under a One-Time Purchase contract.

**7. REQUIRED DOCUMENTS:** All of the items checked in this section must be provided to the Purchasing Division by the Vendor as specified:

☒ **LICENSE(S) / CERTIFICATIONS / PERMITS:** In addition to anything required under the Section of the General Terms and Conditions entitled Licensing, the apparent successful Vendor shall furnish proof of the following licenses, certifications, and/or permits upon request and in a form acceptable to the State. The request may be prior to or after contract award at the State's sole discretion.

As described in the specifications  
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The apparent successful Vendor shall also furnish proof of any additional licenses or certifications contained in the specifications regardless of whether or not that requirement is listed above.



**8. INSURANCE:** The apparent successful Vendor shall furnish proof of the insurance identified by a checkmark below prior to Contract award. The insurance coverages identified below must be maintained throughout the life of this contract. Thirty (30) days prior to the expiration of the insurance policies, Vendor shall provide the Agency with proof that the insurance mandated herein has been continued. Vendor must also provide Agency with immediate notice of any changes in its insurance policies, including but not limited to, policy cancelation, policy reduction, or change in insurers. The apparent successful Vendor shall also furnish proof of any additional insurance requirements contained in the specifications prior to Contract award regardless of whether that insurance requirement is listed in this section.

Vendor must maintain:

☒ **Commercial General Liability Insurance** in at least an amount of: \$1,000,000.00 per occurrence.

☒ **Automobile Liability Insurance** in at least an amount of: \$100,000.00 per occurrence.

☐ **Professional/Malpractice/Errors and Omission Insurance** in at least an amount of: \_\_\_\_\_ per occurrence. Notwithstanding the forgoing, Vendor's are not required to list the State as an additional insured for this type of policy.

☐ **Commercial Crime and Third Party Fidelity Insurance** in an amount of: \_\_\_\_\_ per occurrence.

☐ **Cyber Liability Insurance** in an amount of: \_\_\_\_\_ per occurrence.

☐ **Builders Risk Insurance** in an amount equal to 100% of the amount of the Contract.

☐ **Pollution Insurance** in an amount of: \_\_\_\_\_ per occurrence.

☐ **Aircraft Liability** in an amount of: \_\_\_\_\_ per occurrence.

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**9. WORKERS' COMPENSATION INSURANCE:** Vendor shall comply with laws relating to workers compensation, shall maintain workers' compensation insurance when required, and shall furnish proof of workers' compensation insurance upon request.

**10. VENUE:** All legal actions for damages brought by Vendor against the State shall be brought in the West Virginia Claims Commission. Other causes of action must be brought in the West Virginia court authorized by statute to exercise jurisdiction over it.

**11. LIQUIDATED DAMAGES:** This clause shall in no way be considered exclusive and shall not limit the State or Agency's right to pursue any other available remedy. Vendor shall pay liquidated damages in the amount specified below or as described in the specifications:

☐ \_\_\_\_\_ for \_\_\_\_\_.

☐ Liquidated Damages Contained in the Specifications.

☐ Liquidated Damages Are Not Included in this Contract.

**12. ACCEPTANCE:** Vendor's signature on its bid, or on the certification and signature page, constitutes an offer to the State that cannot be unilaterally withdrawn, signifies that the product or service proposed by vendor meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise indicated, and signifies acceptance of the terms and conditions contained in the Solicitation unless otherwise indicated.

**13. PRICING:** The pricing set forth herein is firm for the life of the Contract, unless specified elsewhere within this Solicitation/Contract by the State. A Vendor's inclusion of price adjustment provisions in its bid, without an express authorization from the State in the Solicitation to do so, may result in bid disqualification. Notwithstanding the foregoing, Vendor must extend any publicly advertised sale price to the State and invoice at the lower of the contract price or the publicly advertised sale price.

**14. PAYMENT IN ARREARS:** Payments for goods/services will be made in arrears only upon receipt of a proper invoice, detailing the goods/services provided or receipt of the goods/services, whichever is later. Notwithstanding the foregoing, payments for software maintenance, licenses, or subscriptions may be paid annually in advance.

**15. PAYMENT METHODS:** Vendor must accept payment by electronic funds transfer and P-Card. (The State of West Virginia's Purchasing Card program, administered under contract by a banking institution, processes payment for goods and services through state designated credit cards.)

**16. TAXES:** The Vendor shall pay any applicable sales, use, personal property or any other taxes arising out of this Contract and the transactions contemplated thereby. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.

**17. ADDITIONAL FEES:** Vendor is not permitted to charge additional fees or assess additional charges that were not either expressly provided for in the solicitation published by the State of West Virginia, included in the Contract, or included in the unit price or lump sum bid amount that Vendor is required by the solicitation to provide. Including such fees or charges as notes to the solicitation may result in rejection of vendor's bid. Requesting such fees or charges be paid after the contract has been awarded may result in cancellation of the contract.

**18. FUNDING:** This Contract shall continue for the term stated herein, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise made available, this Contract becomes void and of no effect beginning on July 1 of the fiscal year for which funding has not been appropriated or otherwise made available. If that occurs, the State may notify the Vendor that an alternative source of funding has been obtained and thereby avoid the automatic termination. Non-appropriation or non-funding shall not be considered an event of default.

**19. CANCELLATION:** The Purchasing Division Director reserves the right to cancel this Contract immediately upon written notice to the vendor if the materials or workmanship supplied do not conform to the specifications contained in the Contract. The Purchasing Division Director may also cancel any purchase or Contract upon 30 days written notice to the Vendor in accordance with West Virginia Code of State Rules § 148-1-5.2.

**20. TIME:** Time is of the essence regarding all matters of time and performance in this Contract.

**21. APPLICABLE LAW:** This Contract is governed by and interpreted under West Virginia law without giving effect to its choice of law principles. Any information provided in specification manuals, or any other source, verbal or written, which contradicts or violates the West Virginia Constitution, West Virginia Code, or West Virginia Code of State Rules is void and of no effect.

**22. COMPLIANCE WITH LAWS:** Vendor shall comply with all applicable federal, state, and local laws, regulations and ordinances. By submitting a bid, Vendor acknowledges that it has reviewed, understands, and will comply with all applicable laws, regulations, and ordinances.

**SUBCONTRACTOR COMPLIANCE:** Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to comply with all applicable laws, regulations, and ordinances. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

**23. ARBITRATION:** Any references made to arbitration contained in this Contract, Vendor's bid, or in any American Institute of Architects documents pertaining to this Contract are hereby deleted, void, and of no effect.

**24. MODIFICATIONS:** This writing is the parties' final expression of intent. Notwithstanding anything contained in this Contract to the contrary no modification of this Contract shall be binding without mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any change to existing contracts that adds work or changes contract cost, and were not included in the original contract, must be approved by the Purchasing Division and the Attorney General's Office (as to form) prior to the implementation of the change or commencement of work affected by the change.

**25. WAIVER:** The failure of either party to insist upon a strict performance of any of the terms or provision of this Contract, or to exercise any option, right, or remedy herein contained, shall not be construed as a waiver or a relinquishment for the future of such term, provision, option, right, or remedy, but the same shall continue in full force and effect. Any waiver must be expressly stated in writing and signed by the waiving party.

**26. SUBSEQUENT FORMS:** The terms and conditions contained in this Contract shall supersede any and all subsequent terms and conditions which may appear on any form documents submitted by Vendor to the Agency or Purchasing Division such as price lists, order forms, invoices, sales agreements, or maintenance agreements, and includes internet websites or other electronic documents. Acceptance or use of Vendor's forms does not constitute acceptance of the terms and conditions contained thereon.

**27. ASSIGNMENT:** Neither this Contract nor any monies due, or to become due hereunder, may be assigned by the Vendor without the express written consent of the Agency, the Purchasing Division, the Attorney General's office (as to form only), and any other government agency or office that may be required to approve such assignments.

**28. WARRANTY:** The Vendor expressly warrants that the goods and/or services covered by this Contract will: (a) conform to the specifications, drawings, samples, or other description furnished or specified by the Agency; (b) be merchantable and fit for the purpose intended; and (c) be free from defect in material and workmanship.

**29. STATE EMPLOYEES:** State employees are not permitted to utilize this Contract for personal use and the Vendor is prohibited from permitting or facilitating the same.

**30. PRIVACY, SECURITY, AND CONFIDENTIALITY:** The Vendor agrees that it will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the Agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the Agency's policies, procedures, and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in [www.state.wv.us/admin/purchase/privacy](http://www.state.wv.us/admin/purchase/privacy).

**31. YOUR SUBMISSION IS A PUBLIC DOCUMENT:** Vendor's entire response to the Solicitation and the resulting Contract are public documents. As public documents, they will be disclosed to the public following the bid/proposal opening or award of the contract, as required by the competitive bidding laws of West Virginia Code §§ 5A-3-1 et seq., 5-22-1 et seq., and 5G-1-1 et seq. and the Freedom of Information Act West Virginia Code §§ 29B-1-1 et seq.

**DO NOT SUBMIT MATERIAL YOU CONSIDER TO BE CONFIDENTIAL, A TRADE SECRET, OR OTHERWISE NOT SUBJECT TO PUBLIC DISCLOSURE.**

Submission of any bid, proposal, or other document to the Purchasing Division constitutes your explicit consent to the subsequent public disclosure of the bid, proposal, or document. The Purchasing Division will disclose any document labeled "confidential," "proprietary," "trade secret," "private," or labeled with any other claim against public disclosure of the documents, to include any "trade secrets" as defined by West Virginia Code § 47-22-1 et seq. All submissions are subject to public disclosure without notice.

**32. LICENSING:** In accordance with West Virginia Code of State Rules § 148-1-6.1.e, Vendor must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agency or political subdivision. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. Upon request, the Vendor must provide all necessary releases to obtain information to enable the Purchasing Division Director or the Agency to verify that the Vendor is licensed and in good standing with the above entities.

**SUBCONTRACTOR COMPLIANCE:** Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to be licensed, in good standing, and up-to-date on all state and local obligations as described in this section. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

**33. ANTITRUST:** In submitting a bid to, signing a contract with, or accepting a Award Document from any agency of the State of West Virginia, the Vendor agrees to convey, sell, assign, or transfer to the State of West Virginia all rights, title, and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to Vendor.

**34. VENDOR NON-CONFLICT:** Neither Vendor nor its representatives are permitted to have any interest, nor shall they acquire any interest, direct or indirect, which would compromise the performance of its services hereunder. Any such interests shall be promptly presented in detail to the Agency.

**35. VENDOR RELATIONSHIP:** The relationship of the Vendor to the State shall be that of an independent contractor and no principal-agent relationship or employer-employee relationship is contemplated or created by this Contract. The Vendor as an independent contractor is solely liable for the acts and omissions of its employees and agents. Vendor shall be responsible for selecting, supervising, and compensating any and all individuals employed pursuant to the terms of this Solicitation and resulting contract. Neither the Vendor, nor any employees or subcontractors of the Vendor, shall be deemed to be employees of the State for any purpose whatsoever. Vendor shall be exclusively responsible for payment of employees and contractors for all wages and salaries, taxes, withholding payments, penalties, fees, fringe benefits, professional liability insurance premiums, contributions to insurance and pension, or other deferred compensation plans, including but not limited to, Workers' Compensation and Social Security obligations, licensing fees, etc. and the filing of all necessary documents, forms, and returns pertinent to all of the foregoing.

Vendor shall hold harmless the State, and shall provide the State and Agency with a defense against any and all claims including, but not limited to, the foregoing payments, withholdings, contributions, taxes, Social Security taxes, and employer income tax returns.

**36. INDEMNIFICATION:** The Vendor agrees to indemnify, defend, and hold harmless the State and the Agency, their officers, and employees from and against: (1) Any claims or losses for services rendered by any subcontractor, person, or firm performing or supplying services, materials, or supplies in connection with the performance of the Contract; (2) Any claims or losses resulting to any person or entity injured or damaged by the Vendor, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use, or disposition of any data used under the Contract in a manner not authorized by the Contract, or by Federal or State statutes or regulations; and (3) Any failure of the Vendor, its officers, employees, or subcontractors to observe State and Federal laws including, but not limited to, labor and wage and hour laws.

**37. NO DEBT CERTIFICATION:** In accordance with West Virginia Code §§ 5A-3-10a and 5-22-1(i), the State is prohibited from awarding a contract to any bidder that owes a debt to the State or a political subdivision of the State. By submitting a bid, or entering into a contract with the State, Vendor is affirming that (1) for construction contracts, the Vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, neither the Vendor nor any related party owe a debt as defined above, and neither the Vendor nor any related party are in employer default as defined in the statute cited above unless the debt or employer default is permitted under the statute.

**38. CONFLICT OF INTEREST:** Vendor, its officers or members or employees, shall not presently have or acquire an interest, direct or indirect, which would conflict with or compromise the performance of its obligations hereunder. Vendor shall periodically inquire of its officers, members and employees to ensure that a conflict of interest does not arise. Any conflict of interest discovered shall be promptly presented in detail to the Agency.



**39. REPORTS:** Vendor shall provide the Agency and/or the Purchasing Division with the following reports identified by a checked box below:

☒ Such reports as the Agency and/or the Purchasing Division may request. Requested reports may include, but are not limited to, quantities purchased, agencies utilizing the contract, total contract expenditures by agency, etc.

☐ Quarterly reports detailing the total quantity of purchases in units and dollars, along with a listing of purchases by agency. Quarterly reports should be delivered to the Purchasing Division via email at [purchasing.division@wv.gov](mailto:purchasing.division@wv.gov).

**40. BACKGROUND CHECK:** In accordance with W. Va. Code § 15-2D-3, the State reserves the right to prohibit a service provider's employees from accessing sensitive or critical information or to be present at the Capitol complex based upon results addressed from a criminal background check. Service providers should contact the West Virginia Division of Protective Services by phone at (304) 558-9911 for more information.

**41. PREFERENCE FOR USE OF DOMESTIC STEEL PRODUCTS:** Except when authorized by the Director of the Purchasing Division pursuant to W. Va. Code § 5A-3-56, no contractor may use or supply steel products for a State Contract Project other than those steel products made in the United States. A contractor who uses steel products in violation of this section may be subject to civil penalties pursuant to W. Va. Code § 5A-3-56. As used in this section:

- a. "State Contract Project" means any erection or construction of, or any addition to, alteration of or other improvement to any building or structure, including, but not limited to, roads or highways, or the installation of any heating or cooling or ventilating plants or other equipment, or the supply of and materials for such projects, pursuant to a contract with the State of West Virginia for which bids were solicited on or after June 6, 2001.
- b. "Steel Products" means products rolled, formed, shaped, drawn, extruded, forged, cast, fabricated or otherwise similarly processed, or processed by a combination of two or more or such operations, from steel made by the open hearth, basic oxygen, electric furnace, Bessemer or other steel making process.
- c. The Purchasing Division Director may, in writing, authorize the use of foreign steel products if:
  1. The cost for each contract item used does not exceed one tenth of one percent (.1%) of the total contract cost or two thousand five hundred dollars (\$2,500.00), whichever is greater. For the purposes of this section, the cost is the value of the steel product as delivered to the project; or
  2. The Director of the Purchasing Division determines that specified steel materials are not produced in the United States in sufficient quantity or otherwise are not reasonably available to meet contract requirements.



**42. PREFERENCE FOR USE OF DOMESTIC ALUMINUM, GLASS, AND STEEL:** In Accordance with W. Va. Code § 5-19-1 et seq., and W. Va. CSR § 148-10-1 et seq., for every contract or subcontract, subject to the limitations contained herein, for the construction, reconstruction, alteration, repair, improvement or maintenance of public works or for the purchase of any item of machinery or equipment to be used at sites of public works, only domestic aluminum, glass or steel products shall be supplied unless the spending officer determines, in writing, after the receipt of offers or bids, (1) that the cost of domestic aluminum, glass or steel products is unreasonable or inconsistent with the public interest of the State of West Virginia, (2) that domestic aluminum, glass or steel products are not produced in sufficient quantities to meet the contract requirements, or (3) the available domestic aluminum, glass, or steel do not meet the contract specifications. This provision only applies to public works contracts awarded in an amount more than fifty thousand dollars (\$50,000) or public works contracts that require more than ten thousand pounds of steel products.

The cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than twenty percent (20%) of the bid or offered price for foreign made aluminum, glass, or steel products. If the domestic aluminum, glass or steel products to be supplied or produced in a “substantial labor surplus area”, as defined by the United States Department of Labor, the cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than thirty percent (30%) of the bid or offered price for foreign made aluminum, glass, or steel products. This preference shall be applied to an item of machinery or equipment, as indicated above, when the item is a single unit of equipment or machinery manufactured primarily of aluminum, glass or steel, is part of a public works contract and has the sole purpose or of being a permanent part of a single public works project. This provision does not apply to equipment or machinery purchased by a spending unit for use by that spending unit and not as part of a single public works project.

All bids and offers including domestic aluminum, glass or steel products that exceed bid or offer prices including foreign aluminum, glass or steel products after application of the preferences provided in this provision may be reduced to a price equal to or lower than the lowest bid or offer price for foreign aluminum, glass or steel products plus the applicable preference. If the reduced bid or offer prices are made in writing and supersede the prior bid or offer prices, all bids or offers, including the reduced bid or offer prices, will be reevaluated in accordance with this rule.

**43. INTERESTED PARTY SUPPLEMENTAL DISCLOSURE:** W. Va. Code § 6D-1-2 requires that for contracts with an actual or estimated value of at least \$1 million, the Vendor must submit to the Agency a disclosure of interested parties prior to beginning work under this Contract. Additionally, the Vendor must submit a supplemental disclosure of interested parties reflecting any new or differing interested parties to the contract, which were not included in the original pre-work interested party disclosure, within 30 days following the completion or termination of the contract. A copy of that form is included with this solicitation or can be obtained from the WV Ethics Commission. This requirement does not apply to publicly traded companies listed on a national or international stock exchange. A more detailed definition of interested parties can be obtained from the form referenced above.

**44. PROHIBITION AGAINST USED OR REFURBISHED:** Unless expressly permitted in the solicitation published by the State, Vendor must provide new, unused commodities, and is prohibited from supplying used or refurbished commodities, in fulfilling its responsibilities under this Contract.

**45. VOID CONTRACT CLAUSES:** This Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law.

**46. ISRAEL BOYCOTT:** Bidder understands and agrees that, pursuant to W. Va. Code, § 5A-3-63, it is prohibited from engaging in a boycott of Israel during the term of this contract.

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### SPECIFICATIONS

1. **PURPOSE AND SCOPE:** The West Virginia Purchasing Division is soliciting bid on behalf of the West Virginia Veterans Nursing Facility (Agency) located at: 1 Freedom Way, Clarksburg, WV 26301 to establish an open-end contract to obtain (2) Two Vendors for the Direct Care Staffing Services to include RN's, LPNs, and HSW's at the WV Veterans Facility.
2. **DEFINITIONS: THE** terms listed below shall have the meanings assigned to them below. Additional definitions can be found in Section 2 of the General Terms and Conditions.
  - 2.1 **"ADON"** means Assistant Director of Nursing.
  - 2.2 **"Agency Staff" or "Nursing Staff" or "Healthcare Professionals"** means RN's, LPN's and/or HSW's (aka, CNA's)
  - 2.3 **"Breaks"** means lunch or rest periods as defined by the Fair Labor Standards Act. All shifts worked eight (8) hours or more will include a thirty (30) minute lunch break and two (2) fifteen-minute breaks. Thus, standard twelve (12) hour shifts will consist of eleven (11) worked/billable hours, a (30) minute paid lunch break, and two paid (15) minute breaks.
  - 2.4 **"CNA"** means Certified Nursing Assistant (aka, HSW's).
  - 2.5 **"Contract Item"** means the list of items identified in Section 4 below.
  - 2.6 **"DON"** means Director of Nursing.
  - 2.7 **"Facility or Agency or WVVNF"** means the WV Veterans Nursing Facility located at 1 Freedom Way Clarksburg, WV 26301
  - 2.8 **"Healthcare Professionals" "Agency Staff" or "Nursing Staff"** means RN's, LPN's and/or HSW's (aka, CNA's)
  - 2.9 **"Holidays"** means those days the Facility recognizes as holidays and as defined in Section 4.32 below. Shift differential, when applicable, shall not be increased for holidays or important day rates.
  - 2.10 **"HSW"** means Health Services Worker. All HSW's must be CNAs.

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- 2.11 **“Important Dates”** means those days the Facility recognized as “Important Dates” and as defined in Section 4.33 below. Shift differential, when applicable, shall not be increased for holidays or important day rates.
- 2.12 **“LPN”** means Licensed Practical Nurse.
- 2.13 **“Meal Pass”** means plating food and serving meals, snacks or drinks to residents either in the dining area or in the resident’s room.
- 2.14 **“Nursing Staff” or “Agency Staff” or “Healthcare Professionals”** means RN’s, LPN’s and/or HSW’s (aka, CNA’s)
- 2.15 **“Overtime”** means hours worked over 40 hours in a Work Week and paid at one-and-a-half (1 ½) times the regular hourly rate.
- 2.16 **“Per Diem”** means an allowance or payment made for each workday. Requests for bids will request hourly rates, not per diem rates.
- 2.17 **“Point Click Care”** means the medical records software utilized by the facility.
- 2.18 **“Pricing Pages”** means the schedule of prices, estimated order quantity, and totals used to evaluate the vendor’s bid.
- 2.19 **“PRN”** is an acronym of the Latin term “pro re nata”. The term itself can be translated to mean “when necessary” or “as needed”. A PRN nurse is a nurse who is willing to work on an as-needed basis, or on-demand.
- 2.20 **“Requests for Bids”** means the solicitation from the Facility identifying the nursing staff needed and requesting pricing from the (2) Two Vendors prior to or at such time of need.
- 2.21 **“RN”** means Registered Nurse.
- 2.22 **“Shift Differential”** means the hours worked between 3:00 p.m. and 7:00 a.m. for which there shall be paid an extra \$1 per hour worked. There will be no additional shift differential for weekends, holidays, or any other times. Shift differential, when applicable, shall not be increased for holidays or other important day rates.
- 2.23 **“Solicitation”** means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.
- 2.24 **“Staffing Agency or Vendor”** means the prospective Vendor. Contracts may only be awarded to (2) Two Vendors and only after the delegated bidding process.

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- 2.25 **“Twelve (12) Panel Drug Screen”** means a drug test for the presence of Amphetamines, Barbiturates, Benzodiazepines, Buprenorphine, Cocaine, Ecstasy/MDMA, Methamphetamines, Methadone, Opiates, Phencyclidine (PCP), and Propoxyphene, and THC.
- 2.26 **“Weekend”** means Saturday & Sunday for Dayshift, and Friday & Saturday for nightshift
- 2.27 **“Work Week”** means the seven (7) day period beginning on Saturday at 12:01 a.m. and ending the following Friday at midnight.
- 2.28 **“WV Cares”** means the West Virginia Clearance for Access: Registry and Employment Screening administrated by the WV Department of Health and Human Resources (DHHR) to conduct background checks on all prospective direct patient access employees.
- 2.29 **“Vendor or Staffing Agency”** means the prospective Vendors. Contracts may only be awarded to (2) Two Vendors, and only after the delegated bidding process.

**3. VENDOR QUALIFICATIONS:** VENDOR(s) must have the following minimum qualifications. Copies of licenses and/or certifications must be submitted to the Director of Nursing prior to Vendor’s staff being placed in the facility for work.

- 3.1 Vendor shall have at least twelve (12) months’ experience in operating a Direct Care Staffing organization. Proof of this experience should be furnished with each bid but must be provided prior to award.
- 3.2 Vendor shall conduct business during normal working hours and be accessible twenty-four (24) hours a day, seven (7) days a week, including Holidays and Weekends to respond to staffing issues, emergency requests and/or complaints.
- 3.3 Vendor must have knowledge of and comply with Federal and West Virginia laws, regulations, and rules for the provisions of Direct Care staff in Long-Term Care Facilities.
- 3.4 Vendor must possess all licenses, permits and certifications that are required in the performance of this contract prior to the start date of service.
- 3.5 All vendors are required to be registered with WVCARES (WV Clearance for Access: Registry & Employment Screening) through the WVDHHR (WV Department of Health and Human Resources) to complete the eligibility requirements

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for employment in Long Term Care. Each vendor must be set up to complete the eligibility process within 15 days of being awarded the contract.

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.

**4. MANDATORY CONTRACT ITEMS AND DELIVERABLES: VENDOR** shall provide Agency with the Contract Items listed below on an open-end and continuing basis. Contract Items must meet or exceed the following mandatory requirements:

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.

4.2 Vendors must bid on (all) (3) three disciplines including RN, LPN and HSW.

4.3 Vendors shall provide Nursing Staff as requested by the Facility to be compatible with the needs of the Facility. These needs may be hourly, daily, weekly, monthly, or annual needs, and shall include weekends and holidays. ("PRN"). Assignments may also be for specified periods of time as agreed upon in writing by the Facility and the vendor. The requests for bids are further described in Section 5 below.

4.4 Vendors must provide qualified healthcare professionals to accommodate the Facility's needs and must comply with all Facility policies and procedures, Federal and State statutory and regulatory requirements, and standards for applicable accreditation and licensure bodies.

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:

4.5.1 Background check through WV Cares

4.5.2 Twelve-panel drug screening

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- 4.5.3 Completed application or resume as proof of experience, with references.
  - 4.5.4 CPR Certification
  - 4.5.5 Confidentiality agreement
  - 4.5.6 WV Food Handlers Card
  - 4.5.7 Other documents as requested, such as current physical examination, immunization records, and licensure confirmation.
- 4.6 Vendors will ensure that no staff submitted for assignment under this agreement will have been investigated and substantiated by an applicable licensure body or agency or currently subject to discharge results from an investigation by the Board of Nursing.
- 4.7 Vendors shall ensure the following regarding the staff to be provided:
- 4.7.1 Has completed the required training and education.
  - 4.7.2 Possess a current valid certification and/or professional license with the State of West Virginia.
  - 4.7.3 Meet current Agency immunization requirements for purified protein derivative (PPD) and Hepatitis B Series by providing copies of the results of these immunizations.
  - 4.7.4 Complete an orientation packet or attend Facility orientation, PCC Training and Administration Training as part of orientation.
- 4.8 Vendors must provide all Nursing Staff paperwork to the Facility and receive approval from the Facility before any Nursing Staff arrives at the Facility for orientation.
- Vendors shall ensure that all staff participate in competency assessments which include age-specific and cultural competencies for residents as provided by the facility as part of orientation or training and comply with its ongoing training.
- 4.9 All Agency Staff are required to have 30 hours of Alzheimer's Training, provided by the Facility. Thereafter, employees must also complete eight (8) hours of Alzheimer's training as an annual recertification requirement.
- 4.10 Hours spent in orientation and training as required by the Facility shall be paid by the Facility at normal hourly rates, but only if the following requirements are met:
- 4.10.1 Agency Staff must work at least two (2) full shifts, or 24 hours, within 10 days following training.



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- 4.10.2 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
- 4.10.3 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.
- 4.11 Vendors must acknowledge that all Staffing Agency employees will be required to participate in food service work during mealtimes. All Staffing Agency employees must have, and keep current, **WV Food Handlers Card**. The cost of such will **not** be paid by the Facility.
- 4.12 Vendors acknowledge that for shifts that occur during the change to and from Daylight Saving Time:
- 4.12.1 With the end of standard time and the beginning of Daylight-Savings Time, Agency Staff on duty when Daylight-Saving Time goes into effect will have their shifts reduced by one hour. Agency Staff will be paid for the number of hours worked.
- 4.12.2 With the end of Daylight-Savings Time and the return to Standard Time, Agency Staff on duty when Standard Time goes into effect will work and be paid for an extra hour during their normal shift, only if that extra hour is actually worked. Staff may be entitled to overtime based on total hours worked for the week.
- 4.13 Vendors shall ensure that in the event of a Pandemic, that contract staff do not work in multiple healthcare facilities during the same time period. Any individual not following this rule may be told not to return to the Facility.
- 4.14 Vendors employee conduct: In an effort to curb issues of non-compliance, Staffing Agency must advise their employees upon hire, and repeatedly as deemed necessary, of all policies and procedures of the Facility, including but not limited to the following:
- 4.14.1 No Call No Shows: Any individual not showing up to work a scheduled shift and/or not calling in at least 2 hours in advance may be told not to return to the Facility.

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- 4.14.2 Doctor's Excuse Required: Any individual calling off more than 3 times per aggregate 12-month period will require a written doctor's excuse for any absence after the third call-off. Any individual failing to comply may be asked not to return to the Facility.
- 4.14.3 Socializing/Dating: Staffing Agency employees who are dating another employee, whether from another Staffing Agency or otherwise, must refrain from excessive socializing during working hours. They must be reminded they are here to work. All employees must complete their assigned duties and are not here to socialize. Any employee failing to comply may be asked not to return to the Facility.
- 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.
- 4.14.5 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.
- 4.14.6 Should Staffing Agency's employee(s) call off or be unable to work a scheduled working holiday, Staffing Agency's employee(s) will be scheduled to work on the next available holiday.
- 4.15 If the Facility requests an LPN but the Staffing Agency provides an RN to cover the request, the Facility shall only be responsible for payment of the established LPN rate unless otherwise agreed in writing. The same applies should an LPN or RN cover for an HSW.
  - 4.15.1 Substitution of an LPN for an RN will not be allowed.
  - 4.15.2 Substitution of a HSW for an LPN will not be allowed.
  - 4.15.3 Facility may at times request an RN to cover an LPN or HSW shift and will pay the RN rate for such requests when agreed in writing.
  - 4.15.4 Facility may at times request an LPN to cover a HSW shift and will pay the LPN rate for such request when agreed in writing.
- 4.16 Vendor will agree to provide required number of staff needed for a shift and/or assignment at least two (2) hours prior to the start of the shift or assignment period.

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- 4.17 If an Agency Staff member calls off, that staffing agency must make every possible effort to fill the shift with another Agency Staff member.
- 4.18 All Agency Staff must adhere to the policies and procedures of our facility, including attendance, tardiness, and mandating. Facility will discipline staff per our policy and procedures. All disciplinary actions given by the facility will be sent to the staffing agency.
- 4.19 Agency Staff will be given work assignments based on the Facility's needs. Agency Staff may not change their work assignments unless approved by the DON, ADON or RN Supervisor.
- 4.20 Vendor must provide a list of all Nursing Staff actively employed at the Facility at all times. List will include updated names and phone numbers.
- 4.21 Vendor must provide an updated personnel file for each Agency Staff member at least annually or upon request by the Facility.
- 4.22 Agency Staff timesheets must be sent to the Vendor each week by 10:00am on Wednesday. Timesheet dates will be totaled from Saturday to Friday. All missing punches must be turned in to the WV Veterans Nursing Facility by 4:00 p.m. Monday for the previous week. If a missing punch is late, it will not be sent to the Vendor until the following pay week.
- 4.23 All Agency Staff must follow the policy and procedures for punching in and out when leaving the building. This policy will be discussed during orientation.
- 4.24 Agency Staff calling off must phone the facility and must speak to the RN Supervisor and call their staffing agency at least two (2) hours prior to their scheduled shift. Voicemails are not acceptable.
- 4.25 Employees are to follow the chain of command set forth at our facility. Any issues must be addressed first to the LPN, then RN supervisor, then RN unit manager, then ADON and DON.
- 4.26 WVVNF Facility Staff will do the scheduling for the Agency's vendor staff.
- 4.27 Agency Staff will work two (2) full weekend shifts, one (1) Friday day shift, and one (1) Sunday night shift per month with a Staffing Agency rotation schedule. Weekend shifts include Day Shifts Saturday and Sunday and Night Shifts Friday, and Saturday.

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- 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.
- 4.29 WVVNF does not honor any restrictions on lifting or hours for contracted staff. If nursing staff have lifting or hour restrictions, Vendor may not schedule them to work.
- 4.30 Holidays paid include New Year's Day, Memorial Day, Independence Day, Veterans day, Thanksgiving Day and Christmas Day at (1 ½) times the hourly rate for an (8) hour shift.
- 4.31 Christmas eve and New Years Eve at (1 ½) times the hourly rate for a (4) hour shift.
- 4.31.1 Vendor employees cannot call off the day before or the day after Holiday paid time. Vendor employees calling off the day before or the day after a paid Holiday may be required to forfeit their Holiday Pay.
- 4.31.2 The pay rate for hours worked on a paid Holiday will be twice the regular rate (double time) for up to 8 hours worked on the paid holiday, beginning at 12:01 A.M. on the paid holiday.
- 4.31.2.1 For clarification and example, staff working from 7 a.m. to 7 p.m. on a Holiday with a regular rate of \$25 per hour will be paid 8 hours at \$50 per hour plus 4 hours at \$25 per hour.
- 4.31.3 Agency Staff will be provided a Holiday rotation schedule provided by the Facility at the time of hire.
- 4.32 Other important dates will include Easter Sunday, Mother's Day, Father's Day, Christmas Eve, New Year's Eve, Halloween, Labor Day, and Black Friday.
- 4.32.1 Vendor employees cannot call off the day before or the day after Important Date paid time. Vendor employees calling off the day before or the day after a paid Important Date may be required to forfeit their Important Date Pay.
- 4.32.2 The pay rate for hours worked on a paid Important Date will be one and a half times the regular rate (1 ½ times) for up to 8 hours worked on the other important date, beginning at 12:01 A.M. on the other important date.

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- 4.32.2.1 For clarification and example, staff working from 7 a.m. to 7 p.m. on Other Important Date with a regular rate of \$25 per hour will be paid 8 hours at \$37.50 per hour plus 4 hours at \$25 per hour.
- 4.32.3 Agency Staff must be provided on Other Important Dates with a rotation schedule to be provided by the Vendor at least one month prior to the date.
- 4.33 The Facility will not allow any previous employee who was dismissed for disciplinary or performance reasons by a state facility or office to return and work through any Staffing Agency.
- 4.34 The Facility agrees to pay overtime for hours worked over forty (40) hours per work week at one-and-a-half (1 ½ ) times the regular rate.
- 4.35 The Facility may cancel any shift and will notify the Vendor of such cancellation no less than two (2) hours prior to the scheduled start of the shift.
- 4.36 **Registered Nurses:**
  - 4.36.1 RN's must hold a valid WV Registered Nurse License.
  - 4.36.2 RN's must be licensed and is good standing with the West Virginia Board of Nurses.
  - 4.36.3 RN's must have a current Cardiopulmonary Resuscitation (CPR) Card.
  - 4.36.4 RN's must possess a current and valid Food Handlers Card. All vendor staff will be required to assist with meal pass.
  - 4.36.5 RN's could oversee the work of other RN's, LPN's and/or HSW's, as assigned.
  - 4.36.6 RN's must participate in Interdisciplinary Care Plan Team Meetings to develop Individualized Care/Treatment Plans, direct consultations, receive and give recommendations to and from other disciplines to maximize care of residents.
  - 4.36.7 RN's must administer medications as prescribed by treating Physician(s).
  - 4.36.8 RN's must ensure timely documentation into resident's electronic medical records, per the policies and procedures and common practice of the

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facility, this will be discussed in extended detail during the facility orientation.

- 4.36.9 RN's must oversee all medical related emergencies.
- 4.36.10 RN's will provide for the emotional and physical comfort and safety of the residents.
- 4.36.11 RN's must respond to inquiries of family members, advocates and other interested parties, ensuring adherence to the State and Federal Confidentiality Laws, and the HIPPA Regulations.
- 4.36.12 RN's must adhere to the mandatory overtime policy and guidelines set by the facility.
- 4.36.13 New graduates will have an extended orientation with an RN Supervisor

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### 4.37 Licensed Practical Nurses:

- 4.37.1 LPN's must be licensed and in good standing with the West Virginia Board of Nurses.
- 4.37.2 LPN's must hold a valid WV Licensed Practical Nurse License.
- 4.37.3 LPN's must have a current Cardiopulmonary Resuscitation (CPR) Card.
- 4.37.4 LPN's must possess a current and valid Food Handlers Card. All vendor staff will be required to assist with meal pass.
- 4.37.5 LPN's must assist professional nursing and medical staff in providing direct nursing care to patients, including medical treatments, administering medications, giving injections, and assisting in care planning and recording.
- 4.37.6 LPN's must take and record temperatures, blood pressure, pulse and respirations; collect specimens for testing; administer medication according to the Physician Order.
- 4.37.7 LPN's must ensure timely documentation into patient's electronic medical records, per the policies, procedures and common practices of the facility that will be discussed in extended detail during the facility orientation.
- 4.37.8 LPN's must screen residents and record medical information; assist physician and registered nurse in examinations and treatments; set up and clean examination area; give injections and immunizations; instruct residents in the use of medications and possible side effects.
- 4.37.9 LPN's will provide for the emotional and physical comfort and safety of the residents.
- 4.37.10 LPN's must assist patients (residents) with activities of daily living such as grooming and personal hygiene.
- 4.37.11 LPN's must respond to inquiries of family members, advocates and other interested parties, ensuring adherence to the State and Federal Confidentiality Laws and the HIPPA regulations.
- 4.37.12 LPN's must adhere to the mandatory overtime policy and guidelines set by the facility.



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4.37.13 New graduates will have an extended orientation with an LPN Supervisor.

### **4.38 Health Service Workers:**

4.38.1 Health Service Workers must be Certified Nursing Assistants, certified and in good standing with the West Virginia Nurse Aide Registry.

4.38.2 HSW's must hold a valid Certification as a WV Certified Nurse Assistant (CNA).

4.38.3 HSW's must have a current Cardiopulmonary Resuscitation (CPR) Card.

4.38.4 HSW's must possess a current and valid Food Handlers Card. All vendor staff will be required to assist with meal pass.

4.38.5 HSW's will be responsible for direct care services to residents in a Nursing Home Long Term Care Setting.

4.38.6 HSW's must provide support and assistance with daily activities as directed by supervisor.

4.38.7 HSW's must adhere to the mandatory overtime policy and guidelines set by the facility.

4.38.8 HSW's must have a high school diploma or GED.

4.38.9 New graduates will have an extended orientation with an HSW Supervisor.

## **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

5.1.2 Description of needs (RN, LPN and/or HSW)

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- 5.1.3 Quantity of services to include estimated number of hours for a specific date range
- 5.1.4 Pricing Page to be completed by the vendor
- 5.1.5 The deadline (opening date and time) by which the vendors must submit bids
- 5.1.6 The location to which bids must be submitted
- 5.2 **Evaluation of Bids:** The Facility shall evaluate the bids received to ensure they comply with the requirements contained in the requests for bids.
- 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.
- 6. **PERFORMANCE:** Vendor and Agency shall agree upon a schedule for performance in writing as outlined in the Request for Bid. Vendor shall perform in accordance with the Vendor Agreement, Request for Bid, General Terms & Conditions and any contracts or purchase orders that may be issued by the Facility.
- 7. **PAYMENT:** The vendor shall submit weekly invoices, in arrears, on a weekly basis, to the Business Office at the West Virginia Veterans Nursing Facility for all services provided. Vendor shall submit one invoice per week for each level of nursing staff, along with a copy of the Agency staff member's signed timesheet as backup documentation. All timesheets must be signed and approved by Facility's designee prior to being invoiced. No release is permitted to exceed one million dollars (\$1,000,000.00).
- 8. **TRAVEL:** It is mandatory that a vendor shall be responsible for all mileage and travel costs, including travel time, associated with performance of this contract. Any anticipated mileage or travel costs may be included in the Hourly Rate listed on Vendor's bid in response to a Request for Bid, but such costs will not be paid by the agency separately.
- 9. **FACILITIES ACCESS:** Performance of Contract Services may require access cards and/or keys to gain entrance to Agency's facilities. In the event that access cards and/or keys are required:

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- 9.1.** Vendor must identify principal service personnel which will be issued access cards and/or keys to perform service.
- 9.2.** Vendor will be responsible for controlling cards and keys and will pay a replacement fee of \$25 for each access card and/or key that is lost, stolen or not returned to the Facility.
- 9.3.** Vendor shall notify Facility immediately of any lost, stolen, or missing card or key.
- 9.4.** Anyone performing under this Contract will be subject to Facility's security protocol and procedures.
- 9.5.** Vendor shall inform all staff of Facility's security protocol and procedures.

### **10. VENDOR DEFAULT:**

- 10.1.** The following shall be considered a vendor default under this Contract.
  - 10.1.1** Failure to perform Contract Services in accordance with the requirements contained herein.
  - 10.1.2** Failure to comply with other specifications and requirements contained herein.
  - 10.1.3** Failure to comply with any laws, rules, and ordinances applicable to the Contract Services provided under this Contract.
  - 10.1.4** Failure to remedy deficient performance upon request.
  - 10.1.5** The following remedies shall be available to Agency upon default.
    - 10.1.5.1** Immediate cancellation of the Contract.
    - 10.1.5.2** Immediate cancellation of one or more release orders issued under this Contract.
    - 10.1.5.3** Any other remedies available in law or equity.

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#### 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:** Damian Florio

**Office Manager:** Julianna Shilliday

**Cell Number:** (571) 529-5174

**Fax Number:** 866-838-0907

**Email Address:** damian.f@cynethealth.com