



SOLCITATION ADDENDUM

Issuing Agency:	Department of Health & Human Services – Division of State Operated Healthcare Facilities
Solicitation Number:	30-23095
Solicitation Description:	Nursing Services
Solicitation Opening Date and Time:	August 16, 2023, 2:00 PM EST
Addendum Number:	1
Addendum Date:	July 27, 2023
Purchasing Agent:	Brooke Wells

RETURN OF THIS ADDENDUM IS NOT REQUIRED.

- The following are questions received about the Solicitation and the State’s response to those questions:

#	RFP Reference	Questions	Answers
1.	4.10 NC Nursing Pool License Requirement	Is the nursing pool licensing requirement primarily to ensure oversight and reporting of proper nursing credentials and background investigation reporting?	North Carolina General Statute 131E-154.3 requires a license to operate a Nursing Pool in the State of North Carolina. A license is granted by the North Carolina Department of Health and Human Services (NC DHHS), Division of Health Service Regulation (DHSR). Additional information regarding the licensure requirements may be obtained from NC DHSR. https://info.ncdhhs.gov/dhsr/index.html
2.	4.10 NC Nursing Pool License Requirement	How many nurses are expected to be in the nursing pool at any given time? A pool of 15, 20, 25 nurses etc...	There is no pre-determined number of nurses, as staffing needs vary. The Vendor will provide temporary nurses based on written Staffing Requests from each DSOHF facility. Upon receipt of the Staffing Request, the Vendor submits applications to the facility for consideration.
3.	General	Is this a new initiative? If not, please provide the names of the current vendor(s) providing the services.	There is a current temporary nursing contract that expires 12/31/23. The eight awarded vendors, who currently provide services are: <ul style="list-style-type: none"> • Cell Staff • Dzeel Clinical Healthcare Staffing • Federal Staffing Resources • Healthcare Staffing Professionals • Maxim Healthcare Staffing Services • Supplemental Healthcare

			<ul style="list-style-type: none"> • 22nd Century Technologies, Inc • Worldwide Travel Staffing
4.	General	Can you please let us know the previous spending of this contract?	The previous spending level was impacted by staffing challenges encountered during the COVID-19 pandemic. The spending level for the current contract is not representative of usage level anticipated for this contract. Vendor should provide its most competitive proposal. To preserve competition, the State declines to answer further.
5.	2.5 RFP Schedule	Please confirm if we can get the proposals or pricing of the incumbent(s).	The TEAMS invite to the bid opening is listed in table in section 2.5 Schedule. To look through proposals that were submitted you must wait until after award(s) have been made.
6.	General	Are there any pain points or issues with the current vendor(s)?	The State currently uses eight awarded vendors. The State declines to answer further.
7.	3.1 Method of Award	Please confirm the anticipated number of awards.	As stated in section 3.1: While the intent of this RFP is to award a Contract(s) to multiple Vendors, the State reserves the right to make separate awards to different Vendors for one or more-line items, to not award one or more-line items or to cancel this RFP in its entirety without awarding a Contract if it is considered to be most advantageous to the State to do so.
8.	Section 4.1 Pricing	What is the maximum bid that the State would be comfortable to pay?	The Department of Administration, Division of Purchase and Contract is responsible for administering the State's program for the acquisition of goods and services, including sound competitive purchasing procedures. Vendor should provide its most competitive proposal. To preserve competition, the State declines to answer further.
9.	1.0 Purpose & Background	What is the average number of staff will you need in all the hospitals?	The State is unable to predict future staffing needs. The need for temporary nursing staff fluctuates based on several factors, including the volume of permanent nursing staff employed by the DSOHF facilities.
10.	Terms & Conditions	If Vendor submits exceptions to the Terms & Conditions, will it result in automatic disqualification of Vendor?	NC DHHS/DSOHF will not accept changes or exceptions to the Terms and Conditions for this RFP.
11.	Terms & Conditions	Will any Vendor Terms & Conditions be considered?	NC DHHS/DSOHF will not accept changes or exceptions to the Terms and Conditions for this RFP.
12.	3.3 Proposal Evaluation Process	Will exceptions be permitted if North Carolina DHHS requests BAFO from Vendor?	No.
13.	Attachment C - General Terms & Conditions, Sections 15.b.2ii and 15.b.3.ii	Is NC DHHS open to removing or negotiating the following sentence from this section: "Defense costs shall be in excess of the limit of liability."	NC DHHS/DSOHF will not accept changes or exceptions to the Terms and Conditions for this RFP.
14.	Attachment J - NC Contract	Is NC DHHS open to removing or negotiating the following sentence: "The	NC DHHS/DSOHF will not accept changes or exceptions to the Terms and Conditions for this RFP.

	Terms & Conditions, Indemnity and Insurance, Section 5(F)	insurance coverage minimums specified in subparagraph (a) are exclusive of defense costs.”	
15.	Business Associate Agreement	We do not believe that we qualify as a business associate as a staffing company. While the supplemental healthcare professionals we provide may have access to PHI in the performance of their assignments, we will not generally have access to such information as a corporation. Accordingly, we believe the healthcare professionals can be properly classified as part of the hospital's workforce for purposes of HIPAA, as defined under the applicable regulations, including 45 CFR 160.103. Given this, are we still required to sign and submit Attachment K, Business Associate Addendum?	The Business Associate Agreement is required.
16.	General	What agencies do you currently use for Nursing Services?	Please refer to Q&A #3 for this information.
17.	General	What rates do those agencies charge for these Nursing Services?	Please refer to Q&A #8 for this information.
18.	3.1 Method of Award	Will this be a single or multi-award?	Please refer to Q&A #7 for this information.
19.		If it is a multi-award how will the workload be distributed to the agencies for each specialty?	If this is a multi-award contract, all awarded vendors will be sent the Staffing Requests from each facility. All awarded vendors will have an opportunity to submit qualified applicants for consideration each time a Staffing Request is sent.
20.	General	How many hours were utilized on each specialty in 2022?	The use of temporary nursing staff in 2022 was impacted by the COVID-19 pandemic. Vendor should provide its most competitive proposal. To preserve competition, the State declines to answer further.
21.	General	What is the annual spend that is projected for the contract?	Please refer to Q&A #8 for this information.
22.	2.7 Proposal Submittal	Can you please provide a direct link to where we should be submitting the bid online? The links provided do not go directly to the site to upload our bid.	https://evp.nc.gov/solicitations/details/?id=e9ba34e6-6c1c-ee11-a8ef-000d3a7b69a4

23.	2.8 Proposal Contents	On top of every page of the solicitation documents, it is asking us to provide Vendor name, however, there are a few documents like Attachments B, C, J, N, O, P, R, S, T, U, V and W that are not requested as per section 2.8 of proposal contents? Do we need to include these pages with our response? Please suggest.	Any pages in the body of the RFP and/or attachments that are required to be returned that ask for Vendor name at the top should be completed and returned as stated in 2.8 c) Any attachments not listed to return in section 2.8 are for your information and do not need to be included in your response.
24.	4.1 Pricing	Do you need to pay any administrative fees to the State Agency? If yes, please let me know the percentage or fixed fee applicable for this contract?	This specific solicitation is for Services; therefore, no additional fees are applicable.
25.	7.0 Attachments	Do we need to fill Attachment M and under this attachment there are multiple other attachments like A, B, C, D, E and F, do we need to complete these attachments or only we need to mention our company names on top of these forms? Please suggest.	Attachment M is listed in section 2.8 Proposal Contents o) as needing to be completed and returned with your proposal. See also response to question #23 for more information on what to submit.
26.	RFP Section 4.7.1.a	This section states, "The criminal background check shall include a social security verification/check, felonies, misdemeanors, and traffic records covering a minimum of the last seven (7) years for all states and countries where the individual has resided." Are traffic records to be included in the criminal background checks for all positions, or only for positions that require driving?	Traffic records must be included in the criminal background check for all positions.
27.	RFP Section 4.7.2.f	This section states, "The Vendor's drug test shall meet the requirements set forth by NC DHHS and DSOHF." Can you provide vendors with a copy of any NC DHHS and DSOHF requirements that are not set forth in the RFP Terms & Conditions?	Currently, the vendor's drug test must include the following substances: marijuana/cannabinoids (THC); cocaine metabolites; opiates; phencyclidine (PCP); amphetamines/methamphetamines; methadone; barbiturates; benzodiazepines and tricyclic antidepressants. The drug test specimen must be analyzed by a certified laboratory certified under the U.S. Department of Health and Human Services mandatory guidelines for federal workplace drug testing programs. Results of the drug test must be received and reviewed by the facility prior to the person's start date at the facility. The test

			<p>conducted shall not be more than 60 days old calculated from the time when the laboratory reports the results to the person’s start date at the facility.</p> <p>The NCDHHS Drug Testing policy is under review and changes may occur before the contract is awarded. The awarded vendor or vendors will be provided instructions, regarding the drug testing requirements, upon award.</p>
28.	RFP Section 5.3	<p>This section states, “Vendor shall verify all candidates referred to provide Contract Nursing Services at Facility are medically cleared to perform the requirements of the specific type of Contract Nursing Services, including the ability to perform the lifting requirements designated for the position. Applicants who are not medically cleared or have work restrictions will not be accepted.” Please clarify what is meant by “work restrictions”? Is NC DHHS open to changing “work restrictions” to “unreasonable work restrictions”?</p>	<p>NC DHHS/DSOHF will not change “work restrictions” to “unreasonable work restrictions”. All applicants must be medically cleared and have no work restrictions in order to perform all the job duties in the Job Description, including the lifting requirements.</p>
29.	RFP Section 5.3	<p>This section states, “Vendor is responsible for ensuring all Vendor Staff retain the authorization to legally work in the United States throughout the term of each assignment. Documentation of such authorizations must be provided to the Facility prior to the assignment.” Is NC DHHS willing to negotiate this section? We ensure all candidates are legally authorized to work, but do not typically share documentation of authorization externally, as we are the employer and therefore liable.</p>	<p>NC DHHS/DSOHF will not change this requirement.</p>
30.	RFP Section 5.3	<p>This section states, “The Initial Application Packet shall be defined as: a DSOHF Cover Letter (Attachment W), current employment application or resume which</p>	<p>The documents on this list are required when the applicant is submitted for consideration. The documents in the Initial Application Packet are not negotiable. NC DHHS/DSOHF will not accept applicants for consideration if the Initial Application</p>

		<p>shall include the candidate’s most recent work assignment and full employment history, primary source verification of candidate’s nursing license or CNA listing, three (3) references, Criminal Record Check Information form, Criminal Record Check Consent form, completed Interview Tool, OIG Exclusion Search, and NC Healthcare Personnel Registry Search.”</p> <p>Can NC DHHS confirm if the bolded items are requested at initial submission, rather than after the candidate has signed a contract? If NC DHHS is requesting the bolded items be provided at initial submission, is NC DHHS open to negotiation on this point? We do not collect these items until after the candidate’s contract is signed.</p>	<p>Packet does not include all the documents included in this list.</p>
31.	RFP Section 5.3	<p>This section states, “Three references shall be submitted with the initial application packet.” What is NC DHHS’s protocol for candidates who have only had 1-2 previous places of employment?</p>	<p>If an applicant has only 1-2 places of previous employment, the vendor must obtain a reference from each of the employers. Additional references to reach the required number (3) may be obtained from previous supervisors identified by the applicant.</p>
32.	RFP Section 5.3	<p>This section states, “If the application is accepted by the Facility, the Vendor shall submit a Final Compliance Packet of documents to the Facility within fourteen (14) calendar days of the notification of acceptance of the application.” However, RFP Section 5.3 (p. 26) goes on to state, “All compliance documents must be received by the Facility no later than seven (7) days in advance of the applicant’s start date at the Facility.” Can NC DHHS please clarify the required timeline for submitting compliance documentation?</p>	<p>There are two separate timelines Vendor must meet after an applicant is accepted by the facility. The Final Compliance Packet must be submitted to the facility within 14 calendar days of the notification of the acceptance. In addition, the Vendor must submit the full packet at least seven (7) days before the applicant starts work at the facility. The seven (7) day time frame is the period allotted to allow the DSOHF facilities to complete their review of the Final Compliance Packet.</p>
33.	RFP Section 5.3	<p>This section states, “Documentation of medical clearance must be submitted on the form listed as</p>	<p>NC DHHS/ DSOHF will not alter this requirement. Attachment O is intended to limit the amount of Protected Health Information (PHI) that is provided by the Vendor to the facility. Only Attachment O</p>

		Attachment O. Vendor shall only use the Medical Clearance Form designated by DSOHF and may not submit alternate forms.” Is NC DHHS willing to consider alternate vendor forms that provide the information detailed in Attachment O?	will be accepted for medical clearance and Vendors may not substitute other forms.
34.	RFP Section 5.3	This section states, “For Vendor Staff requesting a medical or religious exemption for vaccinations, the exemption request must be submitted on the forms designated by DSOHF. The exemption request must be reviewed/approved by DSOHF prior to the applicant starting orientation at the facility.” Is NC DHHS willing to revise this section to state that agency exemption forms are acceptable, and exemption requests do not need to be completed only on forms designated by DSOHF?	NC DHHS/DSOHF will not alter this requirement. All vaccination exemption requests must be submitted on the NC DHHS forms and approved by DSOHF.
35.	Attachment P, Vaccination and TB Testing Requirements	This section states candidates must provide “Proof of Hepatitis B series vaccinations or a signed Hepatitis B Declination Form.” Will NC DHHS accept Hepatitis B Titer as acceptable documentation?	No. Only proof of Hepatitis B series vaccinations or a signed Hepatitis B Declination Form will be accepted.
36.	Attachment M, Required Vaccination Policies Attestation	Can NC DHHS confirm whether p. 14 of Attachment M, Required Vaccination Policies Attestation must be signed by all travelers?	Yes. All contracted staff must sign the Vaccination Policy Attestation.
37.	General	What is the estimated budget of the RFP?	Please refer to Q&A # 8 for this information.
38.	General	Please provide the total number of temporary staffs on current assignment.	Please refer to Q&A # 20 for this information.
39.	General	Will this contract be a single award or multiple award? If it’s a multiple award, how many vendors will be selected?	Please refer to Q&A #7.
40.	General	What is the average length of the assignment?	Refer to RFP, Section 5.3 Tasks/Deliverables “Length of Temporary Assignment for Vendor’s Staff”.
41.	General	Is it mandatory to have a local office?	No. It is not mandatory to have a local office.

42.	General	Is there any preference to the local vendor while evaluating the proposal?	Please refer to RFP Section 3.4 Evaluation Criteria on more information on the “Best Value” procurement method.
43.	General	Do we need to submit the Certificate of Insurance and Business License with the proposal?	The process of enrolling as a vendor and submitting a qualifying bid proposal are described within procurement documentation.
44.	General	Kindly provide a specific list of attachments and documentation required to be submitted with the proposal so to avoid compliance issues.	A list of all required items needed in your proposal are found in RFP Section 2.8 Proposal Contents. It even lists the order of arrangement (see a – p)
45.	General	Will the lowest bidder be awarded this contract? If not, please define the evaluation criteria.	Please refer to RFP Section 3.4 Evaluation Criteria on more information on the “Best Value” procurement method.
46.	General	Is it mandatory to utilize a subcontractor? Will it affect the evaluation?	No. It is not mandatory to utilize a subcontractor. It will have no effect on the bid evaluation.
47.	General	Is there any advantage to the bidder that follows the HUB subcontracting goal of 10%?	No.
48.	General	Please define from which page number EXECUTION PAGES starts that are required to be attached in the proposal.	EXECUTION PAGES start at marked page number 1. However please note on the page before there is a red box stating that “this page shall be filled out and returned with your proposal. Failure to do so may subject your proposal to rejection.”
49.	Section 4.4	Is it mandatory to utilize a subcontractor for 10%? If we don’t utilize a subcontractor, will it affect evolution?	It is not mandatory to utilize a subcontractor for 10%. It will have no effect on bid evaluation.
50.	Section 5.2 Specifications	Do we need to provide live resumes with the bid as per the JD mentioned on Page 22 Section 5.2 Specifications? If yes how many per job title.	No. Live resumes are submitted by awarded vendor/vendors in response to written Staffing Requests.
51.	Page 40, Attachment D: Hub Supplemental Vendor Information	Kindly clarify what kind of goods are required under this contract as mentioned on Page 40 Attachment D PART II: PROCUREMENT OF GOODS – SUPPLIERS?	This contract is for SERVICES. Therefore, on part II of Attachment D Feel free to check “no” and skip to Part III.
52.	Page 40, Attachment D: Hub Supplemental Vendor Information	As per Page 40 form Attachment D. If we are not an NC–certified HUB entity, is it mandatory to utilize a subcontractor as per PART III: PROCUREMENT OF SERVICES – SUBCONTRATORS? Or can we tick NO for both?	It is not mandatory. You will fill out the attachment as you are fit to answer. It is possible to answer “No” for both.
53.	Attachment H	Can you please provide clean Attachment H as we are not able to fill it and its blurry.	Please see Attachment H at the end of this addendum – this is the best resolution we could get.

54.	Attachment M	Kindly clarify what is required to be filled in the Attachment M? Do we just need to add vendor name on the top?	Vendor should sign the Vaccination Attestation Statement, acknowledging the vaccination policy that will apply to all contracted staff.
55.	5.3 TASKS/DELIVERABLES, Work Hours, Work Schedules, and Overtime	How much mandatory overtime was recorded last year with staffing agencies?	Please refer to Q&A #20.
56.	5.3 TASKS/DELIVERABLES, Candidate Screening Process	Where can we view job descriptions for these positions?	Job Descriptions will be provided to awarded vendor/vendors.
57.	1.0 PURPOSE AND BACKGROUND, 2.10 DEFINITIONS, ACRONYMS, AND ABBREVIATIONS, 5.0 SPECIFICATIONS AND SCOPE OF WORK	Can you explain/elaborate on what is included in “direct patient care services”?	Direct Care Services means the RN, LPN, and HCT will have a patient care assignment each shift the person works. The nurse or HCT will provide nursing care based on the medical/behavioral needs of the patient. RNs, LPNs, CNAs/HCTs will be expected to perform nursing care duties within their scope of practice as defined by the NC Board of Nursing.
58.	1.0 PURPOSE AND BACKGROUND	Do we have to bid on all positions?	Yes. Vendors must provide pricing for all positions listed in the RFP.
59.	1.0 PURPOSE AND BACKGROUND	Who is the incumbent(s), and how long have they been providing the requested services?	Please refer to Q&A #3. Current vendors have been providing services under a contract since January 1, 2021.
60.	1.0 PURPOSE AND BACKGROUND	What is the current incumbent’s rate(s)?	Please refer to Q&A #8.
61.	1.0 PURPOSE AND BACKGROUND	To what extent, if any, will the location of the bidder’s proposed location or headquarters have a bearing on the award?	Please refer to Q&A #45

62.	1.0 PURPOSE AND BACKGROUND,	If Attachment A: Pricing will only be used as a guide for evaluations purposes, when will the fixed rates be published? Will the awarded vendor be able to turn down the contract if the rates are not acceptable?	As stated in RFP Section 4.1 Pricing: DSOHF intends to set a flat fixed rate and engage in the BAFO process for all vendors selected based on the evaluation criteria. Any vendor who receives a BAFO has the right to decline.
63.	4.9 VENDOR'S REPRESENTATIONS	What equipment/supplies will be furnished by DSOHF facilities? What equipment/supplies will the vendor be asked to supply?	DSOHF will provide the space, supplies and equipment required to perform the contracted service. The vendor's employees must provide their own uniforms/clothing/shoes which meet the dress code requirement of the facility where they are placed.
64.	6.4 PERIODIC STATUS REPORTS	Can you provide a sample of the "final work plan" and "report" that will be asked for? If not, please specify the requirements for each.	Refer to Section 6.4 which provides a description of the content of the report. Awarded vendor is responsible for submitting a sample work plan and report for approval.
65.	General	Who are the current incumbents for these services and what are their rates for each role (RN, LPN, HCT, CNO/DON)?	Refer to Q&A #3 and #8.
66.	General	Please share the names of current vendors providing these services.	Refer to Q&A #3
67.	General	Is it possible to share the incumbent vendors pricing information? If yes, please share.	Refer to Q&A #8
68.	General	What is the budget for this bid? OR the estimated annual spending in the past under this contract for similar services?	Refer to Q&A #4
69.	General	Please confirm the estimated headcount of contract staff resources active currently under existing contracts.	Refer to Q&A #20
70.	General	Is there any challenge fulfilling the needs with the existing contracts for related services or any specific improvements you are looking for?	DSOHF operates facilities in the Eastern, Central and Western areas of the State of NC. Vendor must have an effective method for sourcing RN, LPN and HCT applicants for all facilities when needed.
71.	3.1 Method of Award	How many vendors would be awarded?	Please refer to Q&A #7 for this information.
72.	General	Is there any preference for the local vendor?	Please refer to Q&A # 42.
73.	General	If an incumbent vendor is not awarded, will there be a transition of current	The State does not understand what the Vendor means by a transition of current resources to the new vendors.

		resources to the new vendors?	
74.	Section 2.0 – General Information	Please provide the current vendor(s) providing the service and the billable rates for each service.	Please refer to Q&A #3 and #8.
75.	Section 2.0 – General Information	How many vendors are expected to be awarded a contract for this RFP?	Please refer to Q&A #7 for this information.
76.	Section 5.3 – Tasks/Deliverables	Will job descriptions for each discipline be provided upon award of the contract?	Yes. Job descriptions will be provided upon award.
77.	Section 5.3 – Tasks/Deliverables	How long is Orientation? Is Orientation billable, and at what rate?	The DSOHF facilities have varying lengths of orientation. Orientation will be billable at the hourly rate approved for this contract.
78.	Section 5.3 – Tasks/Deliverables	In selecting a candidate for a requested position, will the lowest priced qualified candidate be chosen from the group of selected vendors?	As stated in RFP Section 4.1 Pricing: DSOHF intends to set a flat fixed rate and engage in the BAFO process for all vendors selected based on the evaluation criteria. The pricing for all vendors will be the same.
79.	Section 5.3 – Tasks/Deliverables	What is the turnaround time for approval from a candidate being submitted to a facility for a staffing need when the vendor hears that a candidate IS or IS NOT accepted?	DSOHF encourages all facilities to respond to the vendor within 72 business hours of receipt of the application. There are factors which may impact the turnaround time, such as the volume of applications received, resulting in a longer response time.
80.	Section 5.3 – Tasks/Deliverables	What is the type of uniform the HCP is required to wear?	The dress code required for HCP varies by facility. Some facilities require street clothes and others require scrubs. Dress code requirements for each facility are provided to the Vendor upon award of the contract.
81.	Section 5.3 – Tasks/Deliverables	Will our HCPs ever be asked to perform Charge Nurse duties? If so, is this billable at a separate rate?	Yes, RNs may be assigned to perform Charge Nurse responsibilities. There is not a separate billable rate.
82.	Attachment R: Conduct Expectations for Agency Staff Working in a DSOHF Facility	Are holidays billable at 1.5 times the hourly rate? Which holidays are recognized?	No. DSOHF intends to set a flat rate that would apply to weekdays, weekends, and holidays.
83.	General	Please provide a list of incumbents and their bill rates, if possible.	Please refer to Q&A #3 and #8.
84.	General	Can you provide the estimated annual budget/spend of this contract? If not, can you	Please refer to Q&A #4.

		provide previous year's total spend?	
85.	General	What is the expectation for replacing a candidate that is ill/calls off?	Since all applicants must meet stringent screening requirements before starting work at a facility, it is not feasible for the Vendor to send a replacement applicant, that hasn't been screened, as a substitute. Vendor employees are expected to work the assigned schedule and limit their call-ins to acute illness or emergencies.
86.	General	What is the expectation and frequency for on-call needs?	Contracted staff will not be assigned on-call.
87.	Section 5.3 Tasks/Deliverables	Are resumes of healthcare professionals required to be submitted with our response? If so, how many would you like us to include?	No.
88.	General	What is your current fill rate?	The State does not have data regarding fill rates.
89.	General	Do you anticipate your current staffing volume to change over the next year or 2 years? For example, do you have any significant projects coming up (EMR conversion, new facilities, etc.)?	The State cannot predict future staffing volumes.
90.	Section 5.3 Tasks/Deliverables	Under Work Hours, Work Schedules, and Overtime, page 28, "The need for vendor staff may be cancelled without any charges to the facility by giving the Vendor a two (2) hour notice prior to the start of the shift. Notice given less than two (2) hours may result in a maximum of four (4) hours being billed to the Facility." - Does this apply only to per diem positions or does this apply to confirmed travel assignments as well?	This applies to all contracted staff.
91.	General	Will there be any amount of guaranteed hours under this contract?	No. The State does not guarantee any minimum or maximum number of hours.
92.	5.3 Tasks/Deliverables	Is the State willing to allow candidates to start with fingerprint process completed, but pending results, as long as they have a vendor provided completed background check?	No. Applicants may not start at a facility until their fingerprinting results have been received, reviewed, and cleared by the facility's HR Department.
93.	Attachment I	Are vendors able to submit their W-9 in lieu of Attachment I - Substitute W-9 Form?	No, please complete the Substitute W-9 as requested.

94.	Attachment M	Please confirm if a completed and signed version of the Attachment M: DSOHF Vaccination and Attestation form is required with submission if it pertains to actual contractors and requires physician signatures. If it is required, may we complete it with TBD responses until actual candidates are selected to provide services?	A completed and signed Attestation is required with submission and for all contracted workers.
95.	General	Do you have a current estimate of the staffing needs?	The staffing needs at each facility varies and changes frequently. All DSOHF facilities are currently using contract nursing staff.
96.	General	How many DON/CNO requests do you anticipate? Or have the current need for right now?	Requests for CNO/DON are anticipated to be infrequent. There are no current needs for this role.
97.	Section 5.3	It stated that 48-hour notice much be given regarding providing the requested position. How much time does the facility give to credential the candidate?	Refer to Section 5.3 Tasks/Deliverables. When the facility notifies the vendor of acceptance of the applicant, the vendor has 14 business days to submit the Final Compliance Packet.
98.	Section 5.3	If there is no guaranteed minimum number of shifts, what is the cancellation policy? (i.e. 2 hours before the scheduled shift, driving into the facility, what is the order of cancellation?)	Refer to Section 5.3 Tasks/Deliverables. A 2-hour notice is given to Vendor prior to the start of the shift.
99.	Section 5.3	If the applicant refuses shift assignment for safety reasons, what is the remediation process?	The State is not certain it understands the vendor's question about a remediation process. To the extent the vendor is asking how concerns about patient assignments are managed, the nurse or HCT would immediately contact the RN Supervisor and discuss the reason for refusing the assignment. If it is determined the reason for the refusal is not valid, the nurse or HCT would be expected to accept the assignment.
100.	Section 5.3	What are the systems in place to defer a candidate not deemed qualified during a shift? (Training? Shadowing? Skills checklist?)	Vendors are expected to provide qualified applicants who are able to perform the role for which they are contracted. Each facility provides orientation before the applicant is assigned to a work area. If the applicant cannot perform the duties of their assigned role, the person's contract is terminated.
101.	Section 2.6 Proposal Questions	Who are your current vendor(s)?	Please refer to Q&A #3
102.	Section 2.6 Proposal Questions	What were the billable hours for the past three (3) years?	Please refer to Q&A #8

103.	Section 2.6 Proposal Questions	How much did you pay per hour for the past three 3 years?	Please refer to Q&A # 8
104.	Section 2.6 Proposal Questions	Will you do business with an out of state firm that will have in-state employees?	Yes.
105.	Section 2.6 Proposal Questions	What type of documentation would you want an out of state firm to provide?	The RFP has clearly laid out what DSOHF is requiring to be returned with ALL proposals.
106.	Section 2.6 Proposal Questions	Have you used a placement firm in the past?	Please refer to Q&A #3
107.	Section 2.6 Proposal Questions	What did the placement firm charge you?	Please refer to Q&A #8
108.	Section 2.6 Proposal Questions	Were any of the contracted nursing staff travel nurses?	Yes.
109.	Section 2.6 Proposal Questions	What were the rates?	Please refer to Q&A #8
110.	RFP Section 3.1	How many vendors does NCDHHS expect to award a contract?	Please refer to Q&A #7 for this information.
111.	RFP Section 5.3 – Contract Nursing Services Request Process	Please clarify how needs for contractors will be distributed to vendors post-award?	Please refer to Q&A # 19
112.	RFP Section 1.0,	Please provide name of all incumbent providers and their pricing for the services outlined in the RFP.	Please refer to Q&A #3 and #8
113.	RFP Section 1.0	Please can NCDHHS provide the following information around usage: Historical usage by labor category Contracted staff hours by year Total spend by year Current budget for this program Anticipated volume of contract staff Typical workday hours for each labor category Average length of assignment	Please refer to Q&A #8

114.	Attachment J – Travel Expenses	Will NCDHHS pay for travel between sites?	No.
115.	Attachment J – Travel Expenses	Should vendor propose separate bill rates for travel and local assignments? Should the hourly rates be inclusive of mileage and lodging?	No. The vendor will be paid the same rate regardless of whether the applicant is local or not. Vendor is responsible for travel expenses.
116.	RFP Section 6.3	How can the vendors enhance customer satisfaction?	Vendor must be prepared to quickly fill requested staffing needs with qualified applicants.
117.	RFP Section 4.4	Are the HUB utilization requirements mandatory? Does HUB utilization have an effect on evaluation or scoring? Will not participating result in any penalties? Will NCDHHS accept a proof of Good Faith Effort, when we are unable to meet such a requirement?	No. No. Not required.
118.	RFP Section 2.4	May we submit exceptions to contract terms and conditions?	Please refer to Q&A # 10
119.	RFP Section 2.9	Is the state considering a workforce solution (MSP/VMS) for this solicitation?	The RFP was not issued with the intent to use a MSP/VMS workforce solution. Refer to Section 2.9 regarding alternate proposals.
120.	RFP Section 2.9	If our alternative proposal is related to a parent/subsidiary company, is a combined response permitted?	You should submit each separately under your respective eVP Vendor numbers.
121.	RFP Section 2.9	If our alternative proposal (workforce solution – MSP/VMS) doesn't hold a NC Nursing Pool license, will the response still be valid and considered?	Refer to Section 4.10. Awarded vendor shall provide documentation of current Nursing Pool Licensure prior to the effective date of the contract.
122.	RFP Section 5.3 – Contract Nursing Services Request Process	Are you willing to sole source your total spend to one organization that would have oversight of your supplier community?	Refer to Q&A # 119.
123.	General	Please provide the list of current vendors providing the services in the RFP.	Please refer to Q&A #3
124.	General	Please provide copies of all vendors' current contracts.	Copies of current contracts must be submitted as a public records request via public.records@dhhs.nc.gov

125.	1.0	The RFP says the volume will vary. Please provide historical data for the volume over the last three years by agency.	Please refer to Q&A #8
126.	5.3	In the event of a facility's mandatory overtime situation, will the State agree to pay the vendor the base hourly rate, plus 50% overtime premium as required by law?	No. The State will pay a flat rate for hours worked and the Vendor will incur the cost of overtime.
127.	Pricing	Since significant shift differentials are needed for weekend and night shifts, will the State revise its pricing structure to allow for separate hourly rates, by shift, rather than averaging all shifts together?	No.
128.	General	Please provide the State's rules for reimbursement of travel mileage, meals, lodging, and other travel expense incurred in the performance of the contract.	The State does not pay for these expenses with this contract.
129.	General	In the event that the State desires to hire an individual from the Vendor's staff prior to the duration of this contract term, will the State agree to pay the vendor a hiring fee?	No. Refer to Section 5.3 Tasks/Deliverables,
130.	5. Vendor Response in the portal; In "section 5.1. Return Solicitation Document	Vendor shall download the Solicitation Document in Section 3.1, complete, sign, and upload here". Could you please explain that we need to upload the entire document there?	Please refer to Q&A #23 for this information.
131.	5.2 Alternate Response	Do we have to submit our technical response under the "Alternate Response" according to the Portal? We can't seem to locate a way to upload our response.	In the Ariba Sourcing Tool section 5.1 "Return Solicitation Document" is where you should upload your response.
132.	Attachment O: Medical Clearance Form	Do we need to sign this form from our candidates? Or we can provide at the time of the Award?	Attachment O: Medical Clearance Form is provided for each applicant accepted for placement. Attachment O is not submitted until the facility notifies the Vendor the applicant is accepted.
133.	4.4 Hub Participation	Is it mandatory to take HUB, if yes what is the goal specified for this contract?	Please refer to Q&A #49 for this information.
134.	General	Do we need to provide the resumes of candidates?	No. Awarded vendor/vendors provide applicant resumes after the effective date of the contract, and in response to staffing requests.

135.	General	Can you please provide us with an estimated budget allocated for this contract?	Please refer to Q&A #8
136.	General	Is there any incumbent for this contract? If yes, can you please let us know the names of the incumbents, their hourly rates, and historical spending?	Please refer to Q&A #3 and #8
137.	General	What is the anticipated award date for this contract?	Prior to 12/31/23
138.	(General, No RFP Section or Page Number Specified)	How many incumbent vendors were awarded a contract previously and what vendors are currently providing these services to DSOHF?	The contract was awarded to nine vendors, and eight are currently providing services. Please refer to Q&A #3
139.	(General, No RFP Section or Page Number Specified)	How many vendors does DSOHF expect to award a contract to for the services requested in this solicitation?	Please refer to Q&A #7 for this information.
140.	(General, No RFP Section or Page Number Specified)	What is your current fill rate and what percentage of requisitions remain unfilled at any given point in time?	Please refer to Q&A # 88.
141.	(General, No RFP Section or Page Number Specified)	How many positions are currently filled for the disciplines outlined in the RFP?	Please refer to Q&A #8
142.	(General, No RFP Section or Page Number Specified)	What DSOHF facility locations utilize the highest percentage of overall nursing labor hours?	Currently, the psychiatric hospitals (Butner, Morganton, Goldsboro) utilize the highest percentage of contracted nursing staff.
143.	(General, No RFP Section or Page Number Specified)	Are there DSOHF facility locations with zero utilization? We are trying to understand what locations in NC will require more support than others.	All DSOHF facilities are currently utilizing contracted nursing services.
144.	(General, No RFP Section or Page Number Specified)	How many hours per week can a nurse expected to be scheduled once confirmed for an initial 16-week assignment?	Scheduling options of 8-hour shifts, 10-hour shifts, and 12-hours shifts vary by facility and are assigned based on the staffing needs of the facility. Contracts are typically 36 to 40 hours per week.
145.	(General, No RFP Section or Page Number Specified)	Are nurses scheduled for eight (8) hour shifts or twelve (12) hour shifts?	It varies by facility. The applicant may be assigned 8- or 12-hour shifts depending on the facility's staffing needs.

146.	(General, No RFP Section or Page Number Specified)	What are the current hourly bill rates for DSOHF for each position outlined in the RFP?	Please refer to Q&A #8
147.	(General, No RFP Section or Page Number Specified)	Are rates standardized for all vendors within each labor category or do they vary by vendor?	Rates will be standardized for all vendors within each labor category.
148.	(General, No RFP Section or Page Number Specified)	What has the annual spend associated with these services ranged from across the current contract term?	Please refer to Q&A #4
149.	(General, No RFP Section or Page Number Specified)	What percentage of staff utilization is considered full time versus part time?	Contracted staff will work full time (at least 36 hours per week).
150.	(General, No RFP Section or Page Number Specified)	Are on-call services needed?	No.
151.	(General, No RFP Section or Page Number Specified)	If on-call services are needed, when are they needed and how often?	On-Call services are not applicable to this RFP.
152.	(General, No RFP Section or Page Number Specified)	Will DSOHF please clarify how vacancies for contract staff will be disseminated to vendors post award?	Please refer to Q&A # 19
153.	(General, No RFP Section or Page Number Specified)	What are your expectations around the timeframe for services to be implemented and vacancies filled upon award?	Vendor must be prepared to source applicants for all DSOHF facilities if needed.
154.	(General, No RFP Section or Page Number Specified)	Once the bid is awarded, who will be the vendor's primary point of contact to qualify, interview, and select candidates for each role? Please provide their title.	Contact information for the assigned Contract Administrator and point of contact at each DSOHF facility, who will receive the requested applications, will be provided to the awarded vendor/vendors.
155.	(General, No RFP Section or Page Number Specified)	Is there conversion language in the current contract? If so, what type of conversion language is in place? For example, if DSOHF directly hires a provider from a Vendor, what sort of payment is provided to the Vendor?	Refer to Section 5.3 Tasks/Deliverables. There is no payment provided to vendor for conversions.

156.	(General, No RFP Section or Page Number Specified)	If no conversion language exists, will the Department consider adding this to the contract?	Please refer to Q&A # 155
157.	Section 5.3, Tasks/Deliverables, Orientation Requirements	How frequently is CPI training provided at the facility?	Please refer to Section 5.3 Tasks/Deliverables. Vendor is responsible for applicant's CPI training.
158.	Section 5.3, Tasks/Deliverables, Orientation Requirements	What is the cost associated with CPI Training?	Vendor is responsible for applicant's CPI training and will need to research costs.
159.	Section 5.3, Tasks/Deliverables, Orientation Requirements	Is new Nurse orientation billable by the vendor? Please confirm.	Yes, orientation is billable.
160.	Section 6.4, Periodic Status Reports	How are these reports utilized to improve performance?	The State requires the reports in order to assess the awarded vendor's performance related to this contract.
161.	Section 6.4, Periodic Status Reports	Will DSOHF provide a scorecard to all vendors to see where they rank in relation to the baseline?	DSOHF does not provide a scorecard to vendors showing their ranking.
162.	Section 4.4, Hub Participation	If a vendor is not a HUB business, please confirm if the vendor is required to meet or exceed the goal of 10% utilization of diverse firms as 1st or 2nd tier subcontractors.	Please refer to Q&A #49 for this information.
163.	Section 4.4, Hub Participation	Is the vendor required to have HUB participation to bid on this RFP?	Please refer to Q&A #133 for this information.
164.	Section 4.4, Hub Participation	Does HUB participation impact the evaluation process and bidder's score?	Please refer to Q&A #49 for this information.
165.	Section 4.7, Background Checks	Requirement 4.7.1 states "Due to the Contract requirements, the State requires criminal background checks of awarded Vendors, including but not limited to: owners, employees, agents, representatives, subcontractors, and all personnel of their respective	The criminal background checks are required for all RNs, LPNs and HCTs that are accepted for placement at a DSOHF facility.

		companies.” Can you give examples of the types of employees that will need a criminal background check if awarded (e.g., specific example of owners, employees, agents, etc.)?	
166.	Contract Nursing Services Request Process	Once the vendor has responded that they can fulfill the job order as requested via the Staffing Request Form, what is the timeline like from when the individual is selected to when they will begin fulfilling their assignment?	DSOHF facilities are encouraged to notify the vendor within 72 business hours whether the applicant is accepted or declined. Various factors may delay notification past the 72 hours, so this is not guaranteed. The timeline for onboarding varies based on how quickly the Vendor submits the Final Compliance Packet, the extent of applicant screening required (e.g., if fingerprinting is required) and the frequency of orientation at the facility. Onboarding of the applicant may vary from 2 to 8 weeks.
167.	General Question	Are there incumbent vendors from a previous contract? If so how many and who?	Please refer to Q&A #3
168.	General Question	How many nursing positions does DSOHF usually fill using temporary labor each year?	Please refer to Q&A #4
169.	General Question	Will this contract have cooperative purchasing language so other entities can buy off it?	No.
170.	General Question	Are there any terms for buyout included? For instance, if DSOHF wants to hire a temporary employee after the initial 16-week assignment, would the vendor receive a buyout fee?	Refer to Q&A #155
171.	General Question	Which DSOHF facilities have the greatest need for Contract Nursing Services?	The greatest need currently is at the State Psychiatric Hospitals.
172.	General question	Why is the contract out for bid? Is it required to be put out for bid?	The current contracts end on December 31, 2023. The State requires the services to continue. The Department of Administration, Division of Purchase and Contract is responsible for administering the State’s program for the acquisition of goods and services, including sound competitive purchasing procedures. As these services are not subject to a waiver of competition, the State is required to bid the services periodically.
173.	General question	Who are your current incumbent vendors for these services?	Please refer to Q&A #3
174.	General question	Are you satisfied with your current vendors?	The State declines to answer this question.
175.	General question	Are your needs being met?	The State declines to answer this question.
176.	General question	Can you provide last year’s usage for these services in	Please refer to Q&A #4

		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?	
177.	General question	What are your current hourly bill rates by classification?	Please refer to Q&A #8
178.	General question	Are bidders able to take exceptions and propose language the indemnification or other terms and requirements?	No.
179.	General question	Are you open to a Vendor Management System or Managed Service Provider solution?	Refer to Q&A # 119
180.	Section 1.0, Purpose and Background, and Section 5.0, Scope of Work	Is there a possible estimate of how often Director of Nursing/Chief Nursing Officer services will be required? Additionally, should vendors, as a standard, screen Registered Nurses for the purpose of possibly having an RN provide DON/CNO services?	CNO/DON services are infrequent. Vendors should not screen all RNs for the purpose of possibly providing CNO/DON services. The requirements for a CNO/DON differ from a direct care RN.
181.	Section 4.2, Invoices	We cannot automate the Contract Number & Order Date on the invoice, but we can add the PO number once received. Would it be acceptable if we put the Contract number, Order Date, and PO number all together in the same spot on the invoice?	That is fine. The PO number is the most important and MUST be on the invoice for each person, since each contracted staff member has an individual PO number.
182.	Section 4.2, Invoices	What are the DHHS payment terms? Are they 30 days?	The payment terms are net 30 days.
183.	Section 4.4, HUB Participation	Are vendors required to meet or exceed 10% utilization of HUB programs in this contract?	Please refer to Q&A #162 for this information.
184.	Section 4.7.2, Background Check Requirements	We do not provide copies of drug tests or background checks. All our background and drug screening processes will need to comply with state law. Would attestations suffice?	No, attestations will not suffice.
185.	Orientation Requirements	Is Orientation billable?	Refer to Q&A #77
186.	Periodic Status Reports	Will the State enact penalties/implications for not	The State has specified requirements for temporary coverage. The State seeks to select qualified vendors capable of delivering required quantity and quality

		meeting performance targets?	of services. Failure to fulfill performance expectations may result in corrective action, including termination of contractual agreement.
187.	Weekend and Holidays	Are holidays billable? If so, which holidays are recognized?	Refer to Q&A #82

ATTACHMENT H: STATE CERTIFICATIONS

State Certifications

Contractor Certifications Required by North Carolina Law

Instructions: The person who signs this document should read the text of the statutes and Executive Order listed below and consult with counsel and other knowledgeable persons before signing. The text of each North Carolina General Statute and of the Executive Order can be found online at:

- Article 2 of Chapter 64: http://www.ncga.state.nc.us/EnactedLegislation/Statutes/PDF/ByArticle/Chapter_64/Article_2.pdf
- G.S. 133-32: <http://www.ncga.state.nc.us/gascripts/statutes/statutelookup.pl?statute=133-32>
- Executive Order No. 24 (Perdue, Gov., Oct. 1, 2009): <http://www.ethicscommission.nc.gov/library/pdfs/LawsEO24.pdf>
- G.S. 105-164.8(b): http://www.ncga.state.nc.us/EnactedLegislation/Statutes/PDF/BySection/Chapter_105/GS_105-164.8.pdf
- G.S. 143-48.5: http://www.ncga.state.nc.us/EnactedLegislation/Statutes/HTML/BySection/Chapter_143/GS_143-48.5.html
- G.S. 143-59.1: http://www.ncga.state.nc.us/EnactedLegislation/Statutes/PDF/BySection/Chapter_143/GS_143-59.1.pdf
- G.S. 143-59.2: http://www.ncga.state.nc.us/EnactedLegislation/Statutes/PDF/BySection/Chapter_143/GS_143-59.2.pdf
- G.S. 143-133.3: http://www.ncga.state.nc.us/EnactedLegislation/Statutes/HTML/BySection/Chapter_143/GS_143-133.3.html
- G.S. 143B-139.6C: http://www.ncga.state.nc.us/EnactedLegislation/Statutes/PDF/BySection/Chapter_143B/GS_143B-139.6C.pdf

Certifications

- (1) Pursuant to G.S. 133-32 and Executive Order No. 24 (Perdue, Gov., Oct. 1, 2009), the undersigned hereby certifies that the Contractor named below is in compliance with, and has not violated, the provisions of either said statute or Executive Order.
- (2) Pursuant to G.S. 143-48.5 and G.S. 143-133.3, the undersigned hereby certifies that the Contractor named below, and the Contractor's subcontractors, complies with the requirements of Article 2 of Chapter 64 of the NC General Statutes, including the requirement for each employer with more than 25 employees in North Carolina to verify the work authorization of its employees through the federal E-Verify system." E-Verify System Link: www.uscis.gov
- (3) Pursuant to G.S. 143-59.1(b), the undersigned hereby certifies that the Contractor named below is not an "ineligible Contractor" as set forth in G.S. 143-59.1(a) because:
 - (a) Neither the Contractor nor any of its affiliates has refused to collect the use tax levied under Article 5 of Chapter 105 of the General Statutes on its sales delivered to North Carolina when the sales met one or more of the conditions of G.S. 105-164.8(b); and
 - (b) [check one of the following boxes]
 - Neither the Contractor nor any of its affiliates has incorporated or reincorporated in a "tax haven country" as set forth in G.S. 143-59.1(c)(2) after December 31, 2001; or
 - The Contractor or one of its affiliates has incorporated or reincorporated in a "tax haven country" as set forth in G.S. 143-59.1(c)(2) after December 31, 2001 but the United States is not the principal market for the public trading of the stock of the corporation incorporated in the tax haven country.
- (4) Pursuant to G.S. 143-59.2(b), the undersigned hereby certifies that none of the Contractor's officers, directors, or owners (if the Contractor is an unincorporated business entity) has been convicted of any violation of Chapter 78A of the General Statutes or the Securities Act of 1933 or the Securities Exchange Act of 1934 within 10 years immediately prior to the date of the bid solicitation.
- (5) Pursuant to G.S. 143B-139.6C, the undersigned hereby certifies that the Contractor will not use a former employee, as defined by G.S. 143B-139.6C(d)(2), of the North Carolina Department of Health and Human Services in the administration of a contract with the Department in violation of G.S. 143B-139.6C and that a violation of that statute shall void the Agreement.
- (6) The undersigned hereby certifies further that:
 - (a) He or she is a duly authorized representative of the Contractor named below;
 - (b) He or she is authorized to make, and does hereby make, the foregoing certifications on behalf of the Contractor; and
 - (c) He or she understands that any person who knowingly submits a false certification in response to the requirements of G.S. 143-59.1 and -59.2 shall be guilty of a Class I felony.

Contractor's Name: _____

Contractor's Authorized Agent: Signature _____ Date _____

Printed Name _____ Title _____

Witness: Signature _____ Date _____

Printed Name _____ Title _____

The witness should be present when the Contractor's Authorized Agent signs this certification and should sign and date this document immediately thereafter.