

<b>ATTACHMENT D: BIDDER RESPONSE FORM</b> This form is broken into five (5) sections: <b>Section 1. Administrative Response; Section 2. Management Response/Bidder Qualifications; Section 3. Reference Check, Section 4. EO 18-03 Certification, and Section 5. Bidder’s Acknowledgment</b> . Bidders must respond to all questions in order and in the expandable space provided. If a question requires Bidder to submit additional documents, please attach them to this document and label them clearly as part of Bidder’s response to this Attachment D.			
<b>1</b>	<b>BIDDER INFORMATION (ADMINISTRATIVE RESPONSE) – Required; Pass/Fail</b> Bidder’s response to the questions in this Section 1, combined with the information provided in Bidder’s Submittal Letter, comprise Bidder’s Administrative Response to this Solicitation. While the Administrative Response is not given a number score, information provided as part of Bidder’s Administrative Response may cause the Bid to be disqualified and may be considered in evaluating Bidder’s qualifications and experience.	<b>MAXIMUM TOTAL POINTS</b>	<b>THIS COLUMN IS FOR EVALUATION PURPOSES ONLY</b>
<b>a</b>	Indicate whether Bidder employs or contracts with any current or former state employees. If the answer is yes, provide the following information with respect to each individual: 1) name of employee or contractor; 2) the individual’s employment history with the State of Washington; 3) a description of the Individual’s involvement with the response to this Solicitation; and 4) the Individual’s proposed role in providing the services under this any Contract that may be awarded.	NOT SCORED	
	ANSWER: AMN Healthcare, Inc. does not knowingly employ or contract with any current or former state employees separate from current contracts with the State of Washington. We may employ former employees who are healthcare professionals but that does not seem to be something that would impact the award of a contract.		
<b>b</b>	Indicate whether Bidder’s Response contains any variations from the requirements of the Solicitation Document. If the answer is yes, list each variation with specificity and include the pertinent page numbers containing the variation.	NOT SCORED	
	ANSWER: None		
<b>c</b>	Indicate whether Bidder is requesting that DSHS consider any exceptions and/or revisions to the sample contract language found in Attachment A. If so, state the page of Attachment A on which the text is found, and the specific changes Bidder is requesting. DSHS shall be under no obligation to agree to any requested changes, and will not consider changes to contract language or negotiate any new language that are not identified in response to this question.	NOT SCORED	

<p>ANSWER:</p> <p><b>Page 25 j. Facility Acceptance of a Contract Nurse Presented by the Contractor. Within five (5) business days of receipt....</b>          If the Facility uses all five days, this will limit any agency’s ability to fill assignments for you. Most Candidates work with multiple agencies, and they may have up to five offers of positions. We would have previously recommended no more than 48 hours before offer. In the current climate of reduced availability of clinicians, <b>we recommend no more than four hours from file receipt to interview and then offer at the end of the interview if interested.</b> This is a new way of thinking and doing business, but we would be remiss if we did not use our expertise to advise you on the realities of what it now takes to fill assignments.</p> <p><b>Page 30. 7.a.Invoice System.</b> For possible changes in the final agreement, if timekeeping errors are discovered after the 15 days, amended invoices may need to be submitted. We pay our employees based on reported hours. If these do not match the technology, we will need to verify with facility and timecard approver what hours were worked.</p> <p><b>Page 31.7.c. Payment.</b> Payment shall be considered timely if made by DSHS within thirty (30) days after <del>receipt and acceptance</del> date of the properly completed invoices.</p> <p><b>Page 32.9. Insurance.</b> If there are changes to the insurance language in the final agreement, AMN may need to ask for edits. Specifically reserving the right to review Insurance Language again before signing. The current limits are acceptable.</p> <p><b>Page 35 – Exhibit A. Data Security.</b> This does not seem to apply to a staffing agreement. As AMN will only be providing health care staffing personnel, we do not nor will not access DSHS systems or data at any time. Therefore, this is not applicable. Our clinicians may use DSHS systems for patient care support and nothing more. That access and usage protocols should be directed at the time of orientation. As the majority of this does not apply in either areas, we ask that this is deleted or revised so that’s appropriate for the services being provided</p> <p><b>Indemnification -throughout.</b> Reserving the right to negotiate Indemnification language changes beyond what is provided in the Sample Agreement.</p> <p><b>Exhibit B: Missing Holiday bill rates.</b> It does say that Holiday Premium Rates are not allowed. We encourage you to allow billing of Holidays at 1.5x the hourly bill rate for the following holidays for the hours worked within the 24-hour holiday: New Year’s Day, Memorial Day, Independence Day, Labor Day, and Christmas Day. This is especially important if your own employees are paid for these holidays.</p> <p><b>Missing provisions for Minimum Hours.</b> The first question we hear from candidates after knowing the pay rate is Are there Guaranteed Minimum hours? They usually decline any position that does</p>		
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<p>not offer Guaranteed Minimum Hours. We recommend the following language be added to the agreement:</p> <p><b>“MINIMUM WORK WEEK.</b> For Personnel confirmed for eight, 10 or any combination of eight-, 10- and 12-hour shifts, DSHS will provide Personnel a minimum of 40 scheduled hours per week. For Personnel confirmed for 12 hour shifts only, DSHS will provide Personnel a minimum of 36 scheduled hours per week. The guaranteed minimum work week calculation includes regular and overtime hours worked but does not include any “on-call” time. The guaranteed minimum work week applies to all work weeks, including weeks during which orientation is provided, weeks with Holidays and weeks during which there may be unit closures for all or any portion of such week. Should DSHS not provide Personnel the minimum hours, DSHS will be invoiced and shall pay the applicable rate set forth in the applicable Exhibit for all hours below the minimum for such Personnel. “</p> <p><b>We also suggest adding: Provisions for Assignments for 36, 40, 48, and 60 hours per week based on the need of the facility. Confirming Personnel for more guaranteed hours per week and for more than one assignment (26 and 39 weeks rather than only 13 weeks) enhances the facility’s ability to attract and book more Personnel and supports the facility in filling staffing needs with continuity of care by the same Personnel.</b></p> <p><b>Request to Add:</b> For AMN’s Joint Commission Certification – we ask that the following language be added.</p> <ol style="list-style-type: none"> <li>1. <b>“FLOATING.</b> DSHS agrees to float Personnel only in accordance with the facility’s floating policies for all staff, and the clinical experience of the Personnel. DSHS confirms that DSHS’s policies on floating comply with current (and will comply with any future) Joint Commission standards, including the provision of an appropriate orientation to the new unit. “</li> <li>2. <b>“PROTECTION OF PERSONNEL’S PERSONAL INFORMATION.</b> DSHS agrees to use appropriate privacy and security measures to protect all Personnel’s personal information from unauthorized access, destruction, use, modification, or disclosures in accordance with all federal and state privacy laws, including but not limited to, limiting access to only those employees necessary for performance under this Agreement, implementing suitable measures to prevent unauthorized persons from gaining access to Personnel personal information and to prevent unauthorized reading, copying, alteration, use, or removal of Personnel personal information. DSHS will report to Contractor in writing, no more than one business day after discovery, any breach of security or privacy unauthorized use, or unauthorized disclosure of Personnel personal information. DSHS shall be responsible for notifying affected Personnel of the occurrence (as required by applicable</li> </ol>		
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	<p>law) and for payment of all costs of notification and any costs associated with mitigation, including but not limited to credit monitoring. DSHS shall also be responsible for all expenses, costs, and any damages incurred by Contractor, resulting from such occurrence. DSHS must obtain Contractor's approval of the time and content of any notifications under this Section before contacting affected Personnel.”</p> <p><b>3. CREDENTIALING.</b> We are able to meet the requirements of the agreement but wanted to discuss with you more streamlined credentialing that still meets the CDC and other organization’s requirements. If we are awarded, we would like to present our current standard credentialing for your consideration.</p> <p><b>4. MISCELLANEOUS.</b> Reserving the right to review the final agreement version and request changes that may not be listed here. We request this not to be difficult but to protect our clinicians who also are our employees and to protect our ability to provide excellent service to DSHS in filling assignments and still meet the demands of the agreement.</p>		
d	<p>If Bidder considers any information that is submitted as part of its Response to be proprietary, please identify the numbered pages of Bidder’s Response containing such information and place the word “Proprietary” in the lower right hand corner of each of these identified pages. Please note: Responses are subject to the Washington Public Records Act and DSHS cannot guarantee that they will remain confidential. Please avoid including proprietary information with bidder responses.</p>	NOT SCORED	
	ANSWER: None		
e	<p>Indicate whether Bidders has had a contract terminated for cause or default within the past five (5) years. If so, please provide the terminating party’s name, address and telephone number and provide a summary describing the alleged deficiencies in Bidder’s performance, whether and how these alleged deficiencies were remedied and any other information pertinent to Bidder’s position on the matter. “Termination for Cause” refers to any notice to Bidder to stop performance due to Bidder’s asserted nonperformance or poor performance and the issue was either (a) not litigated; (b) litigated with a resulting determination in favor of the other party; or (c) is the subject of pending litigation</p>	NOT SCORED	
	ANSWER: None		
f	<p>Identify any prior contracts Bidder has entered into with the State of Washington within the past ten (10) years and identify the dates and nature of the contract and primary agency contact for each.</p>	NOT SCORED	
	<p>ANSWER:</p> <ul style="list-style-type: none"> <li><b>University of Washington Medical Center</b> – Travel Nurse and Allied Health Staffing. More than 22 years. AMN’s records begin in 2000 when University of Washington was already an existing client. We have been serving clients since 1985. 1,274 Completed Assignments.</li> </ul>		

	<ul style="list-style-type: none"> <li>• <b>University of Washington Medical Center</b> – Travel Nurse, Allied Health, and Rapid Response Healthcare Staffing for EMR Conversion. 1.11.2021 – 2.27.2021 5 Completed Assignments.</li> <li>• <b>Department of Social and Health Services of Washington State</b> – Travel Nurse and Rapid Response Staffing January 2020 through current date. 37 Completed Assignments.</li> </ul>		
g	<p>Indicate whether Bidder has been the subject of a lawsuit or administrative proceeding alleging a failure to comply with laws relating to the types of services Bidder proposes to provide pursuant to this Competitive Solicitation. If the answer is yes, please list the nature of the allegations, docket number, disposition and date (if applicable) and Bidder’s explanation of how it has changed its practices or operations relative to any alleged deficiencies since that proceeding was filed.</p>	NOT SCORED	
	<p>ANSWER: Like all employers, AMN Healthcare, Inc. must also comply with various laws and regulations relating to employment and pay practices and from time to time may be subject to individual and class action lawsuits related to alleged wage and hour violations under California and Federal law. We are subject to possible claims alleging discrimination, sexual harassment and other similar activities in which we or our hospital and healthcare facility clients and their agents have allegedly engaged.</p> <p>AMN is also subject to examination of our payroll practices from various federal and state taxation authorities from time to time. While we believe that our employment and pay practices materially comply with relevant laws and regulations, interpretations of these laws may change. Because of the nature of our business, the impact of these employment and payroll laws and regulations may have a more pronounced effect on our business. There is a risk that we could be subject to payment of significant additional wages, insurance and employment, and payroll-related taxes and sizeable statutory penalties negatively impacting our financial position, results of operations and cash flows. These laws and regulations may also impede our ability to grow the size and profitability of our operations. In addition, our involvement in these matters and any related adverse rulings may result in increased costs and expenses, cause us from time to time to significantly increase our legal accruals and/or modify our pay practices, all of which would likely have an adverse impact on our financial performance and profitability.</p> <p>AMN, along with our clients and healthcare professionals, are subject to investigations, claims and legal actions alleging malpractice or related legal theories. At times, plaintiffs name us in these lawsuits and actions regardless of our contractual obligations, the competency of the healthcare professionals, the standard of care provided by the healthcare professionals, the quality of service that we provided or our actions. In certain instances, we are contractually required to indemnify our clients against some or all of these potential legal actions.</p>		

	The size and nature of our business requires us to collect substantial personal information of healthcare professionals and other team members that is subject to a myriad of privacy-related laws from multiple jurisdictions that regulate the use and disclosure of such information. In addition, many of our healthcare professionals have access to client proprietary information		
h	Describe Bidder’s proposed plans for the use of Subcontractors in performing this contract, listing each Subcontractor (or type of subcontractor), its proposed role and the estimated percentage of the Contract that will be performed by each Subcontractor. Please indicate whether each subcontractor self-identifies or is certified as a small business, a minority-owned business, a woman-owned business, a disadvantaged business enterprise, or a veteran-owned business. If the answer is yes, please identify the type of organization(s) and provide details of any certifications. Note that all Subcontractors must be approved by DSHS.	NOT SCORED	
	ANSWER: AMN will not use subcontractors for this contract.		
i	Describe any programs, policies or activities of Bidder’s organization that support human health and environmental sustainability in Bidder’s business practices. If a program, policy or activity is specifically applicable to this Contract, please so indicate.	NOT SCORED	
	ANSWER: <b>AMN’s ESG Strategy and Goals</b> At AMN Healthcare, we take a multi-stakeholder approach to managing ESG (Environmental, Social, Governance) risks and opportunities, and we actively engage our team members, healthcare professionals, clients, shareholders, supplier partners, and local and global communities to advance the health of people and the planet. ESG has always been at the forefront of the work we do and at the heart of our mission as a company. Our social impact and sustainability work to date has focused on reducing our environmental footprints through more sustainable operations; investing in our team members in alignment with our commitment to social justice and diversity, equity, equality, and inclusion; maintaining and enhancing our holistic approach to corporate governance; and supporting our communities through volunteerism, philanthropy, and civic engagement. As we look forward, we have developed an ambitious and focused ESG strategy, targeting improvements in our core business that can yield the highest social and environmental impact. We are working dutifully to embed ESG into our existing business practices and collaborate with clients, suppliers, and industry partners to drive meaningful change on our collective challenges. AMN Healthcare has identified three key pillars for our ESG strategy which thread together to drive “Health & Wellness for ALL”: Health, DEI, and Sustainability.  <b>Foundational: Governance.</b> Exceeding expectations for responsible governance and meeting or exceeding expectations on all facets of ESG.		

<p>Our Commitments: Strong ethics, human rights, data privacy, and cybersecurity •Board diversity reflects diversity of value chain •Comprehensive reporting of financial performance, and environmental and social impact (explore Integrated Reporting) •Political advocacy aligns with our values and ESG goals</p> <p><b>PILLAR 1: Health.</b> Advancing health and wellness for our team members, healthcare professionals, and our communities  <i>Our Commitments:</i> Drive Health and Wellness for our team members and healthcare professionals                  •Increase availability and quality of healthcare for communities •Meaningfully help our clients optimize talent management and improve patient experience and outcomes •Positively impact social and environmental determinants of health •Reduce inequities in health outcomes</p> <p><b>PILLAR 2: DEI.</b> Driving diversity, equity, equality, and inclusion at AMN Healthcare and throughout our value chain and industry  <i>Our Commitments:</i> DEI excellence in all team member and healthcare professional recruiting and hiring (e.g., optimized job descriptions, diverse recruiting sources, diverse slates, unconscious bias reduction, etc.) •Representative diversity at ALL levels of AMN Healthcare •Equity in compensation, promotion, and career opportunities •Deeply inclusive culture of belonging •Significant diverse supplier spend and economic impact in historically underinvested in communities •Embed DEI in our core business and all decisions</p> <p><b>PILLAR 3: Sustainability.</b> Catalyzing a sustainable and regenerative future  <i>Our Commitments:</i> Net zero for Scope 1 and 2 Greenhouse Gas Emissions (GHGe) by 2024 •Set Scope 1, 2, 3 GHGe Science-Based Targets by 2024 •Water and waste footprints measured by 2023. Targets set by 2024 (e.g., context-based water goal, zero waste to landfill) •Create and share sustainability blueprint to catalyze suppliers, clients, healthcare &amp; staffing industries, by 2024 •Embed sustainability mindset in our core business and all decisions (innovation, investments, purchasing, advocacy, etc                  More information can be found online in the AMN Environmental, Social, and Governance Report: <a href="https://www.amnhealthcare.com/amn-insights/news/environmental-social-and-governance-report/">https://www.amnhealthcare.com/amn-insights/news/environmental-social-and-governance-report/</a></p>		
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2	BIDDER QUALIFICATIONS AND EXPERIENCE (MANAGEMENT RESPONSE) Required; Total Maximum Points 90	MAXIMUM TOTAL POINTS	THIS COLUMN IS FOR EVALUATION PURPOSES ONLY

a	<p>Please provide your firms experience, skills and qualifications in providing Temporary Contract Nurse Staffing Services below. Please include all information that you wish DSHS to consider in determining whether you meet requirements set forth in the Solicitation Document, including:</p> <p><b>1) Number of years you have provided Temporary Contract Nurse Staffing Services.</b></p> <table border="1" data-bbox="373 370 1003 540"> <thead> <tr> <th>Number of Years</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>Less than one year</td> <td>0 Points</td> </tr> <tr> <td>1-2 years</td> <td>5 Points</td> </tr> <tr> <td>3-5 years</td> <td>10 Points</td> </tr> <tr> <td>6+ years</td> <td>20 Points</td> </tr> </tbody> </table> <p><b>2) Describe your firms experience securing Temporary Contract Nurse Staffing assignments at Psychiatric and/or Mental Health Facilities.</b></p> <p>Up to 5 points may be awarded</p>	Number of Years	Points	Less than one year	0 Points	1-2 years	5 Points	3-5 years	10 Points	6+ years	20 Points	25	
Number of Years	Points												
Less than one year	0 Points												
1-2 years	5 Points												
3-5 years	10 Points												
6+ years	20 Points												
	<p>ANSWER:</p> <p>1) 37 Years. Founded in 1985.</p> <p>2) AMN serves 193 Psychiatric and/or Mental Health client facilities. We have 954 active Psychiatric and/or Mental Health Registered Nurses with Washington Licenses. 724 Psychiatric and/or Mental Health Registered Nurse assignments were filled nationally YTD 2022 from our over 17,000 active Psychiatric and/or Mental Health in our database. There are currently 124 Psychiatric and/or Mental Health Registered Nurses working on Travel assignments nationally. Using AMN’s successful targeting recruitment strategy, we are able to recruit specifically for Psychiatric and/or Mental Health Registered Nurses with Washington Licenses or those wanting to acquire a Washington License whether through direct contact from a Recruiter or using texts, emails, and social media. We also would highlight the facility and open orders on AMN websites and App. We describe below more of AMN’s recruitment process.</p>												
b	<p>Provide the number of Temporary Contract Nurse assignments your firm has secured with respect to your overall business and your business within the state of Washington, at Psychiatric and/or Mental Health Facilities and shall be scored as follows:</p> <table border="1" data-bbox="373 1320 1136 1416"> <thead> <tr> <th>Number of secured Temporary Contract Nurse Assignments in Psychiatric and/or Mental Health Facilities in WA State</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> </tr> </tbody> </table>	Number of secured Temporary Contract Nurse Assignments in Psychiatric and/or Mental Health Facilities in WA State	Points			20							
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	0 Secured Assignments	0 Points		
	1-5 Secured Assignments	5 Points		
	6-10 Secured Assignments	10 Points		
	11-19 Secured Assignments	15 Points		
	20+ Secured Assignments	20 Points		
	<p>ANSWER 1,316 Completed Assignments</p> <ul style="list-style-type: none"> <li> <b>University of Washington Medical Center</b> – Travel Nurse and Allied Health Staffing. More than 22 years. AMN’s records begin in 2000 when University of Washington was already an existing client. We have been serving clients since 1985. 1,274 Completed Assignments.                     </li> <li> <b>University of Washington Medical Center</b> – Travel Nurse, Allied Health, and Rapid Response Healthcare Staffing for EMR Conversion. 1.11.2021 – 2.27.2021 5 Completed Assignments.                     </li> <li> <b>Department of Social and Health Services of Washington State</b> – Travel Nurse and Rapid Response Staffing January 2020 through current date. 37 Completed Assignments.                     </li> </ul> <p>AMN filled 68 Assignments for Psychiatric and/or Mental Health Registered Nurses in Washington YTD 2022. 724 Psychiatric and/or Mental Health Registered Nurse assignments were filled nationally YTD 2022.</p>			
c	<p>Provide the number of qualified Contract Nurses your firm has available that have Psychiatric and/or Mental Health experience and are willing to consider an assignment with a DSHS facility, if you are awarded a contract.</p>		20	
	<p>ANSWER: We have 954 active Psychiatric and/or Mental Health Registered Nurses with Washington Licenses. We have over 17,000 active Psychiatric and/or Mental Health Registered Nurses in our database to contact on acquiring a Washington License.</p>			
d	<p>Describe the processes your firm will follow to recruit and retain qualified Temporary Contract Nurses for assignment at DSHS facilities, if you are awarded a contract.</p>		15	
	<p>ANSWER: Recruiting. AMN’s over 700 professional Healthcare Recruiters are making 67,000 contacts each week on behalf of our clients. These experienced Recruiters are incentivized to ensure that orders are filled, and assignments completed with the clinician that best meets the job requirements. Recruiters are held accountable when clinicians cancel or do not complete assignments as contracted.</p> <p><b>Recruitment Strategies:</b></p>			

<ul style="list-style-type: none"> <li>• Word of Mouth – AMN clinicians are financially rewarded for recommending peers.</li> <li>• Social Media – wherever nurses are online – AMN is too.</li> <li>• Emails and Texts – either geographically or specialty driven</li> <li>• Online Advertisement – AMN ads pop up while nurses are online</li> </ul> <p>Recruiters reach out by phone, text, email, and social media to stay in contact with their assigned clinicians and build a relationship with that clinician to help them meet their personal and professional goals while on assignment.</p> <p>Recruiters are fully informed about open orders, position requirements, and local communities in order to educate their clinicians about realities of assignments and expectations of the facility. Recruiters work with Account Managers and Clinical Managers to ensure that the clinician meets all the credentialing and certification requirements before the clinician’s file is submitted to the client facility as a candidate. We are working on your behalf to meet facility patient experience, and risk management goals.</p> <p>Beyond our multiple recruitment brands, we are also able to appeal to the entire nursing and allied health population through our wide variety of content-driven portal sites and social media. We are targeted to any nurse interested in online continuing education, clinician networking, nursing news or nationwide clinician job boards. Through these portal sites, we can reach not just nurses interested in travel nursing, but clinicians in all stages of their career.</p> <p>Once candidates are placed on a contingent assignment, we can leverage our marketing automation capability and work with our clients to retain clinicians at existing facilities. AMN’s marketing automation provides targeted, personalized e-mail messaging to educate and nurture clinicians while on assignment and help them prepare for their next job. This messaging approach works to support the candidate/recruiter relationship by keeping the clinician informed in between conversations.</p> <p>AMN has expanded our online presence with even more opportunities to drive clinicians to our multiple websites and job postings. AMN is everywhere the clinicians are as we expand our presence in Social Media marketing and pointed advertising. Our current clinicians can share their work experiences with friends and family and connect them with job leads through web and mobile based technologies - all powered to support interactive dialogue. If clinicians are talking about Healthcare Staffing assignments - AMN is there.</p>		
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e	<p>List the key team member(s) who will serve as the Contractor Representative to fill and manage assignments if you are awarded a contract. Provide the Representative’s resume, number of assignments secured, and number of years employed with Bidder’s firm.</p> <p>Note: If awarded a Contract, Contractor shall assign the key team member(s) and shall make good faith effort to retain the key team member to the contract throughout its term.</p>	5	
	<p>ANSWER: To protect our employee’s personal information, AMN does not provide resumes of AMN working employees. We can attest that only highly experienced and knowledgeable professionals will be assigned to manage your account. We have included the years of staffing experience beside the names of the members of the Service Team that would be assigned.</p> <p><b>Work Plan - Approach / Methodology.</b> Once an order is received by the Account Manager, it is placed in AMN’s proprietary technology AMIE. In AMIE, orders are reviewed, clinicians booked, credentialing documented, and payroll processed. There is a whole back-office team ready to serve you in ensuring recruitment is completed, the appropriate candidates presented, credentialing completed and once booked, housing provided, payroll set up, and the clinician starts the assignment on time with all required credentials and safely housed.</p> <p><b>Service Team Model:</b></p> <p>AMN uses a Service Team management system. The Service Team consists of the following positions:</p> <ul style="list-style-type: none"> <li>• Senior Regional Director – Kevin Jones, 20 years</li> <li>• Senior Account Manager – Chelsea Hamilton, 10 years</li> <li>• Clinical Manager – Carolyn Bledsoe, RN, 10 years</li> <li>• Credentialing Analyst – Amber Mangerino, 6 years</li> <li>• Client Accounting Representative – Kerry Nasser, 5 years</li> <li>• Vice President of Client Services – Christin Stanford, 22 years</li> </ul> <p><b>Account Management Structure</b> Each member of your AMN Service Team is here to ensure that AMN meets your staffing needs and you are free to focus on the care of patients – not staffing. This team delivers a one-stop shop for all clinical contingent workforce needs. To deliver this, we assign a focused Account Manager, a Clinical Manager, and Credentialing Analysts to manage our relationship with the you. Upon contract award and during Solution Design, we will introduce these personnel to you. Should there be any changes in those professionals assigned – an equally experienced specialist will be assigned and introduced.</p>		

<p><b>The Regional Director</b> is ultimately responsible for your satisfaction and overall health of your account and all services provided by AMN Healthcare. The Regional Director is the liaison for any contractual questions, concerns or updates. The Regional Director is there to work with you on the resolution of problems should they arise. Any usage reports that you need may be requested through the Regional Director and be designed to include information that is useful to you in a format that will be meaningful to you needs. The Regional Director ensures that all aspects of services meet or exceed your expectations from AMN.</p> <p><b>The Account Manager:</b> AMN will dedicate an Account Manager to serve as the primary point of contact for your staff. Our Account Mangers will receive orders and oversee fulfillment. They partner with AMN recruiters to recommend the highest quality, right-fit candidates for each specific opening. Account Managers will interface directly with candidates, and with your human resources staff and hiring managers. As part of our service-oriented culture, our Account Managers strive to provide outstanding service in all their client interactions. Our Account Managers are incentivized to deliver excellent service and provide 24/7 availability, with Monday through Friday office hours, from 8:00 am to 5:30 pm (local time).</p> <p><b>The Clinical Manager</b> is a qualified and licensed clinician who will provide consultative support on all RN clinical matters by assisting with on-assignment issues, education, supervision, counseling, and conversion. In addition, your Clinical Manager provides expert guidance to standardize and streamline your credentialing and onboarding standards and practices. Since all Clinicians are AMN employees, we take the relationship between Clinical Manager and the facility seriously. The Clinical Manager can take care of those hard conversations and ensure any performance issues are addressed immediately. They are supportive and in this time of emotional exhaustion of our Clinicians working during the pandemic, the Clinical Manager has the experience to hold hands with the Clinician over the phone to talk Nurse to Nurse about current care realities.</p> <p>The Clinical Manager is a Registered Nurse who meets the following standards:</p> <ul style="list-style-type: none"> <li>• Active RN License</li> <li>• Required Education: Bachelor's degree in Nursing</li> <li>• Preferred Education: Master's degree in Nursing</li> </ul> <p>Minimum Experience</p> <ul style="list-style-type: none"> <li>• 5 years RN experience</li> <li>• 2 years of direct supervisory or management experience</li> </ul> <p>Preferred Experience/Certifications</p> <ul style="list-style-type: none"> <li>• 5 years RN experience in acute care setting</li> </ul>		
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<ul style="list-style-type: none"> <li>• Experience working as a travel nurse or working with travelers</li> <li>• Experience with healthcare staffing</li> <li>• RNC or Board certification in clinical specialty</li> <li>• LSS certification</li> <li>• Compliance certification</li> </ul> <p><b>The Credentialing Analyst</b> works with the confirmed Clinicians to gather documents, credentials and whatever else is needed that you have as requirements to start assignments. These professionals are skilled at expediting testing, finding any needed certifications and classes, and getting the Clinician started on time.</p> <p><b>The AMN Client Accounting Representative</b> manages your invoicing and all billing activity – they know your account and requirements and are there to answer any questions you might have. They act as your contact for any billing or timekeeping issues.</p> <p><b>The Vice President of Client Services</b> supports all services and relationships between AMN and your organization. The VP ensures that anything that may hamper the Service Team in providing the best service possible – is removed or corrected. They can also help escalate any concerns you might have or deal with emergent situations.</p> <p><b>Billing and Timekeeping:</b> AMN provides our clinicians the ability to log in to our system and keep an electronic timecard, or if the client prefers, we can accept or provide paper timecards. We are also able to partner with other timekeeping technologies. We work with scores of VMS technologies and are ready to adapt. We are also able to adapt to your specific invoicing and billing requirements. With our experience of working with so many different clients and technologies, we can advise you on the most efficient and effective way to track time and achieve accurate billing.</p> <p>AMN operates from its headquarters office in San Diego, California, an equally large office in the Dallas Texas Metro area, as well as satellite offices in Georgia, Florida, Nebraska, North Carolina. AMN has a staff of more than 4,000 support employees across the United States whose functions include recruitment, account management, client services, quality assurance, housing, benefits management, and accounting. The majority of AMN Team Members now work from home in all 50 States.</p> <p>24 Hour Management Availability at 800.282.0300 – a member of management is standing by to assist with staffing concerns – 365 days of the year. We are there when you need us.</p>		
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f	Describe additional experience that distinguishes your firm from other Temporary Contract Nurse Staffing firms or makes it uniquely qualified for the Contract.	5	
<p>ANSWER: <b>We are here to serve you:</b> AMN Healthcare is a big company that still thinks and acts like a start-up. We still have that same passion to be the best and to truly take care of our clients. We consider ourselves to be in partnership with our clients and address their needs with the thought that we are working toward the maintenance of a long-term relationship. It is who we are and what we do. We want to work together to solve staffing needs and fix what keeps our clients up at night.</p> <p>With 37 years of expertise in delivering exceptional workforce solutions to the nation’s top-rated healthcare facilities, AMN is proud of its rich heritage as the innovative leader in healthcare recruitment and placement. Comprised of over 4,000 employees, 700 hundred recruiters, eight delivery centers, and 28 industry brands, AMN is the nation’s leader in healthcare workforce solutions.</p> <p>AMN is honored to serve more than 6,000 healthcare staffing clients. We are able to support large (and small) health systems and 1,306 of the facilities we serve have over 200 licensed beds, forty of which have over 1,000 beds. We know that AMN’s number one job is to provide the highest quality clinicians when and where you need them. AMN has a depth and breadth of service offerings that no other healthcare company can offer. With the largest supply of quality, pre-screened registered nurses and allied health professionals combined with a wide variety of flexible staffing and service options across multiple specialties and assignment lengths, AMN can meet any healthcare staffing need.</p> <p>AMN’s Clinician Database includes 1.2 million active clinicians. AMN currently provides the full range of nurse specialties and disciplines. We deliver ready-to-work nurses in response to travel, local, per diem, critical response and international nursing staffing requirements, making more than 13,000 placements on assignment daily on average across the United States. <b>How many other agencies can state they have 13,000 clinicians that are their own employees – not 1099 placements – working on assignment each day? Only AMN.</b></p> <p><b>Singular focus: Healthcare Staffing.</b> AMN provides healthcare staffing for healthcare clients. Period. This focus allows us to provide deep and rich workforce optimization capabilities unparalleled in the industry. Unlike most staffing agencies, employment services, and "headhunters", we are a healthcare firm first, possessing knowledge of the medical staffing environment that is unsurpassed in the industry. AMN is a successful healthcare staffing agency because we know how to attract and retain the best of available clinicians and how to recruit</p>			

<p>clinicians better than any other healthcare staffing agency. AMN has placed over 119,940 clinicians on assignment in 2019-2022; all during a nursing shortage and pandemic.</p> <p>Three of the last five years have been like nothing anyone has experienced since the 1919 Flu pandemic. We didn't know how contagious COVID was. What it could do to those who caught it and how to treat patients who had it. Hospitals and RNs were learning as they treated patients, and each day was a new day of professional strain and anxiety hell. Nurses that started out as public heroes were soon being beaten by sick patients who died yelling the virus was hoax and their families threatening staff for their family member's death. There weren't enough supplies or Personal Protection Equipment, and Nurses were reusing smocks and masks.</p> <p>In this atmosphere of chaos, fear, and the unknown, AMN was tasked with recruiting nurses to leave their home, and families, and go to another community and help them deal with this virus. To entice nurses to leave home when everyone else was in lock down, bill rates were increased until a clinician would say yes. This was not to gouge or take advantage of facilities in a time of emergency, but to bill and then pay what the market required. AMN staff were working around the clock. Our management teams worked non-stop and 7 to 14 days without a break was not unusual. In 2021, Clinical Managers made 10,000 care calls to our nurses working on assignment to talk nurse to nurse on how they were doing and how they were holding up emotionally and physically. (This count doesn't include the thousands upon thousands of emails and texts.) When Omicron spiked in January 2022, 5,000 care calls were made by our Clinical Managers to again support our working clinicians nurse to nurse and hold their hands over the phone. We are now supporting our clients as they deal with COVID-19, Influenza, and RSV – as well as Strep – at the pediatric facilities.</p> <p><b>Quality clinicians:</b> Our passion? Clinicians. They save lives and drive business performance. Their quality is the true competitive differentiator. AMN Clinical Quality is ensured by a 60-member Clinical Staff, a universal DNS list, and stringent credentialing requirements that meet the requirements of the Center for Disease Control and recommendations of The Joint Commission. AMN was the first Staffing Agency to receive Corporate Certification from The Joint Commission in 2005. Our certification and re-certification depend on only providing the best clinicians to our clients. We have 17 years of data that we have provided to The Joint Commission that validates our clinician quality with a DNS/DNR of less than 1%.</p> <p><b>AMN as your partner:</b> We must be a true partner to you and discuss realities of the current market, set realistic expectations on costs and availability, and what it will take from both sides of the partnership to meet your staffing needs. Our ultimate goal is to over perform, and ensure that</p>		
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<p>all of your staffing needs are filled, beds are open, and patients are treated by the highest quality, clinically sound, and compassionate nurses that we would trust to care for our own family members, because sometimes they do.</p> <p>RNs are quitting nursing after the physical, mental, and spiritual exhaustion of COVID. Nurses that came out of retirement to help during COVID are going back out. The specialties that treated COVID patients will be the hardest hit. LD, ICU, Med Surg, PCU, Psychiatric / Behavioral Health, Respiratory Therapists. ORs were less effected but their use was so restricted - staff either had to move to COVID treatment units or not have hours to survive – many left the profession. Behavioral Health/Psychiatric will continue to be strained. There aren't enough Pediatric Psych providers of any kind to meet the demand of school age people who were home away from their peer groups or were affected by anxiety from the fear of unknown with COVID and the atmosphere of panic. Those already mentally ill, became sicker and those who had not been ill before, now need help. AMN's large database of active clinicians becomes more and more important, as does our ability to recruit and retain clinicians.</p> <p>Profiles can arrive as quickly as a few hours after order posting or up to several weeks. Clinicians know their value in the current marketplace and are looking for assignments that are financially rewarding, resume builders, have a good reputation on social media for treating Traveler Nurses well, and/or unique adventure assignments. These well-informed candidates are asking about Guaranteed Hours - the facility's ability to call off shifts and cancel assignments, and unit staff to patient ratios, before allowing their file to be sent for consideration. Our experience shows that interested candidates work with 2-5 agencies and can have up to 9 offers to choose from when deciding on an assignment.</p> <p><b>Learn from our experience:</b> While a candidate's file once had a "shelf life" (time before the clinician will move on to another interview and probably accept another assignment) that could have been as long as 48 hours; facilities no longer have that luxury. Once a file arrives at a facility interviewing manager's or hiring representative's desk, your organization has about four hours, yes only four, to respond if they are interested or the candidate will choose another facility who demonstrates interest with a quick response. Candidates tell us they equate quick response with a positive assignment experience.</p> <ul style="list-style-type: none"> <li>• Take advantage of using our Clinical Managers to review files for you.</li> <li>• Offer from those selected files without an interview.</li> <li>• Have only your best hiring representatives to engage with candidates. The candidates are judging your facility by these interviews.</li> </ul>		
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<b>3</b>	<b>BIDDERS REFERENCE CHECK - Required; Total Maximum Points 5</b>	<b>MAXIMUM TOTAL POINTS</b>	<b>THIS COLUMN IS FOR EVALUATION PURPOSES ONLY</b>
	<p>Provide the names and contact information for three (3) individuals you agree may serve as Bidder references and may freely provide information to DSHS regarding the reference’s experience and impressions of Bidder. In providing these names, Bidder represents that it shall hold both DSHS and the organizations and individuals providing a reference harmless from and against any and all liability for seeking and providing such reference.</p>	5	
	<p>ANSWER:  <b>Eric Gebbie, D.PH, MIA</b>, Interim Director of Emergency Operations  <b>State of Oregon - Oregon Health Authority</b>                  Public Health Division – Health Security, Preparedness and Response Program                  500 Summer Street, NE, E-20, Salem, OR 97301-1097                  503.358.7621  <a href="mailto:Eric.n.gebbie@state.or.us">Eric.n.gebbie@state.or.us</a>                  2021-2023 Crisis Staffing – Nurses  <b>Janice Wright</b>, Operations Manager  <b>Mass General Hospital</b>                  Administration                  55 Fruit Street, Boston, MA 02114                  617.724.0217  <a href="mailto:jwright5@partners.org">jwright5@partners.org</a>                  Healthcare Staffing Services since 2000. Exclusive provider since 2014.</p>		

	<p><b>Geoff Pridham</b>, Patient Care Services Operations Manager  <b>Stanford Hospital and Clinics</b>                  Administration                  300 Pasteur Drive, Palo Alto, CA 94305                  650.498.5296                  Gpridham@stanfordmed.org                  Healthcare Staffing Services since 2004. Exclusive provider since 2014.</p> <p><b>Mary Li</b>, Operations and Compliance  <b>Johns Hopkins Health System</b>                  600 N. Wolfe Street, Baltimore, MD 21287                  410.583.2950                  mli8@jhmi.edu                  Healthcare Staffing Services since 2000</p>		
<b>4</b>	<b>BIDDER EO 18-03 CERTIFICATION – Required; Total Maximum Points 5</b>	<b>MAXIMUM TOTAL POINTS</b>	<b>THIS COLUMN IS FOR EVALUATION PURPOSES ONLY</b>
	<p>Are Bidder’s employees required to sign, as a condition of employment, a mandatory individual arbitration clause and/or a class or collective action waiver?</p> <p>Please Note: Points for this question will be awarded to bidders who respond that they do not require these clauses and waivers. If you certify here that Bidder’s employees are NOT required to sign these clauses and waivers as a condition of employment, and you are the successful bidder, a term will be added to Bidder’s contract certifying this response and requiring notification to DSHS if you later require Bidder’s employees to agree to these clauses or waivers during the term of the contract.</p>	5 (for answer “no”)	
	ANSWER: No		
<b>5</b>	<b>BIDDER’S ACKNOWLEDGMENT of STATEMENT REGARDING TRAVEL AND DIVERSITY; Not Scored</b>	<b>MAXIMUM TOTAL POINTS</b>	<b>THIS COLUMN IS FOR EVALUATION PURPOSES ONLY</b>
a	Does Bidder’s firm have a Washington Office or plan to establish one?	NOT SCORED	

	<p>ANSWER: Not at this time. AMN serves 6,000 clients across the United States. We do not have offices in every state but through email, phone, text, and other technology, as well as highly connected and focused customer service, AMN is able to serve them as if we were right down the street.</p>		
b	<p>Describe how Bidder incorporates diversity into firm business organization and recruitment.</p>	<p>NOT SCORED</p>	
	<p>ANSWER: AMN Healthcare’s commitment and passion to advance diversity and promote social justice have been acclaimed by the 2022 National Association of Corporate Directors Diversity, Equity and Inclusion Award.</p> <p>The award by the nation’s leading corporate governance organization recognizes top companies and their boards in leveraging the power of diversity, equity and inclusion (DEI) to enhance their organization and create long-term, measurable benefit for all stakeholders and communities.</p> <p>Beyond receiving awards, AMN Healthcare has been striving for gender equality for decades, and more recently has been working harder on other areas of inclusion. In the spirit of transparency, here are the AMN numbers as of October 1, 2022:</p> <ul style="list-style-type: none"> <li>• 69% of team members are women including our CEO, Chief People Officer, Chief Legal Officer, Group President &amp; COO of Strategic Talent Solutions, and Divisional and Brand Presidents</li> <li>• 56% of the Board of Directors are women</li> <li>• 44% of our entire team are from historically underrepresented communities</li> <li>• Our team is 58% Millennials, 31% Generation X, 7% Baby Boomers, and 5% Gen Z</li> </ul> <p>At AMN, our diversity, equality, equity, and inclusion philosophy is grounded in the belief that we should respect all voices, seek diverse perspectives, and succeed when we act together as a positive force for all of humanity. We have the opportunity to influence each other, our industry, and our communities by fostering a diverse team with a passion for social justice and equity. We are committed to actively engaging in building an organization and society where equality is the norm, equity is achieved, and inclusion is universal so that we may all thrive.</p>		