

Questions and Answers for RFP Temporary Clinic Staffing (2015-022) Part I

To all proposers:

- i. **The submission of proposals for the RFP for Temporary Clinical Services (2015-022) is extended to August 10, 2015 at 3:00 P.M.**
- ii. **Responses to questions will be posted in several documents.**

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1. Is this bid meant for per diem staffing only or does it include travel provider staffing?
a. Does include travelers.
 2. The billing the RN... There is more than one category for nursing. Where can we indicate this on the pricing for example: MedSurg vs ED or OR (speciality).
a. Please provide additional hourly pricing documentation for specialties available.
 3. Is ultrasound part of the allied?
a. See RFP.
 4. Holidays applicable?
a. Yes.
 5. Living wage applicable?
a. Not applicable.
 6. RFP states use of time sheets. Holidays historical had sign in sheet and clock in. Has this changed?
a. Sign-in and clock-in.
 7. Billing monthly? We do weekly. Is this an issue?
a. Vendors can bill NHCC weekly however; invoices are paid to vendors on a monthly basis.
 8. Would Reviewed Financials be accepted in our proposal as opposed to audited Financials as our clients (federal government) ask for reviewed financials and hence we have never had an audited financial done.
a. Yes.
 9. If there were currently incumbent workers at this locator or if this is a new requirement?
a. See RFP.
 10. I also wanted to know if this would be full time or part time hours?
a. Both.
 11. Who are the current vendors and what are their rates?
a. NHCC is interested in new proposals without regard to prior arrangements.
 12. What is your anticipated nurse volume of usage in dollars or hours? Or what was your usage the past year or so?
a. Approximately 10 total FTE's in ED., 5 FTE's in critical care, and 3 FTE's in Med. Surg.
 13. Are the RNs categorized between specialty and non specialty?
a. Yes

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14. Is this for per diem only or will they be using nurses on travelers' assignment?
a. Both.
15. Can we add additional categories not listed ex: OR Techs?
a. All proposals are welcomed. See RFP.
16. Is it possible to get a SOW for job descriptions missing: Dialysis Technician I, Dialysis Technician II, Pulmonary Technologist I, Pulmonary Technologist II, Cardiology Technologist I, Cardiology Technologist II, Electrocardiograph Technician I.
a. Please refer to Amendment 1 to the RFP for Temporary Clinical Staffing (2015-022) that has been posted to the "Doing Business with NuHealth" webpage: <http://www.nuhealth.net/about/doing-business-with-nuhealth.asp>
17. For the M/WBA Utilization Plan document, do the listed companies need to be certified in NYS only?
a. They must be at least certified in NYS.
18. Is there a number of years' experience you are looking for when staffing RN's?
a. See RFP.
19. Are there set specialties you are looking to fill or will you only be using strictly Med/Surg. RN's with basic experience?
a. All proposals are welcomed.
20. Can a USB flash drive be provided instead of a CD?
a. Yes.
21. How long is the term for the contract?
a. To be determined.

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23. Due to the unprecedented increased demand for travelers, are you interested in travel contract rates as well as per diem?
- a. **Yes**
24. “Vendors must fill staffing on an emergency basis” Are you considering CRISIS Rates?
- a. **Not at this time**
25. Will you provide your compliance requirements? Example: background checks –how far back and does this includes lived, worked, educated?
- a. **Compliance requirements will be outlined at the time of contract.**
26. “Vendors will participate in scheduling”. Please describe
- a. **Vendors will participate in accurate and appropriate scheduling needs needed by the hospital whenever temporary staffing is needed.**
27. “Vendors will invoice on a monthly basis.” Are you willing to go to a weekly invoice and what are your payment terms?
- a. **See question 7.**
28. Are you considering a Managed Service Program?
- a. **Please see RFP for scope.**
29. How many vendors do you work with now and will you list the names? Are you planning on continuing service with current vendors and adding more?
- a. **NHCC is interested in new proposals without regard to prior arrangements.**
30. Are you interested in learning more about scheduling software and predictive analysis?
- a. **Please see RFP for scope.**
31. Are you interested in working with a New Grad Program?
- a. **Not at this time.**
32. Would you be interested in assistance with on-boarding?
- a. **Please see RFP for scope.**
33. Can you disclose your current rates?
- a. **NHCC is interested in new proposals without regard to prior arrangements.**
34. Some duties included in the job descriptions are administrative in nature (i.e., plan , organize coordinate, implement and evaluate specific clinical and education programs and patient care; design and participate in specialty programs and research studies; participate in community education programs; develop and/or provide staff education and evaluation; conduct orientation and training programs; assist in planning for medical equipment; perform tests and demonstrate methods for clinical conferences; supervising, counseling and evaluating subordinate personnel, etc.). Vendor’s

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healthcare professionals cannot provide administrative duties as such duties are not covered by any policy of insurance maintained by Vendor. Vendor would define administrative duties as anything outside the scope of actual delivery of healthcare services directly to a patient (e.g., planning, organizing, directing and controlling business operations). Will healthcare professionals furnished by Vendor be expected to perform administrative duties?

a. No

35. What did NHCC spend for requested services in 2014? Or, how much was spent for the requested services in the last 12 months?

a. NHCC is interested in new proposals without regard to prior arrangements.

36. When will NHCC announce award of the RFP and send selected vendors the first draft contract?

a. To be determined.

37. Schedule A, Section 2.I.A. What license does NHCC require for temporary staffing agencies? Our New York Vendor ID number for CHG Medical Staffing, Inc. is 1000032756; is that all you need?

a. An agency only needs a license if:

“The New York State law regulating employment agencies applies to any person who, for a fee, renders vocational guidance or counseling service and who, directly or indirectly, procures or attempts to procure employment; or represents that he/she has access to, or the capacity to gain access to, jobs not otherwise available to job seekers not purchasing the service. Different laws pertain to those agencies which charge a fee to the job applicant, and possibly also the employer, than to agencies which make ONLY employer fee paid placements. These distinction concern requirements for licensing, fees that may be charged, and other provisions of the law as described in this report”

You must have an Employment Agency license if, for a fee, you procure or attempt to procure employment or engagements for persons seeking employment or engagements, or assist employers in procuring employees.

You do NOT need an Employment Agency License if you are one of the following types of business:

Temporary Employment Agency: You are the employer and you contract out your employees, all of whom receive a W-2 form from you at the end of the year and you meet the criteria of an employer.

Theatrical Personal Manager: Your primary business is managing artists. *Exception: If your primary business is finding employment or engagements for artists for a fee, you are a “theatrical employment agency” and need an Employment Agency License.*

Certain Executive Search Firm and Employer Fee Paid Agencies: Your agency places only commercial, clerical, executive, administrative, and professional applicants, and never charges the applicant a fee of any kind. If you fit this category, you do not need a license, but you must comply with all sections of the New York State Employment Agency Law relating to Employer Fee Paid Agencies.

38. Schedule A, Section 2.II.G. What is expected by “supervisory” abilities? Is it expected that Vendor will clinically supervise the medical services performed by the healthcare professionals?

a. No

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39. Schedule A, Section III.C. and D; Schedule B, Section 1(b). Is weekly or bi-weekly invoicing acceptable?
a. See question 7.
40. Schedule A, Section IV.A.ii. Will NHCC agree to remove “on an occurrence basis” and remove or reduce the requirement to provide excess professional liability insurance of \$5,000,000 per occurrence and in the aggregate?
a. No.
41. Schedule A, Section IV.A.ii. Vendor cannot agree to the additional insured requirement on its professional liability policy covering nurse practitioners and physician assistants. Will NHCC agree to remove the additional insured requirement for professional liability as it relates to nurse practitioners and physician assistants?
a. No.
42. Schedule A, Section IV.A.iv. Will NHCC agree to remove this requirement or revise to reflect that such additional insurance requirements must be agreed to by the parties in writing and set forth in an amendment to the agreement or that NHCC must provide sixty (60) days written notice of any additional insurance requirements?
a. No.
43. Schedule A, Section IV.B.ii. Will NHCC agree to insert “reasonably” prior to “acceptable?”
a. No.
44. Schedule A, Section IV.C, first sentence. Vendor cannot issue a certificate of insurance without a signed agreement. Will NHCC agree to revise this requirement such that certificates of insurance will be furnished upon execution of the agreement?
a. Certificates of insurance are required upon execution of the agreement.
45. Request for Proposal II.D.2 and 3. Our response will include four D/B/As representing nearly a hundred specialties and subspecialties in our advanced practice, lab, nursing and rehab divisions. Over the past 18 months, we have staffed thousands of assignments for hundreds of clients with varying assignment lengths across the nation. Also, many of our contracts have restrictive confidentiality terms which limit disclosure of client specifics. May we supply a synopsis of work volume done by specialties requested to fulfill the RFP requirements?
a. Yes
46. Request for Proposal, Section IV. Are the requirements of this section applicable if Vendor will not be utilizing subcontractors to perform the requested staffing services?
a. To be determined.
47. Request for Proposal IV. Anti-discrimination and MWBE Participation. To maintain the quality of healthcare staff supplied to our clients, we do not subcontract with any organizations to fill staffing assignments. May we submit APPLICATION FOR WAIVER OF MWBE PARTICIPATION GOAL, form MWBE Waiver BSC333.docx (Waiver form (5/12) Reverse) or will it be required since we do not subcontract?
a. Yes, a waiver may be submitted.

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48. Schedule B, Section 3(e). Please send the document or give a direct link to the referenced corporate compliance program requirements.
- a. **Details regarding participation in corporate compliance will occur once temporary employee has been credentialed and has completed orientation.**
49. Schedule B, Section 5. Are the indemnification provisions negotiable?
- a. **To be determined.**
50. Schedule B, Section 6(a)(iv). Will NHCC agree to remove this requirement or revise to reflect that such additional insurance requirements must be agreed to by the parties in writing and set forth in an amendment to the agreement or that NHCC must provide sixty (60) days written notice of any additional insurance requirements?
- a. **To be determined.**
51. Schedule B, Section 6(b)(i)and(ii). Will NHCC agree to insert “reasonably” prior to “acceptable?”
- a. **See question 42**
52. Schedule B, Section 11. Is NHCC agreeable to replacing “all work” with “the temporary staffing services”?
- a. **To be determined.**
53. Exhibit – “JC”. May we provide our cumulative QA Evaluations from our client evaluation responses after healthcare staffing assignments? We do not issue performance evaluations for employed providers because we do not directly observe performance during their assignments at client facilities. Instead, we gather ‘performance evaluations’ from each client after each temporary assignment.
- a. **Yes.**
56. Who are the current contractors providing these services to NHCC? What are the current contracted rates for each Personnel Position within each Category?
- a. **NHCC is interested in new proposals without regard to prior arrangements.**
57. Does the Nassau County Living Wage law apply to any positions required under this contract?
- i. If so, please indicate position and current pay rate required.
 - a. **See question 5.**
58. What was the annual spend by NHCC in each of the years 2013 and 2014 under the current contract?
- a. **See question 21.**
59. What has the year-to-date spend been for 2015?
- a. **See question 21.**
60. Across how many contractors was this spend divided?
- a. **NHCC is interested in new proposals without regard to prior arrangements.**

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61. What is the average time frame from NHCC's receipt of invoice until payment was made for these services under the previous contract?
- a. **To be determined.**
62. Affordable Care Act (ACA): Given the enactment of the Affordable Care Act, does NHCC want proposers to include potential health premium costs in the bill rate, which could mean NHCC is paying for costs not actually expended, or would NHCC prefer it be charged a separate cost on a monthly basis for health insurance only for those individuals who both qualify for and enroll in the insurance?
- a. **NHCC does not cover health insurance needs for temporary agency employees. Vendor is to bill NHCC an hourly rate for each temporary employee.**
63. Given that the deadline for questions is July 20th and assuming it could take NHCC up to a week to provide answers to all vendor questions, would NHCC extend the due date beyond August 3rd, by at least 7 business days, to allow proposers adequate time to incorporate NHCC's answers into their proposals?
- a. **Proposal deadlines will not be granted at this moment. All proposals are due August 3rd, 2015 at 3:00 P.M. Please refer to RFP.**
64. **Page 3, Section 1 A and Page 33 Section II C 3:** The RFP states that proposals are being sought from "licensed temporary agencies," and documentation is required demonstrating proper is "licensed." Since temporary agencies are not required to be licensed in NYS or Nassau County, what license are you requiring?
- a. **See Question 37**
65. **Page 3, Section 1 A:** The RFP indicates the award will likely be made to multiple vendors. To how many vendors does NHCC expect to make an award?
- a. **To be determined, however, NHCC welcomes all proposals without regard to prior arrangements.**
66. Will orders be transmitted to multiple vendors at once? Assuming yes, what will determine which vendor will be awarded the particular assignment?
- a. **To be determined.**
67. **Page 4, Section Mk:** The RFP states that "Vendors are required to invoice each NHCC department on a monthly basis." Since we must pay employees weekly, will NHCC allow vendors to invoice weekly to improve cash flow?
- a. **See question 7.**
68. **Page 4 Section IV A ii:** The limits for professional liability are \$1.3MM single and \$3.9MM aggregate with a \$5MM excess. The base limits of \$1.3MM and \$3.9MM are not standard. Would NHCC accept the more standard \$1MM single \$2MM aggregate with a higher excess, say \$7MM, so that NHCC would have the same protection but in industry standard limits?
- a. **To be determined.**

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69. **Page 33, Section II, Contents of Proposal, C.6.b:** We understand what to provide to satisfy the request for three years of annual audited financial statements. However, would NHCC provide a sample template of what it would expect to see in "subsequent quarterly financial reports," since this is normally not requested in RFPs?
- a. **Annual financial statements will be accepted.**
70. **Page 34, Section II C 8:** Please explain what sort of licensed "health care provider" NHCC envisions submitting a proposal in response to this RFP, since health care temporary agencies are not required to be licensed.
- a. **See Question 37**
71. **Page 34, Section II, Contents of Proposal, C.7 and D.1-3:** Besides the number of references, please explain the difference between the three business references requested in C-7 and the five references requested in D 1-3.
- a. **Vendor to provide 3 – 5 business references.**
72. **Page 34, Section II, Contents of Proposal, EA :** Please confirm that by "key staff" proposers are to provide information on individuals who work in their offices and will coordinate providing services to NHCC, not the clinical staff themselves.
- a. **Yes**
 - i. In place of resumes for key staff, may proposers provide brief bios describing their work history, qualifications and education?
 - a. **Yes**
73. **Page 34, Section II, Contents of Proposal, F:** Would NHCC explain in more detail what is expected in terms of providing a "work plan and methodology?" Scope of proposed services, including work plan and methodology.
- a. **Describe agency operational standards, personnel pool , what areas of health care staffing does the agency specialize in and how does it ensure it meets the staffing needs of its clients.**
74. **Page 35, Section H, Contents of Proposal, G: The RFP** states that proposers should include a "Fee and cost proposal that shall clearly identify and specify all elements of cost **that** would become charges to NHCC..." Since proposers are asked to complete Form A, which asks for straight time and overtime hourly rates, to what other costs is NHCC referring?
- a. **Miscellaneous costs or costs not mentioned by the RFP such as the costs for specialty or travel RN's.**
75. **Page 37, Section IV, Anti-discrimination and MWBE Participation: The RFP** states that "The selected contractor shall be required to use good faith efforts to achieve the participation of certified MWBE's... amounting to 20% of the total value of the fees received by the contractor shall be the goal." Since this contract is a requirements contract and not for a guaranteed amount of services to be provided, and since there are multiple vendors competing for each assignment across multiple categories, predicting how much business to award to a

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subcontractor is nearly impossible. Will NHCC waive the M/WBE requirement since it would be so difficult to manage?

a. To be determined.

76. **Page 47, Exhibit —"JC":** The RFP states that proposers must provide "Documentation confirming participation in NuHealth New Employee Orientation...and applicable departmental orientation(s). What is entailed in each type of employee orientation?

i. Is it performed by NHCC staff remotely, or does it require on-site training?

a. a. Orientation occurs on-site.

If on-site training is required:

ii. How many hours are needed to complete?

a. One full day of hospital orientation to review NHCC policies (7 hour day excluding lunch) followed by departmental orientation and training which varies by position and department. For nursing, Nurses attend a 2 day orientation with nursing education and then are paired on the unit they will be working on for usually 2 days as well.

iii. How often are classes offered?

a. HR orientation occurs every six weeks.

iv. How do vendors bill for the training (since vendors are required to pay employees for training)?

a. Temporary staff sign in and clock in. Sign in sheets are faxed to agency for billing purposes.

80. What is the main cause or reason to send this project to bid?

a. Not applicable.

81. What is the annual budget? Finance to provide nursing, allied, advance practice.

a. Please see question 21.

82. How many vendors will the NHCC be selecting for this bid?

a. To be determined.

83. How many incumbent vendors are there for temporary clinical staffing?

a. NHCC is interested in new proposals without regard to prior arrangements.

84. Who are the incumbent vendors providing temporary clinical staffing?

a. NHCC is interested in new proposals without regard to prior arrangements.

85. Are their concerns with the current vendors of temporary clinical staffing?

a. NHCC is interested in new proposals without regard to prior arrangements.

86. Will awards only be given to those with the lowest pricing?

a. Please refer to RFP

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87. What is the current hourly pricing for temporary clinical staffing?
a. NHCC is interested in new proposals without regard to prior arrangements.
88. Please list the top three areas for improvement the NHCC would like to see from a new contract for temporary clinical staffing?
a. Please refer to RFP
89. Do you require resumes of clinicians to be included with the bid?
a. No.
90. What is the orientation process for temporary clinical staff?
a. Please refer to question 77
91. How does the scheduling process currently work?
a. Please refer to RFP
92. Specific to your Nursing needs, including Nurse Practitioners, what units will temporary staff be requested to work on?
a. Based on departmental needs and requests at the time.
93. If Nursing staff are requested for multiple units, requiring various experience / skill level, will you allow for more than one rate for nursing personnel based on unit?
a. Yes
94. Specific to Physician Assistant personnel, can you please clarify as to what settings each of the following will be working in as there is significant pay expectations based on clinical setting.
i. Physician Assistant I
ii. Physician Assistant II
iii. Physician Assistant III
a. Physician Assistant I requires 0 years of experience, Physician Assistant II requires two years and Physician Assistant III requires four years of experience. Vendors are free to list what areas of specialty Physician Assistants work in and what rates are attributed based upon specialty.
95. Can you provide the current bill rates that you pay for these positions?
a. NHCC is interested in new proposals without regard to prior arrangements.
96. Who are the current agencies providing these services?
a. NHCC is interested in new proposals without regard to prior arrangements.
97. Can you provide last year's usage for these services in either number of hours filled and/or total cost in dollar amount used for these services broken down by the positions solicited in this RFP?
a. Please refer to question 21
98. Will you allow any changes to the terms, for example the indemnification language?
a. To determined.
99. If an organization does not currently have a NY state/city license, is the organization required to get one? **a. No.**

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100. When does the insurance requirement need to be fulfilled? I assume after the vendor has been selected.
- a. Insurance requirement is to be fulfilled at the Commencement, and throughout the Agreement.**
101. Section 2. Scope of Services Page 3 Will you provide current utilization by category and type of personnel including hours and spend for 2014 and 2015?
- a. Please refer to question 21**
102. Section 2. Scope of Services Page 3 Due to the unprecedented increased demand for travelers, are you interested in travel contract rates as well as per diem?
- a. Yes**
103. Section 2. Part II Page 3. Letter B. “Vendors must fill staffing on an emergency basis” Are you considering CRISIS Rates?
- a. Not at this time**
104. Section 2. Part II Page 3. Letters D. & C. Will you provide your compliance requirements? Example : background checks –how far back and does this include lived, worked, educated?
- a. Yes**
105. Section 2. Part II Page 4. Letter G. “Vendors will participate in scheduling”. Please describe.
- a. See question 25**
106. Section 2. Part III Letter C. Page 4 “Vendors will invoice on a monthly basis.” Are you willing to go to a weekly invoice and what are your payment terms?
- a. NHCC will pay vendors on a monthly basis.**
107. General Question Are you considering a Managed Service Program?
- a. Please see RFP for scope**
108. General Question How many vendors do you work with now and will you list the names? Are you planning on continuing service with current vendors and adding more?
- a. NHCC is interested in new proposals without regard to prior arrangements.**
109. General Question Are you interested in learning more about scheduling software and predictive analysis?
- a. Please see RFP for scope**
110. General Question Are you interested in working with a New Grad Program?
- a. Please see RFP for scope**
111. General Question Would you be interested in assistance with on-boarding?
- a. Please see RFP for scope**

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112. General Question Can you disclose your current rates?
a. NHCC is interested in new proposals without regard to prior arrangements.
113. Page 38. Vii #4 Please provide NHCCs various factors when selecting a vendor- (understanding this is not a “competitive bid” and the lowest cost proposal may not necessarily be selected)
a. NHCC is interested in new proposals without regard to prior arrangements.
114. Page 34 D. “Comparable Projects” – please describe project?
a. Other hospitals and nursing homes that Vendor has provided staffing services to.
115. General Question Is Nassau Health approaching an EMR upgrade project?
a. Please see RFP for scope
116. What is the estimated annual spend on supplemental healthcare staffing?
a. Please see question 21
117. What has been the spend for supplemental healthcare staffing each year over the past four years?
a. Please see question 21
118. How many Temporary Clinical Staff do you have working on average each year?
a. Varies by department and specialty
119. Has that count increased over the past four years?
a. Varies by department and specialty
120. How many Allied Health staff versus Nursing Clinical Staff?
a. Varies by department and specialty
121. Do you use more long term travel placements than Per Diem/ Registry? Or More Per Diem/ Registry than long term Travel?
a. It varies depending on the department and the need.
122. Do you expect your need for either Allied Health or Nursing Clinical staff to increase over the next few years?
a. Please see RFP for scope

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123. Holiday, Overtime, Charge Duties, On Call, and Call Back Bill Rates and definitions are not addressed. Are they including in the regular hourly rate? May suggested bill rates for each be included as part of the submittal?
- a. **Yes**
124. Are there Guaranteed Hours for each assignment? If so, what are they?
- a. **Please see RFP for scope**
125. May we include language in our submittal regarding Right To Hire? Right now there is no limiting when you can hire our employees.
- a. **Yes**
126. Assignment Cancellation was not addressed. May we suggest language in our submittal?
- a. **Yes**
127. Because of confidentiality policies, we cannot supply full resumes on our support and key staff. We can provide years of experience at our company and years of experience in the healthcare staffing industry. Will that be acceptable?
- a. **Yes**
128. Only RN1 Bill Rates were asked for in the rate graph. What units are under RN1? Are there other RN levels such as RN2 and RN3 or more? If so, what units would be covered by those levels? We currently place the majority of our clinicians at NHCC in higher acuity units. Should we submit separate rates for higher acuity units?
- a. **NHCC welcomes all proposals.**
129. Does the Orientation Billable rate continue at .5x the hourly rate for the first 36 hours?
- a. **No**
130. Will you accept a USB Drive instead of the CD copy?
- a. **Yes**
131. Why is this RFP being issued?
- a. **See RFP**
132. Who are the agencies currently supplying the skills listed in the RFP?
- a. **NHCC welcomes all proposals without regard to prior arrangements.**
133. What are the lowest current hourly rates you are paying for each of these skills?
- a. **NHCC welcomes all proposals without regard to prior arrangements.**
134. What is your annual usage in dollars for these skills?
- a. **NHCC welcomes all proposals without regard to prior arrangements.**

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135. What is your anticipated annual usage in dollars for skills listed in the RFP?

a. NHCC welcomes all proposals without regard to prior arrangements.

136. Will any preference be given to an agency that is certified by The Joint Commission as a Health Care Staffing Service?

a. NHCC welcomes all proposals.