



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: 2029895

Procurement Type: Central Master Agreement

Vendor ID: VS0000047429 

Legal Name: SOLVENOW INC

Alias/DBA:

Total Bid: \$1,094,025.00

Response Date: 08/26/2026 

Response Time: 10:01

Responded By User ID: bids@solvenowus 

First Name: Vanshika

Last Name: Punjabi

Email: bids@solvenow.us

Phone: 4694243301

SO Doc Code: CRFQ

SO Dept: 0613

SO Doc ID: VNF2700000001

Published Date: 8/19/26

Close Date: 8/26/26

Close Time: 13:30

Status: Closed

Solicitation Description: Direct Care Staffing Services

Total of Header Attachments: 2

Total of All Attachments: 2



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

State of West Virginia
Solicitation Response

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

Solicitation Closes	Solicitation Response	Version
2026-08-26 13:30	SR 0613 ESR08252600000001318	1

VENDOR
VS0000047429
SOLVENOW INC

Solicitation Number: CRFQ 0613 VNF2700000001
Total Bid: 1094025
Response Date: 2026-08-26
Response Time: 10:01:30
Comments:

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

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

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Direct Care Staffing Services				1094025.00

Comm Code	Manufacturer	Specification	Model #
85101601			

Commodity Line Comments:

Extended Description:

Open-end contract for Direct Care Staffing Services



SOLVE NOW
HUB OF TALENT

Exhibits

SUBMITTED IN RESPONSE TO

Solicitation Number:

CRFQ 0613 VNF270000001

Direct Care Staffing Services



PROPOSED TO:

State of West Virginia

Name: Jessica L Riley

Email: jessica.l.riley@wv.gov

Phone: (304) 558-0246



PROPOSED BY:

POC Name: Parth Sharma

Phone: (737) 220-0557

Email: bids@solvenow.us

Address: 10271 Cavalcade Dr, Frisco,
TX 75035-0943

Website: www.solvenow.us



WEST VIRGINIA VETERANS
NURSING FACILITY



Due Date: Aug 26, 2026, 01:30 @EST



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WV CRFQ Form

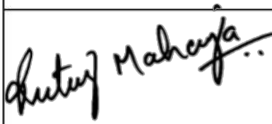
CRFQ_0613_VNF2700000001_1

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

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

VENDOR		
Vendor Customer Code: VS0000047429		
Vendor Name : SolveNow, Inc.		
Address : 10271		
Street : Cavalcade Drive		
City : Frisco		
State : Texas	Country : USA	Zip : 75035-0943
Principal Contact : Mark Johnson		
Vendor Contact Phone: (469) 424-3301		Extension:

FOR INFORMATION CONTACT THE BUYER Jessica L Riley 304-558-0246 jessica.l.riley@wv.gov		
	84-2291047	08/26/2026
Vendor Signature X	FEIN#	DATE

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

**ADDITIONAL INFORMATION**

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

INVOICE TO

DIVISION OF VETERANS
AFFAIRS
1 FREEDOMS WAY

CLARKSBURG
US

WV

SHIP TO

VETERAN'S NURSING
FACILITY
1 FREEDOMS WAY

CLARKSBURG
US

WV

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Direct Care Staffing Services				\$1,094,025.00

Comm Code	Manufacturer	Specification	Model #
85101601			

Extended Description:

Open-end contract for Direct Care Staffing Services

SCHEDULE OF EVENTS

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



	Document Phase	Document Description	Page 3
VNF2700000001	Final	Direct Care Staffing Services	

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions



CRFQ_0613_VNF2700000001_2



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

State of West Virginia
Centralized Request for Quote
Service - Prof

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

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: VS0000047429

Vendor Name : SolveNow, Inc.

Address : 10271

Street : Cavalcade Drive

City : Frisco

State : Texas

Country : USA

Zip : 75035-0943

Principal Contact : Mark Johnson

Vendor Contact Phone: (469) 424-3301

Extension:

FOR INFORMATION CONTACT THE BUYER

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

Vendor
Signature X

84-2291047
FEIN#

08/26/2026
DATE

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

**ADDITIONAL INFORMATION**

Addendum No. 1 is issued for the following:

1. Responses to vendor questions attached. See Attachment A.
- 2 To modify bid opening date and time to 08/26/2026 at 13:30 (1:30PM EST)

No other changes

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

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Direct Care Staffing Services				\$1,094,025.00

Comm Code	Manufacturer	Specification	Model #
85101601			

Extended Description:

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	Document Phase	Document Description	Page 3
VNF2700000001	Final	Direct Care Staffing Services	

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions



Addendum Acknowledgement Form

ADDENDUM ACKNOWLEDGEMENT FORM

SOLICITATION NO.: CRFQ VNF2700000001

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

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

Addendum Numbers Received:

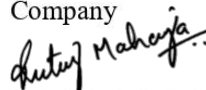
(Check the box next to each addendum received)

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

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

SolveNow, Inc.

Company



Authorized Signature

08/26/2026

Date

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

Revised 6/8/2012



Exhibit A

Exhibit A - Pricing Page Direct Care Staffing Services

Registered Nurse (RN)

for the time period of:

September 14, 2026 through September 13, 2027

Item No.	Description Of Services	Estimated Hours*	Hourly Rate	Subtotal
1	Weekday Regular Rate	1,950	\$ 65.25	\$ 127,237.50 -
2	Weekend Regular Rate	750	\$ 97.88	\$ 73,406.25 -
			Grand Total	\$ 200,643.75*

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

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

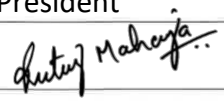
Vendor Information			
Vendor:	SolveNow, Inc	*Printed Name	Ruturaj Maharaja
Address:	10271 Cavalcade Dr, Frisco,	Title	President
	TX 75035-0943, USA	*Signature	
Office Phone:	(469) 424-3301	*I hereby certify I am authorized by the Vendor to sign this document.	
Cell Phone			
Fax	N/A	Email:	bids@solvenow.us



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

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

Item No.	Description Of Services	Estimated Hours*	Hourly Rate	Subtotal
1	Weekday Regular Rate	5,500	\$ 56.55	\$ 311,025.00 -
2	Weekend Regular Rate	2,250	\$ 84.83	\$ 190,856.25 -
			Grand Total	\$ 501,881.25 -

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

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

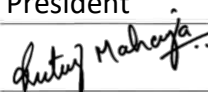
Vendor Information			
Vendor:	SolveNow, Inc	*Printed Name	Ruturaj Maharaja
Address:	10271 Cavalcade Dr, Frisco,	Title	President
	TX 75035-0943, USA	*Signature	
Office Phone:	(469) 424-3301	*I hereby certify I am authorized by the Vendor to sign this document.	
Cell Phone			
Fax	N/A	Email:	bids@solvenow.us



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

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

Item No.	Description Of Services	Estimated Hours*	Hourly Rate	Subtotal
1	Weekday Regular Rate	6,250	\$ 39.15	\$ 244,687.50 -
2	Weekend Regular Rate	2,500	\$ 58.73	\$ 146,812.50 -
			Grand Total	\$ 391,500.00 -

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

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

Vendor Information	
Vendor:	<u>SolveNow, Inc</u> *Printed Name <u>Ruturaj Maharaja</u>
Address:	<u>10271 Cavalcade Dr, Frisco,</u> Title <u>President</u>
	<u>TX 75035-0943, USA</u> *Signature <u><i>Ruturaj Maharaja</i></u>
Office Phone:	<u>(469) 424-3301</u> *I hereby certify I am authorized by the Vendor to sign this document.
Cell Phone	
Fax	<u>N/A</u> Email: <u>bids@solvenow.us</u>



SOLVE NOW
HUB OF TALENT

PROPOSAL

SUBMITTED IN RESPONSE TO

Solicitation Number:

CRFQ 0613 VNF270000001

Direct Care Staffing Services



WEST VIRGINIA VETERANS
NURSING FACILITY



PROPOSED TO:

State of West Virginia

Name: Jessica L Riley

Email: jessica.l.riley@wv.gov

Phone: (304) 558-0246



PROPOSED BY:

POC Name: Parth Sharma

Phone: (737) 220-0557

Email: bids@solvenow.us

Address: 10271 Cavalcade Dr, Frisco,
TX 75035-0943

Website: www.solvenow.us



Due Date: Aug 26, 2026, 01:30 @EST



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Cover Letter

Jessica L. Riley
West Virginia Purchasing Division
State of West Virginia

August 26, 2026

Subject: CRFQ VNF2700000001 – Direct Care Staffing Services

SolveNow, Inc. respectfully submits this proposal in response to **CRFQ VNF2700000001 – Direct Care Staffing Services**, issued by the State of West Virginia for the **West Virginia Veterans Nursing Facility (WVVNF)**. We appreciate the opportunity to present our qualifications and proposed approach to supporting the Facility's ongoing need for qualified, dependable, and responsive direct-care personnel.

SolveNow understands that the solicitation establishes a **multiple-award contract for Direct Care Staffing Services** and requires participating vendors to provide qualified personnel across all three identified staffing disciplines. Accordingly, SolveNow confirms its intent to provide staffing services for:

- **Registered Nurses (RN)**
- **Licensed Practical Nurses (LPN)**
- **Health Service Workers (HSW)**

Our proposal has been prepared to address the requirements, specifications, mandatory contract items, deliverables, and operational expectations identified in the solicitation. SolveNow recognizes the importance of providing personnel who are appropriately qualified, licensed and/or certified, screened, trained, documented, and approved by the Facility prior to placement.

SolveNow further acknowledges the Facility's expectations regarding **regular and PRN staffing, weekend and holiday coverage, call-off and replacement coverage, emergency staffing needs, personnel documentation, Facility orientation and training, attendance and conduct requirements, and compliance with applicable Facility policies and Federal and West Virginia requirements.**

In accordance with Section 3 of the solicitation, SolveNow understands the importance of maintaining the qualifications necessary to perform Direct Care Staffing Services, including the ability to operate an accessible staffing program, comply with applicable laws and regulations, maintain required licenses and certifications, and meet the requirements associated with **WV CARES (WV Clearance for Access: Registry & Employment Screening)**.

SolveNow has structured its proposed service delivery model around **qualified candidate sourcing, credential verification, compliance management, responsive staffing coordination, workforce continuity, and dedicated contract support.** Our detailed approach to meeting these requirements is presented throughout the technical sections of this proposal.

Commitment to Contract Performance

SolveNow is committed to providing the West Virginia Veterans Nursing Facility with a responsive and compliant staffing partner capable of supporting its workforce requirements throughout the term of the resulting contract.

We understand that successful performance requires more than the identification of qualified candidates. It requires **timely staffing coordination, thorough pre-placement credentialing, continuous compliance monitoring, effective communication, reliable attendance, rapid response to staffing changes, and appropriate replacement coverage when scheduled personnel become unavailable.**



Accordingly, SolveNow will administer its responsibilities through a structured contract-management approach designed to support the Facility's staffing requirements while maintaining the documentation and compliance standards established by the solicitation.

SolveNow further acknowledges that the Facility will evaluate vendors based on the requirements established in the solicitation and that any resulting contract will be subject to the terms, conditions, and requirements established by the State of West Virginia.

Certification and Authorization

SolveNow certifies that the information contained in this proposal and its accompanying documentation is true and accurate to the best of our knowledge and belief. The undersigned represents and warrants that they are duly authorized to submit this proposal and to make commitments on behalf of **SolveNow, Inc.**

We respectfully submit this proposal for the State of West Virginia's consideration and appreciate the opportunity to compete for **CRFQ VNF2700000001 – Direct Care Staffing Services**. SolveNow looks forward to the possibility of supporting the West Virginia Veterans Nursing Facility with qualified direct-care personnel and responsive workforce services.

Sincerely,

Ruturaj Maharaja

President / Authorized Signatory
SolveNow, Inc.



Vendor Qualifications

SolveNow, Inc. understands that the State of West Virginia has established specific minimum qualifications for vendors providing Direct Care Staffing Services under **CRFQ VNF2700000001**. SolveNow has structured its proposed approach to address each requirement identified in Sections 3.1 through 3.6.

The following response is organized to correspond directly with the solicitation requirements and demonstrates SolveNow's approach to meeting the qualifications necessary to support the West Virginia Veterans Nursing Facility.

3.1 Twelve (12) Months' Direct Care Staffing Experience

SolveNow, Inc. acknowledges the requirement that the Vendor shall have at least **twelve (12) months of experience in operating a Direct Care Staffing organization** and shall furnish proof of such experience with its bid, with supporting documentation available prior to award.

SolveNow has established experience providing **healthcare, medical, and direct-care staffing services** through both direct client engagements and structured Managed Service Provider (MSP) environments. SolveNow's healthcare staffing experience includes the recruitment, screening, qualification verification, credential management, onboarding, placement, and ongoing workforce support of healthcare professionals.

Relevant experience includes support for **Registered Nurses (RN), Licensed Practical Nurses (LPN), Licensed Vocational Nurses (LVN), Certified Medical Assistants (CMA), Medical Assistants, Clinicians, Medical Doctors, and other healthcare personnel**.

SolveNow's direct-care and healthcare staffing experience is supported by the following engagements, presented in the order of the experience provided:

3.1.1 Biogensys

Organization Name: Biogensys

Title: Temporary Staffing and Workforce Solutions

Duration of Engagement: 2025 - Present

Overview

SolveNow has been providing staffing and workforce solutions to **Biogensys since 2025**, supporting workforce requirements across multiple staffing categories. The engagement includes **Medical and Healthcare staffing**, as well as Engineering, Light Industrial, and Heavy Industrial staffing.

For purposes of this solicitation, SolveNow's relevant experience with Biogensys includes support for **Direct Care healthcare positions**, including:

- Registered Nurse (RN)
- Certified Medical Assistant (CMA)
- Licensed Vocational Nurse (LVN)
- Other qualified healthcare and clinical personnel

SolveNow's healthcare staffing support includes candidate sourcing, recruiting, screening, qualification verification, healthcare credential verification, onboarding coordination, workforce deployment, and ongoing workforce management.



Relevance to WV Direct Care Staffing

The Biogenys engagement demonstrates SolveNow's experience in supporting specialized healthcare staffing requirements and managing the qualification and credentialing processes associated with healthcare personnel.

3.1.2 The People Concern (TPC)

Organization Name: The People Concern (TPC)

Duration of Engagement: 2023 - Present

Organization Size: 553 Employees

Overview

SolveNow has been providing staffing services to **The People Concern (TPC)** since 2023 as a staffing partner. SolveNow supports the organization through candidate sourcing, screening, interview coordination, onboarding, workforce coordination, payroll administration, and ongoing staffing support.

The engagement demonstrates SolveNow's experience operating structured staffing processes in an organization focused on essential community programs and services.

Staffing Support

SolveNow's support includes:

- Candidate sourcing
- Recruiting
- Candidate screening
- Qualification evaluation
- Interview coordination
- Onboarding support
- Workforce coordination
- Payroll administration
- Ongoing account management

Relevance to WV Direct Care Staffing

This engagement demonstrates SolveNow's ability to provide responsive workforce solutions in a service-oriented environment. **The specific direct-care positions supplied under this engagement should be identified only if supported by contract or staffing records.**

3.1.3 Texas Health and Human Services

Organization Name: Texas Health and Human Services

Title: Staffing Agency Services

Duration of Engagement: 2025 - Present

Overview

SolveNow has been providing **healthcare-related staffing services to Texas Health and Human Services as a primary contractor**. The engagement operates within a highly regulated public-sector healthcare environment and includes the provision of qualified healthcare and clinical personnel.

SolveNow has supported positions including:

- **Registered Nurse (RN)**
- **Licensed Vocational Nurse (LVN) / Licensed Practical Nurse (LPN)**
- **Clinician**
- **Medical Assistant**
- **Medical Doctor**



Scope of Healthcare Staffing Services

SolveNow's scope includes:

- Healthcare candidate sourcing
- Recruiting
- Candidate screening
- Professional credential verification
- License verification
- Background screening
- Drug testing
- Onboarding
- Workforce scheduling
- Timesheet management
- Compliance monitoring
- Reporting
- Replacement coordination
- Ongoing workforce support

The engagement requires a compliance-focused approach to staffing within healthcare facilities and emphasizes **credential verification, workforce quality, patient care continuity, regulatory compliance, documentation accuracy, performance monitoring, and emergency staffing responsiveness.**

Relevance to WV Direct Care Staffing

This engagement is particularly relevant to the West Virginia Veterans Nursing Facility requirement because it demonstrates SolveNow's experience providing **licensed nursing and healthcare personnel within a regulated public-sector healthcare environment.**

3.1.4 State of Florida - Through CAI

Organization Name: State of Florida

MSP: CAI

Title: Temporary Staffing Services Contract

Duration of Engagement: 2021 - 2024

Overview

SolveNow provided Temporary Staffing services to the **State of Florida indirectly through a Managed Service Provider (MSP) environment operated by CAI.**

SolveNow's primary staffing focus within this engagement was **Medical and Healthcare staffing**, particularly Direct Care positions.

Supported positions included:

- **Registered Nurse (RN)**
- **Certified Medical Assistant (CMA)**
- **Licensed Vocational Nurse (LVN)**
- Administrative Assistant
- Clerical Specialist
- PE Tech Aide

Direct Care Staffing Experience

For purposes of this solicitation, SolveNow's most relevant experience under the Florida engagement is its support of:



RN | CMA | LVN

SolveNow supported the recruitment, screening, qualification verification, onboarding, staffing coordination, and workforce management associated with these healthcare positions.

Scope

The staffing support included:

- Candidate sourcing
- Recruiting
- Candidate screening
- Credential verification
- License verification
- Workforce onboarding
- Staffing coordination
- Payroll and timekeeping compliance
- Work authorization verification
- Reporting
- Ongoing workforce management

Relevance to WV Direct Care Staffing

This engagement provides particularly relevant evidence of SolveNow's experience providing **Direct Care healthcare personnel within a public-sector staffing environment**.

The engagement lasted from **July 2021 through July 2024**, exceeding the solicitation's minimum twelve-month experience requirement.

Because this engagement was performed **indirectly through CAI's MSP environment**, SolveNow will accurately identify the relationship as an MSP engagement rather than representing CAI as the State of Florida's direct contracting relationship with SolveNow.

3.1.5 Maricopa County

Client Name: Maricopa County

Service Description: Temporary Medical Personnel

Status: 2026 - Present

SolveNow has supported **Maricopa County** with temporary medical personnel staffing requirements. The engagement is relevant to SolveNow's healthcare staffing experience because the identified service is specifically **Temporary Medical Personnel**.

SolveNow's staffing approach includes candidate sourcing, qualification screening, credential verification, placement coordination, and ongoing workforce support.

3.1.6 Direct Care Experience Summary

The following matrix summarizes SolveNow's relevant experience:

Client / Organization	Relationship	Duration	Relevant Healthcare / Direct Care Positions	Relevance
Biogenysys	Staffing engagement	2025 - Present	RN, CMA, LVN, other healthcare personnel	Direct healthcare staffing
The People Concern (TPC)	Staffing partner	2023 - Present	Healthcare/service staffing experience; specific direct-care classifications to be confirmed	Supporting staffing experience



Texas Health and Human Services	Primary Contractor	2025 - Present	RN, LVN/LPN, Clinician, Medical Assistant, Medical Doctor	Strong healthcare/public-sector experience
State of Florida through CAI	MSP / Indirect	2021 - 2024	RN, CMA, LVN	Strong Direct Care experience
Maricopa County	Staffing engagement	2026 - Present	Temporary Medical Personnel	Healthcare staffing experience

3.1.7 Experience Supporting the Twelve-Month Requirement

SolveNow's experience includes healthcare and Direct Care staffing engagements extending beyond the solicitation's minimum **twelve-month requirement**.

Most notably, SolveNow's **State of Florida engagement through CAI** extended from **July 23, 2021, through July 31, 2024**, and included Direct Care healthcare positions such as **RN, CMA, and LVN**. This represents more than three years of documented staffing experience within a healthcare/public-sector environment.

SolveNow's ongoing engagements with **Biogenys** and **The People Concern**, together with its healthcare staffing engagement with **Texas Health and Human Services**, further demonstrate its continuing capability to recruit, screen, credential, deploy, and manage healthcare personnel.

Supporting Documentation

SolveNow will provide appropriate supporting documentation demonstrating its qualifying experience, as required by the solicitation and applicable confidentiality restrictions.

Documentation may include:

- Contract documentation
- Purchase orders
- Contract summaries
- Client references
- Staffing records
- Statements of work
- Other documentation demonstrating the duration and nature of the engagement

Where an engagement was performed through an **MSP**, SolveNow will clearly identify the MSP relationship and will not represent an indirect client relationship as a direct prime contract.

3.2 Twenty-Four (24) Hour, Seven (7) Day Accessibility

SolveNow understands that the Vendor must conduct business during normal working hours and remain accessible **24 hours a day, 7 days a week, including holidays and weekends**, to respond to staffing issues, emergency requests, and complaints.

SolveNow will provide a structured communication and escalation model to support the Facility's staffing requirements throughout the contract.

Our support model is designed to provide the Facility with access to appropriate staffing and management resources for routine requests, urgent staffing needs, call-offs, replacement requirements, complaints, and emergency situations.

24/7 Contact and Support Model



Support Level	SolveNow POC	Primary Responsibility	Availability
Primary Account Manager	Pam D. , Global Account Manager	Day-to-day contract management, Facility communication, staffing request coordination, assignment monitoring, issue resolution, and coordination with recruiting, compliance, payroll, and operations teams.	Normal business hours
Backup / After-Hours Contact	Frank Rangrej , Director - Client Relationship	Backup support for urgent staffing matters, call-offs, replacement staffing, emergency staffing requirements, operational issues, and escalation support when the Primary Account Manager is unavailable.	Evenings, weekends, and holidays
Recruiting / Staffing Team	Frank Rangrej and SolveNow Recruiting/Delivery Team	Candidate sourcing, candidate screening, availability confirmation, staffing fulfillment, credential coordination, replacement staffing, and support for urgent RN, LPN, and HSW staffing requests.	24/7 staffing support
Management Escalation	Mark Johnson , Senior Business Development Manager	Executive oversight for critical staffing issues, unresolved complaints, significant service concerns, contractual matters, corrective actions, and issues requiring management intervention.	As required, including after hours

24/7 Response Responsibilities

SolveNow's support structure will address:

- Routine staffing requests
- Emergency staffing requests
- Call-offs
- Replacement staffing
- Weekend staffing requirements
- Holiday staffing requirements
- Staffing shortages
- Candidate availability
- Staffing-related complaints
- Personnel concerns
- Credentialing issues
- Escalated operational matters

SolveNow will maintain clear communication with the Facility throughout the resolution of staffing issues and will coordinate appropriate escalation when an issue requires management involvement.

3.3 Federal and West Virginia Regulatory Compliance

SolveNow understands that direct-care staffing within a Long-Term Care Facility requires compliance with applicable **Federal and West Virginia laws, regulations, and rules**, as well as the requirements and policies established by the Facility.

SolveNow's compliance approach will incorporate regulatory and Facility requirements throughout the staffing lifecycle, beginning with candidate screening and continuing through credentialing, Facility approval, orientation, deployment, and ongoing assignment management.



Compliance Governance Framework

SolveNow will utilize the following structured compliance process:

- 1. Requirement Identification:** Identify the applicable qualifications, licenses, certifications, screening, training, and documentation requirements for each staffing discipline and assignment.
- 2. Candidate Verification:** Review candidate qualifications and verify applicable licenses, certifications, experience, and other required credentials.
- 3. Documentation:** Collect and maintain required personnel documentation before candidate submission and placement.
- 4. Facility Approval:** Provide the required candidate information to the Facility and obtain the required approval before placement, consistent with the solicitation.
- 5. Deployment:** Deploy qualified personnel who have satisfied applicable pre-placement requirements.
- 6. Monitoring:** Monitor applicable licensing, certification, training, documentation, and Facility requirements throughout the assignment.
- 7. Renewal and Expiration Tracking:** Track applicable expiration dates and required renewals to help maintain continuous compliance.
- 8. Corrective Action:** Address identified compliance or performance issues through documented corrective action, communication with the appropriate Facility representative, and replacement or remediation when required.

Key Compliance Areas

SolveNow's compliance program will address, as applicable:

- Federal requirements
- West Virginia requirements
- Long-Term Care requirements
- Facility policies and procedures
- Professional licensing and certification
- Personnel qualifications
- Background screening
- Drug screening
- Training and orientation
- Confidentiality requirements
- Employment compliance
- Personnel documentation
- Ongoing credential monitoring

3.4 Licenses, Permits, and Certifications

SolveNow acknowledges the requirement that the Vendor possess all licenses, permits, and certifications required for performance of the contract **prior to the start date of service**.

SolveNow will maintain a credential verification process designed to confirm that personnel assigned to the Facility possess the applicable current and valid licenses and/or certifications required for their respective positions.

Credential Compliance Matrix

Requirement	RN	LPN	HSW	Verification
WV professional license/certification	✓	✓	✓*	License/certification verification
CPR Certification	✓	✓	As applicable	Credential documentation
WV Food Handler Card	✓	✓	✓	Documentation review
WV CARES screening	✓	✓	✓	WV CARES eligibility process



12-Panel Drug Screening	✓	✓	✓	Screening documentation
References	✓	✓	✓	Reference verification
Immunization documentation	✓	✓	✓	Personnel file review
Physical examination	As required	As required	As required	Documentation review
Facility orientation	✓	✓	✓	Facility confirmation
Required Facility training	✓	✓	✓	Training records

Credential Verification Process

SolveNow's credentialing workflow will follow:

- Candidate Identification
- Qualification Review
- License/Certification Verification
- Screening Documentation Review
- Compliance Approval
- Facility Submission
- Facility Approval
- Orientation
- Assignment

SolveNow will maintain appropriate records of required credentials and will monitor applicable expiration and renewal dates throughout the employee's assignment.

3.5 WV CARES Readiness

SolveNow acknowledges the solicitation requirement that all Vendors be registered with **WVCARES (WV Clearance for Access: Registry & Employment Screening)** through the West Virginia Department of Health and Human Resources and be established to complete the eligibility process within **fifteen (15) days of being awarded the contract**.

SolveNow will incorporate WV CARES into its pre-placement screening and credentialing process for applicable personnel.

WV CARES Compliance Process

- **Vendor Readiness:** SolveNow will maintain the organizational readiness necessary to participate in the WV CARES process.
- **Candidate Screening:** Applicable candidates will be processed through the required eligibility and employment-screening process.
- **Documentation:** SolveNow will maintain appropriate records relating to WV CARES processing and eligibility.
- **Status Monitoring:** Candidate screening status will be monitored to identify outstanding requirements before Facility placement.
- **Facility Coordination:** Required screening information will be incorporated into the personnel documentation submitted to the Facility.
- **Ongoing Compliance:** SolveNow will monitor applicable screening requirements throughout the employee's assignment.

15-Day Readiness Commitment

SolveNow recognizes that the solicitation requires each Vendor to be set up to complete the WV CARES eligibility process within **15 days following contract award**. SolveNow will prioritize all required WV CARES



organizational setup and implementation activities immediately following award to support timely processing of eligible personnel.

3.6 Required Staffing Coverage and Recruitment Plans

SolveNow, Inc. understands that the West Virginia Veterans Nursing Facility requires a dependable staffing partner capable of providing qualified personnel across varying schedules and responding effectively to planned and unplanned staffing requirements. SolveNow will maintain an integrated staffing coverage and recruitment approach designed to support the Facility's requirements for **Registered Nurses (RN), Licensed Practical Nurses (LPN), and Health Service Workers (HSW)**.

The approach combines advanced workforce planning, candidate availability monitoring, dedicated account management, local recruitment, credential verification, and replacement staffing resources to support continuity of service.

3.6.1 Plan for Coverage of All Shifts

SolveNow will maintain a structured coverage process for all staffing requests received from the Facility, including **regular shifts, weekends, holidays, call-offs, vacations, PRN assignments, and emergency staffing requirements**.

A. Staffing Request and Coverage Process

Upon receiving a staffing request, SolveNow will:

1. Receive and document the staffing requirement:

- Classification requested: RN, LPN, or HSW.
- Date and shift required.
- Number of personnel required.
- Assignment duration.
- Any Facility-specific requirements.
- Special scheduling or competency requirements.

2. Review available qualified personnel:

- Review SolveNow's active candidate and employee pool.
- Confirm personnel availability.
- Verify that personnel meet applicable credentialing and Facility requirements.
- Confirm that the individual is eligible for assignment.

3. Confirm candidate availability:

- Contact qualified available personnel.
- Confirm the requested shift, location, schedule, and assignment requirements.
- Confirm the employee's ability to report as scheduled.

4. Coordinate with the Facility:

- Provide qualified staffing options to the designated Facility contact.
- Coordinate approval and assignment details.
- Complete required documentation before deployment.

5. Monitor assignment fulfillment:

- Track confirmed assignments.
- Monitor attendance and reporting.
- Maintain communication with the Facility regarding staffing status.



6. Activate replacement resources when required:

- In the event of a call-off or other staffing disruption, SolveNow will immediately initiate replacement efforts.
- Available qualified personnel will be contacted based on availability and suitability for the assignment.

A. Regular Shift Coverage

SolveNow will maintain an active staffing pipeline for RN, LPN, and HSW personnel to support the Facility's recurring and scheduled requirements.

The Account Manager and Service Delivery team will coordinate upcoming staffing needs with the recruiting team so that personnel availability can be confirmed in advance whenever schedules are provided by the Facility.

SolveNow will monitor:

- Upcoming staffing requirements
- Employee availability
- Assignment schedules
- Credential status
- Attendance
- Upcoming vacations and planned absences
- Potential staffing gaps

This advance planning will allow SolveNow to identify potential coverage issues before the scheduled assignment.

B. Weekend Coverage

SolveNow recognizes that the solicitation requires coverage that includes weekends. Weekend staffing will be managed through advance availability confirmation and scheduling coordination. SolveNow will maintain a pool of qualified personnel who are available for weekend assignments and will coordinate staffing requirements with the Facility's designated scheduling personnel.

SolveNow will also maintain replacement resources for situations where an assigned employee becomes unavailable for a scheduled weekend shift.

C. Holiday Coverage

SolveNow will plan for holiday staffing requirements in advance and coordinate the availability of **Agency Staff already assigned to or available through SolveNow** with the Facility's scheduling and rotation requirements.

The staffing team will:

- Identify upcoming holiday staffing requirements.
- Review the availability of Agency Staff assigned to the Facility and other qualified Agency Staff available for deployment.
- Confirm employee availability in advance.
- Maintain a pool of qualified backup Agency Staff for potential replacement needs.
- Coordinate confirmed holiday assignments with the Facility.
- Monitor attendance and assignment status.
- In the event of a call-off or other absence, identify and provide an available qualified Agency Staff member to cover the affected shift.



SolveNow will coordinate holiday assignments in accordance with the Facility's established scheduling and rotation requirements.

D. Call-Off Coverage

SolveNow understands that staffing continuity is critical in a long-term care environment. In the event that an assigned Agency Staff member calls off or becomes unavailable, SolveNow will promptly initiate its replacement process.

SolveNow will first review the **Agency Staff already assigned to the Facility and other qualified Agency Staff available through its staffing pool** to identify an appropriate replacement who can meet the requirements of the affected assignment.

The replacement process will include:

1. **Call-Off Received**
2. **Account Manager / Staffing Team Notified**
3. **Affected Assignment and Staffing Requirements Reviewed**
4. **Availability of Assigned Agency Staff and Other Available Agency Staff Reviewed**
5. **Qualified Available Agency Staff Contacted**
6. **Replacement Assignment Confirmed**
7. **Facility Notified**
8. **Replacement Agency Staff Deployed**

Where an appropriate Agency Staff member is available, SolveNow will provide that individual to cover the replacement requirement, subject to the Facility's approval and applicable qualification and credentialing requirements.

SolveNow will make every possible effort to fill an affected shift with another qualified Agency Staff member in accordance with the solicitation requirements.

E. Vacation Coverage

SolveNow will support planned vacation coverage through advance coordination with Agency Staff assigned to the Facility.

When an Agency Staff member identifies a planned vacation or other scheduled absence, SolveNow will:

- Document the anticipated absence.
- Review the affected assignment and coverage requirement.
- Review the availability of other qualified Agency Staff assigned to or available through SolveNow.
- Identify an appropriate qualified replacement.
- Confirm the replacement staff member's availability.
- Coordinate the replacement assignment with the Facility.
- Monitor the replacement assignment through completion.

Where available, SolveNow will utilize **existing Agency Staff within its active staffing pool** to provide continuity of coverage and minimize disruption to Facility operations.

F. Emergency Staffing

SolveNow will maintain an escalation process for urgent and emergency staffing requirements. When an emergency staffing need arises, SolveNow will immediately review its **available Agency Staff and assigned personnel** to identify qualified individuals who can be provided to the Facility.

The emergency staffing process will include:

- Immediate review of the staffing request.



- Confirmation of the required classification, shift, and assignment requirements.
- Review of Agency Staff currently assigned to the Facility and other available qualified Agency Staff.
- Confirmation of staff availability.
- Contact and confirmation with the available Agency Staff member.
- Facility communication and approval.
- Replacement or emergency deployment coordination.
- Management escalation when necessary.

SolveNow will prioritize the use of **qualified Agency Staff who are already available through SolveNow's active staffing pool** to support replacement and emergency coverage requirements.

G. 24/7 Staffing Support

SolveNow will maintain a support structure capable of addressing staffing matters outside normal business hours, including evenings, weekends, and holidays.

Support Level	SolveNow POC/Team	Responsibility
Contract Manager	Mark Johnson	Management oversight, contractual matters, escalation
Office Manager	Pam D.	Day-to-day Facility communication and staffing coordination
Service Delivery	Frank Rangrej	Staffing delivery, recruiting coordination, replacement support
Recruiting/Staffing Team	SolveNow Recruiting Team	Candidate sourcing, availability, staffing fulfillment and replacements

The emergency contact process will be maintained in accordance with the solicitation's requirement for response to emergency staffing matters within **two hours**, including weekends and holidays.

3.6.2 Clarksburg, WV Recruiting Plan

SolveNow understands that the solicitation specifically requires a documented plan detailing how the Vendor intends to recruit nursing staff in the **Clarksburg, West Virginia area**.

SolveNow will use a targeted local and regional recruitment strategy focused on developing a sustainable pipeline of qualified **RN, LPN, and HSW** personnel. The recruiting approach will combine local candidate sourcing, digital recruitment, professional networks, referrals, candidate databases, and regional workforce outreach.

A. Local Clarksburg Recruitment Strategy

SolveNow will prioritize candidates located in or reasonably accessible to the Clarksburg area to support workforce availability and assignment continuity.

The recruitment team will target:

- Qualified RNs
- Qualified LPNs
- Qualified HSW personnel
- Experienced long-term care personnel
- PRN healthcare professionals
- Candidates seeking temporary or flexible assignments
- Candidates interested in recurring weekend or holiday assignments



SolveNow will continually evaluate candidate availability to identify personnel capable of supporting the Facility's recurring and emergency requirements.

B. RN Recruitment

For RN staffing requirements, SolveNow will utilize targeted recruitment efforts to identify qualified Registered Nurses who meet applicable West Virginia licensing and Facility requirements.

Recruitment activities will include:

- Targeted job postings.
- Candidate database searches.
- Professional networking.
- Employee referrals.
- Healthcare workforce outreach.
- Direct candidate engagement.
- Screening and qualification of interested candidates.
- Credential verification before placement.

C. LPN Recruitment

SolveNow will maintain a dedicated recruitment effort for LPN personnel to support the Facility's LPN staffing requirements.

Potential candidates will be evaluated for:

- Current applicable licensure.
- Relevant healthcare experience.
- Availability.
- Schedule compatibility.
- Required certifications.
- Background screening requirements.
- Facility-specific requirements.

D. HSW Recruitment

SolveNow will also maintain recruitment resources for Health Service Worker staffing requirements. The recruitment process will focus on identifying candidates who meet the applicable qualifications and Facility requirements and who are available for the types of assignments requested by the Facility.

HSW candidates will undergo the applicable screening, documentation, credentialing, and onboarding process before placement.

E. Candidate Sourcing Strategy

SolveNow will use multiple sourcing channels rather than relying on a single recruitment source.

The sourcing strategy will include:

1. Existing Candidate Database

SolveNow will leverage its established candidate database to identify qualified healthcare personnel based on:

- Location
- Discipline
- Experience
- Availability
- Assignment preferences
- Credential status



2. Digital Recruitment

SolveNow will use online recruitment channels and targeted job postings to reach qualified healthcare candidates.

3. Employee Referrals

Existing employees and professional networks will be utilized to generate referrals for qualified healthcare personnel.

4. Direct Candidate Outreach

Recruiters will proactively contact qualified candidates whose experience and availability align with Facility requirements.

5. Local and Regional Recruitment

SolveNow will prioritize candidates in the Clarksburg area and surrounding West Virginia market while maintaining regional recruiting resources to supplement the local pipeline when necessary.

F. Candidate Screening and Credentialing

Recruitment alone will not result in placement. Candidates must successfully complete SolveNow's applicable screening and credentialing process before being presented for assignment.

The process will include, as applicable:

- Application/resume review
- Experience verification
- Professional license verification
- Certification verification
- WV CARES screening
- Required drug screening
- Reference verification
- CPR certification verification
- Food Handler Card verification
- Physical/immunization documentation
- Facility-required documentation

Only personnel who satisfy the applicable requirements will be considered for deployment.

G. Candidate Pipeline Management

SolveNow will maintain visibility into its available candidate pipeline by tracking:

- Candidate discipline
- Geographic availability
- Assignment availability
- Credential status
- Screening status
- Certification expiration
- Start-date availability
- Shift preferences
- Weekend availability
- Holiday availability

This information will allow the recruiting and staffing teams to quickly identify appropriate candidates when the Facility submits a request.



H. Retention and Workforce Continuity

SolveNow recognizes that successful staffing is not limited to filling an individual shift. Maintaining reliable personnel is important to long-term service continuity.

SolveNow will support retention through:

- Regular communication with assigned personnel.
- Assignment and schedule confirmation.
- Monitoring employee satisfaction and assignment concerns.
- Prompt resolution of assignment-related issues.
- Communication regarding upcoming schedules.
- Recognition of reliable staffing performance.
- Maintaining relationships with qualified PRN personnel.
- Maintaining backup candidates for critical staffing classifications.

I. Local Recruitment and Regional Backup

SolveNow will make **Clarksburg-area recruitment the primary focus** of its local recruitment strategy while maintaining broader regional recruiting resources to supplement local sourcing when demand exceeds immediately available local candidates.

This approach will allow SolveNow to pursue local workforce availability while retaining access to additional recruiting resources for:

- Emergency staffing.
- High-volume staffing requirements.
- Hard-to-fill classifications.
- Weekend and holiday coverage.
- Call-off replacement.
- Extended assignments.

Staffing Continuity Model

- Clarksburg Local Recruitment
- SolveNow Candidate Pipeline
- Credentialing & Screening
- Qualified RN / LPN / HSW Pool
- Facility Staffing Request
- Assignment & Deployment
- Ongoing Monitoring
- Replacement / Backup Staffing When Required

3.6.3 Commitment to Staffing Coverage

SolveNow will coordinate its **Contract Management, Account Management, Recruiting, Service Delivery, and Compliance functions** to support the Facility's staffing requirements.

The proposed approach is designed to address both **planned staffing needs and unexpected staffing disruptions**, including weekends, holidays, vacations, call-offs, PRN requirements, and emergency requests. SolveNow will continually monitor staffing availability and work proactively with the Facility to identify potential coverage issues and develop appropriate staffing solutions.



Contract Items and Deliverables

SolveNow, Inc. has reviewed **Section 4** of the solicitation in its entirety and **acknowledges that all items contained herein are mandatory and non-negotiable**. SolveNow commits to full compliance with every requirement as a condition of contract award and continued performance.

We understand that failure to comply with any mandatory requirement may result in rejection of a bid or purchase order, as stated in Section 4.1.

Our detailed approach to these deliverables is structured around the following key operational areas:

4.1 Multiple Award Contract

SolveNow acknowledges that this solicitation will result in a **multiple award contract**, with contracts awarded to **two (2) Vendors**. SolveNow understands that the Agency will request quotes from the awarded Vendors as staffing needs arise and that purchase orders will be awarded to the **lowest responsible bidder**.

SolveNow further acknowledges that failure to comply with the solicitation requirements may result in rejection of a bid or purchase order.

4.2 Required Staffing Disciplines

SolveNow confirms that its proposal addresses **all three (3) required staffing disciplines**:

- **Registered Nurse (RN)**
- **Licensed Practical Nurse (LPN)**
- **Health Service Worker (HSW)**

SolveNow will evaluate each candidate against the applicable position requirements before submission to the Facility.

4.3 Staffing on an Open-End and Continuing Basis

SolveNow understands that the Facility may request qualified nursing staff on an **hourly, daily, weekly, monthly, annual, or PRN ("as needed") basis**, including emergency and other specified staffing requirements.

Regardless of the type or duration of the staffing request, **each assignment will be provided based on the specific staffing requirement and assignment period agreed to in writing by the Facility and SolveNow**.

The written assignment confirmation will establish, as applicable:

- Required staffing discipline - RN, LPN, or HSW
- Number of personnel required
- Assignment start date
- Assignment end date or applicable assignment period
- Shift and schedule
- Hours or frequency of work
- PRN, emergency, or other specified staffing requirement
- Any other conditions applicable to the assignment

This process will apply to **emergency, PRN, hourly, daily, weekly, monthly, annual, and other specified assignments**. SolveNow will coordinate and provide qualified Agency Staff based on the assignment period and requirements **agreed upon in writing by the Facility and SolveNow**.



4.4 Qualified Healthcare Professionals and Compliance

SolveNow will provide only qualified healthcare personnel appropriate to the Facility's requirements. Prior to assignment, SolveNow will review applicable qualifications, credentials, screening documentation, and other requirements established by the solicitation and Facility.

Assigned personnel will be required to comply with:

- Facility policies and procedures
- Federal requirements
- West Virginia requirements
- Applicable statutory and regulatory requirements
- Applicable licensing requirements
- Applicable accreditation standards
- Facility-specific training and operational requirements

4.5 Pre-Placement Personnel Documentation

SolveNow understands that required information for each Agency Staff member must be provided to the Facility **prior to placement** and in accordance with state and federal standards. Any deviation from this requirement must be agreed to in writing by the Vendor and the Facility.

SolveNow will compile and submit the applicable personnel documentation for Facility review and approval **at Vendor's cost**, including but not limited to:

- **4.5.1 WV CARES Background Check**

SolveNow will coordinate the required WV CARES background screening and maintain applicable screening documentation.

- **4.5.2 Twelve-Panel Drug Screening**

SolveNow will obtain the required 12-panel drug screening documentation for applicable personnel before placement.

- **4.5.3 Application/Resume and References**

SolveNow will provide a completed application or resume demonstrating the candidate's relevant experience, together with required references.

- **4.5.4 CPR Certification**

SolveNow will verify and provide current CPR certification documentation where required.

- **4.5.5 Confidentiality Agreement**

SolveNow will ensure that required confidentiality documentation is completed before the employee begins the assignment.

- **4.5.6 WV Food Handlers Card**

SolveNow will verify that assigned personnel maintain the required WV Food Handlers Card.

- **4.5.7 Additional Personnel Documentation**

SolveNow will provide additional documentation requested by the Facility, including, as applicable:

- Current physical examination
- Immunization records
- Licensure confirmation
- Other required personnel records

All applicable documentation will be maintained as part of the candidate's personnel/credentialing file.

4.6 Professional/Disciplinary Eligibility

SolveNow will screen personnel before submission to ensure that individuals presented for assignment satisfy the Facility's eligibility requirements.



SolveNow will not submit personnel who fall within the exclusionary circumstances specified by the solicitation, including individuals who have been investigated and substantiated by an applicable licensing body or agency or who are currently subject to applicable Board of Nursing investigation/discharge restrictions.

4.7 Staff Qualification Requirements

SolveNow will ensure that personnel submitted for assignment satisfy the applicable requirements established by the Facility.

- **4.7.1 Required Training and Education**

SolveNow will verify that personnel have completed the required education and training applicable to their position.

- **4.7.2 Current WV License/Certification**

SolveNow will verify that applicable personnel possess a current and valid West Virginia professional license and/or certification.

- **4.7.3 PPD and Hepatitis B Documentation**

SolveNow will collect and provide applicable documentation demonstrating compliance with the Facility's current requirements for:

- Purified Protein Derivative (PPD)
- Hepatitis B Series

- **4.7.4 Facility Orientation and Training**

SolveNow will coordinate required orientation activities, including:

- Facility orientation
- PCC Training
- Administration Training
- Orientation packet requirements

4.8 Facility Approval and Competency Assessment

SolveNow acknowledges that **all Nursing Staff paperwork must be provided to the Facility and approved by the Facility before any Nursing Staff arrives at the Facility for orientation.**

SolveNow will therefore use a pre-deployment approval process:

- Credentialing Complete
- Personnel File Submitted
- Facility Review
- Facility Approval
- Orientation/Training
- Assignment

SolveNow will also ensure that assigned personnel participate in required competency assessments, including:

- Age-specific competency
- Cultural competency for residents
- Other Facility-required assessments

Personnel will comply with ongoing Facility training requirements.

4.9 Alzheimer's Training

SolveNow acknowledges that **all Agency Staff are required to complete 30 hours of Alzheimer's Training provided by the Facility.**

SolveNow will coordinate with the Facility to ensure assigned personnel complete the required training.



SolveNow also acknowledges the requirement for **eight (8) hours of Alzheimer's training annually** as a recertification requirement.

These training requirements will be incorporated into SolveNow's assignment compliance tracking.

4.10 Orientation and Training Hours

SolveNow has reviewed and **fully acknowledges the Facility's strict policy regarding payment for orientation and training hours.**

- **4.10.1 Minimum 24-Hour Work Requirement**

SolveNow understands that Agency Staff must work at least **two (2) full shifts, or 24 hours, within 10 days following training** in order for the applicable orientation/training hours to be paid by the Facility.

- **4.10.2 Failure to Complete 24 Hours**

SolveNow acknowledges and accepts that we will NOT be paid for orientation/training hours if the Agency Staff member does not work at least twenty-four (24) hours in ten (10) days following orientation.

- **4.10.3 Orientation Call-Offs**

SolveNow will clearly communicate to all assigned personnel that **call-offs during orientation (classroom and floor) are inexcusable** except in the event of COVID or a verifiable extreme emergency. Vendors must advise their staff NOT to call off during orientation.

4.11 Food Service Participation and Food Handler Card

SolveNow acknowledges that **all Staffing Agency employees will be required to participate in food service work during mealtimes.**

SolveNow will ensure that assigned personnel maintain the required **WV Food Handlers Card**. **SolveNow understands that the cost associated with obtaining and maintaining the Food Handlers Card will not be paid by the Facility.**

4.12 Daylight Saving Time

SolveNow acknowledges the Facility's requirements for shifts affected by the transition between Standard Time and Daylight Saving Time.

SolveNow will process applicable timesheet and payroll information based on the actual hours worked and the requirements established by the solicitation.

- **4.12.1 Beginning of Daylight Saving Time**

When Daylight Saving Time begins, personnel whose shift is affected will be paid for the actual hours worked, consistent with the solicitation.

- **4.12.2 Return to Standard Time**

When Standard Time resumes, personnel may work an additional hour if that hour is actually worked. Applicable overtime will be handled based on total hours worked during the workweek.

4.13 Pandemic Staffing Restriction

SolveNow acknowledges that in the event of a Pandemic, contract staff **may not work simultaneously at multiple healthcare facilities.**

SolveNow will communicate this requirement to applicable personnel and incorporate the requirement into assignment management. Personnel who do not comply may be subject to removal from the Facility in accordance with the solicitation.



4.14 Employee Conduct and Facility Policies

SolveNow has reviewed the Facility's conduct policies and **will strictly enforce** these requirements with our personnel. We will advise our employees upon hire and repeatedly throughout their assignment of all policies and procedures of the Facility.

- **4.14.1 No Call No Shows:** SolveNow will enforce the Facility's policy that any individual not showing up to work a scheduled shift and/or not calling in at least **2 hours in advance** may be told not to return to the Facility.
- **4.14.2 Doctor's Excuse Required:** SolveNow will require our staff to provide a written doctor's excuse for any absence after the **third call-off** per aggregate 12-month period. Any individual failing to comply may be asked not to return to the Facility.
- **4.14.3 Socializing/Dating:** SolveNow will advise personnel that Staffing Agency employees who are dating another employee must refrain from excessive socializing during working hours. All employees must complete their assigned duties and are not here to socialize. Any employee failing to comply may be asked not to return to the Facility.
- **4.14.4 Mandatory Meetings and In-Services:** SolveNow will communicate that all Staffing Agency employees must attend mandatory meetings and in-services. If staff miss **two (2) or more meetings** per aggregate 12-month period, they may be told not to return to the Facility.
- **4.14.5 Weekend Call-Offs:** SolveNow acknowledges that should Staffing Agency employee(s) call off on or be unable to work a scheduled working weekend day or days, they will be scheduled to work an **extra weekend day or days on the next schedule**.
- **4.14.6 Holiday Call-Offs:** SolveNow acknowledges that should Staffing Agency employee(s) call off or be unable to work a scheduled working holiday, they will be scheduled to work on the **next available holiday**.

4.15 Staffing Substitution Requirements

SolveNow acknowledges the Facility's specific requirements regarding substitution among RN, LPN, and HSW classifications.

SolveNow will follow the Facility's classification and authorization requirements when filling assignments.

- **4.15.1 Substitution of an LPN for an RN**
SolveNow will NOT substitute an LPN for an RN assignment.
- **4.15.2 Substitution of an HSW for an LPN**
SolveNow will NOT substitute an HSW for an LPN assignment.
- **4.15.3 RN for LPN/HSW**
Where the Facility requests an RN to cover an LPN or HSW shift, SolveNow will follow the Facility's written authorization and applicable rate provisions.
- **4.15.4 LPN for HSW**
Where the Facility requests an LPN to cover an HSW shift, SolveNow will follow the Facility's written authorization and applicable rate provisions.

4.16 Two-Hour Staffing Requirement

SolveNow acknowledges the requirement to provide the required number of staff for a shift and/or assignment **at least two (2) hours prior to the start of the shift or assignment period**. SolveNow will prioritize staffing requests according to the Facility's required start time and will coordinate candidate confirmation and deployment accordingly.

4.17 Call-Off Replacement

If an Agency Staff member calls off, **SolveNow will make every possible effort to fill the shift with another Agency Staff member**.



The replacement process will include:

1. Receive call-off
2. Confirm shift requirements
3. Activate available qualified candidates
4. Confirm availability
5. Verify applicable credentials
6. Communicate replacement to Facility
7. Confirm reporting instructions
8. Document replacement

4.18 Attendance, Tardiness, and Discipline

SolveNow acknowledges that Agency Staff must adhere to the policies and procedures of the Facility, including:

- Attendance
- Tardiness
- Mandating
- Workplace conduct
- Other Facility requirements

SolveNow will cooperate with the Facility regarding disciplinary matters and will address reported performance or conduct concerns involving Agency Staff.

All disciplinary actions given by the Facility will be sent to SolveNow in accordance with the solicitation.

4.19 Work Assignments

SolveNow acknowledges that Agency Staff will be given work assignments based on the Facility's needs.

Assigned personnel **may not change their work assignments** unless approved by the appropriate Facility personnel, including the **DON, ADON, or RN Supervisor**.

4.20 Active Nursing Staff Roster

SolveNow will maintain and provide the Facility with a list of all Nursing Staff actively employed at the Facility at all times.

The roster will include:

- Employee name
- Current telephone number
- Active assignment status

The roster will be updated as personnel are added, removed, or otherwise change status.

4.21 Personnel Files

SolveNow will maintain personnel files for assigned Agency Staff and provide updated personnel information to the Facility:

- At least annually; or
- Upon request by the Facility.

Personnel files will contain applicable credentialing, screening, training, and other required documentation.

4.22 Timesheets

SolveNow will follow the Facility's established timesheet submission process.

SolveNow acknowledges the requirement that:



- Agency Staff timesheets must be sent to the Vendor each week by **10:00 AM Wednesday**
- The applicable timesheet period runs from **Saturday through Friday**
- All missing punches must be turned in to the WV Veterans Nursing Facility by **4:00 PM Monday** for the previous week
- If a missing punch is late, it will not be sent to the Vendor until the following pay week

SolveNow will ensure its employees comply with this process to support timely and accurate timekeeping.

4.23 Timekeeping Procedures

SolveNow will instruct Agency Staff to follow the Facility's procedures for punching in and out and for recording time when leaving the building. This policy will be discussed during orientation.

4.24 Call-Off Notification

SolveNow acknowledges the Facility's specific call-off notification requirement.

Agency Staff calling off must:

1. **Phone the Facility**
2. **Speak directly with the RN Supervisor**
3. **Call their staffing agency**
4. Do so at least **two (2) hours prior** to their scheduled shift

Voicemail notification alone is NOT acceptable.

SolveNow will communicate this requirement to all assigned personnel and will enforce compliance.

4.25 Chain of Command

SolveNow will instruct Agency Staff to follow the Facility's established chain of command.

The solicitation establishes the following sequence:

1. **LPN**
2. **RN Supervisor**
3. **RN Unit Manager**
4. **ADON**
5. **DON**

Agency Staff will be expected to follow this structure when addressing workplace issues.

4.26 Facility Scheduling

SolveNow acknowledges that **WV Veterans Nursing Facility Staff will do the scheduling for the Agency's vendor staff.**

SolveNow will coordinate with Facility scheduling personnel and support the staffing requirements communicated through the Facility's scheduling process.

4.27 Weekend Rotation

SolveNow acknowledges the Facility's required weekend rotation schedule.

Agency Staff will be expected to work:

- **Two (2) full weekend shifts per month**
- **Day shift:** One (1) Friday day shift per month
- **Night shift:** One (1) Sunday night shift per month

The solicitation defines weekend shifts as:

- **Day Shift:** Saturday and Sunday



- **Night Shift:** Friday and Saturday

SolveNow will communicate these scheduling requirements to candidates before assignment.

4.28 PRN Eligibility

SolveNow acknowledges the Facility's requirement that **all vendor staff must work a minimum of three (3) days every thirty (30) days to remain eligible for PRN status with the facility.**

SolveNow will monitor staff attendance and work frequency to ensure compliance with this requirement.

4.29 Lifting and Hours Restrictions

SolveNow acknowledges that WVVNF does not honor any restrictions on lifting or hours for contracted staff. SolveNow will evaluate candidate availability and assignment suitability before deployment and will not schedule personnel whose restrictions prevent them from safely satisfying the Facility's assignment requirements.

4.30 Holiday Pay

SolveNow acknowledges the holiday pay provisions identified in the solicitation for:

- New Year's Day
- Memorial Day
- Independence Day
- Veterans Day
- Thanksgiving Day
- Christmas Day

The pay rate for hours worked on a paid Holiday will be **twice the regular rate (double time) for up to 8 hours worked** on the paid holiday, beginning at 12:01 A.M. on the paid holiday.

SolveNow will apply the applicable holiday rate provisions to payroll and invoicing in accordance with the contract.

4.31 Christmas Eve and New Year's Eve

SolveNow acknowledges the special holiday provisions for Christmas Eve and New Year's Eve.

The solicitation identifies these dates as paid at **one and half (1 1/2) times the hourly rate for a four (4) hour shift.**

- **4.31.1 Holiday Call-Off Forfeiture:**

SolveNow acknowledges that Vendor employees cannot call off the day before or the day after Holiday paid time. Vendor employees calling off the day before or the day after a paid Holiday may be required to forfeit their Holiday Pay.

- **4.31.2 Holiday Pay Rate:** The pay rate for hours worked on a paid Holiday will be **twice the regular rate (double time) for up to 8 hours worked** on the paid holiday, beginning at 12:01 A.M. on the paid holiday.

- **4.31.3 Holiday Rotation Schedule:** SolveNow acknowledges that Agency Staff will be provided a Holiday rotation schedule provided by the Facility at the time of hire.

4.32 Other Important Dates

SolveNow acknowledges the Facility's identified "**Other Important Dates,**" including:

- Easter Sunday
- Mother's Day
- Father's Day
- Christmas Eve
- New Year's Eve



- Halloween
- Labor Day
- Black Friday

- **4.32.1 Important Date Call-Off Forfeiture**

SolveNow acknowledges that Vendor employees cannot call off the day before or the day after Important Date paid time. Vendor employees calling off the day before or the day after a paid Important Date may be required to forfeit their Important Date Pay.

- **4.32.2 Important Date Pay Rate**

The pay rate for hours worked on a paid Important Date will be **one and a half times the regular rate (1 1/2 times) for up to 8 hours worked** on the other important date, beginning at 12:01 A.M. on the other important date.

- **4.32.3 Important Date Rotation Schedule**

SolveNow acknowledges that Agency Staff must be provided on Other Important Dates with a rotation schedule to be provided by the Vendor **at least one month prior to the date**.

4.33 Previously Dismissed Facility/State Employees

SolveNow acknowledges that the Facility will not allow any previous employee who was dismissed for disciplinary or performance reasons by a state facility or office to return and work through any Staffing Agency.

SolveNow will not submit any employee who was previously dismissed for disciplinary or performance reasons by a State facility or office. SolveNow will cooperate with the Facility in screening candidates against information available to the Vendor.

4.34 Overtime

SolveNow acknowledges the Facility's requirement to pay overtime for hours worked in excess of **forty (40) hours per work week at one-and-a-half (1 1/2) times the regular rate**.

SolveNow will account for applicable overtime in its payroll and invoicing processes in accordance with the final contract and applicable requirements.

4.35 Shift Cancellation

SolveNow acknowledges that the Facility may cancel a scheduled shift and will provide notification **no less than two (2) hours prior to the scheduled start of the shift**.

SolveNow will coordinate cancellation information with affected Agency Staff and update its staffing records accordingly.

4.36 Registered Nurses (RN)

SolveNow confirms that all Registered Nurses provided will meet the following requirements:

- **4.36.1** RNs must hold a valid WV Registered Nurse License.
- **4.36.2** RNs must be licensed and in good standing with the West Virginia Board of Nurses.
- **4.36.3** RNs must have a current Cardiopulmonary Resuscitation (CPR) Card.
- **4.36.4** RNs must possess a current and valid Food Handlers Card. All vendor staff will be required to assist with meal pass.
- **4.36.5** RNs could oversee the work of other RNs, LPNs, and/or HSWs, as assigned.
- **4.36.6** RNs must participate in Interdisciplinary Care Plan Team Meetings to develop Individualized Care/Treatment Plans, direct consultations, receive and give recommendations to and from other disciplines to maximize care of residents.
- **4.36.7** RNs must administer medications as prescribed by treating Physician(s).



- **4.36.8** RNs must ensure timely documentation into resident's electronic medical records, per the policies and procedures and common practice of the facility that will be discussed in extended detail during the facility orientation.
- **4.36.9** RNs must oversee all medical related emergencies.
- **4.36.10** RNs will provide for the emotional and physical comfort and safety of the residents.
- **4.36.11** RNs must respond to inquiries of family members, advocates, and other interested parties, ensuring adherence to the State and Federal Confidentiality Laws, and the HIPAA Regulations.
- **4.36.12** RNs must adhere to the mandatory overtime policy and guidelines set by the facility.
- **4.36.13** New graduates will have an extended orientation with an RN Supervisor.

4.37 Licensed Practical Nurses (LPN)

SolveNow confirms that all Licensed Practical Nurses provided will meet the following requirements:

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

4.38 Health Service Workers (HSW)

SolveNow confirms that all Health Service Workers provided will meet the following requirements:

- **4.38.1** Health Service Workers must be Certified Nursing Assistants, certified and in good standing with the West Virginia Nurse Aide Registry.
- **4.38.2** HSWs must hold a valid Certification as a WV Certified Nurse Assistant (CNA).
- **4.38.3** HSWs must have a current Cardiopulmonary Resuscitation (CPR) Card.
- **4.38.4** HSWs must possess a current and valid Food Handlers Card. All vendor staff will be required to assist with meal pass.
- **4.38.5** HSWs will be responsible for direct care services to residents in a Nursing Home Long Term Care Setting.
- **4.38.6** HSWs must provide support and assistance with daily activities as directed by supervisor.
- **4.38.7** HSWs must adhere to the mandatory overtime policy and guidelines set by the facility.
- **4.38.8** HSWs must have a high school diploma or GED.



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

“SolveNow, Inc. confirms its full commitment to complying with all mandatory contract items and deliverables identified in Section 4 of the solicitation.”



Miscellaneous

11.1 Manager and 11.2 Emergency Contact

SolveNow, Inc. acknowledges and agrees to the requirements of Sections **11.1, Manager**, and **11.2, Emergency Contact**.

SolveNow will designate and maintain a **Contract Manager** responsible for overseeing the Company's responsibilities under the Agreement and an **Office Manager** to support day-to-day operational and staffing coordination. SolveNow will also maintain an emergency contact for staffing matters arising outside normal business hours.

Contract Manager

Mark Johnson

Senior Business Development Manager

SolveNow, Inc.

Mark Johnson will serve as SolveNow's designated **Contract Manager** and will provide overall oversight of SolveNow's responsibilities under the Agreement. He will be available during normal business hours to address contractual, customer service, administrative, and other matters related to the Agreement.

His responsibilities will include:

- Providing overall contract oversight and management.
- Serving as a management-level point of contact for the Facility.
- Monitoring compliance with contractual requirements.
- Supporting resolution of customer service and operational issues.
- Coordinating with the Office Manager and staffing team regarding Facility requirements.
- Supporting escalation and resolution of significant staffing or service concerns.
- Overseeing contract administration and performance.
- Coordinating management-level communication with Facility representatives.

Office Manager

Pam D.

Global Account Manager

SolveNow, Inc.

Pam will support the Contract Manager with day-to-day operational and staffing coordination. Her responsibilities will include:

- Coordinating day-to-day communications with the Facility.
- Receiving and coordinating staffing requests.
- Supporting RN, LPN, and HSW staffing activities.
- Coordinating with recruiting and delivery personnel.
- Monitoring assignment status and staffing fulfillment.
- Supporting call-off and replacement staffing.
- Addressing routine customer service and staffing matters.
- Coordinating documentation and operational requirements.
- Supporting escalation and resolution of significant staffing or service concerns.
- Escalating significant issues to the Contract Manager when necessary.



Emergency Contact

Frank Rangrej

Director - Client Relationship

SolveNow, Inc.

Frank Rangrej will serve as SolveNow's designated **Emergency Contact** for staffing issues arising outside normal business hours, including evenings, weekends, and holidays. He will coordinate with the appropriate SolveNow staffing and recruiting resources to address urgent staffing requirements, call-offs, replacement needs, and other emergency matters.

SolveNow will ensure that the designated emergency contact is **answered or responded to within the two-hour requirement** specified in Section 11.2.

11.2. Emergency Contact

Required Information	SolveNow Response
Contract Manager	Mark Johnson, Senior Business Development Manager
Office Manager	Frank Rangrej, Director - Client Relationship
Cell Number	(469) 424 1311, (469) 424-3301
Fax Number	N/A
Email Address	frank@solvenow.us , bids@solvenow.us

SolveNow will maintain current contact information for the Contract Manager, Office Manager, and Emergency Contact throughout the Agreement and will provide such information to the Facility upon request. Any changes to designated contacts or contact information will be communicated to the Facility as appropriate.