



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

Header 2

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

Procurement Folder: 1453543

SO Doc Code: CRFQ

Procurement Type: Statewide MA (Open End)

SO Dept: 0212

Vendor ID: VS0000045914

SO Doc ID: SWC2400000006

Legal Name: Nirvana Sky Group LLC

Published Date: 7/11/24

Alias/DBA: 24/7 Healthcare Pros

Close Date: 7/16/24

Total Bid: \$0.00

Close Time: 13:30

Response Date: 07/16/2024

Status: Closed

Response Time: 8:14

Solicitation Description: STATEWIDE CONTRACT -TEMPORARY STAFFING SERVICES

Responded By User ID: 247hccpros

Total of Header Attachments: 2

First Name: Jane

Total of All Attachments: 2

Last Name: Kasebwa

Email: info@247healthcarepros.c

Phone: 9495016923



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

State of West Virginia
Solicitation Response

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

Solicitation Closes	Solicitation Response	Version
2024-07-16 13:30	SR 0212 ESR07162400000000387	1

VENDOR
VS0000045914
Nirvana Sky Group LLC

Solicitation Number: CRFQ 0212 SWC2400000006
Total Bid: 0
Response Date: 2024-07-16
Response Time: 08:14:41
Comments:

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

Vendor		
Signature X	FEIN#	DATE

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

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

Comm Code	Manufacturer	Specification	Model #
80111600			

Commodity Line Comments:

Extended Description:

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



CRFQ 0212 SWC2400000006

State of West Virginia

**Statewide Contract- Temporary Staffing
Services**

Due: 07/16/2024 @ 1:30pm EST

FROM

**Nirvana Sky Group LLC
DBA 24/7 Healthcare Pros**



TRANSMITTAL LETTER

Nirvana Sky Group, LLC operating under the name 24/7 Healthcare Pros presents the following proposal to the State of West Virginia for CRFQ 0212 SWC2400000006 Statewide Contract- Temporary Staffing Services. 24/7 Healthcare Pros, a LLC headquartered in Los Angeles, California, established in 2021, recognized an opportunity amidst the dynamic healthcare market.

At 24/7 Healthcare Pros, we uphold that the success of any enterprise lies in its experienced and skilled workforce. Our objective is to uphold our esteemed reputation by connecting employers with the most qualified candidates in the staffing realm. Our proficiency in staffing solutions has enabled us to identify and nurture talented individuals across various job categories, catering to employers' diverse needs.

24/7 Healthcare Pros stands ready and competent to fulfill the requirements outlined in this contract, with the capability to accommodate any additional specifications. Our organization embodies diversity in staffing solutions, comprising a unified team of forward-thinking individuals dedicated to delivering the highest quality staffing solutions with optimal value.

24/7 Healthcare Pros remains steadfast in its commitment to delivering the requisite Temporary Staffing Services as stipulated by the State of West Virginia in the ARFQ. We acknowledge and fully accept the terms and conditions set forth in this CRFQ.

The undersigned individual serves as the designated contact person, possessing contractual authority and being duly authorized to bind 24/7 Healthcare Pros to the terms outlined in the proposal with the State of West Virginia.

Respectfully,

A handwritten signature in black ink, appearing to read "Jane Kasebwa", is written over a light blue horizontal line.

Jane Kasebwa

CEO

Nirvana Sky Group LLC

d/b/a 24/7 Healthcare Pros



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

State of West Virginia
Centralized Request for Quote
Service - Prof

Proc Folder: 1453543			Reason for Modification:
Doc Description: STATEWIDE CONTRACT -TEMPORARY STAFFING SERVICES			
Proc Type: Statewide MA (Open End)			
Date Issued	Solicitation Closes	Solicitation No	Version
2024-07-01	2024-07-16 13:30	CRFQ 0212 SWC2400000006	1

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: VS0000045914
Vendor Name : Nirvana Sky Group LLC DBA 24/7 Healthcare Pros
Address : 1000 W
Street : 8TH STREET 507
City : LOS ANGELES
State : CA **Country :** US **Zip :** 90017
Principal Contact : Jane Kasebwa
Vendor Contact Phone: 949-501-6923 **Extension:**

FOR INFORMATION CONTACT THE BUYER

Mark A Atkins
(304) 558-2307
mark.a.atkins@wv.gov

Vendor
Signature X

FEIN# 87-2352515

DATE 07/15/2024

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

ADDITIONAL INFORMATION
The West Virginia Purchasing Division is soliciting bids to establish a Statewide Open-End contract for (17) specific Temporary Job Classifications commonly required by State Agencies in all 55 counties in West Virginia, per the attached documents.
Note: Vendors bidding on each classification will be required to provide the job classification to all State Agencies throughout the State of West Virginia.

INVOICE TO	SHIP TO
ALL STATE AGENCIES VARIOUS LOCATIONS AS INDICATED BY ORDER	STATE OF WEST VIRGINIA VARIOUS LOCATIONS AS INDICATED BY ORDER
No City US	No City US
WV	WV

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	TEMPORARY EMPLOYEE STAFFING SERVICES	0.00000	HOURL		

Comm Code	Manufacturer	Specification	Model #
80111600			

Extended Description:
TEMPORARY EMPLOYEE STAFFING SERVICES:

Note: Vendor must use Exhibit_A Pricing Page(s) for bid pricing and submit with bid.

If vendor is submitting a bid online, Vendor should enter \$0.00 in the Oasis commodity line and attach the pricing page to their bid.

SCHEDULE OF EVENTS		
Line	Event	Event Date
1	Technical Questions due by 2:00 PM EDT	2024-07-03

	Document Phase	Document Description	Page 3
SWC2400000006	Draft	STATEWIDE CONTRACT - TEMPORARY STAFFING SERVICES	

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions



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

State of West Virginia
Centralized Request for Quote
Service - Prof

Proc Folder: 1453543			Reason for Modification:
Doc Description: STATEWIDE CONTRACT -TEMPORARY STAFFING SERVICES			
Proc Type: Statewide MA (Open End)			
Date Issued	Solicitation Closes	Solicitation No	Version
2024-07-01	2024-07-16 13:30	CRFQ 0212 SWC2400000006	1

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: VS0000045914
Vendor Name : Nirvana Sky Group LLC DBA 24/7 Healthcare Pros
Address : 1000
Street : W 8TH STREET 507
City : LOS ANGELES
State : CA **Country :** US **Zip :** 90017
Principal Contact : Jane Kasebwa
Vendor Contact Phone: 949-501-6923 **Extension:**

FOR INFORMATION CONTACT THE BUYER

Mark A Atkins
(304) 558-2307
mark.a.atkins@wv.gov

Vendor
Signature X

FEIN# 87-2352515

DATE 07/15/2024

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

ADDITIONAL INFORMATION
The West Virginia Purchasing Division is soliciting bids to establish a Statewide Open-End contract for (17) specific Temporary Job Classifications commonly required by State Agencies in all 55 counties in West Virginia, per the attached documents.
Note: Vendors bidding on each classification will be required to provide the job classification to all State Agencies throughout the State of West Virginia.

INVOICE TO	SHIP TO
ALL STATE AGENCIES VARIOUS LOCATIONS AS INDICATED BY ORDER	STATE OF WEST VIRGINIA VARIOUS LOCATIONS AS INDICATED BY ORDER
No City US	No City US
WV	WV

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	TEMPORARY EMPLOYEE STAFFING SERVICES	0.00000	HOURL		

Comm Code	Manufacturer	Specification	Model #
80111600			

Extended Description:
TEMPORARY EMPLOYEE STAFFING SERVICES:

Note: Vendor must use Exhibit_A Pricing Page(s) for bid pricing and submit with bid.

If vendor is submitting a bid online, Vendor should enter \$0.00 in the Oasis commodity line and attach the pricing page to their bid.

SCHEDULE OF EVENTS		
Line	Event	Event Date
1	Technical Questions due by 2:00 PM EDT	2024-07-03

	Document Phase	Document Description	Page 3
SWC2400000006	Final	STATEWIDE CONTRACT - TEMPORARY STAFFING SERVICES	

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions



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

State of West Virginia
Centralized Request for Quote
Service - Prof

Proc Folder: 1453543			Reason for Modification: ADDENDUM_1
Doc Description: STATEWIDE CONTRACT -TEMPORARY STAFFING SERVICES			
Proc Type: Statewide MA (Open End)			
Date Issued	Solicitation Closes	Solicitation No	Version
2024-07-08	2024-07-16 13:30	CRFQ 0212 SWC2400000006	2

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: VS0000045914

Vendor Name : Nirvana Sky Group LLC DBA 24/7 Healthcare Pros

Address : 1000 W

Street : 8TH STREET 507

City : LOS ANGELES

State : CA **Country :** US **Zip :** 90017

Principal Contact : JANE KASEBWA

Vendor Contact Phone: 949-501-6923 **Extension:** NA

FOR INFORMATION CONTACT THE BUYER

Mark A Atkins
(304) 558-2307
mark.a.atkins@wv.gov

Vendor
Signature X

FEIN# 87-2352515

DATE 07/15/2024

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

ADDITIONAL INFORMATION

ADDENDUM_1 is issued for the following:

1.To publish the Purchasing Division's response to the questions submitted by Vendors during the Technical Questioning period.

No other changes made.

The West Virginia Purchasing Division is soliciting bids to establish a Statewide Open-End contract for (17) specific Temporary Job Classifications commonly required by State Agencies in all 55 counties in West Virginia, per the attached documents.

Note: Vendors bidding on each classification will be required to provide the job classification to all State Agencies throughout the State of West Virginia.

INVOICE TO		SHIP TO	
ALL STATE AGENCIES VARIOUS LOCATIONS AS INDICATED BY ORDER		STATE OF WEST VIRGINIA VARIOUS LOCATIONS AS INDICATED BY ORDER	
No City	WV	No City	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	TEMPORARY EMPLOYEE STAFFING SERVICES	0.00000	HOURL		

Comm Code	Manufacturer	Specification	Model #
80111600			

Extended Description:

TEMPORARY EMPLOYEE STAFFING SERVICES:

Note: Vendor must use Exhibit_A Pricing Page(s) for bid pricing and submit with bid.

If vendor is submitting a bid online, Vendor should enter \$0.00 in the Oasis commodity line and attach the pricing page to their bid.

SCHEDULE OF EVENTS

Line	Event	Event Date
1	Technical Questions due by 2:00 PM EDT	2024-07-03

SOLICITATION NUMBER: CRFQ 0212 SWC2400000006

Addendum Number: 1

The purpose of this addendum is to modify the solicitation identified as CRFQ 0212 SWC2400000006 ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

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

Description of Modification to Solicitation:

1. To publish the Purchasing Division's response to the questions submitted by Vendors during the Technical Questioning period.

No other changes made.

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

Terms and Conditions:

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

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ 0212 SWC2400000006

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

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

Addendum Numbers Received:

(Check the box next to each addendum received)

<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.

Nirvana Sky Group LLC DBA 24/7 Healthcare Pros

Company



Authorized Signature

07/15/2024

Date

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

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

(Printed Name and Title) Jane Kasebwa - CEO

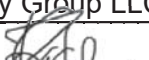
(Address) 1000 W 8TH STREET 507 LOS ANGELES, CA 90017

(Phone Number) / (Fax Number) 949-501-6923

(email address) info@247healthcarepros.com

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

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

Nirvana Sky Group LLC DBA 24/7 Healthcare Pros
(Company) 

(Signature of Authorized Representative)
Jane Kasebwa - CEO

(Printed Name and Title of Authorized Representative) (Date)
949-501-6923

(Phone Number) (Fax Number)
info@247healthcarepros.com

(Email Address)

**Statewide Contract
CRFQ 0212 SWC2400000006
TEMPORARY STAFFING SERVICES
(TEMP24)**

10. VENDOR DEFAULT:

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

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

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

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

10.1.4. Failure to remedy deficient performance upon request.

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

10.2.1. Immediate cancellation of the Contract.

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

10.2.3. Any other remedies available in law or equity.

11. MISCELLANEOUS:

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

Contract Manager: JANE KASEBWA
Telephone Number: 949-501-6923
Fax Number: 949-501-6923
Email Address: info@247healthcarepros.com

Appendix A

(To be completed by the Agency's Procurement Officer prior to the execution of the Addendum, and shall be made a part of the Addendum. PHI not identified prior to execution of the Addendum may only be added by amending Appendix A and the Addendum, via Change Order.)

Name of Associate: Nirvana Sky Group LLC DBA 24/7 Healthcare Pros
(Vendor)

Name of Agency: State of West Virginia, WV Purchasing Division

Describe the PHI (do not include any actual PHI). If not applicable, please indicate the same.

Included but not limited to the following:

Personal Health Information
Personal Identifiable Information
Social Security Number
Addresses
Tax Identification Information
Personal Phone Numbers
All Correspondence marked Confidential
Financial Information
Financial Account number
Credit Card Numbers
Debit Card Numbers,
Driver's License Numbers,
State ID Numbers
Marital Status
Home Address

QUALIFICATIONS

Company History

Since our establishment, 24/7 Healthcare Pros has built a stellar reputation by precisely determining and fulfilling the staffing needs of our clients. Our focus has been on providing highly qualified Employee/s, both licensed and unlicensed, who possess the necessary education, experience, and certifications. This dedication has enabled us to offer flexible, customized services that help our clients utilize 24/7 Healthcare Pros as a positive and beneficial means for cost containment.

Recognizing the critical role of administrative support in healthcare and other industries, we have expanded our services to include the placement of skilled clerical and administrative staff. Our specialized knowledge and expertise in both healthcare and clerical staffing ensure that we meet the specific needs of our clients efficiently. Our management team, equipped with extensive experience, remains committed to delivering high-quality, customized solutions that enhance operational efficiency and support our clients' goals.

Human Capital Management Approach

24/7 Healthcare Pros is aware that human capital management involves more than just filling job openings. Our objective is fostering a partnership with clients to improve quality care and cost effectiveness based on identification, understanding, and commitment to shared goals, unlike some of the staffing organizations that are simply focused in short-term profit—often at the expense of quality. We want to be your partner in providing quality healthcare to your patients. Our refined processes, which include checks and balances, ensure that we exceed our clients' expectations by meeting their needs within the time frames specified. Our process has a preliminary and work order/request protocol. Once awarded this contract, 24/7 Healthcare Pros immediately initiates a “Client Profile”. This profile contains the client’s requirement expectation with regard to experience level, test scores, credentials, physical/health screening, orientation and on-boarding, and any other pertinent information specific to the facility such as staffing plan. With the completion of the client profile into our computer system; a Job Order/Request is generated. All work orders generate a recruitment protocol.

Ability to Respond and Provide Qualified Replacement Personnel

In order to ensure that we don't experience any service lapses, 24/7 Healthcare Pros constantly apply lessons learnt to all of our projects. Customer service is a key component to 24/7 Healthcare Pros’ success on every project. Our proactive approach ensures that we have a contingency plan for any event. 24/7 Healthcare Pros understands the impact of a request not being filled on time. We continuously improve our internal procedures and standards to incorporate the use of cutting-edge initiatives like the six-step hiring process. Based on annual employee surveys, customer acknowledgements, and improved contract performance data, these processes have proven to be effective. Regardless of the amount of notice, we guarantee that we will have a working, vetted nurse pool of candidates to satisfy every request.

Understanding the Staffing Needs

To fully understand the needs of our clients, 24/7 Healthcare Pros will carefully review the project's scope. We understand that each job order is distinct and that they may change depending on the staffing needs of various agencies/facilities. Each assignment is given to a specific project manager who is in charge of overseeing service requests and the general client experience.

24/7 Healthcare Pros Recruitment Process

At 24/7 Healthcare Pros, we believe that the quality of our people speaks for itself. Our extensive recruiting and interviewing process ensures that our Employee/s are "cream of the crop". When 24/7 Healthcare Pros provides our clients with quality people, this automatically generates requests for additional quality people.

24/7 Healthcare Pros' recruitment strategy is based on our complete understanding of the challenges, trends, and state of the health care market nationwide. As job orders are issued, 24/7 Healthcare Pros will source "right fit" candidates to fill the requirements. As part of our expertise of the local market and research, we have established contact with Employee/s in the region and searched our internal network for qualified personnel. In order to maintain continuity of care, 24/7 Healthcare Pros offers remuneration packages that are competitive enough to attract and keep qualified Employee/s. Our processes will ensure:

Timely Replacement of Employee/s	Timely replacement of Employee/s is provided to reduce any interruption of the requesting activities mission.
Fill-Rates	Each job order is met to ensure no break in service
Turn-Over	A stable workforce is maintained with minimal turnover of personnel.
On-Time Placement	Employee/s have met all pre-performance requirements and are prepared to begin performance at the location, time and date stated in the job order.
Quality of Applicants	Our credentialing process ensures qualified candidates for placement at clients required locations
Quantity of Applicants	The goal of our recruitment program is to generate a large POOL of applicants to choose from. We routinely evaluate this data with a thorough analysis of job order to time variances.

Six Step Recruitment Process

Step ONE: Sourcing and Procurement

The first step in providing the best possible candidates is to attract those individuals into our organization. Recruiting is a core part of our business. 24/7 Healthcare Pros makes every effort to attract the best candidates available in today's market and has adopted a unique and multi-faceted approach to recruiting which we target to meet the client's specific needs. 24/7 Healthcare Pros has in place a proactive recruitment plan to track and monitor all recruiting activities. This plan can be developed for an entire marketplace, or can be customized to meet the specific needs of

each client. In addition, 24/7 Healthcare Pros' recruiting team develops new recruiting strategies, tools, and methods to enhance our overall recruiting efforts.

Recruiters review the position profile against our internal database of candidates. If no match is immediately apparent, the recruiter will rely on traditional industry techniques to identify candidates. 24/7 Healthcare Pros' employs a variety of methods to identify qualified candidates. One of the most common method we utilize is referrals from Employee/s serving on existing projects. Other external sources used by our recruiters are as followed:

Proprietary Databases. We can find Employee/s with the necessary training and experience due to our access to multiple private databases. These databases can be searched by labor type, experience, region, and other factors in order to quickly compile a list of potential candidates for a given requirement.

Referrals from Current Candidates and Clients. 24/7 Healthcare Pros recognizes that our company's recruiting efforts must be proactive to ensure we continue to recruit and retain the most qualified associates. Because we understand the importance of recruiting, 24/7 Healthcare Pros has developed an aggressive referral program that provides incentives to associates once the referred employee has completed a certain level of service. This approach works on both active and passive candidates.

Referrals from Former Candidates and Clients. Like receiving referrals from our current relationships, we maintain contact with our former contacts and continue to develop a referral network beyond our current database to ensure we are tapping into the full potential of the marketplace.

Placing Advertisements in Newspapers or Professional Journals. We may launch an advertising campaign that targets the professional publications supplied to health care experts as a result of their affiliation with that specific certifying organization in order to increase our current database with Employee/s in all regions. Major local and national newspapers are frequently used, and they serve as a crucial instrument for meeting urgent needs.

Social Media and Online Research. This includes state and national associations. For example, we recruit for Nurses through Nurse Honor Societies, School Alumni and their national conferences. Furthermore, we utilize online social media accounts such as Twitter, LinkedIn, and Facebook to assist in current needs; as well as, building our internal data base.

Job Boards. We utilize our own websites as well as external to post needs and acquire high quality staff. We regularly keep posting on multiple job boards including Career Builder, Monster, and Indeed. We continually review specialty job websites and specific job boards that would be relevant to post additional advertisements.

24/7 Healthcare Pros believes superior patient care outcomes are linked to excellence in medical staffing services. Our philosophy includes retaining the most qualified nursing and allied talent available and supporting them throughout the employment process with our company. We believe our staff has a high level of job satisfaction which is demonstrated by low turnover rates. Our

philosophy of employee retention includes supporting professional growth and instituting fair and circumstance appropriate policies for resolution of issues.

24/7 Healthcare Pros is dedicated to provide top quality service and takes pride in the satisfaction of both its clients and staff. We believe that quality is attained by consistent evaluation and development of every aspect of our business operations. We implement a multi-tiered strategy to ensure sure we are able to meet client expectations, train and support our Employee/s, and provide the highest-quality service in the industry.

Step TWO: Initial Screening

The vetting process begins with a primary telephone interview and screen is conducted by one our experienced recruiters to ensure candidate meets the qualifications. During this time, the recruiter will discuss the position and answer any questions the candidate may have about the opportunity. A pre-screening checklist is utilized for efficiency, completeness, and consistency. Whenever any requirement is open, our recruiters follow a comprehensive approach to source the best resumes for the positions and evaluate the resumes by following the key elements of resume evaluation is given below.

Resume organization	<ul style="list-style-type: none">• Is the resume presented written in a professional manner?• Is the information organized clearly and logically?
Dates of Employment	<ul style="list-style-type: none">• Is the resume up to date?• Does the personnel currently have a job or project?• What is the length of each job or project held?• Are there substantial gaps in the time between jobs?
Experience	<ul style="list-style-type: none">• What is the nature of an overall length of candidates' projects?• Is there any explanation of previous projects and associated responsibilities?• Did the candidate have experience in a domain, tool, and platform (if required any)?• Did the candidate has use of all skills in previous/recent jobs that are requested by the client?• Is there any considerable career shift to or from the requested job profile?
Education and Certification	<ul style="list-style-type: none">• Does the candidate has the requested education or degree?• Does the candidate has the requested certification?

	<ul style="list-style-type: none"> • Does the candidate has the requested a license?
--	---

Step THREE: Comprehensive Employee Screening

24/7 Healthcare Pros provides a comprehensive suite of background checks to ensure the integrity of its hires, allowing them to hire with confidence, stay compliant and see the entire process, start to finish. Background Check include but is not limited to the following:

- County, State & Federal Criminal History Searches
- County & Federal Level Civil Records Searches
- Education, Employment, and Reference Verifications
- Global Healthcare and Finance Sanction Searches
- Motor Vehicle Driver Record Retrieval
- National Criminal Database Searches
- National Sex Offender Registry Searches
- OFAC (Terrorist Watch List)
- Address & Social Security Trace

Our background check vendor's unique ability to leverage a combination of high-quality databases and live court researchers on location delivers a faster, higher quality result so we can hire quickly with the highest level of confidence and compliance.

Licenses Verification. Our Verification process helps ensure candidates have the qualifications and work experience required by confirming employment histories, educational degrees and professional licenses.

Our process for license tracking keeps the expiration date of all our licensed professionals up to date and initiates license renewals as needed. We confirm an applicant's professional license directly with the licensing board as a primary source for the verification of an individual's credentials. This search will collect the current status, date of issuance, expiration date and any relevant disciplinary action.

Post-hire screening is also important and, in some instances, mandated. The below monitoring list is performed to maintain compliance and security.

- Random Drug Testing
- Medical Sanction Checks
- Professional Licensing Monitoring
- OFAC (Terrorist Watch List)

Health and Drug Screening. 24/7 Healthcare Pros' drug screening vendor offers both lab based and instant result testing for urine. It offers paper as well as electronic chain of custody (Web CCF) solutions with access to thousands of in-network collection sites nationwide. Our Health and Drug Testing include but are not limited to:

- Collection and Management Services
- Lab Testing
- Occupational Health Screening
- Physicals
- TB Tests
- Titers and Vaccines
- Fit Tests
- Lift Tests

Our Drug Screening vendor offers an innovative solution to streamline the drug screening process and helps to eliminate the errors and hassles associated with traditional paper forms. Available at thousands of collection sites nationwide and with many convenient features, this solution helps simplify the testing process with the steps outlined below.

- Easily place an order online or create an invite for applicants to do it themselves.
- Once created, the applicant will receive all of the pertinent information needed to complete the test.
- 24/7 Healthcare Pros will receive real-time updates of the status of the collection, and once the collection has been made, 24/7 Healthcare Pros will receive the professionally reviewed results via email or secure web portal.

Skills and Competency Testing. 24/7 Healthcare Pros conducts assessments that offer validated, compliant testing that covers a comprehensive span of clinical and non-clinical subject areas. We conduct assessments that offer a view into a candidate's technical knowledge to complete the required job tasks. All validated assessments meet facility requirements and adhere to EEOC standards, ensure job-relevance, and minimize adverse impact as much as possible.

Assessments are done in an easy-to-use, web-based platform to quickly identify the most qualified candidates for our client's needs. Candidates undergo self-evaluated checklists to gauge their perceived level of proficiency in more than 100 specialties.

Types of Assessments:

Clerical - Provides insight into job knowledge and critical skills required for clerical positions from day one. This assessment includes: Typing Speed and Accuracy, Data Entry, Microsoft Office Proficiency, Organizational Skills, Attention to Detail, and Customer Service.

Behavioral - Assesses personality attributes, such as a candidate's teamwork skills, communication abilities, and adaptability.

Reference Checks

24/7 Healthcare Pros invests a great deal in its reference checking because we recognize the challenge of hiring and believe that references can provide our clients a better insight into onboarding their best candidates. When much of the criteria used in hiring decisions is limited to the information that the job candidates provide—having the perspective of those who have worked with our candidates in the past will help us better understand if they will be a fit for the position you are trying to fill, and enable us to make better hiring decisions in less time.

Using our reference check provider, we can tailor the entire reference check process for different jobs and levels of employees that matches the client's reference checking needs. The client can define both the reference process and questions used by their organization for specific groups, segments or types of jobs.

Summary of Comprehensive Employee Screening

1. **Initial Telephone Screening:** During our initial phone interview of a candidate, 24/7 Healthcare Pros asks questions relative to their motivation to make a job change, education, credentials and licensure, clinical experience, and references. 24/7 Healthcare Pros also verify that the candidate has a minimum of one year of clinical employment experience.
2. **Employment Application:** A complete application, including education, certifications, licenses, work history, and references is required prior to candidate consideration
3. **Skills Proficiency Checklist:** The skills checklist must be completed by the candidate prior to consideration for any position. This list, including proficiency levels, is a critical component in us matching the candidate's skills with the requirements of a specific position.
4. **Comprehensive Interview:** Our interviewing process includes a targeted, situational- and behavioral-based questionnaire to assist in determining character and work ethic.
5. **Professional Certifications:** We require a complete listing of all professional healthcare certification credentials from each candidate. "Primary Source" verification is conducted as part of our background check upon hire, and re-verified prior to each job assignment. Current CPR certification is a mandatory requirement for all healthcare professionals employed with 24/7 Healthcare Pros, with the exception of positions that do not involve patient care. We track certification dates and facilitate the certification process for employees to maintain their validity.
6. **State Licensure:** 24/7 Healthcare Pros requires a complete accounting of all state licenses held by each healthcare professional. For nursing positions, this includes verification with the National Council of State Boards of Nursing.
7. **Education & Work History Verification:** Education verification will be performed when professional certifications and/or state licenses are not available to validate education; when client specifications require education verification; or when the candidate does not have a formal education for the position they are being placed in. Work history verification is performed for all new hires and re-entry employees. We verify a minimum of one year clinical work history and three years' prior employment history. This information is verified via direct contact with facilities the candidate worked at and if necessary, third party vendors.
8. **Professional Reference Sourcing:** We perform one-on-one, direct sourcing of professional references, requiring at least one reference be obtained from a former supervisor within the prior two years whenever possible. Additional references are required for gaps of employment with 24/7 Healthcare Pros' of greater than six months.
9. **INS Eligibility Verification:** We verify work eligibility in person in accordance with INS regulations. In addition, we verify all new hires with the federal "E-Verify" Program. Employees with gaps of employment with 24/7 Healthcare Pros of greater than six months will have eligibility re-verified.
10. **Drug Screening:** 24/7 Healthcare Pros will conduct a comprehensive drug screen of each new hire and of any employees with a gap of employment with 24/7 Healthcare Pros of greater than six months. We use a national HHS & SAMSHA-approved testing laboratory and the testing includes screening for all standard drugs of abuse including prescription medications.

11. **Background Check:** 24/7 Healthcare Pros conduct a comprehensive background check on each new hire and employees with a gap of employment with 24/7 Healthcare Pros of greater than six months consisting of: 1) Social Security Number Match; 2) OIG/HHS - Excluded Individuals; 3) EPLS/GSA – includes OFAC search of SDN and Blocked Persons; 4) Motor Vehicle Records; 5) County Criminal; 6) Nationwide Criminal Database search; 7) State Sexual offender/Predator; 8) Primary Source Verification with state license and professional certification verification and disciplinary actions/sanctions; 9) Professional Education; 10) Additional facility pre-placement protocols and state requirements; 11) Any additional client facility specifications; 12) Any additional state screening requirements (CORI)

12. **Immunity History Verification:** 24/7 Healthcare Pros verify each candidate's immunization history and/or current status of immunity. Immunizations included in the history are Hepatitis B, Measles, Mumps, Rubella, Varicella, Tetanus-Diphtheria, and seasonal influenza. 24/7 Healthcare Pros adhere to all CDC guidelines and provide employees the immunizations and/or antibody testing as a benefit. We also promote and offer the annual flu vaccination

13. **Tuberculosis Testing:** 24/7 Healthcare Pros require TB skin testing on an annual basis, with all positive skin tests resolved by a negative chest x-ray and physician statement indicating symptom-free status. If a TB is expired, we require a two-step TB test in accordance with CDC guidelines. 24/7 Healthcare Pros track TB testing due dates and actively facilitate a process

14. **Client Specifications:** 24/7 Healthcare Pros have established a pre-assignment qualification tracking system for identifying what we refer to as “special protocols” for each client facility. This system alerts our placement personnel to specific requirements for assigned employees beyond what our standard qualification standards are nationwide. This may include additional physical examinations, blood antibody titer testing, repeat drug testing within a certain number of days prior to the assignment start date, specific professional certifications for certain job positions, respiratory fit testing, OSHA Safety Training certification, or additional background check information. 24/7 Healthcare Pros track these additional requirements and provide completed documentation to our clients.

Step FOUR: Candidate Selection

Our Program Manager then selects the best candidates, based on qualifications and credentials, experience, background checks, references, interview results, and other information.

Step FIVE: Candidate(s) Submitted to Client

If applicable candidate with qualifying documents is submitted to customer for review for acceptance.

Step SIX: Candidate Offer

Upon final selection of individual(s) to fill the position, we extend an offer. We answer any questions that the selectee might have, close on acceptance, and establish a planned start-work date.

Step SEVEN: Candidate Accepts

In-house credential specialist tracks completion of all forms which are uploaded into 24/7 Healthcare Pros MIS; which constantly monitors for compliance of credentials, Policies & procedures, OSHA and other pertinent requirements. Finance is notified of candidates start; to

ensure proper utilization of time keeping system for tracking employee hours to facilitate reliable billing processes;

Orientation

At 24/7 Healthcare Pros, we recognize the significance of equipping our employees with the skills and resources necessary for meeting the standards of excellence, starting with their very first day of employment. Orientation training for new employees is the process of introducing new hires to their job tasks, company processes, and teams. It is done to integrate employees into the organization and provide them with the skills, tools and support they need to reach their potential. The following are some items that are being addressed during 24/7 Healthcare Pros' new hire orientation training:

- Introduction to the Organization.
- Important policies and procedures.
- Information about work hours, compensation and benefits.
- Completion of required benefits and payroll documentation.
- Safety and accident prevention.
- Building access
- Parking arrangements
- Workplace/Facility directions
- Superiors name
- Employee Handbook

Training

Our strategy has always been to recruit based on the unique needs of our clients and to become experts in those skill sets. Accordingly, our employees are ready enough to perform their tasks and duties upon onboarding. However, we are committed to continually exceeding high expectations and recognize that ongoing training is essential both for clients and employees who want to thrive in every environment they are in. 24/7 Healthcare Pros clients deserve the level of service that only an organization dedicated to the education and training of its people can offer. We provide orientation, compliance, clinical, and operations training for its workforce through a variety of settings followed by written competency examinations and online, web-based courses.

Quality

For 24/7 Healthcare Pros, client feedback plays a vital role on how we operate. For the only way that we can stay committed in delivering consistent and high-quality services is to always listen, learn, and adapt. We use phone, fax, email, and online surveys to measure what we need to improve on and what we need to sustain. We place client's feedback with utmost priority and subsequently take pride in their satisfaction. This has resulted to excellent results in all our deliverables which we plan to sustain and strengthen throughout the partnership.

24/7 Healthcare Pros is just as dedicated to the continued development and service performance improvement of its personnel.

Furthermore, every client has its own pace and goals. We strive to accommodate these unique rhythms to complement and meet them on the same page. Reports and logs can be generated and

provided upon request. These will help both 24/7 Healthcare Pros and the client to better manage and ensure that deliverables are being met.

Quality Assurance Advantage

24/7 Healthcare Pros is committed to total client satisfaction and commits to maintaining its dedication to quality service. Our quality philosophy is built on giving clients' needs our undivided attention and being committed to providing an inspiring workplace for all of our employees. We believe that quality is attained by ongoing evaluation and development of every aspect of our business operations. This guarantees that we are in a position to meet the needs of our internal customers, fulfill the expectations of our clients, train and support our healthcare practitioners, and offer the client facility exceptional service.

The focus of 24/7 Healthcare Pros quality assurance standards is on well-established hiring, performance monitoring, and screening processes. These procedures aim to supply 24/7 Healthcare Pros clients with qualified healthcare practitioners who raise the standard of patient care.

24/7 Healthcare Pros sophisticated Quality Assurance Program incorporates the following:

- 24/7 Healthcare Pros is always seeking ways to enhance the services we offer to our clients
- Each client is encouraged to share their definition of quality with 24/7 Healthcare Pros
- 24/7 Healthcare Pros provides a staffing coordinator 24 hours a day to each client
- Clients receive administrative support from 24/7 Healthcare Pros that is skilled in staffing requirements and credentialing standards.
- Any problems or issues that are reported will receive a prompt response from 24/7 Healthcare Pros
- 24/7 Healthcare Pros has comprehensive hiring standards
- 24/7 Healthcare Pros provides Employee/s with a company orientation that includes information on company policies, infection control, patient care and ethics, and general safety subjects (as mandated by JCAHO, OSHA, and other regulatory agencies)
- 24/7 Healthcare Pros works with client facilities to organize any client-specific requirements and orientation
- 24/7 Healthcare Pros evaluates Employee/s competency upon hiring and annually by confirming any necessary licenses with the granting authority, as well as by giving skill evaluations and writing evaluations pertinent to the profession and specialty areas.
- 24/7 Healthcare Pros continually evaluates the performance of Employee/s by conducting internal and external performance reviews every year and as necessary to gauge performance level.
- In order for incidents involving 24/7 Healthcare Pros Employee/s to be swiftly investigated and addressed in a coordinated and effective manner, 24/7 Healthcare Pros invites clients to report any such incidents as soon as possible
- 24/7 Healthcare Pros encourages all client facilities to communicate policy and procedure changes affecting Employee/s.

Monitoring Performance

The measures, metrics and processes used to evaluate personnel vary based on our client's priorities and objectives; however, 24/7 Healthcare Pros always ensure that a quality process is in

place to drive continuous process improvement, productivity improvement and accountability. Further, 24/7 Healthcare Pros' clients have hands-on participation in all of our processes. 24/7 Healthcare Pros' clients are given the opportunity to influence, change and evaluate our services, when and where they chose.

Once the selected candidate is on-site, we keep the communication channels open to both the client and our employee. 24/7 Healthcare Pros designate personnel to communicate with Employee/s in the field. These designees are responsible for orienting the Employee/s to our company and our client's organization while maintaining frequent and regular contact with the personnel. This person also serves as a counselor, addressing training issues, skill development and future career goals.

24/7 Healthcare Pros conducts extensive performance reviews at 30, 90 and 180-day intervals, as well as at the HCA's first year anniversary. 24/7 Healthcare Pros use an Employee Performance Evaluation form that outlines key points which are then reviewed periodically throughout the Employee/s assignment. 24/7 Healthcare Pros can also measure additional performance criteria, based on our client's requirements. All of our evaluation tools can be offered at any frequency and format based our client's request.

Performance Reviews

We employ a number of written management processes and procedures at our corporate office and project locations, and we conduct internal audits to make sure we are conducting business as we proposed. Even if we have established written processes and procedures, this does not prevent us from making changes that will enhance the system. As part of our mission to deliver services that go beyond simply meeting client expectations and instead surpass them, we continuously enhance our system.

24/7 Healthcare Pros' Quality Control Plan offers a practical and efficient way to find and fix issues throughout the entire scope of our operations. The plan will include:

- Accurate documentation of work processes, procedures, and output measures
- Systematic methods for evaluating adherence to performance goals and objectives
- Accurate documentation of quality inspections conducted throughout the execution of work
- Assessment-driven corrective actions and process adjustments as appropriate in a timely manner

Unscheduled absences

Our Employee/s are asked to notify their coordinator at least 4 hours prior to their scheduled shift if unable to make it to their shift. 24/7 Healthcare Pros provides a cellphone number to the employee for 24/7/365-day access.

24/7 Healthcare Pros will maintain a float pool of pre-qualified/approved Employee/s. If an unscheduled absence occurs, an approved candidate will be called to report immediately as to minimize any impact to client.

Back-up staffing

Throughout the duration of each contract, 24/7 Healthcare Pros continues its recruitment efforts to make sure top talent is secured and backfill reserves are ready to fill gaps left by turnover or sudden increases in demand. Our focus is on creating qualified applicant pools that have already undergone screening so that we can take immediate action when necessary. We understand that replacement of Employee/s may be required during the performance of the contract; due to unforeseen circumstances.. All candidates are maintained in our Applicant Tracking System, and results are continually updated. Our software easily generates a list of qualified candidates, allowing for immediate access to pre-qualified, pre-screened leads. This pool of already-credentialed resources will be tapped in the event a replacement is needed.

Issues Resolution

24/7 Healthcare Pros is responsible for handling performance and employee relationship issues. Our firm has zero tolerance towards incompetence, excessive tardiness, absenteeism, theft, or exhibiting lewd or inappropriate behavior, or verbally, physically or sexually harassment in workplace. We will take necessary action, if any of these incidents are brought to our notice by the client. In such situations, we will ensure to provide an equally qualified replacement within 24 hours; we always maintain a backup candidate to provide immediate replacement.

We know that exceptional employees are imperative to a successful company, so our risk-free solution guarantees you the best temporary employees. We select and deploy candidates having specific experience in the field of interest of the client. If client is not completely satisfied, we will find a quality replacement within a short span.

As part of our continuous improvement initiative, we will solicit feedback of the hiring managers via surveys at the end of every quarter and upon the completion of an employee's assignment. These forms serve to evaluate the performance of both the employee and 24/7 Healthcare Pros. We will review to ensure parameters previously defined are being met. A comprehensive report will then be forwarded to the client.

Further, the exit interview process is one of the most crucial steps in evaluating performance. We solicit feedback via an electronic evaluation form sent directly to the hiring manager. Feedback is requested on the employee's performance (technical capabilities, professionalism, quality of work, and reliability) in an effort to increase overall client satisfaction and to determine eligibility for rehire.

Retention of Workforce

The best way 24/7 Healthcare Pros reduces turnover is hiring the right people to begin with. We define the role clearly to the candidates and set their expectations to ensure that they are a fit, not only skill-wise, but also with the company culture. We keep our employees informed and involved by including them in future plans, policy changes, as well as introducing new employees to others who have gone above and beyond in meetings. We show our employees that they are valued and appreciated by offering them real-time recognition that celebrates their successes and efforts. Early and active engagement shows employees they are valuable through information or recognition

rewards. Making our employees feel included has helped lower employee turnover and attendance issues.

Orientation is also a time during which employees are reminded that they are part of our team and as such we welcome their observations, comments, and critiques. Finally, we share company goals with them and ask what their own personal and career goals are in order to mesh their own goals with the company goals. This orientation strategy has proven to be highly successful as it drastically cuts down on turnover drastically, engenders trust, promotes cooperation and serves as motivation. We provide them with a sense of purpose and meaning in their work. We offer employees strong vision and goals for their work and increase their sense of belonging and loyalty, not just for 24/7 Healthcare Pros, but to the organization they are deployed.

Payroll and Billing Method

24/7 Healthcare Pros is dedicated to achieving timely and accurate invoicing. As a standard, our invoices are generated weekly by our dedicated accounting department. This department oversees invoicing processes, procedures, and reconciliations across our client base, providing efficient services to improve the billing and payment cycle for our clients. Our accounting department works in conjunction with our front and back office teams to ensure all procedures are clearly communicated and supported. Our goal is to provide our clients with the highest level of accuracy and timeliness.

24/7 Healthcare Pros handles several clients, each with unique timekeeping and billing requirements. Typically, our standard process mandates that our employees submit approved timesheets weekly for entry into our online time management systems, to ensure accurate timekeeping. These systems are accessible to employees remotely to track, monitor, and approve time— all from a centralized location. Subsequent reports are then generated and processed for accuracy.

24/7 Healthcare Pros' billing software allows for pay/bill parameters to be set up at the client level rather than making users spend much time at the end of the process when the invoices and paychecks are generated. With this approach, we can get the pay and bill right the first time, without relying on a list of manual fixes for every placement. 24/7 Healthcare Pros will configure each of its clients' agreements in the system before actually sending anyone to work. Rates, billing contact details, invoice templates, even tax rates and exemptions – these are all entered into the process upstream on the client record. When new job openings are created and candidates are placed in them, the correct pay and bill terms can flow down and be enforced each step of the way. This process ensures any rules of compliance are being followed, making sure the placement is correct when it's created rather than after it's been invoiced, reducing the likelihood of errors. After all details for the placement are approved, the information is immediately available in our time/expense system for the employee to begin using.

The software also allows us to attach signed timesheets to invoices and email them to our clients, helping us to avoid billing errors. It is highly configurable thus we can customize the invoicing process and frequency to support the varying demands of our clients.

24/7 Healthcare Pros, as an employer, is compliant to federal tax laws. 24/7 Healthcare Pros is responsible for withholding payroll taxes from employee's paycheck, and paying its employer portion of payroll taxes, to settle applicable federal, state and local mandatory contributions. This includes:

- Federal income tax
- State income tax
- Local income tax
- Social Security tax
- Medicare tax
- Federal unemployment tax
- State unemployment tax
- State-specific taxes (e.g., Oregon transit tax)

WHY 24/7 Healthcare Pros?

At 24/7 Healthcare Pros, we focus on you by cultivating relationships with our clients and providers in order to achieve the highest level of customer service.

At 24/7 Healthcare Pros, we seek to do more than what is expected and strive to not only elevate, but also exceed our client and provider expectations. Our commitment to customer service excellence starts by listening to our clients, our providers, and our associates. Through proactive communication and regular feedback we are able to continually enhance our service delivery.

At 24/7 Healthcare Pros, our people drive our success. Our organizational structure is built around relationship cultivation. Our associates develop relationships with clients and providers alike to foster a professional foundation of trust and loyalty. We use a team approach to fulfill the needs of our clients. Our highly specialized teams focus on every major medical specialty ensuring our associates are experts in their dedicated field, which in turn assists 24/7 Healthcare Pros in identifying top providers for each assignment. We care about the client experience and know that when you make it about people, the success will follow.

STATEWIDE COVERAGE:

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

REQUEST FOR QUOTATION

CRFQ SWC2400000006

(CMA TEMP24)

Temporary Staffing Services

EXHIBIT_A

Classification	Worker Pay Rate	Withholding Rate	Overhead Rate	Total Rate*
Accounting Technician 2	\$ 16.75	\$ 1.93	\$ 3.07	\$ 21.75
Administrative Services Assistant 1	\$ 18.25	\$ 2.10	\$ 3.35	\$ 23.70
Administrative Services Assistant 2	\$ 20.25	\$ 2.32	\$ 3.73	\$ 26.30
Cook	\$ 14.25	\$ 1.66	\$ 2.59	\$ 18.50
Custodian	\$ 13.25	\$ 1.55	\$ 4.08	\$ 18.88
Data Entry Operator2	\$ 17.00	\$ 1.96	\$ 3.11	\$ 22.08
Executive Secretary	\$ 22.25	\$ 2.54	\$ 4.11	\$ 28.90
Groundskeeper	\$ 14.25	\$ 1.66	\$ 4.39	\$ 20.30
Health Service Worker	\$ 17.25	\$ 1.99	\$ 3.16	\$ 22.40
Laboratroy Assistant 3	\$ 20.25	\$ 2.32	\$ 3.73	\$ 26.30
Laborer	\$ 13.25	\$ 1.55	\$ 4.08	\$ 18.88
Mail Runner	\$ 13.25	\$ 1.55	\$ 2.40	\$ 17.20
Office Assistant 2	\$ 15.00	\$ 1.74	\$ 2.73	\$ 19.48
Office Assistant 3	\$ 16.25	\$ 1.88	\$ 2.97	\$ 21.10
Paralegal	\$ 18.25	\$ 2.10	\$ 3.35	\$ 23.70
Parking Attendant	\$ 13.25	\$ 1.55	\$ 2.40	\$ 17.20
Word Processor	\$ 17.25	\$ 1.99	\$ 3.16	\$ 22.40

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

Vendor Name: _____ Nirvana Sky Group LLC DBA 24/7 Healthcare Pros Contact Person: _____ JANE KASEBWA Phone #: _____ 949-501-6923 Fax #: _____ 949-501-6923 Email: _____ info@247healthcarepros.com Signature: _____ Jane Kasebwa	Date: _____ 07/15/2024
---	------------------------

STATEWIDE

Please type or write Legibly