

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

**General Questions**

**Bidder Name:** White Glove Placement

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	White Glove Placement
2	Address	630 Flushing Avenue
3	City	Brooklyn
4	State	New York
5	County	Kings
6	Zip Code	11206
7	Bidder Contact Name	Howard Makowsky (Primary) Colleen Van Horne, MS, RN(Sec)
8	Bidder Contact Telephone Number	718-387-8163 ext 171 718-387-8163 ext 108
9	Bidder Contact E-mail	hmakowsky@whiteglovecare.net / cvanhorne@whiteglovecare.net
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):	630 Flushing Avenue, Brooklyn, NY 11206
11	Does Bidder have the required NYS 10 digit vendor ID number?	Yes
12	If yes, please provide	1000000745
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.	SUNY Downstate Medical Center (see attached) SUNY Upstate Medical Center (see attached) NYS Department of Health- Comm. Disease & Infection Control Surv Nassau University Medical Center (see attached) Stony Brook University Hospital (see attached) OGS: <a href="http://www.ogs.ny.gov/purchase/snl/awardnotes/7300322559can.htm">www.ogs.ny.gov/purchase/snl/awardnotes/7300322559can.htm</a>
18	If Bidder offers an additional discount for purchases made with the NYS Purchasing Card, enter it here (%):	
19	Does Bidder offer a prompt payment discount for payments made in less than 30 days after receipt of a proper invoice?	Yes
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):	2% if payment are made within 30 days
21	<b>Person to contact for questions relating to this Bid submission:</b>	
	Name:	Howard Makowsky (Primary) Colleen Van Horne, MS, RN (sec)
	Title:	Chief Operating Officer VP Clinical Services
	Telephone Number:	718 387 8163 ext. 171(Primary) 718 387 8163 ext. 108
	Toll Free Telephone Number:	866 387 8100 ext. 171 866 387 8100 ext. 108
	E-Mail Address:	hmakowsky@whiteglovecare.net / cvanhorne@whiteglovecare.net
22	<b>Person to contact for Contract Administration issues:</b>	
	Name:	Mattie Biederman
	Title:	Staffing Manager
	Telephone Number:	718 387 8163 ext. 166
	Toll Free Telephone Number:	866 387 8100 ext. 166
	E-Mail Address:	mbiederman@whiteglovecare.net
23	<b>Customer Service contact for New York State Contract Orders during normal business hours:</b>	
	List normal business hours (Specify M-F, Sat, Sun):	Mon - Thursday 9am -5 pm & Friday 9am - 1:00pm
	Name:	Mattie Biederman

	Title:	Staffing Manager
	Telephone Number:	718 387 8163 ext. 166
	Toll Free Telephone Number:	866 387 8100 ext. 166
	E-Mail Address:	ogs@whiteglovecare.net / mbiederman@whiteglovecare.net
24	<b>Person to contact in the event of an emergency occurring after normal business hours or on weekend/holidays:</b>	
	Name:	On-Call Coordinator
	Title:	On-Call Coordinator
	Telephone Number:	718 387 8163 follow the prompt
	Toll Free Telephone Number:	866 387 8100 follow the prompt
	E-Mail Address:	
25	Is Bidder listed as a <u>certified</u> Minority- or Women-Owned Business Enterprise in the NYS Empire State Development Directory of Certified Minority- and Women-Owned Businesses located at: <a href="https://ny.newnycontracts.com/frontend/vendorsearchpublic.asp">https://ny.newnycontracts.com/frontend/vendorsearchpublic.asp</a>	No
26	If yes, please indicate if the company is certified as Minority-Owned (MBE), Women-Owned (WBE), or Minority- and Women-Owned (MWBE).	
	<b>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.</b> <b>"Small Business" means a business which:</b> <b>(a) is resident in New York State;</b> <b>(b) is independently owned and operated;</b> <b>(c) is not dominant in its field; and,</b> <b>(d) employs one hundred or fewer persons</b>	
27	Is Bidder a New York Small Business as defined above?	
28	Total number of people employed by your business:	2200
29	Total number of people employed by your business in New York State:	2200

<b>BIDDER/OFFERER DISCLOSURE OF PRIOR NON-RESPONSIBILITY DETERMINATIONS</b> <b>Pursuant to Procurement Lobbying Law (SFL § 139-j)</b>		
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?	
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.	
	Governmental Entity:	
	Date of Finding of Non-Responsibility:	
	Basis of Finding of Non-Responsibility: (add additional pages if necessary with content clearly labeled)	
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:	
	Date of Termination or Withholding of Contract:	
	Basis of Termination or Withholding: (add additional pages if necessary with content clearly labeled)	

## Attachment 5 - BIDDER INFORMATION QUESTIONNAIRE

23057 Administrative Services (Statewide)

### Solicitation Specific Questions

<b>Bidder Name</b>	White Glove Placement
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Instructions: Answer all questions below providing your response in Column C. Questions may have a drop-down menu from which to select your response.

#### 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.	Candidate selection is contingent upon licensure, qualification, verifiable work history, completion of skills assessment, successfully passing pharmacology /clinical specialty tests, and meeting credential requirements.
2	What are your testing, training and orientation programs for temporary workers?	At a minimum every employee must pass pharmacology and clinical specialty exams which are scheduled at the White Glove Education Center (hosted by Nurse testing/Prophecy a national testing organization). Orientation include all core mandatories (OSHA, Safety, Infection Control, HIPPA, Emergency Preparedness, policies and procedures, Documentation guidelines,etc)
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.)?	All candidates for employment receive criminal background and sex offender screening in their State and County of residence, in addition to, all States/Counties in which they have resided or worked in the past seven years utilizing the following:• The respective States/County law enforcement department; US government's list of debarred contractors (GSA – as applicable); The office of Inspector general's List of Excluded Individuals (OIG); The respective State(s) licensing board(s), or registries, where applicable (OPD); Contractual specifications are adhered to regarding fingerprinting of candidates prior to placement.
4	Do you agree to perform the background checks as identified in the Solicitation as requested?	Yes
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?	Performance evaluation are completed on all employees within a 6 month of employment to determine satisfactory level of performance for continued assignment and/or, future placement. Exceptions to the above are:- travel nurses (at completion of assignment), international sponsored nurses (within 3 months) and staff working 5 or less shifts in 6 months). Disciplinary actions taken by the agency include, counseling, warning, removal from assignment, remedial education and/or termination.
6	Do you have program(s) in place for quality assurance, customer satisfaction, and performance measurement? If yes, please describe.	There are standardized performance measures (clinical & professional) that are monitored, reviewed and reported quarterly to the Joint Commission and PI Committee. Current indices are clinical (med errors, etc.), or professional (performance, tardiness, etc.) Do Not Return( DNR's rate), incidents/complaints, and satisfaction surveys.
7	What process do you follow to ensure the proposed resumes meet your client's request?	Our goal is to select and match the right clinical staff experience, qualification, and credentials, with specifications of the job description. Information is filtered by client requirements i.e. skill level, clinical specialties, experience, licensure, certification, geographic location, shifts, duration of assignment, etc. Staff selected is reviewed against facility criteria, and skills/competencies are matched according to essential job functions. Candidate matching requisitions are submitted to the facility for review. Facility decides if candidate is of interest and request interview. If approved on-boarding sequence will begin, orientation scheduled with subsequent assignment.
8	How do you schedule engagements?	Staff is scheduled based upon facility need and upon request. Confirmation is done through facility designated scheduling process (on-line vendor management program, via phone, fax or e-mail). Information is subsequently be endorsed to staff (i.e. location, shift, who to report to etc.).

9	Do you have an electronic system for scheduling? If yes, please describe.	NO. Scheduling system utilized is contract specific.
10	What processes do you use to ensure seamless service by subcontractors to NYS?	The agency does not utilize subcontractors
11	How do you maintain and track unallowed and preferred candidate lists for your clients?	Communication from client pertaining to all staff is documented in their profile/records. The system identifies unallowed staff who are restricted from being assigned, as well as, provide verification of those in compliance (preferred).
12	What is your escalation and resolution policy (in case an issue or emergency arises)?	There is a dedicated contract coordinator/manager that handles the facility day-to-day concerns. All reported incidents /complaints are promptly forwarded to the Staffing Manager for investigation/resolution. Clinical concerns are addressed by the V.P of Clinical Services / Chief Nursing Officer.
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.	The agency strongly recommends that facilities orient a core group of staff (sufficient number) so that over time, rejections, illnesses and/or vacations do not impact their ability to provide adequate coverage. In the event a replacement is needed an individual who is already oriented to the facility can be deployed within 2-3 hrs.
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.	The agency has a formal quality assurance program that incorporates standardized performance measures mandated by the Joint Commission. Data is collected on specific indices:- Facility DNR (Do Not Return) rates, incidents/complaints; completion of personnel files, employee /facility satisfaction). Data is reported quarterly to the Joint Commission the PI Committee.
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.	<a href="https://kchecks.com/kchecks_v1app-start.asp">https://kchecks.com/kchecks_v1app-start.asp</a> (monthly/on hire) -OMIG- Office of Medicaid Inspector General; SAM - Systems for Award Management; EPLS - Excluded Parties List Systems ;OIG- Office of Inspector General; <a href="https://applicant safe.instascreen.net/-background checks">https://applicant safe.instascreen.net/-background checks</a> ; <a href="https://registry.prometric.com.registry/public-CNA certificates">https://registry.prometric.com.registry/public-CNA certificates</a> ; <a href="http://www.op.nysed.gov/opsearches.hym-NYS">www.op.nysed.gov/opsearches.hym-NYS</a> Professional Licenses
16	What is your current fill ratio?	85%
17	What is your current turnover rate for your temporary workers?	5%
18	What type of programs do you have to limit absenteeism and turnover?	To limit absenteeism and turn over we provide bonus incentives for the completion of pre-set work hours, daily pay, health benefits, paid sick leave and competitive wages. Emphasis is placed agency employment rules, counseling is done as needed, timely follow-up on issues and being accessible/supportive to staff
19	What is your current absenteeism rate for your temporary staff?	2.60%
20	What policies/processes do you use to maintain high fill rates and to mitigate high turnover rates?	Emphasis on agency employment rules, counseling, incentive programs & bonuses for designated areas, timely follow-up on issues, weeding out bad apples, daily pay, health benefits, paid sick leave and competitive wages.
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).	No

22	What are your recruitment policies?	Ongoing recruitment initiatives facilitate access to a steady stream of clinical personnel. The agency maintains a strong presence at job fairs, employee referrals, ad placements in professional magazines, on-line recruitment postings and search engines.
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.	<ol style="list-style-type: none"><li>1. Upon notification of award the agency will wait for authorized user to broadcast their needs &amp; specifications before submitting a service rate.</li><li>2. If selected the agency will establish contact with facility designee(s) to ascertain contact information and process to review resumes/profiles of potential candidates.</li><li>3. If permissible, the opportunity to join White Glove will be extended to existing temporary personnel of recently contracted agency.</li><li>4. Forecast of need and requisite number of staff will be obtained</li><li>5. Begin submitting staff profiles matching facility specifications to designee for approval and set-up interviews for selected candidates.</li><li>6. Obtain orientation schedules with upcoming start dates/time to facilitate approved staff attendance at facility orientation.</li><li>7. Obtain/confirm schedule of staff passing orientation and endorse accordingly.</li></ol>