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Header 3


[List View](#)

General Information

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

Procurement Folder: 855530


Procurement Type: Central Master Agreement

Vendor ID: VS0000004169 

Legal Name: LanceSoft, Inc.

Alias/DBA:

Total Bid: \$3,496,000.00

Response Date: 03/25/2021 

Response Time: 11:15

Responded By User ID: LanceSoft 

First Name: Prashant

Last Name: Arni

Email: Marketing@lancesoft.com

Phone: 703-674-4500

SO Doc Code: CRFQ

SO Dept: 0613

SO Doc ID: VNF2100000020

Published Date: 3/17/21

Close Date: 3/25/21

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Status: Closed

Solicitation Description: Addendum No. 1
Direct Care Nursing Staffing Services

Total of Header Attachments: 3

Total of All Attachments: 3

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Registered Nurse weekday rate				507000.00

Comm Code	Manufacturer	Specification	Model #
85101601			

Commodity Line Comments: The contract amount entered here is the total of the extended rates according to the hours mentioned in the pricing schedule.

Extended Description:

See Attached

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Registered Nurse weekend rate				195000.00

Comm Code	Manufacturer	Specification	Model #
85101601			

Commodity Line Comments: The contract amount entered here is the total of the extended rates according to the hours mentioned in the pricing schedule.

Extended Description:

See Attached

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	LPN weekday rate				1188000.00

Comm Code	Manufacturer	Specification	Model #
85101601			

Commodity Line Comments: The contract amount entered here is the total of the extended rates according to the hours mentioned in the pricing schedule.

Extended Description:

See Attached

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	LPN weekend rate				486000.00

Comm Code	Manufacturer	Specification	Model #
85101601			

Commodity Line Comments: The contract amount entered here is the total of the extended rates according to the hours mentioned in the pricing schedule.

Extended Description:

See Attached

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
5	CNA weekday rate				800000.00

Comm Code	Manufacturer	Specification	Model #
85101601			

Commodity Line Comments: The contract amount entered here is the total of the extended rates according to the hours mentioned in the pricing schedule.

Extended Description:

See Attached

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
6	CNA weekend rate				320000.00

Comm Code	Manufacturer	Specification	Model #
85101601			

Commodity Line Comments: The contract amount entered here is the total of the extended rates according to the hours mentioned in the pricing schedule.

Extended Description:

See Attached



LanceSoft Technical Response

To

State of West Virginia

For

Direct Care Nursing Staffing Services

25 March 2021

Submitted by:



LanceSoft, Inc.
13454 Sunrise Valley Drive, Suite 120, Virginia,
20171
Phone: 703-674-4500
Fax: 703-889-6500

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

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

Business Size: Minority Owned Business Enterprise
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1. TRANSMITTAL LETTER



13454 Sunrise Valley Drive | Suite 120 | Herndon | VA 20171 | 703-674-4500 Phone | 703-889-6530 Fax

25-Mar-21

Subject: Response to Direct Care Nursing Staffing Services

Attn:
State of West Virginia Solicitor's Office

Dear David H Pauline,

LanceSoft Inc. is pleased to submit its proposal through our response to State of West Virginia solicitation # Direct Care Nursing Staffing Services.

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

LanceSoft states acceptance of all solicitation terms, conditions, and provisions. This offer shall remain valid for a period of 120 days.

Established in 2000, LanceSoft is a privately-owned S corporation, headquartered at 13454 Sunrise Valley Drive, Suite 120, Herndon, VA and the federal tax identification number is 54-1974095. LanceSoft has about 20 years of experience in providing Nursing recruitment Solutions to a diverse base of clients across various domains and geographies.

I, the undersigned, Prashant Arni, Sr. VP-Delivery and Operations of LanceSoft. I am authorized to sign the enclosed offer and will be the designated representative for purposes of this RFI and an authorized negotiator for a contract resulting from this offer. You may reach me at 646-408-2662 fax, or via e-mail at marketing@lancesoft.com

We now look forward to associate with your department for a long term and mutually beneficial business relation. Should you require any further information, we shall be pleased to provide the same.

Respectfully,


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



2. CERTIFICATION AND SIGNATURE

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, I certify that I have reviewed this Solicitation in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

LanceSoft Inc.
 (Company)

 Prashant Arni, Sr. V.P. Delivery and Operations
 (Authorized Signature) (Representative Name, Title)

Prashant Arni, Sr. V.P. Delivery and Operations
 (Printed Name and Title of Authorized Representative)

03-25-2021
 (Date)

Phone: 703-674-4565, Fax: 703-889-6500
 (Phone Number) (Fax Number)

3. UNDERSTANDING OF THE PROJECT

LanceSoft is uniquely positioned to partner with STATE OF WEST VIRGINIA in this initiative to provide Nursing Staff Augmentation Services. We present this proposal as a confirmation of our commitment to forge a long-lasting relationship with STATE OF WEST VIRGINIA based on a process-oriented approach, optimisation & automation and service delivery excellence. We are confident that with our experience with customers across the USA, LanceSoft’s approach will meet your Nursing Staff objectives.

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

LanceSoft Nursing staffing services will support STATE OF WEST VIRGINIA. This will be achieved through an efficient transition and transformation program which will commence post contract closure.

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

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

OUR UNDERSTANDING OF STATE OF WEST VIRGINIA’S GOALS:

LanceSoft understands the objective of this RFI wherein STATE OF WEST VIRGINIA intends to hire qualified, experienced, financially sound, and responsible Nursing based staffing agencies to assist the STATE OF WEST VIRGINIA Healthcare to implement and/or maintain healthcare systems applications in support of the STATE OF WEST VIRGINIA Healthcare Enterprise’s strategic objectives. STATE OF WEST VIRGINIA needs Nursing staff augmentation resources to help with project work or backfill for support personnel who are needed for project assignments.

We understand that STATE OF WEST VIRGINIA is seeking to obtain contractors that can provide staff resources to support STATE OF WEST VIRGINIA in managing project planning, implementation, integration, strategic and operational tasks. The qualified vendor should complete projects in a timely and cost-effective manner.

STATE OF WEST VIRGINIA is looking for contractors who have significant depth of experience with health delivery systems that incorporate both ambulatory and hospital environments preferably those affiliated with large academic medical centres comparable to STATE OF WEST VIRGINIA on an as-needed basis. LanceSoft will provide the staffing services for nurses (as per the RFI).

Strategic benefits

- To align Nursing staffing objectives with business objectives and ensure flexibility.
- To enable STATE OF WEST VIRGINIA resources to focus on core business and strategic Nursing services.

Financial benefits

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

Operational benefits

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

4. BIDDER INFORMATION

Legal Name of the Company	LanceSoft Inc.
Physical/Mailing Address	13454 Sunrise Valley Drive, Suite 120, Herndon, Virginia 20171
Legal Form	S Corporation
Telephone	703-674-4500
Established	25 th February 2000
Email	marketing@Lancesoft.com
Website	http://www.lancesoft.com

Established in **2000**, LanceSoft is a privately-owned S corporation, headquartered at 13454 Sunrise Valley Drive, Suite 120, Herndon, VA. With more than 25 support offices throughout North America, we have developed partnerships with top companies across all industries and deep relationships with Nursing consultants around the globe. LanceSoft has over **21 years** of experience in providing both temporary & Permanent Nursing recruitment Solutions to a diverse base of clients across various domains and geographies.

With **2,600+ contractors** across USA and over **\$200 Million of annual revenue**, LanceSoft offers Nursing USA Contingent workforce services to various clients across diverse industries such as Clinical, Healthcare, Pharma, Information Technology, Engineering, Education, Automotive, Utility, Finance, Banking, Life Science, Human Services, Legal, Aerospace, Energy, Oil & Gas, Creative, Cybersecurity, Semi-Conductor, telecom and many more.

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

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

GLOBAL FOOTPRINT: We also have an International footprint with four (4) country offices in Canada, five (6) in India and one each in UK, Mexico, Malaysia, Hongkong, Singapore, UAE, Ireland, Australia, Bangladesh, Philippines, Poland, China, France and Indonesia.

OUR COMPANY SIZE: We have a total recruiting strength of about 550+ recruiters and 3,500+ Contractors across the globe.

OUR DIVERSITY STATUS: LanceSoft holds the Minority Business Enterprise (MBE) certification issued by the Commonwealth of Virginia, SWAM (Small, Women-owned, and Minority-owned Business) and the NMSDC (National Minority Supplier Development Council).

AFFILIATIONS AND ACCREDITATIONS:

- Accredited by Joint Commission on Accreditation of Healthcare Organizations (JCAHO).
- LanceSoft is an ISO 9001:2015 certified company fulfilling the requirements for a quality management system (QMS) and ISO 14001-2015 for Environmental Management System.
- LanceSoft has been certified as MBE by NMSDC.

LanceSoft's delivery model has evolved over the past couple of decades and remains a living framework on which we apply best practices to better serve our clients and consultants. This proven and repeatable process accomplishes many critical goals.

LanceSoft's Staff consists of:

- A very experienced management team that is dedicated to embracing changes that technology and management practices have brought to the industry.
- Customer Relationship Managers (CRMs)/ Account Managers with great customer service and communication skills who have previously supported managed service programs.
- Recruiters dedicated only to supporting accounts who have experience recruiting for the types of jobs you need to fill.
- A back-office payroll and receivables team familiar with the time/attendance and invoice reporting to accurately pay our employees and apply for Client payments.
- LanceSoft will assign a dedicated Human Asset management Group (HAMG) executive to every Customer's Account to communicate with the resources regularly to gather their feedback/issues and ensures their speedy resolution.
- Our On-Boarding team will be responsible for all candidates onboarding activities and ensure adherence to all KDA SLAs.
- Compliance team will Implement and manage an effective legal compliance program.

LanceSoft's Technologies include:

- A cutting-edge recruiting and applicant tracking system that efficiently interfaces with VMS applications to enable us to respond to orders quickly.
- Payroll and accounting interfaces that deliver accurate payroll and invoice reconciliation.
- 'CPX' provides an intuitive filtering and short-listing of suitable candidate profiles and thus provides a cost-effective recruitment services to our clients.
- LanceSoft uses Aversafe which is a blockchain-backed credential issuance and verification network which helps us in building the trust with job applicants long before the first interview.
- Sense helps us to recruit, retain, and redeploy top talent with robust communication and analytics tools

LanceSoft's Processes ensure:

- We dedicate a single point of contact Key Personnel to each program for all client orders nationally who understand and adhere to client processes.
- We follow all contractual rules and guidelines including no direct solicitation of job orders.
- We are 100% compliant on all audits.
- We continually improve by being metrics-driven and regularly measuring our performance based on common metrics that you use to review suppliers in the client's scorecard process.

4.1 Our Account Management Team

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

Prashant Arni, Sr. V.P. Delivery and Operations

(Name, Title)

Prashant Arni, Sr. V.P. Delivery and Operations

(Printed Name and Title)

13454 Sunrise Valley Drive, Suite 120, Virginia, 20171

(Address)

703-674-4500

(Phone Number) / (Fax Number)

marketing@lancesoft.com

(email address)

Account Manager (AM): With an average 10-12 years of staffing experience, the AM will serve as the Single Point of Contact (SPOC) for managing day-to-day activities of the engagement across all locations of customer. He/she will serve as the liaison between LanceSoft and STATE OF WEST VIRGINIA and will be responsible for successful service delivery and client satisfaction. The AM will also be responsible for the business and operational strategies of the AMT to effectively meet the specific needs of STATE OF WEST VIRGINIA and members.

Delivery Manager: With an average of 12 years of industry experience in the Healthcare/Nursing, the Delivery Manager will be responsible for overseeing the day-to-day activities of the team of recruiters. He/she will also be responsible for assigning the requirements to the recruiters and ensuring that STATE OF WEST VIRGINIA and LanceSoft's staffing delivery SLAs are met and exceeded at all times.

Recruiting Lead/Recruiters: Under the supervision of the Recruiting Lead, depending on the Program Volume, geographical coverage, Skill Requirements and Complexity of STATE OF WEST VIRGINIA requirements, LanceSoft will allocate anywhere between 2 to 20 recruiters that will be familiar with and have extensive experience working on similar account conditions and environment. The team assigned to STATE OF WEST VIRGINIA will comprise of a mix of senior and junior recruiters who have an average of 2 - 8 years of combined technical and business experience and have the specific domain knowledge to cater STATE OF WEST VIRGINIA requirements.

Legal and Contracts Management: This team will be predominantly responsible for ensuring compliance with all STATE OF WEST VIRGINIA specific legal and other contract documents ensuring that all paperwork at the organizational level is complete prior to joining at client location.

On-Boarding Team: This team will be responsible for all onboarding activities including drug and background check, Nursing License, I-9 verification, Non-Disclosure Agreements, Client Orientation and Walk-through Programs for the new hires etc. They will ensure adherence to all STATE OF WEST VIRGINIA SLAs and that all the relevant paperwork is completed prior to the employee's start date.



Employee Engagement Team: They will work closely with the STATE OF WEST VIRGINIA Hiring Managers and Candidates during the term of assignment to monitor the consultant's performance and any other issues that may arise. They will communicate regularly with the Candidates deployed at STATE OF WEST VIRGINIA locations to gather and resolve their feedback/ satisfaction/ dissatisfaction/ issues.

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

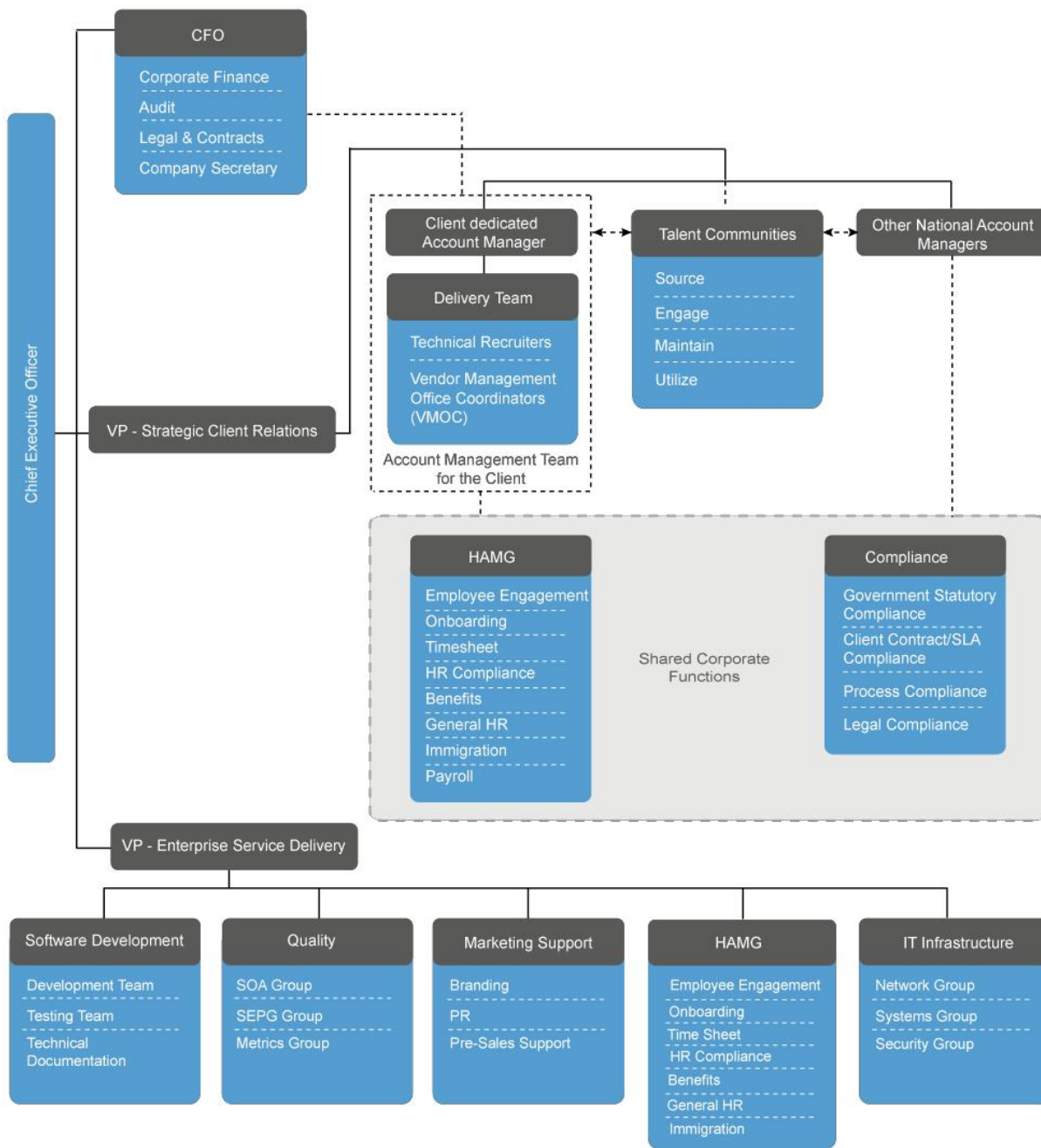
RESOURCES ASSIGNED TO THIS PROJECT AND THE EXTENT THEY ARE DEDICATED TO OTHER MATTERS:

Our Team Experience: We currently have a 550+ member recruiting staff consisting of professionals with very strong industry/domain knowledge. The average industry experience of our recruiting staff is:

1. Account Managers with avg. of 20yrs industry experience
2. Recruitment Managers with avg. of 16yrs industry experience
3. Delivery Leads with avg. of 12 yrs. industry experience
4. Sr. Recruiters with avg. of 6-9 yrs. of industry experience
5. Jr. Recruiters with avg. of 2-5 yrs. of industry experience

Note: Under the supervision of the Recruiting Lead, depending on the Program Volume, geographical coverage, Skill Requirements and Complexity of STATE OF WEST VIRGINIA requirements, LanceSoft will allocate anywhere between 2 to 20 recruiters that will be familiar with and have extensive experience working on similar account conditions and environment.

ORGANIZATIONAL CHART INCLUDED BELOW



5. QUALIFICATIONS

Established in **2000**, LanceSoft is a privately-owned S corporation, headquartered at 13454 Sunrise Valley Drive, Suite 120, Herndon, VA. With more than 25 support offices throughout North America, we have developed partnerships with top companies across all industries and deep relationships with Nursing consultants around the globe. LanceSoft has over **20 years** of experience in providing both temporary & Permanent Nursing recruitment Solutions to a diverse base of clients across various domains and geographies.

LanceSoft has extensive experience in recruiting from Junior, mid to senior level roles in Nursing. We have been recruiting across all 50 states of US for about 20 years, and our local offices gives us a thorough understanding of local market trends and needs.

Many of our recruitment consultants come from backgrounds in Nursing, giving us a thorough understanding of the complex hiring requirements for Nursing roles, and easy insights into which professionals possess the hard and soft skill sets needed to succeed. LanceSoft follows a best-in-class recruiting process that adds value to the client program, thereby setting a benchmark for all other organizations. To accentuate our services and to keep a track of a good job done, LanceSoft gets its performance evaluated on a monthly/Quarterly basis.

LanceSoft has the requisite experience, marketplace knowledge, and clear understanding of STATE OF WEST VIRGINIA to provide Contract Staff Services. LanceSoft has mastered a wide array of Nursing employment and has successfully used them to develop state of the art solutions for our clients.

Our staffing methodology, sourcing strategies and performance in as recent past in providing Nursing staffing services demonstrates our strong experience that can be tailored to meet STATE OF WEST VIRGINIA's requirements.

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

5.1 Covid-19 Experience

Among the overwhelming, competing challenges and uncharted waters as we continue to navigate the impacts of the COVID-19 pandemic, LanceSoft has been taking "no regret" actions to emerge from the pandemic stronger. We are facing the crisis with a spirit of establishing variable cost structures, working on divergent verticals and implementing agile operations.

By reason of an anticipated dip in revenue in the month of March, our leaders were able to act quickly to optimize our resilience—rebalancing for risk, while assessing opportunities for growth coming out of the downturn.

The COVID-19 pandemic presents an unprecedented challenge to health care systems and governance. Resource shortages of all types- Equipment, PPEs, Systems and trained Workforce have overtaken us, and in the days to come they may overwhelm us. Of all the needs trained workforce happens to be the most challenging. LanceSoft recognized it early on and established a dedicated team within the HealthCare Staffing practice to address this COVID related critical, growing need from State, Local, City, Educational entities and Federal agencies, to augment their resources to manage through this crisis. We are currently staffing Coronavirus related temporary positions for our customers while helping qualified talent find new temporary work.

The crisis has accelerated the levels of digitization to help reduce avoidable physical interactions. This has meant finding ways to reinvent work and changes in the way workers perform them. Even before pandemic hit, organizations were ready to embrace the reskilling and upskilling trend. But this pandemic gave an unprecedented jolt and placed it at the front and centre.

By the end of May, with more employees working remotely, the need for Healthcare and Pharma support staff has increased. In one of our partner client's new line of business due to COVID, LanceSoft has posted 300 new job positions in one week, specifically due to COVID-19 response. LanceSoft is helping fulfil several requests for related call centre support as well. Most of these temporary positions are for emergency desk technicians and program managers.

LanceSoft has worked quickly to add new recruiters to meet these urgent needs as quickly as possible, including expediting our processes where possible. By reaching out to those with prior experience, LanceSoft successfully onboarded new hires. Moreover, reskilling and upskilling have proved to help tackle immediate online and virtual training needs.

5.2 Nursing/Clinical Staffing Case Study

To brief you about our latest experience, we are currently staffing over 2000 positions to one of our prestigious clients all over US for nursing and this surge is due to Covid-19. we are currently staffing over 2000 positions along with 3 other competitors to one of our prestigious clients.

Our execution plan: All the main players of the delivery and account management team were walked through the challenges. We were looking at over 2000 positions needing to be filled in over 250 locations spread over 50 states and a couple of US territories. The timelines were aggressive, we had put together a team of 150 recruiters, 4 delivery managers and 3 account managers and divided their efforts by geography. we have also been working in shifts for the last few weeks including weekends with no down time. So far, we have processed and submitted over 1000 candidates and have over 500 offers. About 160 candidates were already onboarded and started with the client. Every Wednesday, a fresh batch starts, and we are hoping to onboard 75+ candidates coming in the next Wednesday.

Our extensive database of 11 Million qualified profiles helped us to find the candidates easily. These were to be supported by a support staff of 15 project (onsite) managers, 15 SME trainers, 7 HR administrators, 5 timesheet coordinators, 10 onboarding specialists, and another 15 on-call and on standby to fill in wherever they were required. Through this execution, now LanceSoft is recorded as #1 supplier of our client because of maximum number of workers deployed among all the available suppliers.

LanceSoft has a team of over 650 recruiters currently working on various staff augmentation programs. We have the ability to scale up / down effortlessly based on our clients seasonal and cyclical business demands.

PREVIOUS EXPERIENCE IN CLINICAL/NURSING:

LanceSoft has established itself as one of the most sophisticated firms in the Nursing/Clinical Staffing Industry. As a 'Vendor of Choice' for several Fortune 500 clients, LanceSoft has profound experience in providing premier consultants with expertise in Nursing and Quality Control.

Below are some of our experiences in healthcare with various temporary and permanent staffing services provided/ being provided by LanceSoft including but not limited to following:



Client/Company	Aetna
Year of Service provided	Jan-2017
Client/Company	AmeriHealth
Year of Service provided	Aug-2017
Client/Company	B. Braun Medical Inc
Year of Service provided	Sep-2017
Client/Company	Baptist Memorial HealthCare
Year of Service provided	Jan-2018
Client/Company	Albert Einstein Healthcare Network
Year of Service provided	May-2018
Client/Company	Mercy Health
Year of Service provided	July-2018
Client/Company	Rady Children’s Hospital
Year of Service provided	July-2018

CLIENTS

We currently service several large Fortune 500 clients like UTC, ACS/Xerox, Sprint, UPS, T-Mobile, AMDOCS, Caesars, GSK, Expedia, Ericsson, BMW , Morgan Stanley, MUFG Union Bank, Ally Financial, All state Insurance, Fifth Third Bank , Liberty Mutual Insurance Group, John Deere, Cognizant Technology Solutions, Best Buy, Pfizer, 3M, Exelon, Target, UPS, CVS Health, Honeywell, Coca-Cola, Qualcomm, Thermo Fisher, Zillow, Verifone, Otis, , McGraw Hill, Humana, Unisys, AT&T, Grant Thornton, Frontier Communications, Johnson & Johnson, Becton & Dickinson, Kimberly Clark, GE Healthcare USA and many more.

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

Our state clients include: Hourly Based IT Services-New York, State of Arkansas, State of Arizona, State of Colorado, State of Connecticut, State of Florida, State of Georgia, State of Iowa, State of Massachusetts, State of Maine, State of Michigan, State of Minnesota, State of New Jersey, State of West Virginia, State of New York, State of Ohio, State of Oregon, State of Pennsylvania, State of South Carolina, State of Utah, State of



West Virginia, State of Washington, State of Delaware, State of Maryland, County of El Paso, etc. of Delaware, State of Maryland, Gwinnett County, County of El Paso, etc.

LANCESOFT’S EXPERIENCE IN SUPPORTING SIMILAR JOB TITLES

LanceSoft has established itself as one of the most sophisticated firms in the Nursing Staffing Industry. As a 'Vendor of Choice' for several Fortune 500 clients, LanceSoft has profound experience in providing premier consultants with expertise in Clinical/Nursing and Quality Control.

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

<u>Name of the Client</u>	<u>Period of Performing the Services</u>	<u>Services Rendered</u>	<u>Detailed Description of the Work Performed</u>
Arkansas Children’s Hospital	6+ years	Nursing Staffing Services	We have provided the candidates to Arkansas Children’s Hospital for the positions including, but not limited to Nurse Practitioner, Clinical Nurse Specialist, Nurse Midwife, Nurse Anesthetist, Health Facilities Surveyor, Health Services Manager, Bariatric Registered Nurse, Burn Registered Nurse, Camp Registered Nurse, Cardiac Care Registered Nurse, Diabetes Registered Nurse, Dialysis Registered Nurse, Domestic Violence Registered Nurse, Emergency Room Registered Nurse, Endocrine Registered Nurse, Enterostomy Registered Nurse, Fertility Registered Nurse etc.
South Florida Baptist Hospital	4+ years	Non-IT Staffing Support Services	We have provided the candidates to South Florida Baptist Hospital for the positions including, but not limited to Genetics Registered Nurse, Geriatric Registered Nurse, Gynecology Registered Nurse, Health Policy Registered Nurse, Hematology Registered Nurse Medical Manager, Medical Office Assistant, Medical Office Manager, Medical Office Specialist, Infusion Therapy Registered Nurse, Intensive Care Unit (ICU) Registered Nurse, International Medicine Registered Nurse, Lactation Consultant Registered Nurse, etc.

Aetna	3+ Years	Non- IT Staffing Services	We have provided the candidates to Aetna for the positions including, but not limited to Neuroscience Nurse, NICU Nurse, Nurse Administrator, Nurse Advocate, Nurse Attorney, Nurse Care Coordinator, Nurse Entrepreneur, Nurse Executive, Nurse Health Coach, Nurse Manager, Nurse Health Coach, Registered Nurse, Obstetrics Registered Nurse, Occupational Health Registered Nurse, Oncology Registered Nurse, Operating Room Registered Nurse, Ophthalmic Registered Nurse and many more.
Rady Children’s Hospital	2+ Years	Non-IT Temporary Staffing Services	We have provided the candidates to Rady Children’s Hospital for the positions including, but not limited to Cardiovascular Nursing, Community Health Nursing, Critical Care Nursing, Critical Care Pediatric Nursing, Emergency Nursing, Intrastromal Therapy Nursing, Gastroenterology Nursing, Gerontological Nursing, Hospice Palliative Care Nursing, Medical-Surgical Nursing, Nephrology Nursing, Neuroscience Nursing, Occupational Health Nursing, and many more.
Shand’s Teaching Hospital and Clinics	10+ Years	Non-IT Contingent Workforce Services	We have provided the candidates to Shand’s Teaching Hospital and Clinics for the positions including, but not limited to Oncology Nursing, Orthopedic Nursing, Peri Anesthesia Nursing, Perinatal Nursing, Perioperative Nursing, Psychiatric and Mental Health Nursing, Rehabilitation Nursing Charge Nurse, Chiropractor, Counselor, Dentist, Dermatology Nurse, Dialysis Nurse, etc.
State of Oregon	5+ Years	Statewide Non-IT Staffing Services	We have provided the candidates to State of Oregon for the positions including, but not limited to Accounts Payable/Receivable



			Coordinator, Auditing Manager, Auditor, Neonatal Intensive Care Nurse, Nurse, Nurse Anesthetist, Nurse Practitioner, Occupational Health Nurse, Occupational Health and Safety Specialist, Occupational Therapist, Office Nurse etc.
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5.3 LanceSoft’s Capability

LanceSoft provides an exceptional permanent and temporary talent experience in healthcare Industry. we have more than 20+ active Healthcare accounts and continuously providing the best services. we strive to provide our healthcare clients with the ultimate integrity and demonstrated commitment to reliability in the healthcare industry. LanceSoft has built good relationships with many of the nation’s top hospitals and healthcare facilities, and places highly qualified staff in both temporary and permanent contracts. Our services to health care have been very decently increasing and the providing a notable share to the overall revenue of LanceSoft.

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

Our Core Competencies include:

- Permanent-Direct Hire placements.
- Travel nursing services, and not per diem,
- Short to long term temporary candidates.
- Background checks, employment & educational verification and specialized testing.
- Last minute candidates for temporary positions and direct hire interviews.
- Contract employees and pay rolled employees.

RECURRING REQUIREMENTS

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

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

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

Below is a list of our recurring requirements from Nursing industry: -



Advanced Clinician Nurse	BSN Nurse	Burn Unit RN
Cardiovascular Nurse	Certified Nurse Anesthetist	Caregiver
Chief Nursing Officer	Charge Nurse	Clinical Research Nurse
ER Nurse	Family Nurse Practitioner	General Nurse
Home Care Nurse	Lead Charge Nurse	LPN Charge Nurse
LPN Long Term Care	Mental Health Clinician	Dermatology Nurse Practitioner
Nurse Assistant	Nurse Unit Manager	Nursing Supervisor
Health Assistant	Occupational Nurse Practitioner	Pediatric Nurse
Practical Nurse	RN Specialist	Travel Nurse
Wellness Nurse	Progressive Care Nurse	Public Health Nurse

EXTENSIVE CONTRACTOR NETWORK

Over the years, through our proactive recruitment initiative and working on several Nursing requirements, LanceSoft has been able to intelligently build an extensive database of 11 Million QUALIFIED PROFILES OF CANDIDATES profiles. This pool consists of a comprehensive list PRE- CLEARED CANDIDATES IN SEVERAL CATEGORIES BUT NOT JUST LIMITED TO CLINICAL, HEALTHCARE, PHARMA, etc. that have demonstrated working experience in diverse project environments and are highly qualified to best suit your requirements. This database further prepares us to provide prequalified candidates who are ready, willing and lawfully able to perform the services in the shortest possible timeframe.

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

Hence, we would like to confirm that we are 100% capable of providing all the primary Specifications mentioned in the RFI.

OUR ABILITY AND SUCCESS RATE

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

- Submission rate: 98.5% Avg.
- Shortlist ratio: 80% Avg.
- Interviews: 40% Avg.
- Conversion of interviews to hires: 45% Avg.

- Non-Delivery: 0.5 Avg.
- Attrition (before assignment end date): below 2%
- Average tenure in position: 12 months
- Measures of customer satisfaction: Internal SLAs and Performance Metrics

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

LANCESOFT'S AWARDS

LanceSoft's extensive Staffing experience and top performance across several contingent workforce programs is a great testament to our credibility. LanceSoft is currently an active "PREFERRED- SUPPLIER" for over 120 mid to large National Contingent Workforce programs across the US.

Our list of Awards and Accolades that LanceSoft received recently from our clients include.

- Clearly Rated (Inavero's) Best of Staffing- Client & Talent Satisfaction -2021, 2020
- SIA 2021 (Staffing Industry Analysts)
- 2020 Fast 100 Asian American Business Award
- Clearly Rated (Inavero's) Best of Staffing- Client Satisfaction-2019
- Nclusion Supplier – Guidant Global – 2019, 2020.
- Proven Performer by Workforce logic -2019
- Premier Partner by Tapfin-2018
- Proven Performer by ZeroChaos -2017
- Premier Partner by Tapfin-2017
- Supplier Excellence award by Kelly OCG-2017
- "Service Excellence Award" from Johnson & Johnson (J&J) & Kelly OCG
- Smart CEO award
- Deloitte Fast 50 Finalist
- E&Y Entrepreneur of the year Finalist
- Featured in Silicon Valley magazine for our talent management solution
- Delaware Valley Fast 50
- Inc 500 Fastest growing firms
- Smart 100 Award
- MBDA Supplier of the year
- USPAACC Fastest growing firms
- "Supplier of the Year" award from Kelly Services
- "Premium Vendor" from Manpower Premier Supplier
- Kelly Supplier Innovation Award –for our state-of-the-art product – CPX that manages end-to-end front, middle and back-office functions and has controls through workflow-based modules.
- Manpower premium supplier
- Tapfin premium supplier
- Kelly Supplier Innovation Award –for our state-of-the-art product – CPX that manages end-to- end front, middle and back-office functions and has controls through workflow-based modules.
- - end front, middle and back-office functions and has controls through workflow-based modules.

5.4 References

REFERENCE 1

Proposals are currently or previously been provided, include for each client	Services are currently being provided.
Name of Organization	CVS Health/Aetna
Services being provided	Contingent Workforce Program (CWP)
Responsible official, address and telephone number of person available as a reference.	Contact Person: Dorothy Holmes Telephone: 480-213-5489 / 480-254-3775 Email: dorothy.holmes@tapfin.com Address: One CVS Drive, Woonsocket, RI 02895 (Remote – AZ)

REFERENCE 2

Proposals are currently or previously been provided, include for each client	Services are currently being provided.
Name of Organization	Agile one/BMS - Bristol Myers Squibb
Services being provided	Temporary Staffing Services
Responsible official, address and telephone number of person available as a reference.	Contact Person: Michelle Gibbons Telephone: 407-718-0273 Email: mgibbons@agile1.com Address: 430 E. 29th Street, 14th Floor, New York, NY 10016

REFERENCE 3

Proposals are currently or previously been provided, include for each client	Services are currently being provided.
Name of Organization	Gwinnett County
Services being provided	Staff Augmentation Services
Responsible official, address and telephone number of person available as a reference.	Contact Person: Melanie Brooks Telephone: 770-822-7905 Email: melanie.brooks@gwinnettcounty.com Address: 800 Hi Hope Rd, Lawrenceville, GA 30043

6. METHODOLOGY

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

STEP 1: On contract sign-off, LanceSoft will immediately assign a dedicated Account Management Team (AMT) to identify the anticipated volume of requirements and to be able to respond to 100% of the entire STATE OF WEST VIRGINIA staffing requirements.

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

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

STEP3: A document called the "Client Delivery Process Framework" is prepared which captures all details pertaining to the client.

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

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

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

6.1 Ensuring State of West Virginia's Satisfaction

We have a long-standing commitment to quality, both in our service offerings and in our method of doing business. Over the last few years, LanceSoft has consistently ranked among the top staffing companies according to Inavero's Best of Staffing Lists. The key to achieving our quality goals is in fostering long-term relationships with our clients and talent, and in using their feedback to continually improve our service. Many of our clients have come to trust LanceSoft and know that they will receive the optimal match of talent, service levels, and pricing to stay competitive. Recognizing that total customer satisfaction is critical to our mission, we monitor our performance to ensure parameters previously defined are being met. The following is an overview of the processes that will be used to measure and track our performance with the STATE OF WEST VIRGINIA:

- Generation of key performance statistics
- Regular talent performance evaluations
- Web-based quality surveys
- Regular monitoring of the STATE OF WEST VIRGINIA's service level commitments

To exceed service level commitments and ensure the STATE OF WEST VIRGINIA's satisfaction, we will continue leveraging a solid continuous improvement initiative, including Quarterly Business Reviews (QBRs). A series of strategic meetings (tailored to fit the needs of the STATE OF WEST VIRGINIA) will be established to ensure service continuity, adherence to service level commitments, ongoing communication of program objectives and to identify opportunities for efficiencies. Further, these business reviews will provide us with the opportunity to share ideas and exchange feedback and allow us to accurately measure the level of the STATE OF WEST VIRGINIA's satisfaction.

7. APPROACH TO FULFILL REQUIREMENTS

LanceSoft Understands STATE OF WEST VIRGINIA needs, we will continue to employ our current solution and service delivery model to support STATE OF WEST VIRGINIA staffing needs. From recruiting top talent to ensuring the STATE OF WEST VIRGINIA's satisfaction through ongoing communication, our solution is designed to ensure the STATE OF WEST VIRGINIA does not experience any gaps in productivity.

7.1 Method for Identifying the Appropriate Consultant

MAKING THE MATCH

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

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

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

RECRUITING MEDIUMS

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

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

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

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

- **Applicants anonymity.** Because many potential Nursing candidates will be employed while they search our career website for openings, privacy and confidentiality are important. We ensure that the database management, workflow rules, and recruiting processes are aligned to protect the candidates' anonymity.
- **Tailor online applications.** We are using pre-screening tools which will quickly separate qualified from unqualified Nursing candidates based on answers to questionnaires.
- **Keep track of candidate information.** The candidates will create and maintain a personal profile on our careers Website and attach Nursing job positions to their profile. The profile is then saved in our company's candidate database and accessed through an appropriate password. Our recruiters will view structured data about a candidate, including access to job-specific screening questions to easily assess fit. By tracking candidate information by job, we gather the necessary data for compliance reporting as well.
- **Job seekers and employees post our open positions on Facebook.** We allow our job seekers to post Nursing jobs on their Facebook page, we can increase the exposure of our open Nursing positions—and reach a larger pool of Nursing candidates at lower sourcing costs. In addition, we believe that the employees are one of our best sources for referrals. We encourage them to post open Nursing positions on their Facebook page and refer their friends.
- **Enable job searches.** A job search engine is a core component of our careers Website. It helps job seekers find Nursing job openings that meet their requirements quickly and efficiently. We make sure that current Nursing job openings are in the searchable database also reduces the Accounting burden of maintaining a manual list. The three best search criteria are Job Search by Job Category, Job Search by Location, and Job Search by Keyword.

SMART SOURCING

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

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

- Dice
- Monster
- CareerBuilder
- Twitter
- LinkedIn Enterprise
- Stack Overflow

TALENT POOL: To stay ahead of competition in our recruiting, we have moved to a pro-active recruiting model instead of a reactive one (job boards-based recruiting). LanceSoft has been able to intelligently build an extensive database of over 11 Million qualified profiles of the candidates out of which 800,000+ candidate profiles that are relevant to STATE OF WEST VIRGINIA's requirements are authorized to work in USA. This vast database has individuals who have worked with us or have been qualified by us in the past. This pool

also comprises of a large base of precleared candidates that have demonstrated working experience in a diverse project environment and are highly qualified to best suit the requirements of STATE OF WEST VIRGINIA. We have [SPECIALIZED RECRUITING TEAMS FOR OUR CLIENTS](#) that have the combined creative, technical, business and domain experience in the domain and hence are highly capable of screening the best-fit candidates for any [GENERIC/HARD TO FIND SKILLSET-SPECIFIC](#) positions.

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

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

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

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

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

We pride ourselves on providing disabled veteran-owned business enterprises the maximum possible opportunity to work with us as suppliers and business partners. Our Premier Partnering program, led by our Executive Vice President of Diversity and Inclusion, utilizes subcontracting relationships to provide support to our client engagements in the fulfillment of their diversity requirements, to supplement our services and/or supporting niche skill sets, and for locating resources for our clients that reside in remote locations. As such, we identify qualified Veterans suppliers that can be utilized prior to the onset of an engagement. These relationships allow LanceSoft to serve as a strategic partner that can unite clients looking to do business with certified Veterans staffing suppliers, while providing the support of a global, reputable staffing company.

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



empowers our Delivery/Recruitment team to identify passive candidates and build talent communities around them.

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

CROWD SOURING: LanceSoft has been working on a proprietary networking initiative, working on harnessing the power of the Crowd to source candidates. Currently LanceSoft's Crowd consists of over 2200 professionals including free-lance recruiters, skill specific, domain specific industry SME's who are carefully curated and engaged to ensure we have access to passive and hidden talent that can be delivered in the shortest amount of time with high success of deliverability. Our Crowd RPO / Talent community / referrals are one of the topmost sources of candidate employment followed by our exhaustive internal database where profiles have been harvested for about 20 years, networking events and then job boards such as LinkedIn, Dice, CB, Indeed and Monster.

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

RECRUITING STRATEGY

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

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

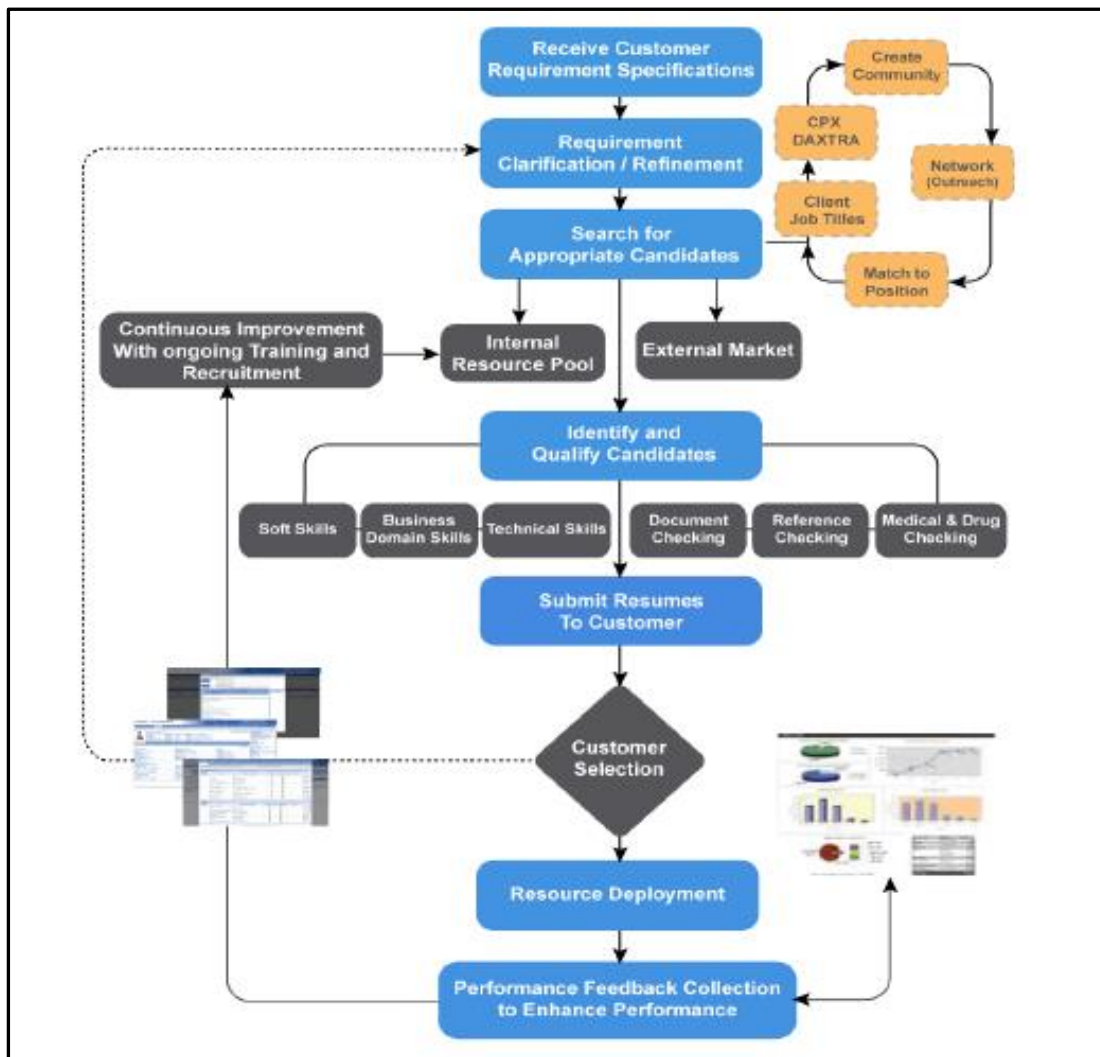


Figure 1 - LanceSoft's Recruiting Strategy

7.2 Methods to Place and Manage Consultants

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

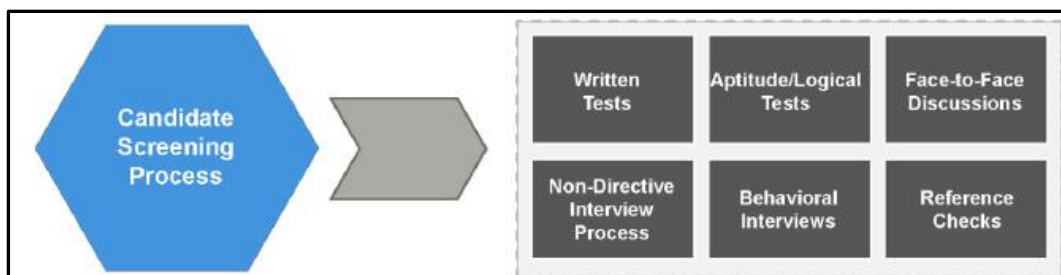


Figure 2 - LanceSoft's Work Approach

OUR CANDIDATE SCREENING ABILITY

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

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

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

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

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

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

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

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

Behavioural Interviews: We conduct behavioural and situational based interviews as well, to evaluate candidates on their past behaviour and experience and the candidate's judgment ability and knowledge that

may be required for the job. In some cases, we also conduct group discussions to compare the soft skills of the short-listed candidates to make the best selection.

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

- Complete background verification
- Previous employment checks
- Education verification
- Credit Reports
- Driver’s Report/DMV Checks
- Social Security Trace/Validation
- Reference checks - LanceSoft recruiters thoroughly check with at least 2-3 references of the candidates being short-listed to verify their credibility.
- Drug Screening to test the candidates for the use of illicit/illegal drugs LanceSoft offers a 5 and 10 panel drug screening with additional panels available upon request to our customers
- Work Permit Checks (Form I-9): To verify the active work permit status (Citizens, Green Card/EAD holders, H1B, etc.) of the candidates to ensure they are legally authorized to work in the US
- Work eligibility verification – Use E-Verify to ensure each candidate is eligible to work
- Criminal background checks.

8. BACKGROUND CHECK AND VERIFYING CONSULTANT EXPERIENCE, SKILL, TRAINING, ETC.

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

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- Previous employment checks
- Education verification
- Credit Reports
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- Work eligibility verification – Use E-Verify to ensure each candidate is eligible to work
- Criminal background checks.

LanceSoft is associated with several background verification companies who also perform drug testing for us. These agencies help us in performing the pre-employment screening, background checks as well as drug

testing. This enables us to obtain information regarding the credibility of the candidates, which further enhances our hiring decisions towards potential candidates. We are also opened to using our clients' preferred background check agency, if requested to do so.

REFERENCE CHECK: Reference checks are required for all final candidates, internal and external, before an offer of employment will be made.

VERIFYING CANDIDATES' CREDENTIALS: To verify candidates' credentials, LanceSoft uses **Aversafe** which is a blockchain-backed credential issuance and verification network. It helps us in building the trust with job applicants long before the first interview. By eliminating the need for time consuming and costly background checks, it streamlines the entire hiring process.

By using this network-based approach, our verification process eliminates the need for duplicative background checks and incentivizes users to pre-certify their credentials, leading to improved trust, lower costs and faster hiring. The Trust Score system in Aversafe helps us to form a full and trusted picture of any applicant long before the first interview and will provide Immediate verified updates on any changes to our employees' professional certifications or personal information provides a holistic view. It also generates a Trust Score for each user based on the sources and number of verifications behind their claims, so we can determine if an applicant is trustworthy at a glance.

We use Sterling- Back check verification process to verify the candidate credentials and it also helps our teams by delivering fast, accurate confirmation of a candidate's educational background, job history, and other credentials. It includes Employment Verifications, Education and Credentialing Verifications, Professional Credentials Verifications and Public Safety Verifications.

8.1 Verifying Nursing Credentials

LanceSoft performs background verification on the qualifications and licenses that candidates possess before his/her resume are submitted to the client for selection. LanceSoft is dedicated to providing quality temporary/permanent employees/candidates to its clients in line with their requirements.

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

We follow a well-structured process as per Industry Best Practices, where the short-listed candidate's licenses are verified at an initial level followed by a detailed assessment by our technical team. After clearing these two levels, a final selection round is arranged between the candidate and the National Account Manager.

LanceSoft always looks up, verifies and monitors the nursing license with the help of Nursys (<https://www.nursys.com/LQC/LQCTerms.aspx>) and other credential verification agencies.

We pay close attention to the quality of candidates we select to meet the high standards we set for our clients. LanceSoft is known for a robust recruitment process that attracts the very best talent.

8.2 Dealing with Reported Problems with An Assigned Employee

LanceSoft schedules a client feedback session with all our clients on a regular basis to gauge the satisfaction levels of our clients on our deliverables. This feedback session will be conducted after every major deliverable made to the client. Being in constant touch with the pulse of the clients allows us to be updated on their feedback and if there are any issues/ conflicts, we sort them out in a very well-structured and effective manner. LanceSoft follows a well-designed escalation path for resolving client issues in the shortest possible timeframe which is as follows:

- In an event wherein an issue is raised by the client, the first level of escalation is handled by the client dedicated National Account Manager who would strive towards resolving the issue within a timeframe of 24 - 48 hours.
- Beyond the 48 hours timeframe, if the issue has not been resolved, the next level of escalation is to the VP Sales and Operations who would be actively involved in issue resolution and target to resolve it within 48 - 96 hours.
- If the issue still remains unresolved for above 96 hours the issue will move on to the Executive level of Escalation, which is handled by the top management at LanceSoft.

We use a well-defined escalation process to resolve the conflicts in a timely and professional manner to maintain the quality of support without disruption of services. Depending on the severity of the conflict, a timeline will be defined for escalation to the next level/upper management. LanceSoft will ensure the availability of the LanceSoft steering committee members such as Practice Director, VP Client services and Account Executive to help proactively address the issue prior to the need of escalation. Following are the steps we take to reduce the possibility of conflicts:

- Periodic status call with the onsite program manager business leads, Periodic Steering Committee meeting with key members from LanceSoft's' executive management, tracking escalation through issues and SLAs, as required.
- Frequent communication with STATE OF WEST VIRGINIA 'S management.

8.3 Managing Unsatisfactory Performance

LanceSoft services are guaranteed to be of the highest level of professional quality. Achieving high client satisfaction constantly in the past, our satisfaction guarantee policy extends to the length of the contractor's assignment.

LanceSoft has rarely faced any performance issues in the past. However, keeping in mind the possibility of events of non-performance due to issues such as unplanned/unapproved leaves/absence of contractor or any other legal matter that leads to disruption of the project, LanceSoft has preset plans in place wherein it addresses the non-performance/project back-fill issues and responds appropriately in the manner described as follows:

- In the event the client was to find the contractor's performance not at par with their expectations, LanceSoft will find a replacement within 48 hours at no additional charge. LanceSoft will also not charge for the hours clocked by the replaced contractor within the first two weeks of their work.
- LanceSoft has a previous track record of 98% of its contractors completing the entire assignments. LanceSoft rarely has a situation where the contractor leaves the assignment before the project completion. In case where such a situation persists, LanceSoft provides its client with a replacement for

the contractor in the shortest possible timeframe, minimizing any disruption in the progress of the project

- Further to the poor performance of the contractor causing major operational issues, we also inform the contractor that he/she has only a limited amount of time to rectify the matter before any sort of action is taken against him/her.
- In cases of non-performance of the contract, we also offer on a case-by-case basis reduction to our clients in the price of the service being provided.
- Our internal teams are incentivized on achieving high scores in positive client performance reviews.

8.4 Unique Differentiators

Having a well-crafted recruitment process built on 20 years of profound global recruitment experience, gives LanceSoft the competitive edge in providing top class resources to its clients in the shortest possible turn-around times. A perfect blend of unique recruiting methods and technologies, coupled with advanced recruitment techniques, has enabled LanceSoft to grow as one of the most sophisticated Nursing, Non-IT Contingent Workforce (CW) Providers. Below are some of LanceSoft's unique approach & capabilities that will be valuable to our clients and distinguishes us from our competitors:

Unique Capabilities & Qualifications:

- **Specialized Domain Specific Recruiting:** LanceSoft employs specialized recruiting teams that have extensive recruiting experience in specific domains/industries. Specific to Nursing, LanceSoft has approx. 140 recruiters that are dedicated within this industry segment, supporting clients like Johnson & Johnson, Pfizer, Aetna, Ameri Health and others. Our recruiters are seasoned with domain experience having either come from the Nursing client ecosystem and/ or partner/ supplier ecosystem. Over 80% of the 140 or so dedicated recruiters within this industry segment are seasoned and experienced, coupled with the fact that they also bring an ecosystem of known Nursing candidates they have successfully worked with from the Nursing industry, is an added benefit for our clients.
- **Pro-Active Recruiting:** To stay ahead of competition in our recruiting, we have moved to a pro-active recruiting model. LanceSoft has an internally developed intelligent database of consultants with over 11 Million profiles, of which over 800,000 candidate profiles would meet STATE OF WEST VIRGINIA's Nursing requirements. These candidates are part of our dynamic database ecosystem and have already been pre-vetted, pre-qualified and through the use of AI/ ML techniques, allows us to source and submit qualified, experienced candidates very quickly.
- **Quality of Service:** Our internally developed technology platform, CPX, has the ability to backward integrate into our clients' VMS systems, e.g. SAP Fieldglass, Beeline, Coupa etc. This integration allows our Quality and Delivery teams to proactively monitor and track the Scorecard metrics assigned by our clients on **a daily basis**, to ensure that our clients KPIs and metrics are adhered to, so there are no "surprises" during scorecard reviews. We monitor and track a comprehensive set of metrics which are set by our clients, including Response Rate, # of Interviews, Submission to Hire ratio, # of rejects, quality of candidates submitted, Rate adherence etc.
- **Client Delivery Process Framework:** At the beginning of a new client relationship, LanceSoft's Account Management Team (AMT) spends considerable time with the Client Management team to map and understand the account. Based on the initial discussions, a "CLIENT DELIVERY PROCESS FRAMEWORK" document is prepared, which captures all the details pertaining to the client. Additional information

relevant to each region is also added to this document and it is circulated to all LanceSoft-Client team members at all local locations servicing the client with all the special notes, structures and policies defined in this document. This ensures that all locations servicing the client adhere to all contractual obligations and business rules pertaining to each country we support of the client program.

- **Dedicated Mailbox:** Further, to ensure effective client communication, LanceSoft creates a dedicated mailbox for all its clients, which is monitored daily at a minimum of 18 hours a day to ensure immediate response and feedback. An internal SLA is also implemented to respond to all mails within 30 minutes of receipt from the client. This further ensures that any client related information is communicated effectively at all locations servicing the client.
- **Dedicated Account Management Team:** LanceSoft will assign a dedicated Account Management Team headed by a Global Key Account Manager and local country account managers, if required. The Account Managers we position, generally come from a strong delivery background specific to the industry segment we are serving, they will be the escalation point of contact for any issues raised by the Contingent Worker Program Office (CWPO). The Account Manager will ensure to solve any issues raised by the client in the shortest possible time frame.
- **24/7 Support:** LanceSoft has an extensive network of delivery centers that span across the United States and Globally. Additionally, we also have our offshore/nearshore sourcing facilities in India that can be utilized to accommodate any temporary assignment requests from our clients after standard work hours, thus proving a 24/7 support to our clients.
- **Talent Community Builder:** The Talent Community Solution reaches into various social networks and identifies potential candidates to become part of our community. We have dedicated specialists that build/ maintain and manage each community. LanceSoft has a dedicated team of Talent Intelligence Specialists who focus on expanding the pool of professionals and categorize them based on Job Categories, Skill sets and Geographic locations. The talent intelligence specialists manage the community activities like sending Job orders, managing forums, industry updates and candidate enrollment, keeping the community engaged always. They also screen, vet and keep up to date the available talent pool along with their most up to date skills.
- **Crowd Sourcing:** LanceSoft has been working on a proprietary networking initiative, working on harnessing the power of the Crowd to source candidates. Currently LanceSoft's Crowd consists of over 2200 professionals including freelance recruiters, skill specific, domain specific industry SME's who are carefully curated and engaged to ensure we have access to passive and hidden talent that can be delivered in the shortest amount of time with high success of deliverability. Our Crowd RPO / Talent community / referrals are one of the topmost sources of candidate employment followed by our exhaustive internal database where profiles have been harvested for about 20 years, networking events and then job boards such as LinkedIn, Dice, CB, Indeed and Monster. Referral hiring through the power of Crowd Sourcing actually promotes a high degree of candidate loyalty and retention as a result.
- **Community Discussions:** LanceSoft believes that one of the best ways to find untapped Nursing talent is to delve into open source code repositories like those on Stack Overflow, GitHub, and Reddit. These sites host community discussions between programmers from all over the world, including both professionals and self-taught enthusiasts. Our Nursing recruiters will engage with top talent on these sites to tap candidates. This creates a more authentic interaction and helps in finding the right candidate based on our client's requirements.

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

Tools & Technologies:

- **LanceSoft's Home-Grown Automated System (CPX):** We have developed a proven, state-of-the-art Cloud enabled workflow automation system which runs on a Microsoft .Net platform, which completes the entire lifecycle of staffing on the web including Requisition Management, Applicant Management, On-boarding, Off-boarding, drug and background checks, timesheet management, payroll, billing, Employee Engagement, etc. The objective of building this system is to increase the internal efficiencies, control costs and provide cost effective speed to market staffing services for our clientele. CPX is a proven platform, in existence for close to 20 years and can backward integrate with any of our client VMS systems like SAP Fieldglass, Beeline, Coupa etc.

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

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

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

LanceSoft Value Adds:

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

- Our award-winning Artificial Intelligence based workflow and analytics platform, CPX.

- LanceSoft investment into self-training and vocational training schools in HUB zones.
- Our focus on engaging, re-training and deploying our heroes, the veterans.
- Focus on Diversity & Inclusion, hiring & deploying to exceed federally required minimum spends.
- Crowd sourcing
- Virtual Reality Recruiting using VR headsets at trade shows and recruiting drives.
- Branding thru social media for target audiences.
- National hiring events around Major Metros.
- Mobile Recruitment.
- Match talent pipeline using machine Learning.
- Global staffing model support for clients with operations in multiple countries.
- Competitive Cost
- On-demand capabilities to scale up/ down
- Comprehensive qualitative and quantitative reporting
- Payroll and accounting interfaces that delivers accurate payroll and invoice reconciliation.

LanceSoft is capable of staffing for all the job titles mentioned in the RFI.

9. ENSURING COMPLIANCE WITH CLIENT

LanceSoft has a well laid out and structured onboarding process (inclusive of various background checks) that we follow as a prerequisite prior to taking any consultant onboard.

LanceSoft thoroughly conducts the following types of background checks in order to validate the credentials, past experiences, substance abuse and criminal histories of candidates prior to deploying them to client sites other than those checks specifically required by the client:

- Previous Employment Checks: To check on references from the prior prestigious clients and/or critical projects to validate the candidate's skills, competency and personal attributes
- Education Verification: To check candidate qualification details prior to be assigned to any role
- Reference Checks (2 to 3): To validate the candidate's employment history, relevance and fitment to the client requirement
- Drug Screening: To test the candidates for the use of illicit/illegal drugs (including Opiates, Cocaine, Cannabinoids, Amphetamines, Marijuana and Phencyclidine). LanceSoft offers a 5 and 10 panel drug screening with additional panels available upon request to our customers.
- Criminal Background Checks.
 - Investigation on Federal, State, and County jurisdictions of residence, education, and employment, for the past seven years, using current name and any/all provided previous names/ aliases.
 - Sex Offender Registry Check.
 - Terrorist watch list check by verifying in the Canada Government Restricted Parties Lists

We make reasonable efforts, in conducting these checks mentioned above, to determine and verify all information of the candidate necessary to represent and warrant to our clients that no candidate at any time during the term of the agreement has falsified any information or was involved in any kind of unlawful act.

We also keep on file a copy of each of the candidate's resume including work history, professional references, and education and all the details related to the candidate's checks conducted to represent and warrant the candidate to our clients.

LanceSoft is associated with several background verification companies who help us in performing the pre-employment screening, background checks as well as drug testing. Additionally, in cases, wherein the client requires us to utilize a specific company of their choice to conduct the background verifications, LanceSoft complies with the same in accordance to the client requirement.

These sources enable us to obtain information regarding the credibility of the candidates which further enhances our hiring decisions towards potential candidates.

NOTE: LanceSoft will organize transportation and housing arrangements for temporary staff if required by requesting facilities.

NOTE: LanceSoft will flexibly adapt payment arrangements either directly with requesting provider agencies or in coordination with government agencies.

NOTE: LanceSoft will post positions at flexible ranges with fixed maximums to improve fulfilment without exceeding financial limitations.

10. COMPLYING WITH NEW LAWS

LanceSoft understands that staying in full compliance with all governmental and organizational laws and regulations relating to contingent labor is extremely vital. Lancesofts legal counsel, comprising of HR Law experts are responsible for updating us on changes to specific laws and legislations in the employment landscape. Further to ensure progressive improvements in business, LanceSoft follows various methods to keep itself current with the new/changing laws and legislation as stated below:

- Federal Updates: LanceSoft constantly monitors the Department of Labor (DoL) and IRS website to get insight on the new/changing federal government labor and revenue laws.
- State Government Email Updates: LanceSoft also subscribes to various state websites where LanceSoft operates and receives periodic emails updates on the state legislative changes/updates.
- Member of ASA, SIA, SHRM, AILA, and ACC: LanceSoft is also an active member of various HR Management related organizations that monitor the HR changes that can affect the benefits and payroll of the contingent staff.
- Subscription Newsletters/Services: LanceSoft has subscribed to various newsletters and services such as Bureau of National Affairs, Inc. (BNA), CCH, Staffing Industry Analysts, American Staffing Association, Staffing Talk, etc. to track the legal, regulatory, legislative and economic developments that impact the contingent workforce businesses.
- Online HR Groups/Forums: LanceSoft is also an active member of various online HR user groups/forums to gain insight on the changing HR practices, laws and legislation relating to the contingent workforce.

11. MISCELLANEOUS

10. MISCELLANEOUS:

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

Contract Manager: Prashant Arni

Phone Number: Office: 703-674-4500

Cell: _____

Fax: 703-889-6500

Email Address: marketing@lancesoft.com



12. PURCHASING AFFIDAVIT

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

CONSTRUCTION CONTRACTS: Under W. Va. Code § 5-22-1(i), the contracting public entity shall not award a construction contract to any bidder that is known to be in default on any monetary obligation owed to the state or a political subdivision of the state, including, but not limited to, obligations related to payroll taxes, property taxes, sales and use taxes, fire service fees, or other fines or fees.

ALL CONTRACTS: Under W. Va. Code §5A-3-10a, no contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

EXCEPTION: The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) 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, that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:

Vendor's Name: LanceSoft, Inc.

Authorized Signature: *Steve Comarall* Date: 03/24/2021

State of Virginia

County of Prince William, to-wit:

Taken, subscribed, and sworn to before me this 24 day of March, 2021.

My Commission expires January 31, 2024

AFFIX SEAL HERE

NOTARY PUBLIC *Marie Biamby*

MARIE BIAMBY
NOTARY PUBLIC
REG. #7867675
COMMONWEALTH OF VIRGINIA
MY COMMISSION EXPIRES JANUARY 31, 2024

Purchasing Affidavit (Revised 01/19/2018)

13. ACKNOWLEDGEMENT OF ADDENDUM

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ VNF210000020

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 that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

LanceSoft Inc.

Company



Authorized Signature

03-25-2021

Date

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


Exhibit A - CRFQ VNF21*20

Direct Care Nursing Staffing Pricing Page

Item No.	Description Of Services	Estimated Hours Per Contract Year	Hourly Rate/ Unit Price	Extended Total
	Base Year One			
	Registered Nurse Shifts - Base Year One			
1	Weekday Rate	7,800	\$ 65.00	\$ 5,07,000.00
2	Weekend Rate	3,000	\$ 65.00	\$ 1,95,000.00
	Licensed Practical Nurse Shifts - Base Year One			
4	Weekday Rate	22,000	\$ 54.00	\$ 11,88,000.00
5	Weekend Rate	9,000	\$ 54.00	\$ 4,86,000.00
	Certified Nursing Assistant Shifts - Base Year One			
7	Weekday Rate	25,000	\$ 32.00	\$ 8,00,000.00
8	Weekend Rate	10,000	\$ 32.00	\$ 3,20,000.00
	Renewal Year One			
	Registered Nurse Shifts - Renewal Year One			
10	Weekday Rate	7,800	\$ 65.00	\$ 5,07,000.00
11	Weekend Rate	3,000	\$ 65.00	\$ 1,95,000.00
	Licensed Practical Nurse Shifts - Renewal Year One			
13	Weekday Rate	22,000	\$ 54.00	\$ 11,88,000.00
14	Weekend Rate	9,000	\$ 54.00	\$ 4,86,000.00
	Certified Nursing Assistant Shifts - Base Year One			
16	Weekday Rate	25,000	\$ 32.00	\$ 8,00,000.00
17	Weekend Rate	10,000	\$ 32.00	\$ 3,20,000.00
	Renewal Year Two			
	Registered Nurse Shifts - Renewal Year Two			
19	Weekday Rate	7,800	\$ 66.95	\$ 5,22,210.00
20	Weekend Rate	3,000	\$ 66.95	\$ 2,00,850.00
	Licensed Practical Nurse Shifts - Renewal Year Two			
22	Weekday Rate	22,000	\$ 55.92	\$ 12,30,240.00
23	Weekend Rate	9,000	\$ 55.92	\$ 5,03,280.00
	Certified Nursing Assistant Shifts - Renewal Year Two			
25	Weekday Rate	25,000	\$ 32.96	\$ 8,24,000.00
26	Weekend Rate	10,000	\$ 32.96	\$ 3,29,600.00

Continued on Next Page

	Renewal Year Three			
	Registered Nurse Shifts - Renewal Year Three			
28	Weekday Rate	7,800	\$ 66.95	\$ 5,22,210.00
29	Weekend Rate	3,000	\$ 66.95	\$ 2,00,850.00
	Licensed Practical Nurse Shifts - Renewal Year Three			
31	Weekday Rate	22,000	\$ 55.92	\$ 12,30,240.00
32	Weekend Rate	9,000	\$ 55.92	\$ 5,03,280.00
	Certified Nursing Assistant Shifts - Renewal Year Three			
34	Weekday Rate	25,000	\$ 32.96	\$ 8,24,000.00
35	Weekend Rate	10,000	\$ 32.96	\$ 3,29,600.00
			Grand Total	\$ 1,42,12,360.00

Vendor Information	
Printed Name Prashant Arni	
Title	Sr. V.P. Delivery and Operations
Signature	
Phone	Office: 13454 Sunrise Valley Drive, Suite 120, Virginia, 20171
Fax	703-889-6530
Email	marketing@lancesoft.com

Company: LanceSoft Inc.

Cell Phone: 703-674-4500

Exhibit A - CRFQ VNF21*20

Direct Care Nursing Staffing Pricing Page

Item No.	Description Of Services	Estimated Hours Per Contract Year	Hourly Rate/ Unit Price	Extended Total
	Base Year One			
	Registered Nurse Shifts - Base Year One			
1	Weekday Rate	7,800	\$ 65.00	\$ 507,000.00
2	Weekend Rate	3,000	\$ 65.00	\$ 195,000.00
	Licensed Practical Nurse Shifts - Base Year One			
4	Weekday Rate	22,000	\$ 54.00	\$ 1,188,000.00
5	Weekend Rate	9,000	\$ 54.00	\$ 486,000.00
	Certified Nursing Assistant Shifts - Base Year One			
7	Weekday Rate	25,000	\$ 32.00	\$ 800,000.00
8	Weekend Rate	10,000	\$ 32.00	\$ 320,000.00
	Renewal Year One			
	Registered Nurse Shifts - Renewal Year One			
10	Weekday Rate	7,800	\$ 65.00	\$ 507,000.00
11	Weekend Rate	3,000	\$ 65.00	\$ 195,000.00
	Licensed Practical Nurse Shifts - Renewal Year One			
13	Weekday Rate	22,000	\$ 54.00	\$ 1,188,000.00
14	Weekend Rate	9,000	\$ 54.00	\$ 486,000.00
	Certified Nursing Assistant Shifts - Base Year One			
16	Weekday Rate	25,000	\$ 32.00	\$ 800,000.00
17	Weekend Rate	10,000	\$ 32.00	\$ 320,000.00
	Renewal Year Two			
	Registered Nurse Shifts - Renewal Year Two			
19	Weekday Rate	7,800	\$ 66.95	\$ 522,210.00
20	Weekend Rate	3,000	\$ 66.95	\$ 200,850.00
	Licensed Practical Nurse Shifts - Renewal Year Two			
22	Weekday Rate	22,000	\$ 55.92	\$ 1,230,240.00
23	Weekend Rate	9,000	\$ 55.92	\$ 503,280.00
	Certified Nursing Assistant Shifts - Renewal Year Two			
25	Weekday Rate	25,000	\$ 32.96	\$ 824,000.00
26	Weekend Rate	10,000	\$ 32.96	\$ 329,600.00

Continued on Next Page

	Renewal Year Three			
	Registered Nurse Shifts - Renewal Year Three			
28	Weekday Rate	7,800	\$ 66.95	\$ 522,210.00
29	Weekend Rate	3,000	\$ 66.95	\$ 200,850.00
	Licensed Practical Nurse Shifts - Renewal Year Three			
31	Weekday Rate	22,000	\$ 55.92	\$ 1,230,240.00
32	Weekend Rate	9,000	\$ 55.92	\$ 503,280.00
	Certified Nursing Assistant Shifts - Renewal Year Three			
34	Weekday Rate	25,000	\$ 32.96	\$ 824,000.00
35	Weekend Rate	10,000	\$ 32.96	\$ 329,600.00
			Grand Total	\$ 14,212,360.00

Vendor Information	
Printed Name	
Title	Company:
Signature	
Phone	Office: Cell Phone:
Fax	
Email	