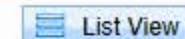




The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at ***wvOASIS.gov***. As part of the State of West Virginia's procurement process, and to maintain the transparency 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 1

 List View

General Information

Contact

Default Values

Discount

Document Information

Clarification Request

Procurement Folder: 2029895

Procurement Type: Central Master Agreement

Vendor ID: VS0000004169 

Legal Name: LANCESOFT INC

Alias/DBA:

Total Bid: \$1,040,850.00

Response Date: 08/26/2026 

Response Time: 10:48

Responded By User ID: LanceSoft 

First Name: Prashant

Last Name: Arni

Email: marketing@lancesoft.com

Phone: 703-674-4500

SO Doc Code: CRFQ

SO Dept: 0613

SO Doc ID: 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: 1

Total of All Attachments: 1



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 ESR08262600000001407	1

VENDOR
VS0000004169
LANCESOFT INC

Solicitation Number: CRFQ 0613 VNF2700000001
Total Bid: 1040850
Response Date: 2026-08-26
Response Time: 10:48:47
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				1040850.00

Comm Code	Manufacturer	Specification	Model #
85101601			

Commodity Line Comments: The detailed pricing is provided in the Pricing section of the response document uploaded in the Document Section.

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

LanceSoft Inc.

Proposal Submitted For



CRFQ-0613-VNF2700000001

Direct Care Staffing Services

Submitted By:

LanceSoft, Inc.

2121 Cooperative Way, Suite 130

Herndon, VA 20171

Phone: 703-674-4500

Fax: 703-935-0339

Submitted To:

State of West Virginia

Department of Administration

Purchasing Division

2019 Washington Street East

Post Office Box 50130

Charleston, WV 25305-0130

POC: Prashant Arni

Phone: 703-674-4565

Email: marketing@lancesoft.com

CAGE Code: 4AUM9

DUNS: 154610971

TIN: 54-1974095

Business Size: Minority Owned
Business Enterprise (MBE)

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LanceSoft Inc.



(703) 674-4500



www.lancesoft.com



2121 Cooperative Way, Suite 130
Herndon, VA 20171



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Cover Letter



2121 Cooperative Way | Suite 130 | Herndon | VA 20171 | 703-674-4500 Phone | Fax 703-935-0339

26-Aug-26

To Team,
Jessica L. Riley

Subject: Response to CRFQ-0613-VNF2700000001- State of West Virginia - Direct Care Staffing Services.

LanceSoft Inc. is pleased to submit its quotation through our response to CRFQ-0613-VNF2700000001- State of West Virginia - Direct Care Staffing Services.

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

LanceSoft states acceptance of all solicitation terms, conditions, and provisions. This offer shall remain valid for a period of 180 days. We hereby acknowledge that we have read and understood the CRFQ and Addendum 1 issued in response to this solicitation.

Established in 2000, LanceSoft is a privately-owned S corporation, headquartered at 2121 Cooperative Way, Suite 130, Herndon, VA, 20171 and the federal tax identification number is 54-1974095. With 26+ years of experience in healthcare staffing, LanceSoft provides qualified direct care professionals—including Registered Nurses (RNs), Licensed Practical Nurses (LPNs), and Certified Nursing Assistants/Health Service Workers (HSWs)—to healthcare and long-term care clients across diverse care settings and geographic locations.

We are proud to hold the Gold Seal of Approval for healthcare staffing services from The Joint Commission, and we are also accredited by the Better Business Bureau (BBB), which underscores our commitment to high standards and excellence. LanceSoft is keen to engage with the State of West Virginia and enter a long-term strategic staffing partnership. We have provided all the mandatory forms and documents as applicable to this CRFQ.

I, the undersigned, Prashant Arni, Sr. VP-Delivery and Operations of LanceSoft. I am authorized to sign the enclosed offer and will be the designated representative for purposes of this CRFQ and an authorized negotiator for a contract resulting from this offer. You may reach me at 703-674-4500 phone, 703-935-0339 fax, or via e-mail at marketing@lancesoft.com.

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

Respectfully

Prashant Arni,

Sr. V.P. - Delivery and Operations
LanceSoft, Inc.



1. STATE OF WEST VIRGINIA CENTRALIZED REQUEST FOR QUOTE (CRFQ) – SERVICE/PROFESSIONAL FORM

	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 Doc Description: Direct Care Staffing Services			Reason for Modification: Addendum No. 1 To Extend Bid Opening To Publish TQ&A		
Proc Type: Central Master Agreement					
Date Issued	Solicitation Closes	Solicitation No		Version	
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: VS0000004169 Vendor Name : LanceSoft, Inc. Address : 2121 Cooperative Way Street : Suite 130 City : Herndon State : Virginia Country : Fairfax Zip : 20171 Principal Contact : Prashant Arni Vendor Contact Phone: 703-674-4500 Extension:					
FOR INFORMATION CONTACT THE BUYER Jessica L Riley 304-558-0246 jessica.l.riley@wv.gov					
Vendor Signature X					
		FEIN# 54-1974095		DATE 08/25/2026	
All offers subject to all terms and conditions contained in this solicitation					



2. VENDOR QUALIFICATION

2.1 Vendor shall have at least twelve (12) months' experience in operating a Direct Care Staffing organization. Proof of this experience should be furnished with each bid but must be provided prior to award.

LanceSoft, Inc. confirms that it meets and exceeds the requirement of having at least twelve (12) months of experience operating a Direct Care Staffing organization.

Established in 2000, LanceSoft has 26+ years of healthcare staffing experience, providing qualified RNs, LPNs, CNAs, and other healthcare professionals across diverse healthcare settings. Supporting documentation of our relevant experience is provided with our bid.

Our Experience

Our strong industry experience, along with a significant share of staffing revenue attributed to the Healthcare industry, makes LanceSoft fully equipped to meet the State of West Virginia's Direct Care Staffing Services requirements. We have specialized recruiting teams for our clients with healthcare requirements that have the combined creative business and domain experience in the domain and hence are highly capable of screening the best-fit candidates for any Direct Care, Nursing, and Healthcare Skillset-Specific positions. LanceSoft has a dedicated proactive recruiting team that maintains our ever-growing contractor network of qualified, highly skilled profiles with specific domain knowledge and at the same time being in line with the current market trend. Our significant staffing methodology, sourcing strategies and past performance in providing Healthcare staffing services demonstrates our strong experience that can be tailored to meet the State of West Virginia's requirements for RNs, LPNs, and HSWs.

Our home-grown product CPX helps in maintaining a huge database of pre-qualified candidates and pipelining 20-30 candidates daily. This process accentuates our performance and helps in a quick turnaround time. The database has over 30 million profiles segregated as per location, skill set, domain, and experience level. With a high client retention rate, we create lasting relationships with our clients by providing quality services and consistently delivering value by using a multi-faceted approach based on a Global delivery capability, deep domain expertise allied to a vast technology base, all harnessed by our adaptive quality processes and strong methodologies. Having profound experience in servicing clients with Healthcare staffing needs that are highly comparable to the size and scope of the State of West Virginia's Direct Care Staffing program, LanceSoft clearly understands the dynamics of accounts, its environment and any associated potential issues and risks. This makes us fully equipped to handle any kind of operational needs in the most efficient manner, ensuring a long-standing relationship.

With the in-depth domain knowledge, expertise, and mature processes we possess, LanceSoft is fully equipped to understand its clients' needs and makes a constant effort at providing innovative and cost-effective solutions to its clients. Having a well-crafted recruitment process built on years of profound global recruitment experience gives LanceSoft the competitive edge in providing top-class resources to its clients in the shortest possible turnaround times. A perfect blend of unique recruiting methods and technologies, coupled with advanced recruitment techniques, has enabled LanceSoft to grow as one of the most sophisticated Contingent Workforce (CW) Providers.

Our staffing methodology, sourcing strategies and performance in the recent past in providing Healthcare staffing services demonstrates our strong experience that can be tailored to meet the State of West Virginia's Direct Care Staffing requirements. We have worked for various State customers with healthcare requirements in the past.



Our services to these esteemed organizations have been a great experience and achieved outstanding feedback with respect to our delivery. Our experience in providing qualified healthcare personnel, supported by our dedicated recruiting, credentialing, and account management capabilities, positions us to effectively support the West Virginia Veterans Nursing Facility's staffing requirements.

LanceSoft's Experience in supporting similar job titles:

LanceSoft has established itself as one of the most sophisticated firms in the Healthcare Staffing Industry. Below are some of our experiences in the Healthcare industry for the past years with various temporary staffing services provided/being provided by LanceSoft including but not limited to the following:

<u>Name of the Client</u>	<u>Period of Performing the Services</u>	<u>Services Rendered</u>	<u>Detailed Description of the Work Performed</u>
Arkansas Children's Hospital	7+ years	Healthcare Staffing Services	We have provided candidates to Arkansas Children's Hospital for positions including, but not limited to Registered Nurses (RNs), Licensed Practical Nurses (LPNs), Certified Nursing Assistants (CNAs), Nursing Assistants, Patient Care Technicians, Medical Assistants, Respiratory Therapists, Phlebotomists, Medical Laboratory Technicians, Radiologic Technologists, and other healthcare professionals.
State of Washington	4+ years	Healthcare/Nursing Staffing Services	We have provided candidates to State of Washington for positions including, but not limited to Registered Nurses (RNs), Licensed Practical Nurses (LPNs), Certified Nursing Assistants (CNAs), Nursing Assistants, Patient Care Technicians, Medical Assistants, Respiratory Therapists, Dialysis Technicians, Surgical Technologists, Anesthesia Technicians, Electrocardiogram (EKG) Technicians, and other healthcare professionals.
State of New Jersey	3+ Years	Healthcare Staffing Services	We have provided candidates to the State of New Jersey for positions including, but not limited to Registered Nurses (RNs), Licensed Practical Nurses (LPNs), Certified Nursing Assistants (CNAs), Nursing



			Assistants, Patient Care Technicians, Medical Assistants, Respiratory Therapists, Phlebotomists, Medical Laboratory Technicians, Cytotechnologists, Histotechnologists, Pathology Technicians, and other healthcare professionals.
Rady Children's Hospital	2+ Years	Temporary Staffing Services	We have provided candidates to Rady Children's Hospital for positions including, but not limited to Registered Nurses (RNs), Licensed Practical Nurses (LPNs), Certified Nursing Assistants (CNAs), Nursing Assistants, Patient Care Technicians, Medical Assistants, Respiratory Therapists, Surgical Technologists, Dialysis Technicians, Electrocardiogram (EKG) Technicians, Nuclear Medicine Technologists, Anesthesia Technicians, and other healthcare professionals.

Our clients

The Below Graph represents some of our **Healthcare clients** to whom we have successfully provided Healthcare & Non-Healthcare Temporary staffing services over the years.





We take pride in partnering with a diverse range of healthcare organizations, providing them with tailored Healthcare staffing solutions. Our Healthcare Clients include esteemed institutions such as AmeriHealth Caritas, Aetna, Actavis, Johnson & Johnson, Medtronic, Humana, Froedtert, Children's Hospital of Philadelphia, VHS/UHS, Pfizer, California Department of Public Health, CVS Health, Waukesha Memorial Hospital, Mercy Health Care, Albert Einstein Healthcare Network, Braun Medical Inc, Baptist Memorial Healthcare, BJC Healthcare, Grady Health System, Premier Healthcare, Valley Health System, GE Health Care, Halyard Health, Magellan Health Inc, University of Washington Medical Centre, Anne & Robert H. Lurie Children's Hospital, Arkansas Children's Hospital, CHOP - Children Hospital of Philly, Froedtert Hospital, Lancaster General Hospital, LRG Healthcare (Lake Regional General Hospital), Presbyterian Intercommunity Hospital, Inc., Providence Hood River Memorial Hospital, Rady Children's Hospital, Shand's Teaching Hospital and Clinics, Inc., South Florida Baptist Hospital, Texas Children's Hospital (TCH), and many more.

Below is a representative list of our public sector clients for whom we have successfully provided staffing services, similar in size and scope to your organization.

State & Public Sector Clients: Office of General Services – New York, State of Arkansas, State of Arizona, State of Colorado, State of Connecticut, State of Florida, State of Georgia, State of Iowa, State of Massachusetts, State of Maine, State of Michigan, State of Minnesota, State of New Jersey, State of North Carolina, State of New York, State of Ohio, State of Oregon, State of Pennsylvania, State of South Carolina, State of Utah, State of Virginia, State of Washington, State of Delaware, State of Maryland, Gwinnett County, County of El Paso, and other public-sector organizations.

Healthcare Clients: CVS Health, Waukesha Memorial Hospital, Mercy Health Care, Albert Einstein Healthcare Network, Braun Medical Inc., Baptist Memorial Healthcare, BJC Healthcare, Grady Health System, Premier Healthcare, Valley Health System, GE HealthCare, Halyard Health, Magellan Health Inc., University of Washington Medical Center, Anne & Robert H. Lurie Children's Hospital, Arkansas Children's Hospital, CHOP – Children's Hospital of Philadelphia, Froedtert Hospital, Lancaster General Hospital, LRG Healthcare (Lake Regional General Hospital), Presbyterian Intercommunity Hospital, Inc., and other healthcare organizations.

NOTE: Supporting documentation is provided below as an attachment.



CERTIFICATE OF DISTINCTION

has been awarded to

Lancesoft Inc.

Herndon, VA

for

Health Care Staffing

by



The Joint Commission

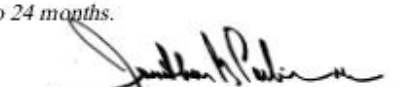
based on a review of compliance with national standards.

June 11, 2025

Certification is customarily valid for up to 24 months.


Michael Suk, MD, JD, MPH, MBA, FACS
Chair, Board of Commissioners

ID #658889
Print/Reprint Date: 08/13/2025


Jonathan B. Perlman, MD, PhD, MSHA, MACP, FACMI
President and Chief Executive Officer

The Joint Commission is an independent, not-for-profit national body that oversees the safety and quality of health care and other services provided in certified organizations. Information about certified organizations may be provided directly to The Joint Commission at 1-800-994-6610. Information regarding certification and the certification performance of individual organizations can be obtained through The Joint Commission's web site at www.jointcommission.org.



This reproduction of the original certification certificate has been issued for use in regulatory/payer agency verification of certification by The Joint Commission.



2.2 Vendor shall conduct business during normal working hours and be accessible twenty-four (24) hours a day, seven (7) days a week, including Holidays and Weekends to respond to staffing issues, emergency requests and/or complaints.

24/7 Availability: LanceSoft, Inc. confirms its ability to provide 24 hours a day, 7 days a week coverage, including weekends and holidays, to promptly respond to staffing issues, emergency requests, and complaints. Our dedicated account management and recruiting teams will ensure timely communication and continuous support throughout the contract.

2.3 Vendor must have knowledge of and comply with Federal and West Virginia laws regulations, and rules for the provisions of Direct Care staff in Long-Term Care Facilities.

LanceSoft, Inc. confirms that it will comply with all applicable Federal and West Virginia laws, regulations, and rules governing the provision of Direct Care staff in Long-Term Care Facilities. Our established compliance and credentialing processes ensure that all assigned personnel meet applicable licensing, regulatory, and facility requirements.

2.4 Vendor must possess all licenses, permits and certifications that are required in the performance of this contract prior to the start date of service.

LanceSoft, Inc. confirms that it will obtain and maintain all licenses, permits, and certifications required for the performance of this contract prior to the start of services. We will ensure continued compliance with all applicable State and regulatory requirements throughout the contract term.

2.5 All vendors are required to be registered with WVCARES (WV Clearance for Access: Registry & Employment Screening) through the WVDHHR (WV Department of Health and Human Resources to complete the eligibility requirements for employment in Long Term Care. Each vendor must be set up to complete the eligibility process within 15 days of being awarded the contract.

LanceSoft, Inc. confirms that it will comply with the **WVCARES eligibility requirements** for personnel assigned to Long-Term Care services. LanceSoft will ensure that required WVCARES registration and eligibility screening are completed for applicable staff within the required **15-day timeframe following contract award**, in accordance with the Solicitation requirements.

2.6 Vendors must provide the following documented plans with their bid response.

2.6.1 PLAN FOR COVERAGE OF ALL SHIFTS REQUESTED INCLUDING WEEKENDS, HOLIDAYS, CALLOFFS, AND VACATIONS.

LanceSoft will implement a proactive, layered staffing coverage model designed specifically to support the West Virginia Veterans Nursing Facility's requirements for qualified Registered Nurses (RNs), Licensed Practical Nurses (LPNs), and Health Service Workers (HSWs)/Certified Nursing Assistants (CNAs) across routine, short-notice, weekend, holiday, vacation, and unexpected staffing needs.

Our approach is designed to anticipate known staffing requirements, maintain discipline-specific talent pipelines and backup resources, confirm availability in advance, and activate a responsive replacement and escalation process when an unexpected vacancy occurs. This model combines dedicated account oversight, continuous healthcare recruiting, LanceSoft's proprietary CPX recruiting platform, compliance management, credential monitoring, attendance management, and 24/7 accessibility.



Recognizing that healthcare recruiting can require weeks to fill traditional vacancies, LanceSoft's coverage strategy emphasizes proactive pipeline development and pre-positioned talent rather than beginning the search only after a shift becomes vacant.

Proactive Staffing Planning and Forecasting

LanceSoft will work closely with the Facility's designated nursing, scheduling, and contract representatives to understand anticipated staffing requirements, recurring shift patterns, known vacancies, planned vacations, weekend requirements, holiday schedules, and other foreseeable coverage needs.

Rather than waiting until a vacancy occurs, our team will use this information to identify upcoming staffing demands and proactively develop appropriate candidate pipelines. We will review anticipated requirements regularly and identify high-risk or historically difficult-to-fill shifts so that recruiting and backup coverage activities can begin in advance.

For known absences, LanceSoft will target initiating coverage planning at least 14 days in advance whenever notice is available, allowing sufficient time to identify personnel, complete applicable compliance requirements, and coordinate with the Facility.

Discipline-Specific Candidate Pipelines and Backup Coverage

LanceSoft will maintain separate and targeted recruiting pipelines for:

- Registered Nurses (RNs)
- Licensed Practical Nurses (LPNs)
- HSWs/CNAs

Our recruiting team will continuously source qualified direct care professionals through LanceSoft's proprietary CPX platform and talent community, candidate referrals, healthcare-focused job boards, professional networks, direct outreach, and targeted local and regional recruiting initiatives.

Candidates will be tracked based on relevant qualifications, geographic availability, shift preferences, and willingness to support weekend, holiday, and other required schedules. This discipline-specific approach enables our team to focus on the actual requirement rather than relying on a general healthcare candidate pool.

For planned staffing requirements, LanceSoft will target providing an initial status update or qualified candidate options within 24–48 hours, where qualified and appropriately credentialed candidates are available. Urgent and same-day requirements will follow a separate rapid-response process described below.

In addition to personnel assigned to regular requirements, LanceSoft will actively develop a backup bench of qualified candidates to support unexpected call-offs, vacations, and other staffing gaps. Where practical, we will identify both a primary and alternate coverage option for higher-risk or recurring staffing needs.

Facility-Ready Compliance and Credentialing Controls

Rapid response alone is not sufficient; replacement personnel must also meet applicable requirements before they can report for duty.



LanceSoft will integrate its staffing coverage activities with its healthcare credentialing and compliance processes. Before presenting or deploying personnel, we will manage and track applicable requirements, including:

- Appropriate West Virginia licensure or certification verification
- WV CARES and other applicable background/eligibility requirements
- Required drug screening
- CPR certification
- Health and immunization documentation
- West Virginia Food Handlers Card
- Other Facility-required documentation
- Required orientation and training requirements

Our Compliance and credentialing resources, together with LanceSoft's Expiring Documents monitoring process, will track applicable time-sensitive credentials and documentation for active personnel.

LanceSoft's target is to maintain 100% monitoring of applicable expiring credentials and required documentation for active assigned personnel, with follow-up and escalation initiated before expiration to reduce the risk of a credential-related interruption in coverage.

This approach helps ensure that an identified replacement is not merely an available candidate, but an appropriately qualified individual progressing toward or meeting the requirements necessary for assignment at the Facility.

Weekend, Holiday, and Important-Date Coverage

Weekends, holidays, and other designated-dates availability will be addressed during recruitment and assignment rather than after a staffing gap occurs.

LanceSoft will:

- Confirm weekend, holiday, and schedule availability during candidate screening.
- Document availability and scheduling preferences.
- Identify personnel willing to support recurring weekend requirements.
- Conduct advance availability reviews for upcoming holidays and other designated coverage periods.
- Identify backup resources for shifts with historically limited availability or elevated call-off risk.
- Support the Facility's applicable weekend, holiday, and important-date rotation requirements.

For known holiday and important-date requirements, LanceSoft will target confirming primary coverage and initiating backup planning at least 14 days in advance whenever the Facility's schedule and notice period permit.

This approach is designed to reduce dependence on same-day sourcing during periods when qualified nursing and direct care personnel may have limited availability.

Planned Vacation and Known Absence Coverage

For planned vacations, leaves, and other foreseeable absences, LanceSoft will work with the Facility as early as possible to identify:



- Dates requiring coverage
- Required discipline
- Shift and schedule
- Expected assignment duration
- Any specific qualification or experience requirements

Our process will include:

1. Advance Requirement Review:

Identify upcoming vacancies and planned absences as soon as they are communicated.

2. Primary and Backup Identification:

Review available qualified RN, LPN, and HSW/CNA resources and, where feasible, identify both primary and alternate coverage.

3. Compliance Readiness Review:

Confirm the status of applicable credentials, screenings, and required documentation.

4. Facility Coordination:

Coordinate the proposed coverage with the Facility and complete required onboarding and approval activities.

5. Pre-Assignment Confirmation:

Reconfirm personnel availability before the scheduled assignment.

For planned absences with sufficient notice, LanceSoft's goal is to have the coverage strategy identified before the absence begins, rather than initiating recruitment after the scheduled staff member has already left.

Call-Off and No-Show Management

LanceSoft will maintain a structured response process for unexpected call-offs and staffing gaps. Assigned personnel will be informed of the Facility's attendance and call-off expectations, including required advance notice and notification procedures.

When LanceSoft is notified of a call-off or unexpected absence, the following process will be activated:

Step 1 – Immediate Acknowledgment and Gap Confirmation:

LanceSoft will target acknowledgment of urgent staffing notifications within 30 minutes and will confirm the affected discipline, shift, start time, and applicable requirements.

Step 2 – Rapid Replacement Activation:

Our account and recruiting teams will immediately review available qualified RN, LPN, or HSW/CNA resources and available backup personnel.

Step 3 – Initial Status Communication:

For urgent coverage needs, LanceSoft will target providing the Facility with an initial replacement search update within one hour, including confirmation of whether available backup resources have been identified.

**Step 4 – Replacement Coordination:**

Available personnel will be contacted, their availability confirmed, and the proposed replacement coordinated with the Facility in accordance with applicable requirements.

Step 5 – Management Escalation:

If the initial backup pool does not produce coverage, the requirement will be escalated to additional recruiting and management resources to expand the search effort.

Step 6 – Attendance Review and Corrective Action:

Repeated call-offs, attendance concerns, and no-call/no-show incidents will be documented and reviewed. LanceSoft will take appropriate corrective action, including removal from consideration for future assignments when warranted.

This process is designed to support the Facility's requirement for dependable coverage while also addressing the underlying reliability issues that can create recurring staffing disruptions.

Pre-Shift Confirmation and Coverage Monitoring

LanceSoft will maintain communication with assigned personnel and monitor upcoming staffing requirements to identify potential attendance concerns before they result in an uncovered shift.

For critical shifts, weekends, holidays, and other higher-risk coverage periods, LanceSoft may conduct advance availability or attendance confirmations and review the status of scheduled personnel. Potential concerns can therefore be escalated before the scheduled shift whenever possible.

LanceSoft will continuously monitor:

- Staffing request fulfillment
- Call-offs
- No-call/no-show incidents
- Replacement activity
- Recurring attendance concerns
- Weekend and holiday coverage
- Difficult-to-fill shifts
- Credential and document status

LanceSoft will target an 85% or greater fulfillment rate for accepted staffing requirements, recognizing that actual results may be affected by factors such as short notice, labor market availability, candidate qualifications, compensation, credentialing requirements, and Facility approval.

Where fulfillment trends indicate recurring challenges within a specific discipline, shift, or coverage period, additional recruiting and sourcing efforts will be deployed.

24/7 Accessibility and Escalation



LanceSoft will maintain accessibility for staffing issues, emergencies, complaints, and other urgent matters outside normal business hours, including nights, weekends, and holidays.

Our escalation path will be:

Facility Contact → Dedicated Account/On-Call Support → Recruiting Resources → Management Escalation

Urgent staffing requests will not depend on the availability of a single recruiter or account representative. Depending on the nature and urgency of the requirement, additional recruiting and management resources can be activated to support coverage efforts.

For urgent requirements, LanceSoft will target:

- Acknowledgment within 30 minutes
- Immediate activation of the replacement search
- Initial status update within one hour

Scalable Recruiting Support

LanceSoft's healthcare recruiting infrastructure allows recruiting resources to be scaled when staffing requirements increase or when recurring shortages require additional sourcing efforts.

If the Facility experiences sustained demand, difficult-to-fill requirements, or repeated vacancies within a particular discipline or shift, LanceSoft can expand recruiting activity and engage additional recruiting resources.

Our sourcing strategy can be adjusted based on:

- RN, LPN, or HSW/CNA discipline
- Geographic availability
- Shift requirements
- Assignment duration
- Weekend or holiday requirements
- Urgency of the staffing need

This scalable approach enables LanceSoft to increase recruiting intensity when demand increases rather than relying on a fixed recruiting capacity.

Continuous Performance Monitoring and Improvement

LanceSoft will use operational data and Facility feedback to continuously evaluate the effectiveness of our coverage model.

Key performance measures may include:



Measure	LanceSoft Proposed Target/Approach
Urgent request acknowledgment	Within 30 minutes
Initial urgent replacement status update	Within 1 hour
Planned requirement candidate response	Target within 24–48 hours, when qualified candidates are available
Accepted requirement fulfillment	Target 85%+
Active credential/document monitoring	100% monitoring of applicable expiring requirements
Call-off and attendance trend review	Ongoing
Known absence coverage planning	Target 14+ days in advance when notice is available
Weekend/holiday coverage planning	Advance availability and backup review

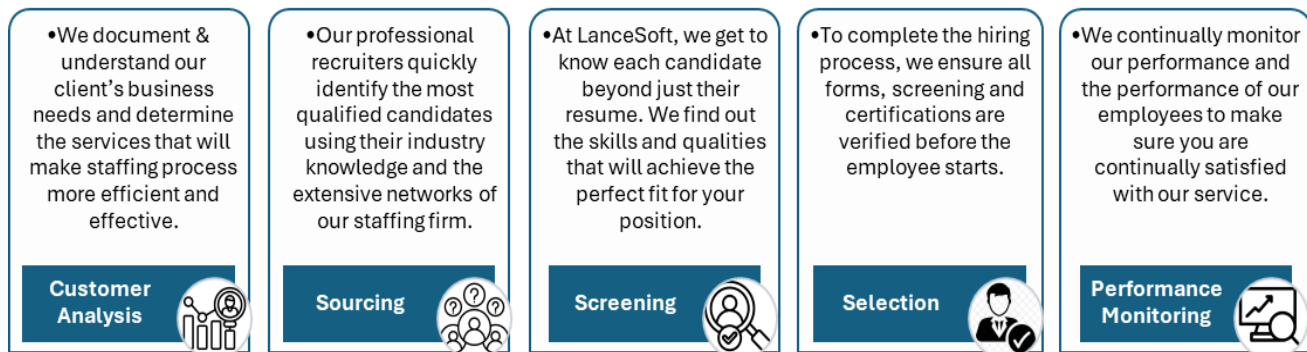
We will use these measures to identify recurring staffing challenges and refine our recruiting, pipeline development, backup coverage, and attendance management strategies.

2.6.2 RECRUITING PLAN DETAILING HOW VENDORS PLAN TO RECRUIT NURSING STAFF IN THE CLARKSBURG, WV AREA.

Our Recruiting Approach and Methodology

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

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





Sourcing/Recruiting Methods

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

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

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

1. Careers Website

Applicants Anonymity

- Because many potential healthcare candidates will be employed while they search our career website for openings, privacy and confidentiality are important. We ensure that the database management, workflow rules, and recruiting processes are aligned to protect the candidates' anonymity.

Tailor Online Applications

- We are using pre-screening tools which will quickly separate qualified from unqualified healthcare candidates based on answers to questionnaires.

Keep Track of Candidate Information

- The candidates will create and maintain a personal profile on our careers Website and attach healthcare job positions to their profile. The profile is then saved in our company's candidate database and accessed through an appropriate password. Our recruiters will view structured data about a candidate, including access to job-specific screening questions to easily assess fit. By tracking candidate information by job, we gather the necessary data for compliance reporting as well.

Job Seekers & Employees Post our Open Positions on Facebook

- We allow our job seekers to post healthcare Positions on their Facebook page, we can increase the exposure of our open healthcare positions—and reach a larger pool of healthcare Positions candidates at lower sourcing costs. In addition, we believe that the employees are one of our best sources for referrals. We encourage them to post open healthcare positions on their Facebook page and refer their friends.

Enable Job Searches

- A job search engine is a core component of our careers Website. It helps job seekers healthcare job openings that meet their requirements quickly and efficiently. We make sure that current healthcare job openings are in the searchable database also reduces the accounting burden of maintaining a manual list. The three best search criteria are Job Search by Job Category, Job Search by Location, and Job Search by Keyword.



2. Smart Sourcing

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

a. Job Board Processes:

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

- | | |
|-----------------|--------------------------|
| ✓ Dice | ✓ LinkedIn Enterprise |
| ✓ Monster | ✓ Health eCareers |
| ✓ CareerBuilder | ✓ Nurse.com |
| ✓ Twitter | ✓ HospitalRecruiting.com |

b. Talent Pool:

To stay competitive, LanceSoft has adopted a proactive recruiting model, building a database of over **30 million** qualified candidates, including **50,000** authorized to work in USA and relevant to State of West Virginia needs. This pool includes pre-cleared, highly experienced candidates. Our specialized recruiting team combines technical, business, and domain expertise to screen and select the best-fit candidates, even for hard-to-fill positions.

c. Social Networks:

LanceSoft leverages innovative social media strategies to align with market trends, as 79% of candidates use social media to research and apply for jobs. Our inbound marketing integrates social media, SEO, content marketing, and social listening for greater impact. Through our agreement with CareerBuilder, we use their Talent Network, a mobile-friendly microsite optimized for SEO, to engage passive candidates and notify them of job matches, helping us stay connected with top talent.

d. Local Recruiting Mediums:

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

- | | |
|-----------------------------------|---|
| ✓ Colleges, universities, | ✓ Community and professional organizations |
| ✓ Community and networking events | ✓ Volunteer organizations (e.g., Year Up) |
| ✓ Job fairs and trade shows | ✓ Healthcare-focused job fairs and career fairs |

e. Patent Recruitment Technology - Talent Community Building (CPX):

LanceSoft constantly strives and invests in improving to be the best and stay ahead in this highly competitive process of talent identification and talent acquisition. We pride ourselves on our approaches such as proactive pipelining, and 24/7 sourcing and recruiting.



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

f. Crowd Sourcing:

LanceSoft has been working on a proprietary networking initiative, working on harnessing the power of the Crowd to source candidates. Currently LanceSoft's Crowd **consists of over 2200 professionals** including free-lance recruiters, skill specific, domain specific industry SME's who are carefully curated and engaged to ensure we have access to passive and hidden talent that can be delivered in the shortest amount of time with high success of deliverability.

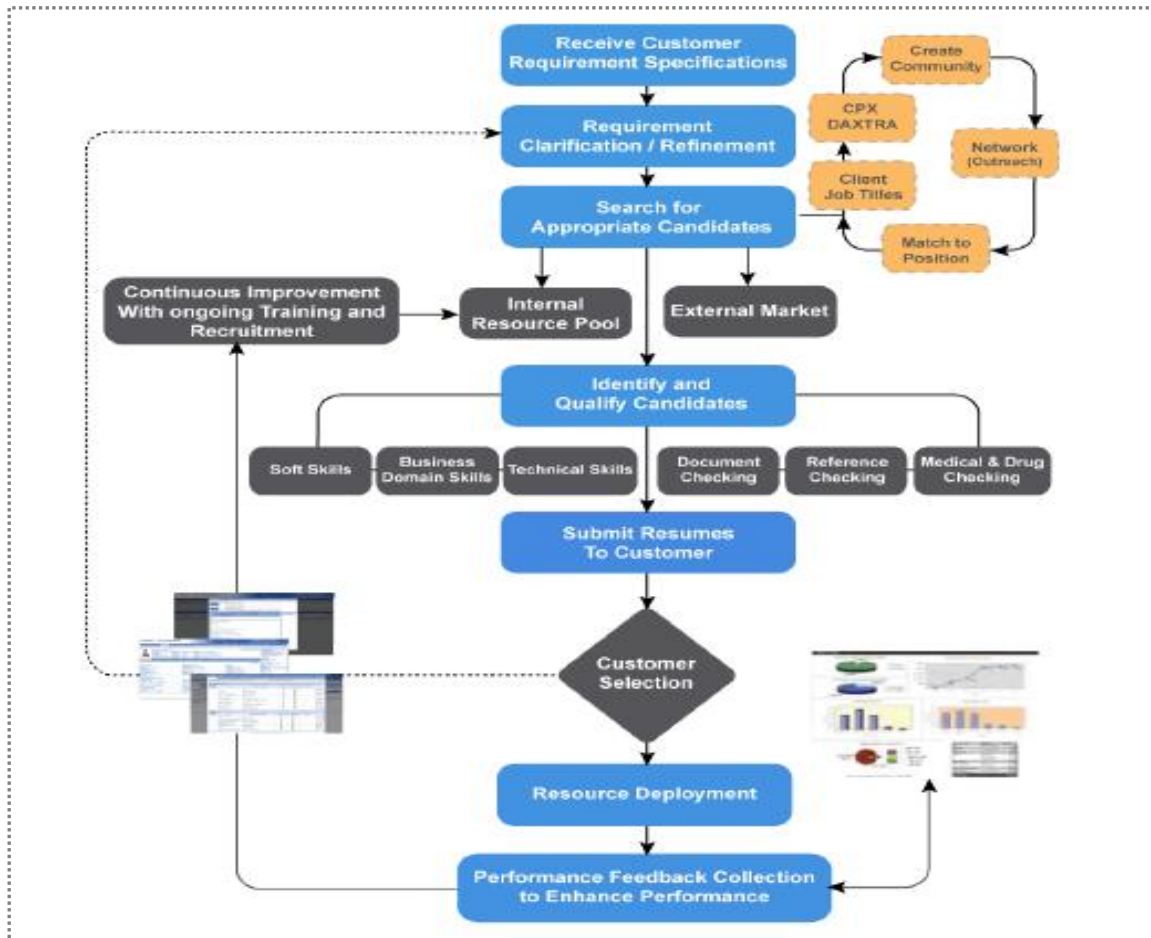
LanceSoft follows best-in-class business processes that add value to the client program, thereby setting a benchmark for all other organizations. By implementing these unique approaches in delivering our staffing solutions to our clients, LanceSoft is being recognized consistently as a top performer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



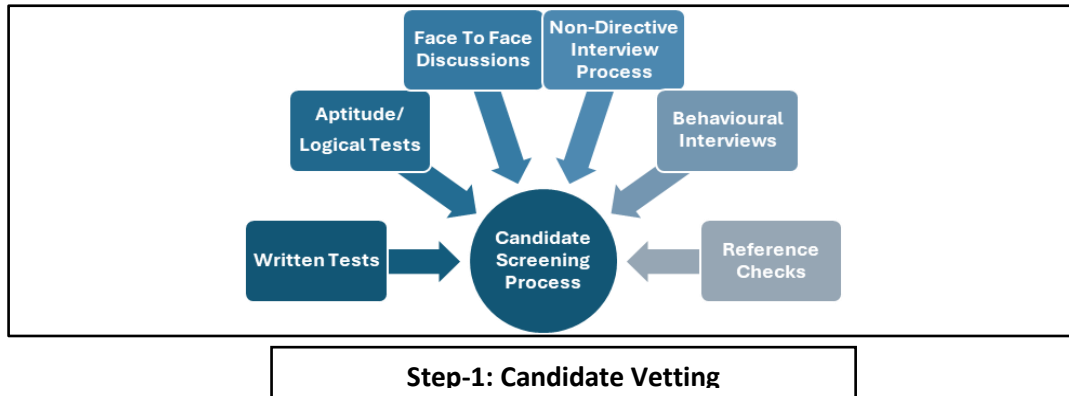
Candidate Screening Process

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

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



LanceSoft's Recruiting Strategy



LanceSoft is committed to delivering high-quality candidates through a robust recruitment process. We follow a standard screening process, which can be customized to meet specific client needs. This includes a two-step quality review by both the Lead Recruiter and National Account Manager. Candidates undergo an initial screening, followed by a detailed technical assessment via telephonic interview, before a final round with the National Account Manager. Our process ensures we provide the best-fit candidates to our clients.



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



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

Technical/Software Skills Test:

Relias

LanceSoft is using Relias, a skill assess platform designed to find the best Healthcare qualified candidates using skills-based screening and interviewing tools. With over 100 assessments, Relias offers validated, compliant testing that covers a comprehensive span of clinical and non-Healthcare subject areas. These assessment solutions improve selection and development at all levels, including Nurses, Physicians, Allied Health, Front Line Staff Managers, and Supervisors. It also provides a view into candidate's clinical knowledge, personality attributes, behavioral traits, and clinician scorecards which are used to identify top-performing applicants and probe deeper into personalized results.

Step-2: Conducting Interviews

Following are different types of Interviews we conduct to shortlist a suitable candidate:



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



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



Behavioural Interviews: We conduct behavioural and situational based interviews as well, to evaluate candidates on their past behaviour and experience and the candidate's judgment ability and knowledge that may be required for the job. In some cases, we also conduct group discussions to compare the soft skills of the short-listed candidates to make the best selection.

Step-3: Background Checks

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

Requirement	LanceSoft Approach
✓ WVCARES Background Check	Complete the required background check through WVCARES prior to placement.
✓ Twelve-Panel Drug Screening	Conduct the required 12-panel drug screening for each Agency Staff member prior to placement.
✓ Completed Application/Resume	Obtain a completed application or current resume demonstrating the candidate's qualifications and relevant experience, including required references.
✓ CPR Certification	Verify current CPR certification prior to placement.
✓ Confidentiality Agreement	Ensure each Agency Staff member completes the required confidentiality agreement.
✓ WV Food Handlers Card	Verify and maintain a current West Virginia Food Handlers Card, where required.
✓ Physical Examination	Obtain current physical examination documentation when required by the Facility.
✓ Immunization Records	Collect and verify required immunization records.
✓ Licensure Confirmation	Verify applicable professional licenses and credentials and maintain supporting documentation.
✓ Other Required Documents	Provide any additional documentation requested by the Facility or required under applicable State and Federal standards.

Implementation Strategy



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

Step-1: On contract sign-off, LanceSoft will immediately assign a dedicated Account Management Team (AMT) to identify the anticipated volume of requirements and to be able to respond to 100% of the entire State Recruitment requirements.

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

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

Step-3: A document called the "Client Delivery Process Framework" is prepared which captures all details pertaining to the client.

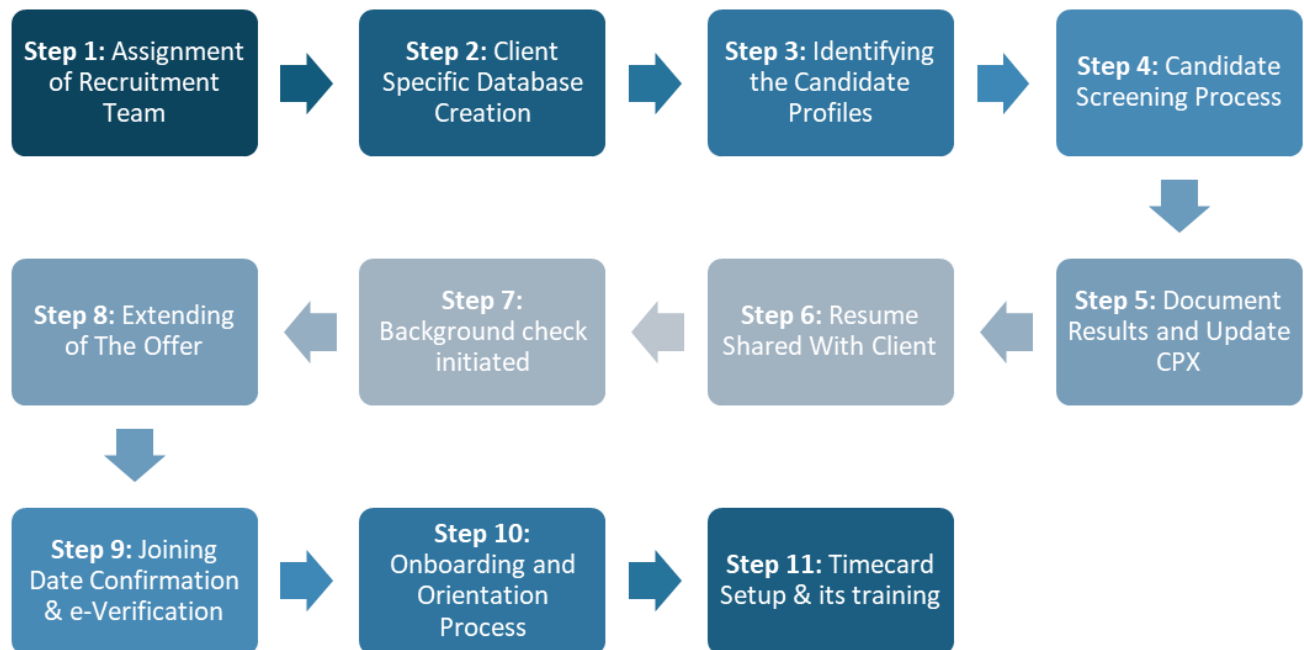
Step-4: The client dedicated National Account Manager will also initiate the mapping of all the client's on-boarding requirements. This will create the entire backbone of the client specific process in compliance with their needs. At a minimum, the onboarding requirements will include:

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



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

Recruitment Process



Step-1: LanceSoft identifies the recruiting team and defines responsibilities for each member for the contract. Our Account Manager drafts a report about understanding of the client. This report gives input to Recruitment Manager about the nature of work at client site. It also details out State's future needs and explains about the location parameters.



Step-2: Based on the input received from Account Manager, the recruiting team starts the pro-active approach to identify the resources internally and externally to build database for the client.



Step-3: The work is initiated as soon as we get the staffing requirement from the State. The staffing requirement is immediately entered into our centralized recruiting portal, i.e., CPX. The Account Manager understands the requirement of the State based upon the staffing requirement received from them. This includes an understanding of the project requirements, SOW, environment, qualification, experience, mandatory and desirable skill set requirement. The Accounts Manager drafts a requisition about the requirement and submits the requirement in CPX along with sending it to the Recruitment Manager. The Recruitment Manager assigns this requirement to the dedicated recruitment team for the State. From there, recruitment team source the candidate using one of following methods but not limited to: proprietary database, job boards and traditional advertising, Crowd Sourcing, Evergreen Harvesting, Effective networking, Employee Referral, Headhunting, Patent Recruitment Technology, Social-media Recruiting (LinkedIn, Twitter, Facebook, etc.), Community Curators, Community Discussions, web-based recruitment portal, community outreach etc.



Step-4: After finding the 4-5 creative candidates per requirement, they undergo a rigorous screening process that includes:

- A thorough assessment of prior work history and education (through Aversafe & Sterling- Back check verification process).
- Assess the candidate's skills and personality attributes. (Written Tests, Aptitude/Logical Tests, Face-To-Face Discussions, Non-Directive Interview Process).
- A blended interview including both traditional and behavioural event questions. (Behavioural Interviews).
- Technical skills assessments which cover hundreds of different skill types, with appropriate assessments selected by the recruitment manager based upon the skill requirements uncovered during the requirements meeting.
- A minimum of three professional references.
- Conduct Basic Background Checks.



Step-5: After candidates' complete evaluation, Our Recruitment team will prepare the feedback form to summarize the results of the interview and will update CPX with qualified Consultants.



Step-6: Our Account Manager will submit the resumes with a skill summary of the selected consultants and references to State and will discuss the interview schedule with hiring manager for pre-qualified consultants. Our Account Management Team will set up face to face or telephone interview depending upon the State's requirements.



Step-7: Our Employee Care Manager will conduct appropriate background screening, based on the client requirements (Education verification, Credit Reports, Driver's Report/DMV Checks, Social Security Trace/Validation, Reference checks, Drug Screening, Work Permit Checks, Work eligibility verification & Criminal background checks) for the selected candidates.



Step-8: Our HR Department will complete all due diligence before extending an offer to successful consultants and extend the offer. Share candidate's decision or initial response with hiring managers and submit security forms to State.



Step-9: Our Account Manager will inform the joining date of the candidate to State and Conducts e-Verification. Candidate Joins on a specified date.



Step-10: Once a candidate has been interviewed and selected by State, the candidate begins the onboarding and orientation process. LanceSoft offers a number of manual and automated solutions to assist with on-boarding that can be customized to each of your engagements. Onboarding procedures for all temporaries assigned to the locations will be coordinated by the dedicated single point of contact. The following is an overview of a typical orientation process which will be customized to meet your needs:

- State summary information
- Overview of the State's workplace policies
- Assignment of work schedule
- Software training if applicable (submitting timecards, etc.)



- Security/badge access procedure review/assignment (if applicable)
- Establish regular series of check-in calls
- A review of wages and benefits
- Contract flow downs
- Completion/sign-off all required documents
- We also help the candidates walk through the client work environment and assist them in completion of the hiring formalities.



Step-11: LanceSoft's On-boarding team will train our resources on electronic timecards operations from entry to submission in the client system for the client manager's approval. These timecards are routed to the concerned managers for approval. The timecard may require only the respective manager's approval or may be routed to the manager and the project manager for approval. Upon approval, these items are annexed in a consolidated invoice and submitted to State for payment. Additionally, our team trains the Temporary workers on the process for submission of expense reimburse reports for approval. The report encloses the date, the merchant, the reason for the request, an account number (if required), a PO number (if required) and the amount. All approved expenses are included in the consolidated invoice. We also train our resources on the process of updating timecards daily or at the end of the week and the process of saving them. Our resources will be trained on timecard resubmission procedure if an error is found while submission.

LanceSoft will implement a targeted, locally focused recruiting strategy to identify and engage qualified Registered Nurses (RNs), Licensed Practical Nurses (LPNs), and Health Service Workers (HSWs)/Certified Nursing Assistants (CNAs) capable of supporting the direct care staffing requirements of the West Virginia Veterans Nursing Facility (WVVNF) in Clarksburg, West Virginia. Our recruiting strategy will begin with the Clarksburg-area talent market and progressively expand across surrounding West Virginia communities and regional healthcare labor markets to ensure the broadest possible access to qualified personnel.

Rather than relying solely on job postings or recruiting only after a staffing need arises, LanceSoft will combine proactive market mapping, continuous pipeline development, local and regional outreach, proprietary technology, targeted sourcing, structured screening, competency validation, and compliance management. Our recruiters will identify candidates based not only on licensure or certification, but also on their direct care experience, shift availability, willingness to work weekends and holidays, geographic availability, and ability to meet WVVNF's assignment-specific requirements.

When local candidate availability is limited or a requirement is difficult to fill, LanceSoft will expand recruiting activity through broader West Virginia, regional, and national healthcare recruiting resources. This local-first, progressively expanded recruiting model, supported by LanceSoft's proprietary CPX platform and structured MatchFit methodology, enables us to maintain an active pipeline while tailoring recruiting activity to the specific discipline and staffing requirement.



3. MANDATORY CONTRACT ITEMS AND DELIVERABLES

3.1 Vendors shall ensure the following regarding the staff to be provided:

- Has completed the required training and education.
- Possess a current valid certification and/or professional license with the State of West Virginia.
- Meet current Agency immunization requirements for purified protein derivative (PPD) and Hepatitis B Series by providing copies of the results of these immunizations.
- Complete an orientation packet or attend Facility orientation, PCC Training and Administration Training as part of orientation.

Training, Orientation, and Staff Compliance

LanceSoft firmly believes in the importance of comprehensive training and orientation to ensure that each Agency Staff member is fully prepared to perform their assigned responsibilities and integrate effectively into the Facility's existing workforce. Our training and orientation process will be aligned with the State of West Virginia and Facility requirements.

Before placement, LanceSoft will ensure that each Agency Staff member:

- Has completed the required education and training applicable to their assigned position.
- Possesses a current and valid professional license and/or certification required by the State of West Virginia.
- Meets the Facility's current immunization requirements, including Purified Protein Derivative (PPD) and Hepatitis B Series, with copies of applicable results maintained as required.
- Completes the required orientation packet and/or attends the Facility's required Facility Orientation, PCC Training, and Administration Training as part of the orientation process.

Initial Orientation

Before joining the Facility, each LanceSoft employee undergoes an initial orientation covering the assignment, responsibilities, reporting processes, applicable policies, and client-specific requirements. The orientation will include, as applicable:

- Walkthrough of the Facility's work environment, policies, procedures, and protocols.
- Review of work location, reporting details, schedules, dress requirements, security procedures, and other Facility-specific requirements.
- Discussion of the position's expectations, roles, and responsibilities.
- Review of applicable performance standards and work rules.
- Completion of required Facility orientation activities and training.
- Review and acknowledgment of applicable confidentiality, security, and other Facility policies.
- Completion of any additional orientation or walkthrough required for the assigned position.

Ongoing Training and Development

LanceSoft maintains a continuous training program to improve employee competency and capability. Training is provided based on the employee's role, assignment requirements, and applicable client needs and may include:

- Induction Program: Introduction to company policies, procedures, and client-specific requirements.
- Project/Assignment-Specific Training: Training based on the specific requirements of the assignment and client.
- Continuous Education Program: Ongoing development to strengthen professional and workplace competencies.
- Knowledge Sharing Programs: Participation in conferences, seminars, and knowledge-sharing sessions.



LanceSoft will work closely with the Facility to ensure that assigned staff complete all required training, orientation, licensing, certification, and health documentation prior to performing services and maintain compliance throughout the assignment.

3.2 Vendors must acknowledge that all Staffing Agency employees will be required to participate in food service work during mealtimes. All Staffing Agency employees must have, and keep current, WV Food Handlers Card. The cost of such will not be paid by the Facility.

LanceSoft acknowledges that all Agency Staff assigned to the Facility may be required to participate in food service activities during mealtimes. Accordingly, LanceSoft will ensure that each applicable Agency Staff member obtains and maintains a current West Virginia Food Handlers Card throughout the assignment.

LanceSoft will verify the validity of the Food Handlers Card as part of the pre-placement credentialing process and monitor its expiration to ensure continued compliance. The cost of obtaining and maintaining the required Food Handlers Card will be borne by LanceSoft and will not be charged to the Facility.

3.3 Vendors acknowledge that for shifts that occur during the change to and from Daylight Saving Time:

- With the end of standard time and the beginning of Daylight-Savings Time, Agency Staff on duty when Daylight-Saving Time goes into effect will have their shifts reduced by one hour. Agency Staff will be paid for the number of hours worked.
- With the end of Daylight-Savings Time and the return to Standard Time, Agency Staff on duty when Standard Time goes into effect will work and be paid for an extra hour during their normal shift, only if that extra hour is actually worked. Staff may be entitled to overtime based on total hours worked for the week.

LanceSoft will manage timekeeping and payroll in accordance with the Facility's requirements for shifts occurring during the transition between Daylight Saving Time and Standard Time.

- **Beginning of Daylight-Saving Time:** When the clock moves forward and an Agency Staff member's scheduled shift is reduced by one hour, the employee will be paid only for the actual hours worked.
- **Return to Standard Time:** When the clock moves backward and an Agency Staff member's shift includes an additional hour, the employee will be paid for the additional hour only when the hour is actually worked. Applicable overtime will be determined based on the employee's total hours worked during the week.

LanceSoft will review timesheets and applicable work hours to ensure that compensation and invoicing accurately reflect the actual hours worked and applicable overtime requirements.

3.4 Agency Staff timesheets must be sent to the Vendor each week by 10:00am on Wednesday. Timesheet dates will be totaled from Saturday to Friday. All missing punches must be turned in to the WV Veterans Nursing Facility by 4:00 p.m. Monday for the previous week. If a missing punch is late, it will not be sent to the Vendor until the following pay week.

LanceSoft will follow the Facility's established weekly timesheet process to ensure accurate and timely payroll and billing.



- Agency Staff timesheets will be submitted to LanceSoft each week by 10:00 a.m. Wednesday.
- The applicable timesheet week will run from Saturday through Friday.
- Agency Staff will be responsible for ensuring that their time entries are complete and accurate.
- Any missing punches must be submitted to the WV Veterans Nursing Facility by 4:00 p.m. Monday for the preceding week.
- LanceSoft will reconcile submitted time sheets and address missing or incomplete time entries with the Facility and applicable Agency Staff.
- If a missing punch is submitted after the Facility's Monday 4:00 p.m. deadline, the Facility will not send it to LanceSoft until the following pay week, and LanceSoft will process the adjustment in accordance with the applicable payroll cycle.

LanceSoft's Account Management and payroll teams will monitor the timesheet process and coordinate with the Facility to resolve discrepancies and maintain accurate records for payroll, invoicing, and reporting.



4. MISCELLANEOUS

REQUEST FOR QUOTATION

CRFQ VNF27*01

DIRECT CARE STAFFING SERVICES

11. MISCELLANEOUS:

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

Contract Manager: Prashant Arni

Office Manager: Prashant Arni

Cell Number: 703-674-4500

Fax Number: 703-935-0339

Email Address: marketing@lancesoft.com



5. EXHIBIT A- PRICING PAGE

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	\$78.00	\$ 152,100 -
2	Weekend Regular Rate	750	\$79.00	\$ 59,250 -
			Grand Total	\$ 211,350 -

*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>LanceSoft, Inc.</u> *Printed Name <u>Prashant Arni</u>
Address:	<u>2121 Cooperative Way, Suite 130,</u> Title <u>Sr. VP Delivery and Operations</u>
	<u>Herndon, VA, 20171</u> *Signature 
Office Phone:	<u>703-674-4500</u> *I hereby certify I am authorized by the Vendor to sign this document.
Cell Phone	<u>703-725-9546</u>
Fax	<u>703-935-0339</u> Email: <u>marketing@lancesoft.com</u>



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

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

Item No.	Description Of Services	Estimated Hours*	Hourly Rate	Subtotal
1	Weekday Regular Rate	5,500	\$59.00	\$ 324,500 -
2	Weekend Regular Rate	2,250	\$60.00	\$ 135,000 -
			Grand Total	\$ 459,500 -

*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>LanceSoft, Inc.</u>	*Printed Name <u>Prashant Ami</u>
Address: <u>2121 Cooperative Way, Suite 130,</u>	Title <u>Sr. VP Delivery and Operations</u>
<u>Herndon, VA, 20171</u>	*Signature 
Office Phone: <u>703-674-4500</u>	*I hereby certify I am authorized by the Vendor to sign this document.
Cell Phone <u>703-725-9546</u>	
Fax <u>703-935-0339</u>	Email: <u>marketing@lancesoft.com</u>



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

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

Item No.	Description Of Services	Estimated Hours*	Hourly Rate	Subtotal
1	Weekday Regular Rate	6,250	\$42.00	\$262,500 -
2	Weekend Regular Rate	2,500	\$43.00	\$ 107,500 -
			Grand Total	\$ 370,000 -

*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)
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Fax <u>703-935-0339</u>	Email: <u>marketing@lancesoft.com</u>



6. ADDENDUM ACKNOWLEDGEMENT FORM

ADDENDUM ACKNOWLEDGEMENT FORM

SOLICITATION NO.: CRFQ VNF27000000C

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

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

Addendum Numbers Received:

(Check the box next to each addendum received)

☒ 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.

LanceSoft, Inc.

Company

Authorized Signature

08/25/2026

Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.
Revised 6/8/2012



7. ADDITIONAL INFORMATION

7.1 Company Profile

BRIEF HISTORY: Established in 2000, LanceSoft is

a privately owned S Corporation headquartered in Herndon, Virginia, with more than 24 support offices across North America. With 26+ years of staffing and workforce solutions experience, LanceSoft has developed deep expertise in recruiting, screening, credentialing, and deploying qualified professionals to support clients with diverse workforce requirements.

For this engagement, LanceSoft brings relevant experience in healthcare, nursing, and direct care staffing, including the recruitment and placement of professionals supporting healthcare and long-term care environments. Our recruiting capabilities and healthcare talent networks support the sourcing of qualified Registered Nurses (RNs), Licensed Practical Nurses (LPNs), and Health Service Workers (HSWs)/Certified Nursing Assistants (CNAs) to meet both planned and short-notice staffing requirements.

With more than 4,200 contractors worldwide and annual revenue exceeding \$491 million, LanceSoft delivers contingent workforce and staffing solutions to clients across a broad range of industries, including healthcare, life sciences, pharmaceuticals, clinical services, human services, information technology, engineering, education, finance, utilities, energy, aerospace, automotive, telecommunications, and other specialized sectors. This scale, combined with our dedicated healthcare recruiting, screening, credentialing, and workforce management capabilities, enables LanceSoft to provide a responsive and scalable staffing solution to support the West Virginia Veterans Nursing Facility's direct care staffing requirements.

Company Snapshot

Legal Company Name	LanceSoft Inc.
Ownership Structure	S corporation
Headquarter Address	2121 Cooperative Way, Suite 130, Herndon, VA 20171
Year of Incorporation	2000
Employees & Contractors	3,600+ Contractors across USA 4600+ Contractors across the Globe 1200+ internal employees
Annual Revenue 2025	\$491 Million
POC Contact Details	POC: Prashant Arni Phone: 703-674-4565 Email: marketing@lancesoft.com
Website Address	www.lancesoft.com
Days/Hours of operation	24/7

Mission

“To Combine Human Touch, Community Curation & Technology to Recruit - Top Talent”. We focus on balancing cost, time, and quality - leveraging our experience, nurturing creativity, driven by ethics in a challenging and highly competitive area of talent acquisition to bring quality talent to our clients.

With proven processes, methodologies and best practices, our core objective is not only to succeed but to exceed our customer expectations.

Vision

Source Global Work force provider” adding value to its customers, employees, and partners



Our Diversity Status

LanceSoft holds the MBE certification issued by NMSDC, State of Tennessee, NYC Small Business Services and Minority-Women Business Enterprise certification issued by Virginia Dept. of Small Business & Supplier Diversity (SWAM). LanceSoft is a certified corporate plus member by NMSDC - MBE and certified as WBE and MBE by NCTRCA. We have also invested in building our very own consciously bias diverse hiring platform called TADAH! (Together Achieve Diversity & Harmony) to promote, place & educate DEI candidates and corporations.



Joint Commission: LanceSoft has been awarded the prestigious Gold Seal of Approval for healthcare staffing services by The Joint Commission, demonstrating our unwavering commitment to upholding high-quality standards.



BBB ACCREDITATION: LanceSoft has been accredited by the Better Business Bureau (BBB). BBB accreditation is a renowned certification in the industry, and this will showcase LanceSoft standing behind BBB values as well as our own.

Our Core Competencies / Lines of Business Include:

- Healthcare staffing services, including temporary and permanent professional staffing solutions, excluding per diem staffing.
- Short- to long-term temporary staffing to support varying client requirements.
- Background checks, employment and education verification, and specialized testing to ensure qualified and compliant personnel.
- Rapid staffing support, including last-minute candidates for temporary positions and direct-hire interview requirements.
- Contract and payroll staffing solutions, including contract employees and payrolled employees.

Financial Viability

LanceSoft is a financially stable and rapidly growing company having annual revenue of **\$491 Million** for the year 2024. LanceSoft currently has a credit line of **\$88 Million** and has the required financial capacity to provide the services. We do not have any short term or long-term debts. LanceSoft assures State of West Virginia that it has the necessary financial capacity, working capital, and other resources to perform the contract without assistance from any outside source.

USA and Global Footprint



Headquartered in Herndon, VA, we have a network of twenty-four (24) branch offices across the US and currently service across 50 states of the USA. Below are the locations of our branch offices.

Richmond (VA)	Sugar Land (TX)	Atlanta (GA)	Beaverton (OR)	Cincinnati (OH)
Clarkston (MI)	Denver (CO)	Chicago (IL)	Salt Lake City (UT)	Birmingham (AL)
Irving (TX)	Washington (DC)	Boston (MA)	Fremont (CA)	Charlotte (NC)
San Diego (CA)	Orlando (FL)	New York (NY)	Seattle (WA)	Columbia (SC)
Lexington (KY)	Bloomington (MN)	Philadelphia (PA)		

In addition to this, LanceSoft can also quickly set up an additional office at any preferred location to be able to manage their large volume of requirements for that location.

We also have an international footprint as follows:

- Four (4) country offices in Canada,
- Seven (7) in India and.
- One each in Brazil, Colombia, Costa Rica, Uruguay, Ireland, UK, Poland, Netherlands, France, Czech Republic, Norway, Romania, Turkey, Estonia, Germany, Lithuania, Greece, Belgium, Luxembourg, Spain, Portugal, Switzerland, Bulgaria, Denmark, Finland, India, Bangladesh, Indonesia, Malaysia, Singapore, Hong Kong, Philippines, Thailand, Brunei, Sri Lanka, Nepal, Vietnam, Taiwan, South Korea, UAE, Oman, Saudi Arabia & Australia.

RECORD OF MEETING SCHEDULES AND DEADLINES

LanceSoft will utilize the below mentioned Service Level Agreements (SLAs) & Key Performance Indicators (KPIs) for measuring effectiveness. Our SLA's & KPI's helps us to detect potential and actual problem areas of the performance and also helps us in contract performance, work completion, work in progress, challenges, and overall project progress. All SLA's & KPI's play a vital role in LanceSoft's strategic planning and decision-making.

Overview of critical SLA/KPIs:

Our key SLAs are:

- Account Issue Resolution and Tracking report
- Ratio of hires to terminations due to performance reasons
- Ratio of hires to no-starts/dropouts/back-outs
- Contractor Problem Resolution metrics
- Performance reporting requirements
- Attrition/Retention Rate
- Onboarding and Offboarding compliance reports
- Quality of deliverables

Our Key KPI's are:

- Time to Fill Target



- Quality of hire
- Ratio of requests to valid submittals
- Ratio of valid submittals to Interviews
- Ratio of interviews to hires
- Ratio of hires to starts
- Diverse Hires
- Ratio of diverse workforce to total workforce
- % of workforce from varied diverse categories
- Candidate Experience Rating
- Hiring Manager Experience Rating

Below are our typical SLA's/KPI's that we will maintain for this program.

- Time to Submit: under 48 hrs.
- Submission rate: 98.5% Avg.
- Shortlist ratio: 80% Avg.
- Interviews: 40% Avg.
- Conversion of interviews to hires: 45% Avg.
- Non-Delivery: 0.5 Avg.
- Attrition (before assignment end date): below 2%

Other KPI's:

- % Candidate sourced vs. applied: 45%
- Diversity % of accepted candidates: 40%

- Average placement duration: 12+ Months.

LanceSoft utilizes its CPX platform to effectively manage and track meeting schedules, deadlines, milestones, and other important activities throughout the engagement. CPX provides centralized visibility into key activities and enables the Account Management team to monitor the status of deliverables and scheduled tasks in real time.

Through CPX, LanceSoft can maintain records of scheduled meetings, upcoming deadlines, assigned activities, task status, and important milestones, helping the team stay organized and proactively manage contractual commitments. The platform also supports real-time reporting and analytics, allowing management to quickly identify pending or delayed activities and take appropriate action.

CPX enables the Account Management team to generate and review real-time reports to monitor progress, staffing activities, service delivery, and compliance with established Service Level Agreements (SLAs) and Key Performance Indicators (KPIs). This visibility supports timely communication with the State and helps ensure that important meetings, deliverables, staffing commitments, and contractual deadlines are consistently addressed within the required timeframe.

LANCESOFT'S CAPABILITY

LanceSoft provides high-quality temporary and permanent professional staffing solutions and talent across the healthcare industry. We have more than 50+ active public accounts and continuously provide the best services. We



strive to provide our healthcare clients with the ultimate integrity and demonstrate commitment to reliability in the healthcare industry. LanceSoft has built good relationships with many of the nation's top Healthcare facilities, and places highly qualified staff on contracts. Our services to healthcare have been increasing very decently and providing a notable share of the overall revenue of LanceSoft.

AFFILIATIONS, ACCREDITATIONS AND AWARDS:

LanceSoft is an ISO 9001:2015 certified company fulfilling the requirements for a quality management system (QMS). LanceSoft has been assessed and found to confirm the requirements of ISO 14001:2015 & ISO/IEC 27001:2013.

Our extensive staffing experience and top performance across several staffing programs is a great testament of our credibility. LanceSoft is currently an active "Preferred-Supplier" for over 200 mid to large staffing programs across the globe. LanceSoft's recent Awards and Accolades from our valued clients are highlighted below.



LANCESOFT AWARDS & ACCOLADES

Recognized by industry leaders. Driven by excellence. Focused on delivering results.

A LEGACY OF TRUST. A FUTURE OF EXCELLENCE.



LANCESOFT
Talent • Solutions • Impact

OUR U.S. BRANCH OFFICES

- SIA Largest Staffing Firms in the US 2026 **NEW**
- Tiara Award – Mercury Back Office Team of the Year 2026 **NEW**
- Clearly Rated (Inavero's) Best of Staffing Client Satisfaction & Talent Satisfaction 2026 **NEW**
- SIA Largest US Staffing Companies 2025, 2023, 2022, 2021, 2020
- Magnit Global Supplier Excellence Award 2024
- Kelly PSN Partner 2023
- Fast 100 Asian-American Business Award 2020
- SIA Largest US Healthcare Staffing Companies 2024
- SIA Largest US Legal Staffing Companies 2023
- SIA's Global Power 150 Women in Staffing 2023
- Magnit Global Supply Excellence Award 2023

MORE RECOGNITIONS THAT REFLECT OUR COMMITMENT TO EXCELLENCE

TAPFIN. Premier Partner by Tapfin 2018, 2017	J&J "Service Excellence Award" from Johnson & Johnson (J&J)	SIA SIA Largest Healthcare Staffing Firms in the US for the year 2022	TAPFIN. Tapfin Supplier Distinction – 2020	EY E&Y Entrepreneur of the Year Finalist
ZERO CHAOS Proven Performer by ZeroChaos 2017	e-Talent eTalent Expedite – Premier Partner Achievement – Jet Stream & First Class – 2022	Kelly Kelly OCG – Preferred Supplier for the year 2020, 2021	nclusion Nclusion Supplier Guidant Global 2019, 2020	SILICON VALLEY MAGAZINE Featured in Silicon Valley Magazine for our talent management solution
KellyOCG Supplier Excellence Award by Kelly OCG 2017	SIA SIA Largest Travel Nurse Staffing Firms in the US for the year 2022	workforce logiq WorkforceLogiq – Preferred Supplier for the year 2020, 2021	D. Deloitte Fast 50 Finalist	Inc. 500 Inc 500 Fastest Growing Firms

LanceSoft has awarded the prestigious gold seal of approval for healthcare staffing services by the Joint Commission.



A+ Better Business Bureau (BBB) Accredited: LanceSoft has been accredited by the Better Business Bureau (BBB) with an A+ Rating.



Smart 100 Award



USPAACC Fastest Growing Firms



OUR UNDERSTANDING OF THE SCOPE OF SERVICES

LanceSoft understands that the State of West Virginia, on behalf of the West Virginia Veterans Nursing Facility (WVNF), is seeking qualified, experienced, financially sound, and responsible healthcare staffing agencies to provide Direct Care Staffing Services on an as-needed basis. The staffing requirements include qualified Registered Nurses (RNs), Licensed Practical Nurses (LPNs), and HSWs to support the Facility's ongoing patient-care and operational needs.

We understand that the State is seeking staffing vendors capable of providing qualified and dependable Direct Care personnel to meet scheduled and unplanned staffing requirements, including coverage for regular shifts, weekends, holidays, call-offs, vacations, and other staffing needs. Vendors are expected to maintain qualified candidate pipelines and provide timely staffing support to help ensure continuity of care.

LanceSoft understands that successful staffing requires a strong focus on candidate quality, credentialing, compliance, availability, scheduling, responsiveness, and continuity of staffing. We will utilize our healthcare recruiting and account management capabilities to identify, screen, credential, and deploy qualified personnel who meet the State's and Facility's requirements.

LanceSoft will provide staffing services for the categories listed below, including but not limited to:

- Registered Nurses (RNs)
- Licensed Practical Nurses (LPNs)
- Health Service Workers (HSWs)

LanceSoft follows best-in-class business processes that add value to the client program, thereby setting a benchmark for other organizations. By implementing these approaches in delivering our staffing solutions, LanceSoft consistently focuses on quality, responsiveness, compliance, and dependable workforce delivery.

- Our award-winning CPX platform leverages AI to streamline workflows and provide workforce analytics.
- We maintain an extensive database of pre-qualified healthcare candidates to support rapid staffing requirements.
- We utilize specialized healthcare recruiting teams with expertise in sourcing and screening qualified nursing and direct-care personnel.
- We utilize crowdsourcing and multiple sourcing channels to access a broad and diverse talent pool.
- Our targeted social media campaigns enhance recruitment reach and allow us to engage qualified healthcare professionals.
- We organize national hiring events to connect with qualified healthcare professionals.
- Our mobile recruitment strategies enable flexible and continuous candidate engagement.
- We utilize machine learning and technology-enabled candidate matching to improve the identification of qualified resources.
- Our recruiting model supports local, regional, and nationwide sourcing, allowing us to recruit from any location to fulfill the Facility's staffing requirements.
- Our compliance and credentialing processes support verification of applicable licenses, certifications, background requirements, and other eligibility requirements prior to placement.
- Our staffing model is scalable, allowing us to adjust recruitment and staffing resources based on the State's changing requirements.
- We provide responsive account management and staffing support to address staffing issues, call-offs, emergency requirements, and complaints.
- We provide competitive and cost-effective staffing solutions while maintaining the quality and qualifications required for Direct Care Services.



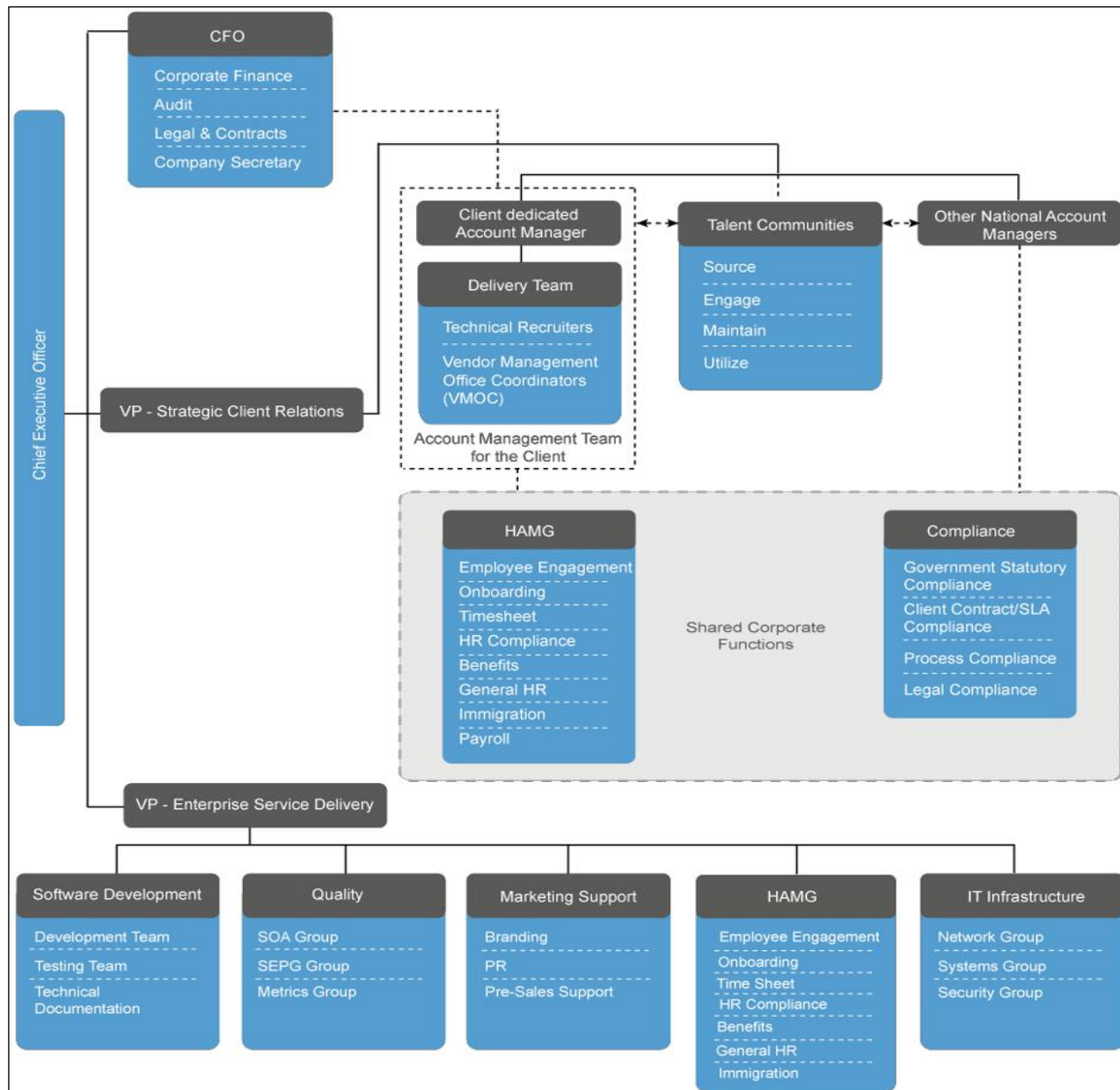
LanceSoft's healthcare staffing expertise, proactive recruiting methodology, technology-enabled workforce management, and scalable delivery model position us to effectively support the State of West Virginia and the West Virginia Veterans Nursing Facility in meeting its Direct Care Staffing requirements.



7.2 Account Management Team

Organizational Chart:

LanceSoft is a privately-owned S corporation with no parent company. LanceSoft's ownership structure comprises of sagacious industry experts bringing in their extensive experience accentuating our performance and operations. LanceSoft is run by its Chairman & CEO; with the Chief Financial Officer (CFO), Vice President (VP)-Strategic Client Relations and VP-Enterprise Service Delivery reporting directly to the CEO.





DEDICATED ACCOUNT MANAGEMENT TEAM:

LanceSoft will assign the State of West Virginia a dedicated Account Management team to provide consistent oversight, responsive communication, and effective delivery of services throughout the engagement. Our Account Manager and Account Executives will work closely with the State, the West Virginia Veterans Nursing Facility, and LanceSoft's assigned personnel to understand staffing requirements, address operational needs, resolve issues promptly, and support overall service satisfaction.



The following table identifies the key resources assigned to support these services.

#	Name	Title	Experience
1	Prashant Arni	VP-Strategic Client Relations	26+ years of Account, Contract & Project Management
2	Khanh To	Recruitment Manager	18+ years of Recruitment manager
3	Ruchi Jain	Employee Care Manager	21+ years of employee care management
4.	Monica Skoogman	Account Executive	17+ years of account management

Our Team Experience: We currently have 1,150+ recruiting professionals with strong industry and domain expertise. The average industry experience of our recruiting staff is:



For the State of West Virginia engagement, LanceSoft will assign a dedicated recruiting team of approximately 2–20 recruiters, depending on the volume, complexity, and urgency of the staffing requirements. This scalable model enables us to quickly increase recruiting capacity when additional resources are required while maintaining dedicated support for the State's staffing needs.



Below is a summary of our Account Management Team, including their experience, roles, and responsibilities for this contract.

PRASHANT ARNI KEY ACCOUNT MANAGER

LanceSoft proposes Prashant Arni as the Key Account Manager, who will be dedicated to overseeing the entire engagement of State of West Virginia. Prashant Arni has over 26+ years of demonstrated experience in the healthcare Staffing Solutions industry. Prashant brings extensive experience that encompasses [Account Management and Client Relationships for staffing](#) program executions. He has extensive experience in developing relationships with all levels of management, clients, and user groups. He possesses expertise in direct liaison with clients to ensure the fulfillment of contract requirements.

Under the flagship of LanceSoft, Prashant Arni has been actively handling large accounts that have large volumes of staffing needs across diverse skillsets and locations with varying lengths of assignments like AmeriHealth Caritas, Aetna, Actavis, Johnson & Johnson, Medtronic, Humana, Froedtert, Children’s Hospital of Philadelphia, VHS/UHS, Pfizer, California Department of Public Health, CVS Health, Waukesha Memorial Hospital, Mercy Health Care, Albert Einstein Healthcare Network, Braun Medical Inc., Baptist Memorial Healthcare, BJC Healthcare, Grady Health System, Premier Healthcare, Valley Health System, GE Health Care, Halyard Health, State of Georgia, State of Iowa, State of Massachusetts, State of Maine, State of Michigan, State of Minnesota, State of New Jersey, State of North Carolina, State of New York, State of Ohio, State of Oregon, State of Pennsylvania, State of South Carolina, State of Utah, State of Virginia, State of Washington, State of Delaware, State of Maryland, and many more.

Roles & Responsibilities:

- Key person for managing contracts signed with the State of West Virginia and interacting with the State of West Virginia Project Manager.
- Ensuring & tracking the State of West Virginia requirements.
- Quarterly meetings with the State of West Virginia to monitor LanceSoft contract performance.



- Weekly meeting with Back Office Staffing Operation & Employee Care Team to give update on LanceSoft performance & upcoming activities under contract.
- Effective Resource Management - Ensuring alignment of processes and practices with technology to ensure that all resources are adequately and accurately utilized to provide integrated and error-free services to the State of West Virginia.
- Coordinating with the State of West Virginia Hiring Managers on a regular basis to gather their feedback/suggestions/complaints/issues, staffing requirements, etc.
- Working closely with the Delivery Managers to identify and select suitable candidates to meet and exceed State of West Virginia requirements.
- Closely work with the Onboarding Team to ensure smooth onboarding of the new hires for the State of West Virginia.
- Closely coordinate with the new hires during client orientation and walk-through program
- Coordinating with LanceSoft's Finance and HR to ensure timely invoices, receipts, and compliance to all onboarding contractual requirements.
- Working closely with the Legal and Contracts Management Team ensuring 100% compliance with contracts.
- Ensuring that Monthly Compliance Reports are being submitted in time to and sending weekly dashboard reports to Executive Management.

KHANH TO- RECRUITMENT MANAGER

Khanh is a highly skilled Recruitment Manager with over 18 years of excellent experience in recruiting management and specializations include employee selection and recruitment. He has been extensively working with the Healthcare industry and has proficiently worked in the staffing business, successfully achieving targets and handling a large number of clients, including Aetna, Actavis, Johnson & Johnson, Medtronic, Humana, Froedtert, Children's Hospital of Philadelphia, VHS/UHS, Pfizer, California Department of Public Health, CVS Health, Arkansas Children's Hospital, Lancaster General Hospital, State of Arizona, State of Colorado, State of Connecticut, State of Florida, State of Georgia, State of Iowa, State of Massachusetts, State of Maine, State of Michigan, State of Minnesota, State of New Jersey, State of North Carolina, State of New York, State of Ohio, State of Oregon, State of Pennsylvania, State of South Carolina, State of Utah, and many more.

He possesses expertise in recruitment process and resource management, sourcing strategies, recruitment process improvement and upgradation and compliance management. He is extensively experienced in handling various similar clients and many more. He will be the key person for managing staffing need of State of West Virginia requisitions to ensure and track the staffing requirements. He is excellent in arranging and managing interview schedules between the clients and consultants.

Role/Responsibilities:

- Key person for managing staffing of State of West Virginia requisitions.
- Ensuring and tracking the staffing requirements of the State of West Virginia.
- Setting up milestone of each activity to complete the State of West Virginia Submittals within 1-2 business days.
- Training and skill enhancement to existing and new recruiters on State of West Virginia staffing requirements.
- Arranging and managing interview schedule between State of West Virginia and consultant.
- Preparing job description for posting on the job sites & sending to LanceSoft Contractors.
- Managing the complete recruitment cycle.
- Monitors the labor legislation and implements required changes to keep the process compliant.

RUCHI JAIN-EMPLOYEE CARE MANAGER



Ruchi Jain is an accomplished, result-driven Employee Care Manager with over 21 years of experience focused on staffing. She has expertise in resource management, account management, and staffing support and she has working experience in Internet recruitment sites like Dice, Monster, Hot jobs, and CareerBuilder. She is fully conversant with the Candidate Management process and expert level of knowledge of CRM, invoicing, timesheet-tracking and payment to consultants, rate negotiations, contract writing and negotiations. She is an excellent communicator with demonstrated success-building relationships with clients and consultants.

Roles & Responsibilities:

- Responsible for LanceSoft employee care, a unique role which resulted in long retention of our consultants.
- Manage consultants at the State of West Virginia sites.
- Key person to keep consultants motivated and up to date.
- Take care of consultant's requests/ issues and resolve all the requests.
- Works closely with Contract Administrator and Account Executive to follow the progress of project.
- Ensure consultants are up to date with the latest work techniques and get those required training.
- Create training requests for the staff.
- Prepares employees for assignments by establishing and conducting orientation and training programs.
- Conducting and analyzing exit interviews; and recommending changes.

MONICA SKOOGMAN-ACCOUNT EXECUTIVE

Monica is an innovative Account Executive with over 17 years of enriched experience in strategic planning, Client Relationships & Account Management. She has extensive experience developing relationships with all levels of management, clients, and user groups. She has experience handling similar requisitions from Aetna, Actavis, Johnson & Johnson, Medtronic, Humana, Froedtert, Children's Hospital of Philadelphia, VHS/UHS, Pfizer, California Department of Public Health, CVS Health, Waukesha Memorial Hospital, Mercy Health Care, Albert Einstein Healthcare Network, Braun Medical Inc, Baptist Memorial Healthcare, BJC Healthcare, Grady Health System, Premier Healthcare, Valley Health System, GE Health Care, Halyard Health, Magellan Health Inc, University of Washington Medical Center, State of Arizona, State of Colorado, State of Connecticut, State of Florida, State of Georgia, State of Iowa, State of Massachusetts, State of Maine, State of Michigan, State of Minnesota, State of New Jersey, State of North Carolina, State of New York, State of Ohio, State of Oregon, State of Pennsylvania, State of South Carolina, State of Utah, and many more. She has expert knowledge and working experience in client support, service, and management of resources, to meet client performance objectives.

Roles & Responsibilities:

- Working with recruitment manager to ensure the quality of candidates' Selection process.
- Coordinating consultant interviews with State of West Virginia.
- Attend the Monthly meetings with State of West Virginia Management.
- Resolving difficult situations with LanceSoft Staff working on State of West Virginia projects.
- From time to time, meeting with onsite consultants.
- Assist Account manager in all project-related activities.
- To ensure your business needs are met at all levels, she will advise on service enhancements and be responsible for maintaining service continuity and ensuring service commitments.
- Identifies and helps resolve schedule, budget, and project communication challenge.



7.3 Our Unique Capabilities

Having a well-crafted recruitment process built on 26+ years of profound global recruitment experience, gives LanceSoft the competitive edge in providing top class resources to its clients in the shortest possible turn-around times. A perfect blend of unique recruiting methods and technologies, coupled with advanced recruitment techniques, has enabled LanceSoft to grow as one of the most sophisticated healthcare Services Providers. Below are some of LanceSoft's unique approach & capabilities that will be valuable to our clients and distinguishes us from our competitors:

- **Specialized Recruiting:** LanceSoft employs specialized recruiting teams that have extensive recruiting experience in specific domains/industries. Specifically to healthcare, LanceSoft has approx. 140 recruiters that are dedicated within healthcare industry segment, supporting various clients. Our recruiters are seasoned with domain experience having either come from their Healthcare client ecosystem and/ or partner/ supplier ecosystem. Over 80% of the 140 or so dedicated recruiters within this industry segment are seasoned and experienced, coupled with the fact that they also bring an ecosystem of known medical consultants they have successfully worked with from the Healthcare industry, is an added benefit for our clients.
- **Pro-Active Recruiting:** These candidates are part of our dynamic database ecosystem and have already been pre-vetted, pre-qualified and through the use of AI/ ML techniques allows us to source and submit qualified, experienced candidates very quickly.
- **Quality of Service:** Our internally developed technology platform, CPX, can seamlessly integrate with our clients' VMS systems, such as SAP Fieldglass, Beeline, Coupa, and others. This integration allows our Quality and Delivery teams to proactively monitor and track operational metrics, such as staffing performance, compliance, and service delivery timelines, as assigned by our clients. By maintaining daily oversight of these metrics, we ensure adherence to our clients' expectations, minimizing risks and ensuring consistent service quality during performance evaluations.
- **Client Delivery Process Framework:** At the beginning of a new client relationship, LanceSoft's Account Management Team (AMT) spends considerable time with the Client Management team to map and understand the account. Based on the initial discussions, a "CLIENT DELIVERY PROCESS FRAMEWORK" document has been prepared, which captures all the details pertaining to the client. Additional information relevant to each region is also added to this document and it is circulated to all LanceSoft-Client team members at all local locations servicing the client with all the special notes, structures and policies defined in this document. This ensures that all locations servicing the client adhere to all contractual obligations and business rules pertaining to each country we support of the client program.
- **Dedicated Mailbox:** Further, to ensure effective client communication, LanceSoft creates a dedicated mailbox for all its clients, which is monitored daily at a minimum of 18 hours a day to ensure immediate response and feedback. An internal SLA is also implemented to respond to all mails within 30 minutes of receipt from the client. This further ensures that any client-related information is communicated effectively at all locations while servicing the client.
- **Dedicated Account Management Team:** LanceSoft will assign a dedicated Account Management Team headed by a Global Key Account Manager and local country account managers, if required. The Account Managers we position generally come from a strong delivery background specific to the industry segment we are serving, they will be the escalation point of contact for any issues raised by the Contingent Worker Program Office (CWPO). The Account Manager will ensure to solve any issues raised by the client in the shortest possible time frame.



- **24/7 Support:** LanceSoft has an extensive network of delivery centers that span across the United States and Globally. Additionally, we also have our offshore/nearshore sourcing facilities in India that can be utilized to accommodate any temporary assignment requests from our clients after standard work hours, thus proving a 24/7 support to our clients.
- **UPTech Training:** Given the rapid pace of technology change and adoption, healthcare talent shortage is a major concern globally. In addition to our extensive database of top talent curated for close to 26 years and the extension of Crowd Sourcing, LanceSoft has made significant investments to further mitigate the opportunity/ skill gap by setting up a customized/ tailored training program, through our subsidiary, UPTech (www.uptech.tech). This subsidiary provides the opportunity to Upskill/ Reskill healthcare talent for our clients and promote a diverse talent pool from the communities we support, encouraging more women into technology. This customized training model, that is specific to our clients' project needs, allows for a steady pool of tailored healthcare talent to be fast tracked into our client's enterprise environment, at cost effective rates and enhancing the "loyalty" retention factor, that is an indirect result of giving these individuals the opportunity they deserve.
- **Talent Community Builder:** The Talent Community Solution reaches into various social networks and identifies potential candidates to become part of our community. We have dedicated Healthcare specialists that build/ maintain and manage each community. LanceSoft has a dedicated team of Talent Intelligence Specialists who focus on expanding the pool of healthcare professionals and categorize them based on Job Categories, Skill sets and Geographic locations. The talent intelligence specialists manage the community activities like sending Job orders, managing forums, Healthcare industry updates and candidate enrollment, keeping the community engaged always. They also screen, vet and keep up to date the available Healthcare talent pool along with their most up to date skills.
- **Crowd Sourcing:** LanceSoft has been working on a proprietary networking initiative, working on harnessing the power of the Crowd to source candidates. Currently LanceSoft's Crowd consists of over 2200 professionals including freelance recruiters, skill specific, domain specific industry SME's who are carefully curated and engaged to ensure we have access to passive and hidden talent that can be delivered in the shortest amount of time with high success of deliverability. Our Crowd RPO / Talent community / referrals are one of the topmost sources of candidate employment followed by our exhaustive internal database where profiles have been harvested for over 26 years, networking events and then job boards such as LinkedIn, Dice, CB, Indeed and Monster. Referral hiring through the power of Crowd Sourcing promotes a high degree of candidate loyalty and retention as a result.
- **Community Curators:** The CPX solution has the capability to build domain specific talent/skill/technology communities. This technology comprehensively sifts through the entire virtual database of working professionals globally, using strategic client specific job market requirements/projections as data points through predictive algorithms to map trends, jobs, locations, career objectives, preferences, to the right cluster of resumes/candidates. The CPX solution allows candidates to engage with these communities through our exclusive group of Community Curators to engage in the job market for market intelligence, stay on top of trends, and harness the precise resources / skills required - all of this without going onto a single job board.

Tools & Technologies:

LanceSoft's Home-Grown Automated System (CPX): We have developed a proven, state-of-the-art Cloud-enabled workflow automation system which runs on Microsoft. Net platform, which completes the entire lifecycle of staffing on the web including Requisition Management, Applicant Management, On-boarding, Off-boarding, drug and background checks, timesheet management, payroll, billing, Employee Engagement, etc. The objective of building this



system is to increase the internal efficiencies, control costs and provide cost-effective speed to market staffing services for our clientele. CPX is a proven platform, in existence for close to 26 years and can backward integrate with any of our client VMS systems like SAP Fieldglass, Beeline, Coupa etc.

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