Attachment 5 - BIDDER INFORMATION QUESTIONNAIRE
Solicitation #23057 Administrative Services (Statewide)

General Questions

Bidder Name	*MSI Systems Corp. DBA Medical Search International*

Instructions: Complete all questions below. Questions may have a drop-down menu from which to select your response.
NOTE TO BIDDER: FAILURE TO ANSWER THE QUESTIONS WILL DELAY THE EVALUATION OF YOUR BID AND MAY RESULT IN REJECTION OF YOUR BID.

#	Question	Response
1	Bidder Name	MSI Systems Corp. dba Medical Search International
2	Address	23 Vreeland Road, Suite 210
3	City	Florham Park
4	State	NJ
5	County	Morris
6	Zip Code	07932
7	Bidder Contact Name	Marina Sheyfer, ESQ
8	Bidder Contact Telephone Number	973-301-2100
9	Bidder Contact E-mail	msheyfer@medsearchint.com
10	Bidder's PRINCIPAL PLACE OF BUSINESS: "Principal Place of Business" is the location of the primary control, direction and management of the enterprise (State of):	23 Vreeland Road, Suite 210, Florham Park New Jersey 07932
11	Does Bidder have the required NYS 10 digit vendor ID number?	Yes
12	If yes, please provide	1000046926
13	If Bidder does not have a vendor ID number, did Bidder complete and submit the OSC Substitute W-9 form to OGS as described in NYS Vendor File Registration, prior to submitting this Bid document?	
14	Does Bidder have a contract with any other federal, state or local governmental entity, including General Services Administration (GSA) / Veterans Affairs (VA), on similar products, quantities, terms and conditions? If yes, provide a link for each contract, if available. If link is not available, please provide hard copies with your bid submission.	MSI Systems Corp. has a large volume of federal, state & local governmental entity contracts. Attached are copies of our 3 largest contracts, including GSA/VA, New York State OGS, and Rutgers, the State University of New Jersey & University Correctional Health Care (legacy UMDNJ contract), collectively "Rutgers," in support of their NJ Department of Corrections contracts.
18	If Bidder offers an additional discount for purchases made with the NYS Purchasing Card, enter it here (%):	N/A
19	Does Bidder offer a prompt payment discount for payments made in less than 30 days after receipt of a proper invoice?	No
20	If yes, please detail the additional discounts by providing the percentage of discounts and the specific number of days within which payment must be made for the discounts to apply (for example: 2% / 15 days; 1% / 20 days):	N/A
21	**Person to contact for questions relating to this Bid submission:**	
	Name:	Marina Sheyfer, ESQ
	Title:	President & CEO
	Telephone Number:	973-301-2100
	Toll Free Telephone Number:	866-633-5665
	E-Mail Address:	msheyfer@medsearchint.com
22	**Person to contact for Contract Administration issues:**	
	Name:	John Murray
	Title:	VP, Federal & State Contracts
	Telephone Number:	862-251-0243
	Toll Free Telephone Number:	866-633-5665
	E-Mail Address:	jmurray@medsearchint.com
23	**Customer Service contact for New York State Contract Orders during normal business hours:**	
	List normal business hours (Specify M-F, Sat, Sun):	Monday - Friday 9am to 6pm
	Name:	John Murray

	Title:	VP, Federal & State Contracts
	Telephone Number:	973-301-2100
	Toll Free Telephone Number:	866-633-5665
	E-Mail Address:	jmurray@medsearchint.com
24	**Person to contact in the event of an emergency occuring after normal business hours or on weekend/holidays:**	
	Name:	John Murray
	Title:	VP, Federal & State Contracts
	Telephone Number:	862-251-0243
	Toll Free Telephone Number:	866-633-5665
	E-Mail Address:	jmurray@medsearchint.com
25	Is Bidder listed as a certified Minority- or Women-Owned Business Enterprise in the NYS Empire State Development Directory of Certified Minority- and Women-Owned Businesses located at: https://ny.newnycontracts.com/frontend/vendorsearchpublic.asp	No
26	If yes, please indicate if the company is certified as Minority-Owned (MBE), Women-Owned (WBE), or Minority- and Women-Owned (MWBE).	N/A
	A Bidder that is a Small Business (SBE) as defined in New York State Finance Law Section 160(8) will be identified by OGS in the OGS Contract Award Notification upon award of the Contract. **"Small Business" means a business which:** **(a) is resident in New York State;** **(b) is independently owned and operated;** **(c) is not dominant in its field; and,** **(d) employs one hundred or fewer persons**	
27	Is Bidder a New York Small Business as defined above?	No
28	Total number of people employed by your business:	95
29	Total number of people employed by your business in New York State:	68

	BIDDER/OFFERER DISCLOSURE OF PRIOR NON-RESPONSIBILITY DETERMINATIONS **Pursuant to Procurement Lobbying Law (SFL § 139-j)**	
30	Has any Governmental Entity made a finding of non-responsibility regarding the Bidder in the previous four years?	**No**
31	If yes, was the basis for the finding of non-responsibility due to a violation of State Finance Law § 139-j?	N/A
32	If yes, was the basis for the finding of non-responsibility due to the intentional provision of false or incomplete information to a Governmental Entity? If yes, please provide details regarding the finding of non-responsibility below.	N/A
	Governmental Entity:	N/A
	Date of Finding of Non-Responsibility:	N/A
	Basis of Finding of Non-Responsibility: (add additional pages if necessary with content clearly labeled)	N/A
33	Has any Governmental Entity terminated a Procurement Contract with or withheld a Procurement Contract from the Bidder due to the intentional provision of false or incomplete information? If yes, please provide details below.	No
	Governmental Entity:	N/A
	Date of Termination or Withholding of Contract:	N/A
	Basis of Termination or Withholding: (add additional pages if necessary with content clearly labeled)	N/A

Attachment 5 - BIDDER INFORMATION QUESTIONNAIRE

23057 Administrative Services (Statewide)

Solicitation Specific Questions

Bidder Name	*MSI Systems Corp. dba Medical Search International*

Instructions: Answer all questions below providing your response in Column C. Questions may have a drop-down menu from which to select your response.
NOTE TO BIDDER: FAILURE TO ANSWER THE QUESTIONS WILL DELAY THE EVALUATION OF YOUR BID AND MAY RESULT IN REJECTION OF YOUR BID.

QUALITY CONTROL AND ASSURANCE PROCEDURES

NOTE: Please enter "N/A" for any questions that are not applicable to the Lots being bid.

#	Question	Response
1	What is your firm's selection, screening and hiring processes for temporary workers.	As a current vendor to NYS OGS (Contract 73003-22559), MSI maintains a database of over 500,000 licensed and certified medical providers. Our recruiters employ a five-step recruiting process for selection, screening and hiring of temporary workers based on qualifications of the temporary personnel being requested: Step 1 - Request: Upon request for temporary personnel, the Point of Contact ("POC") assigned to NYS OGS Contract immediately reviews & verifies the requirements and engages the recruitment team. Step 2 - Sourcing: The recruitment team identifies a group of qualified candidates that matches requested qualifications utilizing our proprietary database and other sources. Step 3 - Screening: The team screens all identified candidates to confirm that they have the requested skills, knowledge, experience and credentials using a screening checklist until the best candidate(s) is selected. Step 4 - Presentation & Credentialing: POC presents the selected candidate to the Authorized User for review and consideration. Our Credentialing team completes the required background checks for each candidate presented after such candidate has been tentatively selected by the Authorized User but prior to the start of the engagement Step 5 - Hiring Process: Upon the Authorized User's approval, an offer of hire/engagement, pending successful credentialing & background check, is extended to the candidate.
2	What are your testing, training and orientation programs for temporary workers?	As a medical staffing company, we provide, when applicable, testing, training and orientation for Home Health Aides and other non-physician healthcare personnel via periodic in-service programs.
3	What type of background checks do you conduct for screening temporary workers (nature of the checks, kinds of records reviewed, number of years covered by the background check, etc.)?	Background checks and drug testing is performed utilizing HireRight, LLC: •Criminal Felony & Misdemeanor (Past 7 Years Search) •Federal Criminal (Past 7 Years Search) •Health Care Sanctions – All: search is conducted by searching the Fraud and Abuse Control Information System (FACIS) Level 3 as a tip or lead to identify sources with which to perform additional primary source searches. The FACIS Level 3 search identifies possible matches against HHS Office of Inspector General (OIG) - List of Excluded Individuals/Entities (LEIE), the US General Services Administration's (GSA) System for Award management (SAM) Excluded parties List System (EPLS), DEA, FDA, Tricare and other federal sources and boards or agencies in all states, commonwealths, territories or the District of Columbia that publish opt-out, exclusion, sanction, restriction, debarment, disqualification or disciplinary information. If a possible match is returned by FACIS, Hireright performs an additional primary source search directly with the primary source and then applies its matching and reporting guidelines to any results obtained. HireRight will report legally reportable records obtained directly from the primary source after applying its matching and reporting guidelines and any applicable search depth. •National Sex Offender Registry •SSN Trace •Drug Testing – 10 Panel Urinalysis: Amphetamines, Barbiturates, Cocaine, Cannabinoids, Opiates, Phencyclidine, Benzodiazepines, Methadone, MDMA (Molly/Ecstasy), Propoxyphene. •eCOC Scheduling

4	Do you agree to perform the background checks as identified in the Solicitation as requested?	Yes. MSI agree to perform the background checks as identified in the Solicitation as requested and will screen and qualify all candidates as defined in the respective job titles for all requested positions.
5	How do you track individual resource performance? How does your firm reward good job performance by your temporary workers? Conversely, what types of disciplinary action does your firm use?	The firm tracks individual resource performance by maintaining constant contact with Authorized User's representatives and tracks performance within employees roster. The firm rewards top performance by providing additional work opportunities, bonuses, and raises. The firm issues a warning and/or termination, when warranted, as a disciplinary action when merited.
6	Do you have program(s) in place for quality assurance, customer satisfaction, and performance measurement? If yes, please describe.	Quality Procedures: The firm provides quality assurance and ensures the highest level of customer satisfaction and performance measurement by maintaining continuous contact with the Authorized User's representatives to monitor performance of temporary staff.
7	What process do you follow to ensure the proposed resumes meet your client's request?	Upon Authorized User's request for temporary personnel, the POC assigned to NYS OGS Contract immediately reviews and verifies assignment requirements relative to qualifications of the temporary personnel being requested and conveys those requirements to the recruitment team assigned to the Contract. After reviewing the requirements, the recruitment team identifies resumes of qualified candidates using a prescreening checklist based on client's requirements to confirm that the candidate's skills, knowledge and credentials meet the client's request.
8	How do you schedule engagements?	We schedule engagements using electronic scheduling software and proprietary customer relationship system.
9	Do you have an electronic system for scheduling? If yes, please describe.	Yes. The firm uses Shiftplanning.com for scheduling.
10	What processes do you use to ensure seamless service by subcontractors to NYS?	N/A. The firm does not utilize subcontractors at this time.
11	How do you maintain and track unallowed and preferred candidate lists for your clients?	The firm maintains a roster of unallowed as well as preferred candidates by tracking individual performance via constant contact with Authorized User's representatives.
12	What is your escalation and resolution policy (in case an issue or emergency arises)?	We have established escalation and resolution policies and procedures to address the last minute staffing changes due to an issue or emergency such as illness, family emergency and life events of temporary medical staff. We anticipate and address these issues by constantly sourcing and recruiting backup temporary providers for all of our positions and having a qualified replacement for all shifts. Upon notification of an issue or emergency, if the situation calls for immediate removal of the temporary worker, the firm's POC will have the temporary staff related to the issue immediately removed from Authorized User's location and replaced with another qualified temporary medical provider. To quickly initiate the replacement process, our recruitment team will immediately reach out to our go-to qualified candidates that we continually recruit and who can be called upon to provide replacement coverage as the situation requires.
13	What is your process for providing a replacement if a Temp is rejected by the client? Please include details such as the time it takes to replace, and the training plan for the new Temp.	MSI has the ability to respond to client's request for a replacement if a Temp is rejected by the client in an extremely timely manner by utilizing our management, recruiting and staffing processes and procedures and our proprietary database of pre-qualified providers. Our dedicated recruiting staff continuously canvasses the market for qualified NY licensed & certified providers in the specialties identified by the OGS using national and local job banks, professional associations and medical conferences, and our provider referral program, enabling our firm to maintain a pool of go-to-candidates promptly available to replace a Temp in case of a rejection by the client. To quickly initiate the replacement process upon notification of a Temp being rejected by the client, the firm's POC will reach out to the recruitment team to find another qualified provider. The recruitment team will identify a group of qualified candidates that matches the requested qualifications using our proprietary database and other sources. Our dedicated professionals, including internal recruiters, management and support personnel, can be reached by phone, fax or email 24-hours, 7 days a week, 365 days a year to provide support resources in order to ensure continuity of staffing services and patient care to the OGS.

14	Does your company have a formal, published quality assurance program (measuring retention, job matching, performance of Temps on the job, etc.)? If yes, please provide details of the program and attach program documentation. If no, describe in detail the process your company intends to employ to ensure that NYS receives the best service and candidates possible.	MSI will leverage our staffing experience and management methodologies refined over the past decade to ensure that NYS will be provided with the highest quality of service and candidates. Upon receipt of a specific request for temporary medical staff, our recruiting teams lead by Mr. John Murray, VP of Federal & State Contracts and the POC to the NYS, will work with a dedicated recruitment team to effectively develop detailed job requisition(s), identify candidates matching the requested job description, thoroughly screen each candidate to find the best-qualified providers and present such candidates to the Authorized User to timely meet the request. Our Director of Credentialing, Cheryl Bell, CPCS, will oversee the credentialing process, including the completion of all security forms, verification of licenses and certifications, and complete other actions as necessary to submit the credentials application packet(s) to the OGS Authorized User for review and approval of temporary medical staff. The credentialing process starts with a checklist based on Authorized User's requirements. Under the leadership of Ms. Bell, our certified Credentialing Team will ensure that all temporary medical personnel referred by MEDICAL SEARCH (MSI) is thoroughly screened based on Education, Training, Employment History as well as Reference Checks & Primary Source Verification of Licenses and Certifications. MEDICAL SEARCH (MSI) will ensure the completion of all credentialing packets including National Practitioner Data Bank (NPDB), Criminal History and Background Checks. Once a credentialed candidate is selected for an assignment, MEDICAL SEARCH (MSI) will coordinate the orientation and training required for the assignment. The firm has established escalation and resolution policies and procedures to address the last minute issues or emergencies requiring staff replacement. We anticipate and address these issues by constantly sourcing and recruiting backup temporary providers for all of our positions and having a qualified replacement for all shifts. To provide quality assurance and ensure the highest level of customer satisfaction, the firm monitors individual performance of temporary staff via feedback received from continuous contact with Authorized User representatives and patients' families and advocates, when applicable, and tracks such individual performance of temporary staff within employees' roster and maintains disallowed as well as preferred provider lists. The firm rewards top performance by providing additional work opportunities, bonuses, and raises. Conversely, the firm issues a warning and/or termination, when warranted, as a disciplinary action when merited.
	Continuation of Question #14	The firm's established recruitment processes allow for selection of providers with superior professional quality that demonstrate high work ethic, and express genuine enthusiasm about providing healthcare services. By making retention of medical providers our top priority, the firm is able to build long-lasting professional relationships with our healthcare providers, which allows us to improve quality and continuity of care, increase patient and staff satisfaction, and reduce costs associated with credentialing and training. As a current vendor to NYS, we understand OGS' requirements for temporary medical staffing services, and have designed solutions that apply every aspect of our experience and expertise to ensure that NYS receives the best service and candidates possible.
15	Does your firm check websites such as Department of Health, Office of Professional Medical Conduct, etc. for licensure and/or accreditation information when hiring/providing candidates for Health Occupations? If yes, please provide the website address(es) you check. If no, please describe how you validate credentials for these professions.	The firm's Credentialing Department cheks the following websites for licensure and accreditation information when hiring/providing candidates for Health Occupations: NY State Licensing websites: https://www.health.ny.gov/professionals/doctors/conduct/ http://www.op.nysed.gov/opsearches.htm DEA – Drug Enforcement Administration: https://apps.deadiversion.usdoj.gov/webforms/validateLogin.jsp OIG – Office of Inspector General: https://exclusions.oig.hhs.gov/ NPDB – National Practitioner Databank: https://www.npdb.hrsa.gov/ Board Certification websites – Physicians: American Board of Family Medicine - https://www.theabfm.org American Board of Internal Medicine - https://www.abim.org NPI – National Provider Identifier - https://npiregistry.cms.hhs.gov/ New York State Home Care Registry: https://apps.health.ny.gov/professionals/home_care/registry/home.action
16	What is your current fill ratio?	As the current vendor of the NYS under OGS Contract 73003-22559, we strive to fill every job request by the NYS Autorized Users. We have filled the majority of job requests by NYS for the last four and a half years since the inseption of the current contract.
17	What is your current turnover rate for your temporary workers?	Due to our successful retention policies, the firm's turnover rate is extremely low.

18	What type of programs do you have to limit absenteeism and turnover?	The firm's established recruitment processes and retention program allow us to select temporary staff of high professional quality possessing excellent work ethic and sincere enthusiasm for provision of healthcare services. By making retention of medical temporary staff our top priority, the firm is able to build long-lasting professional relationships with our temporary staff, which allows us to limit absenteeism and overall turnover.
19	What is your current absenteeism rate for your temporary staff?	Under the current OGS contract, within the last 4 and a half years, our firm has successfully managed over 250 Home Health Aides, which provide around-the-clock care to over 235 patients with various developmental or lifelong disabilities at various NYS facilities. Outside of rare instances involving mitigating circumstances, the firm was able to maintain extremely low rate of absenteeism even when dealing with extreme weather and other emergencies relating to temporary medical staff.
20	What policies/processes do you use to maintain high fill rates and to mitigate high turnover rates?	The firm's established recruitment processes and retention program allow us to select temporary staff of high professional quality possessing excellent work ethic and sincere enthusiasm for provision of healthcare services. By making retention of medical temporary staff our top priority, the firm is able to build long-lasting professional relationships with our temporary staff, which allows us to limit absenteeism and overall turnover.
21	Do you subcontract any of your work to support excessive workloads, either via independent contractors or through other firms? Please describe your policies, your company's process and criteria for selection of subcontractors/suppliers (if applicable).	As the current vendor of the NYS under OGS Contract 73003-22559 we have full capability to support any workloads requested by the NYS and do not need to subcontract any of our work.
22	What are your recruitment policies?	As a current vendor to NYS OGS (Contract 73003-22559), MEDICAL SEARCH (MSI) utilizes our proprietary recruitment methodologies to provide uninterrupted temporary medical staffing services by offering to NYS our management structure; one central Point of Contact (POC) to streamline communications; utilization of the latest technologies and fully integrated credentialing and quality management system to optimize coverage, minimize cost, and effectively manage the staffing process. MSI employs robust recruitment processes and maintains a rigorous screening and credentialing to determine employment eligibility of temporary staff which is closely based on specified qualifications of the temporary personnel being requested. Our team of recruiters dedicated to NYS reviews and verifies the requirements of the Authorized User's request for temporary personnel and identifies a group of qualified candidates that match the requested qualifications utilizing our proprietary database and other sources. The team screens all identified candidates to confirm that they have the requested skills, knowledge, experience and credentials using a screening checklist until the best candidate(s) is selected. The selected candidates are then presented to the Authorized User for review and consideration. Upon the Authorized User's approval, an offer of hire is extended to the candidate, which is contingent upon successful completion of credentialing and background checks. Our certified Credentialing Team ensures that all temporary medical staff referred by MEDICAL SEARCH to provide temporary medical services to NYS is screened to have the necessary credentials in addition to verification of Education, Training, Certifications, and Employment History, Health Records as well as Reference Checks, Nationwide Criminal History Screening, Drug Screening, Primary Source Verification of Licenses and Certifications to ensure compliance with state and federal regulations, controlled substance registration and CMEs when applicable. The licenses and/or certifications of the temporary medical staff to be supplied by the MEDICAL SEARCH to perform the work required by this RFP shall be provided on the individual basis prior to beginning of work.
23	Describe your implementation plan for initiating this program at NYS if awarded a contract. Include your company's plan for taking on a large volume of requests during the first phase of the contract. Such a plan may include transferring candidates from other contractors to your company's internal resource pool, partnering with additional subcontractors to meet NYS's needs and implementing the program.	As a current vendor to NYS under the OGS Contract 73003-22559, we understand OGS' requirements for temporary medical staffing services, and, based on our experience providing this exact service on current OGS Contract as well as other contracts similar in size and scope to the requirements of this NYS program, we will continue to apply our proven solutions, using every aspect of our expertise and experience, to address any challenges that the issuance of the new OGS Contract may produce, including a large volume of staffing requests during the first phase of the contract. The firm is prepared to continue to successfully meet NYS staffing needs, including transferring candidates from other OGS contractors to our internal roster and payroll, as we have done multiple times in the last four and a half years.