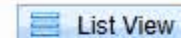




The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at ***wvOASIS.gov***. As part of the State of West Virginia's procurement process, and to maintain the transparency 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 3

 List View

General Information

Contact

Default Values

Discount

Document Information

Clarification Request

Procurement Folder: 2029895

Procurement Type: Central Master Agreement

Vendor ID: VS0000040906 

Legal Name: AUSTIN LOGISTICS LLC

Alias/DBA: AUSTIN LOGISTICS LLC

Total Bid: \$988,092.50

Response Date: 08/26/2026 

Response Time: 11:40

Responded By User ID: auslog123 

First Name: Austin

Last Name: Hill

Email: support@austinslogistics.cc

Phone: 7347765399

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: 3

Total of All Attachments: 3



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 ESR08262600000001415	1

VENDOR
VS0000040906
AUSTIN LOGISTICS LLC

Solicitation Number: CRFQ 0613 VNF2700000001
Total Bid: 988092.5
Response Date: 2026-08-26
Response Time: 11:40:22
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				988092.50

Comm Code	Manufacturer	Specification	Model #
85101601			

Commodity Line Comments:

Extended Description:

Open-end contract for Direct Care Staffing Services

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: Austin Hill, Chief Executive Officer

Office Manager: Austin Hill - (734) 776-5399

Cell Number: (734) 612-7039 (24/7 staffing line)

Fax Number: N/A

Email Address: austin.hill@austinslogistics.com

Emergency after-hours staffing contact per Spec 11.2: (734) 612-7039, answered or returned within 2 hours, any day or time, including weekends and holidays. Primary Manager per Spec 11.1: Austin Hill, available during normal business hours. Vendor: Austin Logistics LLC - UEI QJY7LKSYGAM3 - CAGE 8JMC6 - FEIN 83-1083890

Recruiting Plan — Clarksburg, West Virginia

Specification 3.6.2 – How the Vendor plans to recruit nursing staff in the Clarksburg, WV area

1. The market we are recruiting into

The WV Veterans Nursing Facility sits at 1 Freedoms Way in Clarksburg, Harrison County. The relevant labor market is not “West Virginia” — it is a roughly forty-minute drive radius covering Clarksburg, Bridgeport, Shinnston, Fairmont, Salem, Weston, Buckhannon and Morgantown. Recruiting is aimed at that radius and nowhere else, because Spec 8 makes all mileage and travel time our cost and unbillable. A candidate we recruit from outside commuting distance is a candidate who quits in month two and takes our onboarding investment with them.

Published wage data for the Northern West Virginia nonmetropolitan area (BLS Occupational Employment and Wage Statistics, May 2025), the OEWS area that contains Harrison County:

Discipline	Median hourly	90th percentile	Our starting PRN pay	Position vs. market
Registered Nurse (29-1141)	\$38.06	\$55.71	\$48.00 weekday / \$54.00 weekend	Between median and 90th
Licensed Practical Nurse (29-2061)	\$26.88	\$33.03	\$34.00 weekday / \$39.00 weekend	Above the 90th percentile
Nursing Assistant / CNA (31-1131)	\$17.45	\$21.74	\$22.00 weekday / \$26.00 weekend	Above the 90th percentile

We are deliberately paying above the local 90th percentile for LPN and HSW. Those are the two disciplines that carry 86% of the estimated hours on this contract, and they are the two the Facility has the hardest time filling. Paying the median and then explaining a fill-rate miss is not a recruiting plan.

2. Pipeline — where the people actually come from

Channel	Specific target	Why it works here
CNA training programs	Harrison County Schools career and technical programs, Pierpont Community & Technical College (Fairmont), West Virginia Junior College (Bridgeport/Morgantown), Randolph County / United Technical Center nurse aide programs	New CNAs need hours on the Nurse Aide Registry. Spec 4.38.9 and A115 both allow new graduates with extended orientation, so this facility is one of the few that will take them. We recruit at the point of certification, before the hospitals do.
Nursing programs	Fairmont State University nursing, WVU School of Nursing (Morgantown), Pierpont practical nursing	PRN work fits students and new graduates. LPN candidates are the scarcest resource in this market and the program pipeline is the only reliable source.
Registry and licensure lists	WV Nurse Aide Registry, WV RN Board and WV LPN Board active licensee lists for Harrison, Marion, Taylor, Lewis, Doddridge and Monongalia counties	Direct outreach to licensed people who already live inside the commute radius. Public data, current, and geographically precise.
Second-job recruiting	Full-time staff at United Hospital Center (Bridgeport), Mon Health, WVU Medicine, and area long-term care facilities	PRN 12-hour shifts with a weekend premium are attractive as a second job. This is the single largest source of experienced LPN and CNA hours in the market and it does not require anyone to leave their day job.
Referral bonus	\$400 per referred hire, paid after the referral completes 120 billable hours	Nurses recruit nurses. Tying payment to 120 hours means we pay for retention, not for a resume.

Channel	Specific target	Why it works here
Digital	Indeed and ZipRecruiter geo-targeted to the 26301 / 26330 / 26554 ZIPs, plus Harrison County and North Central WV community and nursing Facebook groups	Cheap, local, and where this workforce actually looks.
Local presence	Standing relationship with a Clarksburg-area staffing partner for surge and hard-to-fill weekend shifts	Neither the solicitation nor A73 requires a local office or a local candidate pool, and A1 accepts out-of-state vendors — but a local presence is how weekend shifts get filled in February.

3. Screening and credentialing — before a name is submitted

Spec 4.8 requires the Facility to approve all paperwork before any staff member arrives for orientation. We therefore complete the entire Spec 4.5 package at our cost before a name goes to the Director of Nursing:

Item	Spec	Handled by
WVCARES background check — registration and 15-day eligibility	3.5, 4.5.1	Austin Logistics; per A127 the registration requirement attaches to the individual staff member
Twelve-panel drug screen	4.5.2, 2.25	Austin Logistics, at a Clarksburg-area collection site
Application or resume with references	4.5.3	Austin Logistics; references checked, not collected
CPR certification	4.5.4, 4.36.3, 4.37.3, 4.38.3	Austin Logistics; we pay for certification if the candidate is otherwise qualified
Confidentiality agreement	4.5.5	Austin Logistics
WV / Harrison County Food Handler card	4.5.6, 4.11, A103–A105	Austin Logistics obtains it at candidate submission. Per Spec 4.11 the Facility does not pay for it; we do, and we treat it as a condition of assignment because every staff member assists with meal pass.
Physical, PPD, Hepatitis B series, immunization records	4.5.7, 4.7.3	Austin Logistics
WV licensure / Nurse Aide Registry verification and good standing	4.7.2, 4.36.1–2, 4.37.1–2, 4.38.1–2	Austin Logistics; verified against the WV Board of Nursing and the WV Nurse Aide Registry at submission and re-verified at renewal
No substantiated licensure-body investigation or pending discharge	4.6	Austin Logistics attests to this for every name submitted
Prior state dismissal screen	4.33	We ask directly and verify. Anyone dismissed for disciplinary or performance reasons by a state facility or office is not submitted.

Multistate Nurse Licensure Compact licenses are accepted per A78 and W. Va. Code 30-7F, which materially widens the RN and LPN pool into western Pennsylvania, Ohio, Maryland and Virginia for candidates who live inside the commute radius.

4. Orientation — and the 24-hour rule

Spec 4.10 pays orientation at normal hourly rates, but only if the staff member then works at least two full shifts or 24 hours within the following ten days. Spec 4.10.2 puts that risk squarely on the Vendor, and Spec 4.10.3 makes call-offs during orientation inexcusable.

We manage this at the front end. Before a candidate is scheduled for orientation we confirm in writing that they have shifts booked inside the ten-day window and that they understand the Facility will not pay for orientation they walk away from. CNAs complete 24 classroom and 60 floor hours; nurses complete Tuesday through Friday classroom plus five

days of floor orientation and two days working on their own, all on 12-hour shifts. Candidates who cannot commit to the ten-day window are held until they can. We have priced an orientation wash-out reserve into our rates rather than assuming a 100% conversion that no agency achieves.

All staff also complete the Facility's 30 hours of Alzheimer's training and the annual 8-hour recertification (Spec 4.9), Point Click Care and administration training, and the Facility's competency assessments including age-specific and cultural competencies (Spec 4.7.4, 4.8).

5. Retention

Lever	What we do
Pay above local 90th percentile for LPN and HSW	The largest single cause of agency turnover in this market is a competing agency offering two more dollars an hour.
Separate weekend rate	Weekend hours are paid at a real premium rather than a blended average, so the hardest shifts are the best-paid shifts.
PRN status protection	We track the Spec 4.28 three-days-in-thirty minimum for every staff member and proactively offer shifts to anyone approaching lapse.
Rate certainty	Rates are fixed for the life of the Contract including renewals (Spec A51, A77, A114). We have priced accordingly and will not need to cut staff pay in year two to protect margin.
Weekly pay	Staff are paid weekly, matching the Spec 7 weekly invoicing cycle. In this labor market weekly pay is a recruiting argument on its own.
We remove problems ourselves	Staff who accumulate call-offs, miss mandatory in-services, or violate Facility policy are pulled from the assignment by Austin Logistics before the DON has to raise it.

6. Ramp to the September 14, 2026 start

Window	Milestone
Award +0 to 7 days	WVCARES agency setup initiated (Spec 3.5 allows 15 days). Job postings live across all channels. Registry outreach begins.
Award +7 to 21 days	First candidate cohort screened and credentialed. Paperwork submitted to the DON for approval under Spec 4.8.
Award +21 to 35 days	First orientation cohort, each with shifts already booked inside the 10-day window.
By September 14, 2026	Committed active roster in place for all three disciplines with reserve pool established and PRN-eligible.
Ongoing	Rolling recruitment. We continue hiring after the roster is full, because a roster that is exactly the right size is a roster with no reserve.

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Plan for Coverage of All Shifts

Specification 3.6.1 – Coverage of all shifts requested including weekends, holidays, call-offs and vacations

1. How coverage is committed

The Facility does the scheduling (Spec 4.26) and provides staffing needs on a month-to-month basis. Austin Logistics responds to each monthly need within twenty-four (24) hours with a named, credentialed roster — not a promise to try. Every name on that roster has already cleared WVCARES, the twelve-panel drug screen, CPR, WV licensure or Nurse Aide Registry verification, PPD and Hepatitis B, and holds a current WV / Harrison County Food Handler card. We do not submit a name we cannot place.

For each shift accepted we confirm the assigned staff member to the Facility no later than two (2) hours before the start of that shift, per Spec 4.16.

2. Roster depth — the ratio that makes coverage real

Coverage failures in agency staffing are almost never a scheduling problem. They are a roster-depth problem: agencies commit to hours they do not have bodies for. We size the roster to the requirement plus a deliberate reserve.

Discipline	Estimated hours (Exhibit A)	12-hr shifts / yr	Committed active roster	Reserve pool
RN	2,700	225	4 active	2 reserve
LPN	7,750	646	10 active	4 reserve
HSW / CNA	8,750	729	12 active	5 reserve

Reserve staff are PRN-eligible and maintained at the Spec 4.28 minimum of three days every thirty days so they never lapse. That is the entire point of the reserve: a name that has gone stale cannot fill a call-off.

3. Weekend coverage

Weekend is defined at Spec 2.26 as Saturday and Sunday for day shift and Friday and Saturday for night shift. Spec 4.27 requires each staff member to work two (2) full weekend shifts, one (1) Friday day shift, and one (1) Sunday night shift per calendar month on a rotation.

We build that rotation into the offer letter, not into a reminder. Every Austin Logistics staff member assigned to WVVNF signs a written weekend and holiday rotation commitment as a condition of assignment before their first shift. The commitment states the monthly weekend obligation, the Friday day shift, the Sunday night shift, and the Spec 4.14.5 make-up rule — that a missed weekend day is rescheduled onto the next schedule. Staff who will not sign it are not assigned to this contract.

We also price weekend hours as a separate rate on Exhibit A rather than absorbing them into a blended average. That is deliberate: it lets us pay a genuine weekend premium to the staff member instead of asking them to work Saturdays for the same money as Tuesdays. Weekend fill rate is a compensation problem before it is a management problem.

4. Holidays and Other Important Dates

Category	Dates	Pay treatment	How we staff it
Paid Holidays (4.30)	New Year's Day, Memorial Day, Independence Day, Veterans Day, Thanksgiving, Christmas	Double time for up to 8 hours from 12:01 a.m.	Holiday rotation issued at hire per 4.31.3; assignments locked 45 days ahead
Christmas Eve / New Year's Eve (4.31)	2 dates	1.5x for a 4-hour shift	Same rotation

Category	Dates	Pay treatment	How we staff it
Other Important Dates (4.32)	Easter, Mother's Day, Father's Day, Christmas Eve, New Year's Eve, Halloween, Labor Day, Black Friday	1.5x for up to 8 hours from 12:01 a.m.	Rotation published by Austin Logistics at least one month in advance per 4.32.3

We enforce Spec 4.31.1 and 4.32.1 — a call-off on the day before or the day after paid Holiday or Important Date time forfeits that premium pay. Staff are told this in writing at hire, not after the fact.

5. Call-offs — the failure mode this Facility named

The Technical Questions and Answers identify the Facility's three current pain points as call-offs, no-call-no-shows, and unnotified schedule changes. Our response is procedural, and it starts before the shift is missed.

When	Action
At hire	Staff sign an acknowledgment of Spec 4.14.1 (no-call-no-show and the 2-hour notice rule), 4.14.2 (doctor's excuse after the third call-off in any rolling 12 months), 4.24 (must speak to the RN Supervisor personally — voicemail is not acceptable — and call Austin Logistics), and 4.10.3 (call-offs during orientation are inexcusable).
2+ hours before shift	Staff member calls the RN Supervisor AND the Austin Logistics 24/7 line. Our coordinator immediately begins backfill from the reserve pool for that discipline and notifies the Facility of the replacement name, not just of the vacancy.
Backfill sequence	(1) Reserve pool, same discipline, already oriented to WVVNF. (2) Active roster staff not scheduled that day, offered the shift. (3) Upward substitution — an RN covering an LPN shift or an LPN covering an HSW shift — offered to the Facility at the LOWER discipline's rate per Spec 4.15, at our cost, with the Facility's written agreement. Downward substitution is never offered; Spec 4.15.1 and 4.15.2 prohibit it and we will not ask.
If unfilled	We tell the DON it is unfilled, by name and by time, before the shift starts. We do not let a shift go silent. An honest two-hour warning is worth more to a nursing supervisor than an optimistic one.
After the fact	Every call-off is logged against the individual. Third call-off in 12 months triggers the written doctor's excuse requirement. Pattern absenteeism results in removal from the WVVNF assignment by us, before the Facility has to ask.

6. Vacations and planned absence

Because staff are PRN and the Facility schedules month to month, planned absence is handled at the point the monthly roster is submitted rather than after commitments are made. Staff submit unavailable dates to Austin Logistics before we respond to the Facility's monthly request, so the roster we hand the Facility is already deconflicted. We do not accept hours in month two that we know a staff member has already told us they cannot work.

7. 24/7 accessibility

Role	Name	Reachable	Standard
Contract Manager / Primary Manager (Spec 11.1)	Austin Hill, Chief Executive Officer	(734) 776-5399 · austin.hill@austinslogistics.com	Normal business hours
Emergency / after-hours staffing contact (Spec 11.2, 3.2)	Austin Logistics 24/7 staffing line	(734) 612-7039	Answered or returned within 2 hours, any day or time, including weekends and holidays

8. Fill rate we hold ourselves to

Measure	Commitment
Accepted shifts filled	100%. A shift we accept is a shift we staff. If we cannot staff it we decline it at the point of request rather than accept it and fail.
Monthly request response	Named roster returned within 24 hours.
Shift confirmation	Assigned staff member confirmed to the Facility not less than 2 hours before shift start (Spec 4.16).
Call-off backfill	Replacement name communicated to the RN Supervisor before shift start, or an explicit notice that the shift is unfilled.
Reporting	Fill rate, call-offs by individual, and no-call-no-shows reported to the DON monthly, unprompted.

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