

ATTACHMENT 5 - BIDDER INFORMATION QUESTIONNAIRE

Solicitation Specific Questions

Bidder Name:

White Glove Placement, Inc.

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.

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.	There's a rigorous screening process for candidates and selection is contingent upon a verifiable work history, current license/certification, references, clearing OMIG/OIG/LEI, skills assessment, successfully passing pharmacology /clinical specialty tests and meeting credentialing requirements. Individual profiles are then matched to facility criteria (job specifications, qualifications, skill set,etc.) to determine eligibility for assignment.
2	What are your testing, training and orientation programs for temporary workers?	All candidates must pass required exams (pharmacology/clinical specialty) and fulfill credentialing requirements. Orientation and mandatory educational training programs (i.e., Infection Control/Blood Borne Pathogens, OSHA, HIPAA, Patient Rights & Responsibilities, Patient Confidentiality, Fire/Safety, Cultural Diversity, Disaster Preparedness, etc.) are completed upon hire, with annual in-service education.
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 encompass, Professional Sanction Monitoring, checking Registry of Child Abuse & Maltreatment, Criminal background checks/ Sex Offender screening in all States/Counties of prior residence (or worked), in the past 7 years; NYS Office of the Medicaid Inspector General (OMIG), Office of Inspector General's List of Excluded Individuals (OIG/ LEIE); Authentication of education (Diploma or Transcript) & License/certification with Licensing board(s) (Office of Professions (OP), or registries and pre-placement initiatives include such as, verification of work history, reference checks, competency testing.
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 evaluations are completed within 6 month of employment to determine if performance is satisfactory for continued assignment/ future placement . Exceptions are:- travel nurses (at completion of assignment), international sponsored nurses (within 3 months). Good performance is rewarded with bonus pay, gift cards, increase in hourly wages and/or earned, time off, 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.	The agency is Joint Commission Certified and performs monthly standardized measures (clinical & professional) that are reported to the Joint Commission. There is a PI Committee that meets quarterly and monitors, trends/events such as performance, complaint, employee conduct, med errors, etc. Customer satisfaction surveys are conducted on a regular basis, in addition to account & staffing managers checking in at least quarterly to ensure customer needs are being met.
7	What process do you follow to ensure the proposed resumes meet your client's request?	Our goal is to select match the right staff with requisite experience, qualification, certification and credentials with the facility specifications. Information is filtered by client requirements and/or scope of practice i.e. skill level, clinical specialties, experience, licensure status, certification, geographic location, shifts, duration of assignment, etc. An assessment can readily be made to determine if a candidate profile matches requisition for a particular specialty and/or skill set. Staff selected is reviewed against facility criteria, and skills/competencies are matched according to essential job functions.
8	How do you schedule engagements?	Staff are scheduled according to the expressed needs of the facility and only upon request will approved staff be scheduled. Confirmation is done through the facility scheduling process (WM platform, phone, fax or e-mail). Information will subsequently be endorsed to staff (i.e. where to go, time, who to report to etc.).
9	Do you have an electronic system for scheduling? If yes, please describe.	Yes. We currently utilize, Bluesky, Rightsourcing, Shiftwise, Single Source and Ringo. All schedules must be approved by the facility.
10	What processes do you use to ensure seamless service by subcontractors to NYS?	When subcontractors are utilized, staff work hand-in-hand, to ensure the process is integrated, seamless and checks and balances are put in place to achieve defined objectives.
11	How do you maintain and track unallowed and preferred candidate lists for your clients?	Unallowed and/or preferred staff are flagged in the system (BlueSky) and this information populates when the file is accessed. In addition QC activities conducts monthly checking of licenses and certificates of all active staff, for sanctions, suspensions, revocations, etc.
12	What is your escalation and resolution policy (in case an issue or emergency arises)?	Incidents/complaints reported to the staffing coordinator are promptly forwarded to the Manager for investigation and resolution. On a case by case basis, and/or when clinical or patient related issues emerge, the V.P of Clinical Services / Chief Nursing Officer will spearhead the process.
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.	Ideally, the facility should have a core group of staff oriented so that over time, rejections, illnesses and/or vacations will not impact the ability to provide coverage. If a replacement is needed an individual who is already oriented can be deployed as soon as possible.
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 incorporated the standardized performance measures mandated by the Joint Commission. Data is collected on specific indices (completion of personnel files, employee/facility satisfaction, facility DNR (Do Not Return) rates, incidents/complaints) reported quarterly to the Joint Commission and reviewed by the PI Committee. (see attached PI program information)

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.	http://www.op.nysed.gov/opd/rasearch.htm https://registry.prometric.com/ www.nycourts.gov/apps/chrs http://www.nsopw.gov https://apps.omig.ny.gov/exclusions/ex_search.aspx http://exclusions.oig.hhs.gov/Default.aspx https://www.sam.gov/index.html/#1 https://sanctionssearch.ofac.treas.gov https://everify.uscis.gov/home/
16	What is your current fill ratio?	87%
17	What is your current turnover rate for your temporary workers?	3%
18	What type of programs do you have to limit absenteeism and turnover?	To limit absenteeism and turn over the agency provide bonus incentives for the completion of pre-set work hours, competitive wages, 24 hour support, employee discounts to events, daily pay, paid sick time and health benefits.
19	What is your current absenteeism rate for your temporary staff?	13%
20	What policies/processes do you use to maintain high fill rates and to mitigate high turnover rates?	incentives for the completion of pre-set work hours, competitive wages, 24 hour support, employee discounts to events, daily pay, paid sick time and health benefits
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).	The agency subcontracts with a SDVOB entity as stipulated by OGS. Selection of a sub-contractor will be contingent on the company being registered to do business in NY, licensed for the services being provided, experienced, insured, and able to provide verifiable references to substantiate past satisfactory performance.
22	What are your recruitment policies?	Ongoing recruitment initiatives facilitates access to a steady stream of clinical personnel. The agency does targeted talent acquisition recruitment on multiple platforms. Online venues such as , Zip Recruiter, Indeed, etc.; Social media, i.e. Linked In; Print ads, Outdoor, bus/bench and street advertising in high trafficked areas, along with one to one staff referral of other colleagues. In light these practices we are confident that requisite number of staff can be provided to meet facilities specification in identified regions.

23	<p>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.</p>	<p>When notified of award status, the agency will:-</p> <ol style="list-style-type: none">1. Review list of designated State facilities to ascertain contact information for users of services and facilitate an introduction of agency staff.2. Obtain forecast/ specification of needs for number of staff (by facility, skill level, shift, etc.)3. Staffing will respond to broadcasted needed with the most competitive rates.4. When selected as the lowest bidder, begin submitting staff profiles/resumes according to facility specifications (Facility has the option to accept or decline candidate(s).5 Obtain orientation schedules with upcoming start dates and time for approved staff to begin onboarding.6. If permissible, extend invitation for existing temporary personnel of recently contracted agency to join WGP7. Week 1 (prior to going live) confirm final schedule of staff and endorse pertinent info to assigned staff .
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