



**STATE OF WASHINGTON  
DEPARTMENT OF SOCIAL AND HEALTH SERVICES  
PO Box 45811, Olympia WA 98504-5811**

DATE: December 5, 2022

TO: RFQ #2213-820 –DSHS-BHA– Temporary Contract Nurse Staffing Services

FROM: James O'Brien, Solicitation Coordinator  
DSHS Central Contracts and Legal Services

SUBJECT: Amendment No. 1 – Questions and Answers; Changes to Minimum Qualification Requirements and Scoring of Bids; Revised Solicitation Schedule

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DSHS amends RFQ #2213-820 solicitation document to include:

- Bidders' Questions and Answers
- Changes to Minimum Qualification Requirements and Scoring of Bids
- Updated Schedule to RFQ

**Bidder's Questions and Answers**  
**RFQ #2213-820**

**Question #1:** Please provide a clear explanation as to the meaning of the below segment of the Bidder's Minimum Qualifications in Section B.  
4(2). Bidder must have secured a minimum of twenty (20) Temporary Contract Nurse Staffing Assignments in the State of Washington.

**A:** DSHS has changed this requirement. This item will no longer be a minimum requirement but will be a scored requirement as outlined in the Response to Complaints posted to this RFQ on 12.1.2022.

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**Question #2:** What is the anticipated award timeline for this opportunity?

**A:** Please refer to the RFQ document, Section C. Explanation of Solicitation Process, sub-section 1. Solicitation Schedule.

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**Question #3:** What is the current program budget?

**A:** Not identified. Program budget data is by facility. Cost of service is based on facility need and will vary by facility. Contract values range from \$250K to \$9M over a two year period.

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**Question #4:** What is the budget for this procurement?

**A:** Not Identified. Budget data is by facility. Cost of service is based on facility need and will vary by facility. Contract values range from \$250K to \$9M over a two year period.

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**Question #5:** How many nurses are currently staffed on the current contract?

**A:** Staffing levels vary by facility and change based on operational requirements. The Facilities average number of temporary contract nurse assignments is 75.

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**Question #6:** Are the nurses staffed full-time and working 40 hours per week? If not, how many hours per week are the nurses working?

**A:** Vary by facility and based on facility need. Please refer to Section 4.b, Contract Nurse Responsibilities in Attachment A, Sample Contract of the RFQ document. Regardless of shift schedule, weekly assignment shall not drop below 36 hours per week.

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**Question #7:** What is the duration of employment for the nurses? For example, 3 months or less, 6 months or 1 year or more.

**A:** Based on facility needs. Please refer to Section 4.c, Facility Requests to Fill Assignments in Attachment A, Sample Contract of the RFQ document.

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**Question #8:** Is backfilling required for Washington State nursing staff members?

**A:** N/A. RFQ is for Temporary Contract Nurse Staffing only.

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**Question #9:** How soon must resumes be submitted once a request is made to fill a position? Is there a 24-48 hour timeline to submit resumes, for example?

**A:** Based on facility needs. Please refer to Section 4.c, Facility Requests to Fill Assignments in Attachment A, Sample Contract of the RFQ document

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**Question #10:** Is the vendor required to hold a pool of available credentialed candidates?

**A:** No.

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**Question #11:** Is there any preference given to the local vendors?

**A:** No. Please refer to the RFQ document, Section E, Evaluation of Responses, sub-section 3, Evaluation Criteria and Scoring of Responses and Attachment D, Bidder Response Form.

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**Question #12:** Is this RFP a re-compete of an ongoing contract? If yes, then please share the details of the incumbent?

**A:** No. Through this RFQ, BHA seeks to identify up two (2) Contractors that can secure Temporary Nurse Staffing assignments for DSHS facilities.

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**Question #13:** Do you need actual resumes or sample resumes?

**A:** Yes, the facilities will need to receive resumes of the contract nurse presented for assignment. Please refer to Section 4.c, Facility Requests to Fill Assignments in Attachment A, Sample Contract of the RFQ document.

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**Question #14:** What will be annual monetary spend value for this RFP ?

**A:** Not identified. Budget data is by facility. Cost of service is based on facility need and will vary by facility. Contract values range from \$250K to \$9M over a two year period.

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**Question #15:** How many no. of contractors will be awarded for this RFP ?

**A:** Through this RFQ, BHA seeks to identify up two (2) Contractors that can secure Temporary Nurse Staffing assignments for DSHS facilities.

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**Question #16:** For onsite positions, what will be the location?

**A:** Staffing levels vary by facility and change based on operational requirements.

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**Question #17:** Does DSHS expect the contractor to maintain DSHS Client PIH information in their own system? If not, can that be deleted from the contract?

**A:** No. PHI provisions cannot be removed from the contract. The Data Security Requirements are standard and required in all DSHS Client Service Contracts. BHA considers Temporary Contract Nurse Staffing Contracts to be Client Service.

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**Question #18:** What is the estimated annual spend of this contract?

**A:** Not identified. Budget data is by facility. Cost of service is based on facility need and will vary by facility. Contract values range from \$250K to \$9M over a two year period.

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**Question #19:** What is the total amount of spend broken down by vendor over the last year? Over the duration of the contract period?

**A:** Contract values range from \$250K to \$9M over a two year period.

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**Question #20:** The Sample contract Special Conditions, page 22 states, "If a Contract Nurse cancels without two (2) weeks' notice within the first six (6) weeks of Assignment, upon written request the Contractor shall reimburse the Facility for two (2) weeks of orientation" – Does this mean orientation is billable?

**A:** Yes.

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**Question #21:** Who are the incumbent suppliers?

**A:** There are currently three contractors in the pool, Maxim, Aya, and Medical Solutions.

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**Question #22:** Are you satisfied with the incumbent suppliers? If not, what are you unsatisfied with?

**A:** NA. This question is not relevant to the RFQ.

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**Question #23:** What is the current amount of contractor usage over the past year?

**A:** The Facilities average number of temporary contract nurse assignments is 75.

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**Question #24:** What technology is used currently to manage this program internally?

**A:** No formal technology system in place.

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**Question #25:** The Sample contract Special Conditions, page 22 states, "Contract Nurses shall work a minimum of 36-hours per week" - Are shifts 12 hours?

**A:** Vary by facility and based on facility need. Please refer to Section 4.b, Contract Nurse Responsibilities in Attachment A, Sample Contract of the RFQ document. Regardless of shift schedule, weekly assignment shall not drop below 36 hours per week.

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**Question #26:** What is the average length of assignment (12 months, 3 months, per diem)?

**A:** Based on facility needs. Please refer to Section 4.c, Facility Requests to Fill Assignments in Attachment A, Sample Contract of the RFQ document.

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**Question #27:** What timekeeping process/system will be utilized? What is entailed in the current orientation process?

**A:** Varies by facility. Each facility has their own timekeeping process.

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**Question #28:** Can you provide details as to projected volume and headcount for each discipline included in the scope of work?

**A:** Staffing levels vary by facility and change based on operational requirements. The Facilities average number of temporary contract nurse assignments is 75.

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**Question #29:** What is your current time to fill by discipline?

**A:** Based on facility needs. Please refer to Section 4.c, Facility Requests to Fill Assignments in Attachment A, Sample Contract of the RFQ document.

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**Question #30:** What is your current fill rate?

**A:** Varies by facility. The Facilities average number of temporary contract nurse assignments is 75.

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**Question #31:** What is your current EMR system/platform (if any)?

**A:** None.

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**Question #32:** Do you anticipate your current staffing volume to change in the next year or next 2 years? For example, do you have any significant projects coming up (EMR conversion, new facilities, etc.)?

**A:** NA. This question is not relevant to the RFQ

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**Question #33:** How does a department/unit determine what company(s) to use after a contract is awarded?

**A:** Based on facility need. Please refer to the Special Terms and Conditions, Section 4.c, Facility Requests to Fill Assignments in Attachment A, Sample Contract of the RFQ document.

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**Question #34:** Is the Contractor required to indemnify DSHS for any 3rd party claims arising from DSHS's negligent acts, omissions, and willful misconduct?

**A:** Please refer to the General Terms and Conditions, Section 22, Indemnification and Hold Harmless and Section 9, Insurance of the Special Terms and Conditions in Attachment A, Sample Contracts, of the RFQ document.

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**Question #35:** Is industrial Insurance coverage required for this bid solicitation?

**A:** Please refer to the General Terms and Conditions, Section 23, Industrial Insurance in Attachment A, Sample Contracts, of the RFQ document.

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**Question #36:** What is the estimated budget for this project?

**A:** Not identified. Budget data is by facility. Cost of service is based on facility need and will vary by facility. Contract values range from \$250K to \$9M over a two year period.

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**Question #37:** What are the historical annual spending volumes in the project?

**A:** Contract values range from \$250K to \$9M over a two year period.

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**Question #38:** Is there an incumbent and current contract for this service? If so, can you please provide the vendor's name and current contract rate?

**A:** There are currently three contractors in the pool, Maxim, Aya, and Medical Solutions. Please refer to Exhibit C, Rate Sheet in Attachment A, Sample Contract of the RFQ document.

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**Question #39:** How many positions are currently open?

**A:** Staffing levels vary by facility and change based on operational requirements. The Facilities average number of temporary contract nurse assignments is 75.

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**Question #40:** Is it mandatory to bid on all positions?

**A:** No

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**Question #41:** Is this a new initiative? If not a new initiative, could the state provide a list of current vendors.

**A:** There are currently three contractors in the pool, Maxim, Aya, and Medical Solutions.

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**Question #42:** If this is not a new initiative, could the state provide the historical usage for RN2, LPN, and CNA. If possible, could the usage be broken down by each individual hospital?

**A:** The Facilities average number of temporary contract nurse assignments is 75.

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**Question #43:** Are there any pain points the state is looking to solve?

**A:** BHA seeks to identify Contractors that can secure Temporary Nurse Staffing assignments for DSHS facilities.

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**Question #44:** What is the expected caseload for an RN2, LPN, and CNA/MHT? If possible, could the state provide an expected caseload for each position broken down by facility?

**A:** Vary by facility and based on facility need. Please refer to Section 4.b, Contract Nurse Responsibilities in Attachment A, Sample Contract of the RFQ document. The Facilities average number of temporary contract nurse assignments is 75.

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**Questions #45:** Is there an expected budget for this project?

**A:** Not identified. Budget data is by facility. Cost of service is based on facility need and will vary by facility. Contract values range from \$250K to \$9M over a two year period.

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**Question #46:** What is most important to the state when working with a nurse staffing vendor?

**A:** BHA seeks to identify Contractors that can secure Temporary Nurse Staffing assignments for DSHS facilities.

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**Question #47:** Are we expected to provide a COI with the submission?

**A:** No. Please refer to Section G, Contracting Requirements in the RFQ document.

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**Question #48:** Could the state provide the estimated assignment length for an RN2, LPN and CNA/MHT? If possible, could the state provide the estimated assignment length broken down by facility?



**A:** Based on facility needs. Please refer to Section 4.c, Facility Requests to Fill Assignments in Attachment A, Sample Contract of the RFQ document.

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**Question #49:** How much staff from Contract Nurse Staffing Agencies is the state expected to be using at a time?

**A:** Based on facility needs. Please refer to Section 4.c, Facility Requests to Fill Assignments in Attachment A, Sample Contract of the RFQ document. The Facilities average number of temporary contract nurse assignments is 75.

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**Question #50:** Is CSU expected to provide unpaid orientation?

**A:** Please refer to Section 4.m., (3) and (8) in Attachment A, Sample Contract of the RFQ document.

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**Question #51:** Why is this RFP being issued?

**A:** BHA seeks to identify Contractors that can secure Temporary Nurse Staffing assignments for DSHS facilities.

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**Question #52:** Who are the current incumbent vendors?

**A:** There are currently three contractors in the pool, Maxim, Aya, and Medical Solutions.

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**Question #53:** What are the current incumbent vendor bill rates?

**A:** Please refer to Exhibit C, Rate Sheet in Attachment A, Sample Contract of the RFQ document.

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**Question #54:** Are you satisfied with the current vendors? If not, why not?

**A:** NA. This question is not relevant to the RFQ.

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**Question #55:** How many FTES are currently working under this contract in each discipline?

**A:** The facilities average number of temporary contract nurse assignments is 75.

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**Question #56:** What is the current \$ value spent per year?

**A:** Contract values range from \$250K to \$9M over a two year period.

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**Question #57:** When do you anticipate the award to be made and services to start?

**A:** Please refer to Section C. Explanation of Solicitation Process, sub-section 1. Solicitation Schedule in the RFQ document.

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**Question #58:** Will you be requesting services of any additional disciplines aside from those listed in the sample contract?

**A:** Please refer to Section A., Contract Requirements, sub-section 5., Period of Contract Performance in the RFQ document.

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**Question #59:** Can a historical summary of temporary contract nurse usage by discipline/specialty, headcount, and spend by supplier be provided for the last three years or YTD?

**A:** The Facilities average number of temporary contract nurse assignments is 75. Contract values range from \$250K to \$9M over a two year period.

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## **Changes to Minimum Qualification Requirements and Scoring of Bids:**

Per the DSHS Response to Complaints posted on December 1, 2022, the following changes have been made to this RFQ:

DSHS has determined that, although the minimum qualification as listed in the RFQ are reasonable, the Department is better served and will be able to receive a more diverse and deeper bidder pool, if these minimum qualifications are removed.

Instead of being a minimum qualification, those two items will now be scored criteria with respect to the evaluation process as detailed in the Complaints response as well as Amendment #2 to the RFQ.

Specifically, these new evaluated items will be scored accordingly:

1. Years of experience:
  - Less than one year = 0 points
  - 1-2 years = 5 points
  - 3-5 years = 10 points
  - 6+ years = 20 points

Maximum Total Points = 20
  
2. Number of Secured assignments in Washington will be scored as follows:
  - 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

Maximum Total Points = 20

These two additional scored items will bring the overall possible written evaluation point total to a maximum of 140 points (as compared to 100 points when these two items were being reviewed as minimum qualifications).

An updated Attachment D (Bidder's Response Form) reflecting the above scoring changes has been added as part of the amendment process to the RFQ.

### Updated Schedule to RFQ:

The below table represents the updated schedule to this RFQ:

Item	Action	Date
4.	DSHS will post responses to written questions.	12.5.2022
5.	Bidders may submit written Complaints by 5 p.m. Pacific Time (five business days before Response is Due).	12.19.2022
6.	Bidder must submit Response by 5 p.m. Pacific Time	12.28.2022
7.	DSHS evaluation of written Responses	1.9.2023 – 1.11.2023
8.	Announcement of Apparent Successful Bidder(s) on WEBS and beginning of contract negotiations	1.13.2023
9.	DSHS notifies unsuccessful Bidder(s)	1.13.2023
10.	Unsuccessful Bidders may request a debriefing conference until 5 p.m. Pacific Time	1.19.2023
11.	DSHS holds debriefing conferences, if requested	1.20.2023
12.	Deadline for submission of Protests by unsuccessful Bidders who participated in a debriefing conference (Five business days after date of debriefing)	1.27.2023
13.	DSHS considers Protests, if any, and issues determination	2.10.2023
14.	Contract Execution/Start Date	2.15.2023

All other terms and conditions in this Solicitation remain the same.