

**ATTACHMENT 5 - BIDDER INFORMATION QUESTIONNAIRE**

**Solicitation Specific Questions**

**Bidder Name:**

**WhiteCap Search Holdings LLC, DBA: WCS Healthcare Partners**

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.	<p>Procedure:</p> <ul style="list-style-type: none"> <li>• Ensure that there is an approved job description (WCS job descriptions are for screening, for hiring and as a guide) All clinical providers work under the facility job description.</li> <li>• Post positions online, at recruitment events/centers, publications, etc.</li> <li>• Review applications and choose the best candidates for interviews.</li> <li>• Contact qualified candidates based on job requirements for personal interviews in person unless extenuating circumstances.</li> <li>• Schedule and conduct interviews</li> <li>• Obtain proof of identity, with photo identification, i.e. passport, driver's license, picture IDs will also be shown at the healthcare facility.</li> <li>• Obtain primary source verification (Online) of current licensure, registration, and/or certification, voluntary or involuntary relinquishment, sanctions or limitations of any licensure or registration at the time of hire, re-activation or expiration as applicable from state licensing boards.</li> </ul>
		<ul style="list-style-type: none"> <li>• Make a copy of the online information for the personnel file.</li> <li>• Review all licenses for information on limitations or sanctions.</li> <li>• Obtain primary source proof of formal education that is required by licensure, certification, or registration.</li> <li>• Obtain 2 professional references from applicant. Past work experience can be part of this requirement. Contact the ones provided.</li> <li>• Obtain verification of required certification by regulation, job title, or client requirement (e.g.)BLS, ACLS, PALS as appropriate for professional staff and required by client.</li> <li>• Offer the position if references confirm the appropriate skill set of the candidate, contingent on review of other qualification, sanctions, license, and criminal background checks.</li> <li>• Conduct drug screens per client request and according to client specifications.</li> </ul> <p>WCS Healthcare Partners (646)813-3001</p>
		<ul style="list-style-type: none"> <li>• Conduct criminal background check according to client's specifications.</li> <li>• Verification of health screening and immunization requirements established by law, regulation (per CDC guidelines) and client specific requirements.</li> <li>• Obtain employee information disclosure.</li> <li>• Discuss employment benefits with employee.</li> <li>• Obtain signature verification for understanding the Joint Commission Employee Handbook which includes HIPAA and Conflict of Interest statement.</li> <li>• Discuss work hours, expectations, standards of conduct, and performance evaluation process</li> <li>• General Orientation to WCS is completed by reading and signing the company Employee Handbook and The Joint Commission Employee Handbook and other information required and specific to place of work. Completion is done by faxing signed copies to the Director of credentialing or signing online using electronic signature. Clinical employees are required to complete orientation and competencies at assigned healthcare facility per the facilities requirements.</li> </ul>
2	What are your testing, training and orientation programs for temporary workers?	<p>WCS Healthcare Partners verifies and tests clinical knowledge through aptitude testing. We utilize a third party system called Prophecy to test all clinical staff and establish a baseline acceptable score of 80% for all exams. Orientation is hosted and conducted by our clinical manager for all new hires and reeducation as needed as well</p>

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.)?	We provide background checks in accordance with the Joint Commissions Standards. This includes, County Criminals, State Criminals, State Exclusions, Federal Criminals and more. The majority of these backgrounds go back seven to ten years and they are run twice annually at a minimum to assure compliance
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?	Individual resource performance is tracked by our recruitment team and through client satisfaction surveys which we have completed following every assignment. The client satisfaction surveys are geared to gain honest feedback from the client in regards to how our candidate and our firm performed. If a candidate has done well on their assignment they can be rewarded in a number of ways including but not limited to, an hourly pay raise, a completion bonus for the assignment, recognition on company social media platforms or other incentives the company may be willing to present. If there is negative feedback from a client during or after the assignment our clinical manager and Senior Managing Director will review the complaint and decide the best course of action. If there is professional education or correction needed it will be addressed and documented by the Senior Managing Director. If there is a clinical reeducation needed then it will be addressed and documented by the Clinical Manager.
6	Do you have program(s) in place for quality assurance, customer satisfaction, and performance measurement? If yes, please describe.	Yes we have weekly check ins with both our clients and our candidates. We also will send satisfaction surveys for our client to fill out for honest feedback on our services and the production of our staff. These are sent and collected by our HR department for completion at the end of each contract or as needed
7	What process do you follow to ensure the proposed resumes meet your client's request?	Any resume set for submission is sent from our recruitment team to our account management/sales team for review. The account management/sales team will review the resume to assure it meets the requirements set for by our client before submitting the resume.
8	How do you schedule engagements?	Engagements are scheduled by our sales team in our ATS system. If a candidate is chosen for an assignment the sales individual will move the candidate to an engaged status to alert the recruiter and the recruiter will verify with the candidate.
9	Do you have an electronic system for scheduling? If yes, please describe.	No we do not have a current scheduling system
10	What processes do you use to ensure seamless service by subcontractors to NYS?	We do not utilize subcontractors at this time
11	How do you maintain and track unallowed and preferred candidate lists for your clients?	Do not returns and preferred candidates are stored under each client profile in our ATS so that anytime a new requisition comes out our recruitment team know who not to contact and who they should be making a priority. Do not return candidates are listed in the color red while preferable candidates are listed in green.
12	What is your escalation and resolution policy (in case an issue or emergency arises)?	In the event of an emergency the recruiters or candidates are to refer to the sales staff. If sales is unable to help they are to refer the issue to Senior Managing Director or Clinical Manager depending if the issue is clinical in nature. If the issue cannot be handled at that level it will be referred to the COO, Barbara Tamberlana and lastly to CEO Jerry Battipaglia
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.	If a temp is rejected or removed from an assignment by a client it usually become the top priority to backfill. An email will go out to all recruiters regarding a fall out and they will immediately look for a backfill. Depending on clearance processes the replacement can take anywhere between 3 days to 2 weeks to secure. The training plan for a new temp remains unchanged unless specific training is needed to prepare the temp for the needs to the client that the previous candidate was unable to meet
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.	Our quality assurance is listed in our Wave 2 application and is available for all employees at all times. This details how WCS Healthcare Partners will go about performing quality assurance checks in addition to the manual checks we complete with our clients following the end of any given assignment
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://www.jointcommission.org/standards/">https://www.jointcommission.org/standards/</a> , <a href="https://www.health.ny.gov/">https://www.health.ny.gov/</a> , <a href="http://www.op.nysed.gov/">http://www.op.nysed.gov/</a> , <a href="https://www.health.ny.gov/professionals/doctors/conduct/">https://www.health.ny.gov/professionals/doctors/conduct/</a>
16	What is your current fill ratio?	3:4 (Will fill approximately 75% of offered jobs within our scope of practice)
17	What is your current turnover rate for your temporary workers?	4%

18	What type of programs do you have to limit absenteeism and turnover?	We incentivize our staff by the use of completion bonuses or attendance bonuses to assure they remain focused on attendance and retention
19	What is your current absenteeism rate for your temporary staff?	>2% hours scheduled
20	What policies/processes do you use to maintain high fill rates and to mitigate high turnover rates?	We have a clear handbook policy that is addressed with each candidate regarding professional expectations. We also offer candidates financial incentives to mitigate risk of turnover. Completion bonuses entice candidate to finish their contracted assignments or else they lose the opportunity of banked money.
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?	<p>The staffing coordinator screens through primary source verification information for new employees to ensure that they meet the minimum licensure, certification, education, and experience requirements defined by the job description</p> <ul style="list-style-type: none"> <li>• The staffing coordinator screens candidates to assess their ability to meet the position requirements including the healthcare facility assignments.</li> <li>• 2 (two) professional references are contacted.</li> <li>• The recruiter makes contingent offers pending results of references and criminal background checks. A phone call is made to an applicant if found to be ineligible.</li> <li>• Licensed professionals are responsible for obtaining and maintaining a current valid license in the state they are assigned to practice.</li> <li>• New employees must return a signed WCS confirmation that the WCS employee has read the Company and The Joint Commission Employee Handbooks and other requested material has been reviewed. Clinical staff new employees are required to complete the orientation process outlined by WCS and the healthcare facility.</li> <li>• The WCS employee is responsible for seeking clarification of the content presented in handbooks, if necessary.</li> </ul>
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.	First WCS would allocate a team dedicated to only filling the requests of this contract, much like we do for our other high volume clients. The team would consist of 2 account managers, at least 5 recruiters and 3 credentialing specialists. This team would focus on any and all positions needed and only NYS OGS reqs. With a database of 10,000 plus candidates in our system I believe we would be able to be successful in fulfilling the majority of jobs we are contracted for. This same process has allowed us to staff Health and Hospitals effectively in NYC