



Staffing Services Request for Proposal

Presented by Genius MSP

715 E. South Boulevard
Suite 100
Rochester Hills, MI 48307

Toll free: 855.254.3000
Office: 248.724.3650
Fax: 866.299.9099

vendors@geniusmsp.com
www.geniusmsp.com

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Introduction

General Information

Contact Details: All questions and inquires this RFP should be directed to:

Genius MSP	
Company Name	Genius MSP
Company Address	715 E. South BLVD., Rochester Hills, MI 48307
Phone	855.254.3000
Fax	866.299.9099
Email	vendor@geniusmsp.com

Purpose

Genius MSP is seeking proposals from qualified vendors to deliver quality staffing services. Your firm, among others, is invited to submit a proposal in the format described in this Request for Proposal. Vendors will be required to provide temporary staffing services in the areas of inpatient and ambulatory nursing, OR & specialty services, advanced practice, radiology, pharmacy, laboratory, respiratory, information technology, and clerical services on an as needed basis. Vendors may also on occasion be requested to provide temporary-to-hire and direct hire services for similar job categories.

The intent is to obtain information leading to the selection of one (1) or more vendors to participate in this program. Through this process Genius MSP is seeking proposals from qualified vendors to deliver quality staffing services. Your firm, among others, is invited to submit a proposal in the format described in this Request for Proposal.

Definitions

Term	Definition
Bidder	Vendor, contractor, or supplier who responds to the RFP.

Bid Response	Pricing, submittals, and answers to questions submitted by Bidder in response to the RFP.
MSP	Managed Service Provider contracting staffing suppliers for client program.
Client	Company outsourcing the contingent labor program to the MSP.
RFP	Request for proposal: An invitation for providers of a product or service to bid on the right to supply that product or service to MSP/Client.
Selected Bidder(s)	Contractor or supplier whose proposal was considered of the greatest value.

Objectives

Genius MSP requires the following outcomes as a result of establishing the proposed contract:

- Compliance with all applicable laws and regulations
- Appropriate allocation of risks /sample COI is attached
- Long term sustainability
- Ensure the consistent and timely delivery of Temporary Services across [sites/regions/facilities]
- Reduce total costs over the life of the agreement
- Continuously improve quality and service levels
- Eliminate inefficiencies and expedite business transactions
- Implement industry best practices and technology enhancements

Job Categories

1. Acute Care Nursing Services
2. Ambulatory Services
3. Long-term care
4. Specialty Services
5. OR Services
6. Respiratory Services
7. Radiology
8. Pharmacy
9. Laboratory
10. Ancillary
11. Clerical and administrative

- 12. IT/Technical
- 13. Professional
- 14. Advanced Practice (NP,PA,CRNA,MW)

Scope of Work/Services to be provided

- Recruit, select, and hire temporary employees
- Assign supplier’s temporary employees according to [Client/Genius MSP] requirements
- Pay supplier’s temporary employees wages
- Pay taxes (e.g., FICA), insurance premiums (e.g., Medicare), and fulfill obligations for unemployment compensation
- Provide workers compensation benefits and coverage for supplier’s temporary employees
- Maintain supplier’s temporary employees personnel/payroll records related to staffing.
- Comply with all laws, regulations, and statutes applicable to staffing providers
- Require supplier’s temporary employees to agree in writing to protect confidentiality of [Client’s/Genius MSP’s] proprietary information
- Maintain strict confidentiality of information received, developed or gained during staffing assignment
- Require supplier’s temporary employees to confirm in writing that they have no right to participate in [Client/ Genius MSP] benefit plans
- Comply with [Client/Genius MSP] rules and polices (e.g., those relating to premise security and access)
- Recruit and provide supplier’s temporary employees in compliance with ethical standards and of diverse race, gender, ethnicity, and background
- Periodic reporting on agreed KPIs (Key Performance Indicators) to [Genius MSP/Client] as well as commitment to meet and/or exceed KPI goals
- Conduct background checks and drug testing for supplier’s temporary employees as requested
- Conduct temporary employee assessment, training and orientation as requested
- Dedicated account/team manager(s) for Genius MSP
- Ensure co-employment laws compliance

Schedule of Events

Activity	Date
Issue of RFP	Interim
Deadline to Submit Written Questions	
Response to Bidder Questions	

Amendments	XX/XX/XXXX
Submission of Written Proposals	By January 7, 2019
<i>Dates for the following activities are targets and could change. These activities may be completed earlier or later than listed.</i>	XX/XX/XXXX
Proposal Evaluation	
Proposals Discussions or Clarifications	TBD
Best and Final Offers	TBD
Contract Award	January 11, 2019

Terms and Conditions

Non-Disclosure/Confidentiality

Release of this Request is conditioned upon the execution of a Non-Disclosure Agreement between Genius MSP and Vendor governing the information provided by Genius MSP to specify the work upon which the bid is based, and the proposal which Genius MSP shall receive from Vendor.

The establishment of a contract between Genius MSP and Vendor based in whole or in part upon the Proposal which results from this Request shall include further specification of Non-Disclosure regarding the information necessary to deliver the requested services throughout the course of executing said contract.

Contract Term

The term of the contract that will be awarded at the end of this request process will commence upon execution of the contract agreement required to complete the designated deliverables, or a termination date which will be specified in the contract itself. Upon the acceptance of the final deliverable, the contract will be deemed satisfied. Genius MSP makes no commitment to follow-on work following this process. Subsequent contract grants will be based upon Genius MSP or client discretion and upon the quality of the work performed.

Proposal Response Format

Responses to this proposal must be submitted in the following fashion

1. Hard copy on 8 1/2 x 11-inch white paper double sided
2. Fold outs containing charts, spreadsheets and oversize exhibits are permissible.
3. The pages should be placed in a binder with tabs separating the sections of the proposal.
4. Two (2) printed copies must be provided.
5. An electronic copy shall also be provided in Microsoft Word. This copy may be provided via e-mail provided the sizes of any attachments are less than 10 MB.
6. Attachments and supplements may be provided in alternate formats such as Microsoft Excel, Microsoft PowerPoint and Adobe Acrobat (.pdf).
7. All responses, as well as any reference materials, should be written in English.

If the proposal is not submitted in the required format, it may not be considered for evaluation.

Proposals shall respond to the RFP requirements by restating the number and text of the requirement in sequence and writing the response immediately after the requirement statement.

Figures and tables must be numbered and referenced in the text by that number. They shall be placed as close as possible to the referencing text.

Pages must be numbered consecutively throughout the entire proposal. Page numbers shall be displayed on every page in a consistent location.

Proposals shall be based only on the materials contained in this RFP. The RFP includes official responses to properly submitted questions during the response period as well as any other materials distributed during the RFP process clearly marked as elements of the RFP.

Proposals should be to the point. Excessive length is strongly discouraged. Supplemental materials may be provided in attached appendices.

Technical Proposal

Supplier Company Information

Company Contact

Please provide details on the key contact people for this RFP within your organization.

Primary Contact	
Name (First and Last)	
Title	
Address	
City, State, Zip	
Phone	
Email	

Secondary Contact	
Name (First and Last)	
Title	
Address	
City, State, Zip	
Phone	
Email	

Company Background

Provide a brief summary that contains a general overview and concise history of your organization, including parent and/or subsidiary companies, ownership structure, years of experience, locations (including ability to service Canada), number of internal employees, office locations and geographic coverage, industry domain experience (primary industries served), core service offerings or specialties, etc.

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Current Relationship

Do you currently have a contractual relationship with Genius MSP or Beaumont Health, or have you provided services to either organization in the past? Please explain.

Corporate Status

Please describe your organization's business status: franchise, corporation, LLC, sole proprietorship, partnership, etc. Also indicate your ability to legally provide services in all locations in scope for the proposed program.

Geographic Coverage

Please describe your ability to service the geographies in scope for the proposed solution. If do not offer coverage in a specific region, please indicate which. Do you have nationwide, regional, or local presences in these locations? Please advise which cities or states.

Diversity Status

Certified Agency

Is your company certified as a minority, veteran, disadvantaged, and/or small business? List the certifying agencies. Also indicate whether you would be willing to provide a copy of your current certificate.

Non-certified Agency

If you are not a registered diversity organization, please describe your company's initiatives for hiring diverse candidates. If possible, include a copy of your diversity hiring plan or strategies.

Subcontractors

Does your service utilize subcontracts for the provision of any services you are proposing in response to this RFP? If so, list the percentage of work you allocate to those parties. If possible, list the names of

those subcontractors and their roles. The client contract will dictate if the use of subcontractors is permissible.

Partnerships or Alliances

Are you submitting this proposal as part of any alliance with any third-party companies? If so, list the companies and their roles in the proposed solution.

Job Categories Supported

Please list all of the major job categories your company supports in its staffing services. Although they may not be in scope for this program, they may be of use to us in future engagements or with other clients.

Competitive Differences

What distinguishes your company from other contingent workforce providers? Do you utilize any services, methodologies, or assets that set you apart from competitors?

Awards and Affiliations

Please list any awards you have received relative to your services, associations to which you belong, or any other recognition you have received for your work.

Financial Information

Dun and Bradstreet

Please provide your company's D&B number.

Trading Status

Are you privately held or publicly traded? If public, please provide your stock trading symbol. If private, please describe the sources of your funding.

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Financials

Please provide a copy of your profit and loss statements for the last two years, audited or not. If you cannot provide financials please complete the table below or provide comments about your financial stability.

Item	Year 1	Year 2
Total Revenue from Services		
Cost of Services		
Operating Income		
Sales, General & Administrative		
Net Income		
Additional Comments from Supplier		

Bankruptcy

Have you ever filed for bankruptcy? If so, please explain.

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Sales, Mergers, Acquisitions

Is your company currently for sale or involved in any transactions to expand, become acquired, acquire another firm, or merge with another company? If so, please explain.

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Past Performance

References

Please provide information for at least two to three clients for which you currently provide similar contingent workforce services. While we are interested in gaining insight to your past performance, we also understand the importance of honoring your commitments to protecting your customers' privacy and scheduling demands. For that reason, we will orchestrate all communications through your representatives. If different than the RFP contacts you have listed in this document, please provide the information for the appropriate representative from your organization. With that said, we do ask you to provide an overview of the clients in the fields below.

Client Data

Client Name	
Industry	
Categories Staffed	
Locations in Scope	

Client Name	
Industry	
Categories Staffed	
Locations in Scope	

Client Name	
Industry	
Categories Staffed	

Locations in Scope	
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Contact

Please provide contact information for your company’s representative, if different than the RFP contacts already provided, who will facilitate reference calls.

Primary Contact	
Name (First and Last)	
Title	
Address	
City, State, Zip	
Phone	
Email	

Performance Case Studies

Please provide some brief examples of your staffing successes. You may attach existing case studies in lieu of completing the table.

Client or Project	Staffing Success Story

Customer Service

Service Metrics

Please describe your average service levels for these job descriptions.

Metric	Nursing	Allied Health	Pharmacy	Advanced Practice	Locum
Time to submit resumes					

Talent Availability

Please indicate the number of hours in which your company can confirm the availability of candidates for the following labor categories.

Category	Nursing	Allied	Pharmacy	Advanced Practice	Locum
Hours					

Customer Satisfaction

Do you track customer satisfaction? If so, please provide the standard metrics and methods (e.g., surveys, business reviews, etc.) that you use.

Support

Please describe your customer service support structure for issues brought up by the MSP and your team’s hours of availability. Do you provide dedicated resources who can provide Genius MSP with 24/7 support for emergency requirements?

Performance Review

Please describe how you will present your company’s performance management reviews, along with the frequency (e.g., monthly, quarterly, at frequencies determined by the MSP, etc.).

Issue Resolution and Escalation

Please describe your issue resolution and escalation process.

Disciplinary Measures

Please explain how you handle absenteeism and other disciplinary measures related to your temporary talent.

Candidate Replacement

If a candidate needs to be replaced, for reasons that may include unsuitable hires or resignations, how quickly are you able to replace that talent? Please briefly describe the process.

Recruiting and Sourcing

Recruiting Process

Please detail your standard recruiting processes and models for local and remote candidates.

Recruiters

Capacity

What is the size of your company's recruiting staff? What is the average placement capacity of recruiters on your team?

Screening

Please describe the screening and pre-screening processes your recruiters use when sourcing candidates.

Assessments

What types of assessment tools do you use to vet or qualify prospective talent?

Marketing

What marketing or client/employer branding techniques do you use and how have they proven useful?
What strategies do you utilize to attract top talent to a program?

Onboarding

Please detail your onboarding and orientation processes.

Skills Assessments

Do you use skills assessments when qualifying candidates? If so, which ones. Please describe whether you find them useful and explain why or why not.

Drug Testing and Background Checks

Are you willing to follow specific requirements for pre-employment physicals, drug & nicotine testing, and background screening?

Candidate Quality

How do ensure candidate quality and performance for talent placed at a client's site? Please describe the elements of your quality service delivery initiatives or programs.

Staffing Database

Describe how your database of temporary talent is maintained and updated.

Account Management

Organizational Structure

Please detail how your service team will be organized to support the program. If possible, include an organization chart showing reporting structures and roles responsible for executing various facets of the relationship and service delivery model.

- Detail roles and responsibilities of each team member’s position
- Detail how services will be delivered
- Detail headcounts where possible (e.g., 2 full-time recruiters, 1 account manager, 3 sourcers, etc.)
- Explain if resources will be remote or onsite
- Will resources be dedicated to the program or will they also work on other programs concurrently?

Interaction

Please describe how your staff will interact and communicate with Genius MSP personnel.

MSP/VMS Experience

Have you ever provided contingent labor services to a client as part of an MSP/VMS program? If so, please describe which MSPs and VMS tools you have worked with.

Reporting

Please describe your reporting processes and how reports will be delivered to Genius MSP (e.g., scheduled, ad hoc, on-demand in real time, etc.). Do you use your own systems or can you generate reports from a VMS in place?

Billing and Invoicing

Please describe your billing, invoicing, and reconciliation processes.

Scalability

Describe your ability to scale up and down to accommodate peaks and valleys. How do you ramp up employee numbers in short amounts of time (e.g., seasonal needs, unexpected demands, work stoppages, etc.)? Describe your ability to service low volume, sporadic, and short-term requests, as well as your capacity to fill high volume hiring needs.

Scheduling

Can your talent be deployed to work anytime of the week, including weekends?

Timekeeping

If a timekeeping system or VMS is not in place at a program, how do you track your employees' hours?

Continuous Improvement

Describe any continuous improvement initiatives you have initiated for your customers.

Implementation

Implementation Plan

Please provide a detailed but concise overview of your standard implementation and discovery processes. Feel free to attach a sample project plan, showing milestones, deliverables, and timeframes. How long would the implementation take?

Training

Describe how you train or help facilitate training for workers operating under the MSP program: timekeeping systems, VMS usage, etc.

Additional

If you would like to provide any value-added services or relevant information not included here, please do so.

Appendix