Nurse Staffing Coverage
Rockford Board of Education
School District No. 205
IFB # 12-06
ORIGINAL

Bid Opening: Tuesday October 18th 2011

Submitted By:

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Submitted To:

Vernon Hilton
Director of Purchasing
Rockford Board of Education
School District No. 205
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Complete, sign and return this Bid Form, the Illinois State Debarment Certification Form, the attached Bid Sheet(s) and any other required submittals.

No bids may be withdrawn after the official opening. All bids submitted must be valid for a minimum period of sixty (60) days after the date set for the bid opening. Please check the Terms and Conditions for any variation of this requirement.

All prices are F.O.B., Rockford, Illinois, which is further defined as meaning the price submitted on the bid sheet is the total price to this school district, including all freight and delivery charges. Under no circumstances may prepaid charges be added to the invoice.

A substitute item will be considered only if it is an item of regular manufacture as evidenced by literature, catalogs, etc. and not a pro-type or first article test item. Items lacking an established commercial market or substantial sales of evidence must be placed in the hands of the Director of Purchasing PRIOR to the date and time of the bid opening.

The successful bidder must submit a separate invoice for each purchase order. The information on that invoice shall cover ONLY that one purchase order.

On the attached list, please type on the bid sheet(s) the information that is requested. If there is insufficient room for your information on this Bid Sheet(s), please present data on a separate sheet (one item to a sheet).

No recap of the bid summary will be mailed. Any interested party, including all bidders, may examine the bid summary after bids have been opened, awarded, and purchase orders issued. Bid summary will be available at the Board of Education Administration Building, Purchasing Department, 8:00 A.M. to 4:30 P.M., Monday through Friday. Bid recaps may also be reviewed by visiting www.DemandStar.Com.

Vendor’s signature on this Bid Form must be an actual signature. A stamped, facsimile, or typed signature may disqualify the bid.

Unless notified otherwise, should no offer be received, the firm may be subject to being removed from the bidder’s list.

The above General Conditions and Instructions are applicable to all bids. Additional Terms and Conditions and Specifications are supplied for each bid.

Please address all questions relative to any bid to the Director of Purchasing, Board of Education, 201 South Madison Street, Rockford, Illinois 61104-2092.

THIS SECTION BELOW MUST BE COMPLETED IN FULL AND SIGNED. FAILURE TO COMPLY MAY RESULT IN DISQUALIFICATION OF BID.

The undersigned hereby certifies that he/she has read and understands the contents of this solicitation and agrees to furnish at the prices shown any or all of the items and/or services, subject to all Instructions, Terms and Conditions, Specifications and attachments hereto. Failure to have read all the provisions of this solicitation shall not be cause to alter any resulting contract or request additional compensation.

ATTACHED PRICES OR BID SUBMITTED BY:

575 8th Ave., 6th Fl.  
Address

RCM Health Care Services, Division of RCM Technologies  
Name of Firm

New York, NY 10018  
City & State  Zip

(917) 286-5150  
Area Code  Telephone Number

Signature of Authorized Representative  

22-2069427  
(Federal Employer Identification)  
Or Social Security Number
(See Specification for Determination)
Nurse Staffing Coverage

Bid Submittal Form

Nurse staffing coverage will be provided as needed in accordance with all terms and conditions found herein for the following stated fee(s):

Registered Nurses (RN): $36.90 (per hour) not to exceed 40 hours; pro rata on a per minute hour basis.

License Practicing Nurse (LPN): $28.00 (per hour) not to exceed 40 hours; pro rata on a per minute hour basis.

Additional fees (Holiday Pay)

Additional hours provided in excess of the above maximum: __________ per hour pro rata on a per minute hour basis.

Rcm Health Care Services, a
Division of Rcm Technologies Inc

Company

575 8th Ave. 6th Fl.

Street Address
New York, NY 10018

City, State, & Zip Code

212-2069427

Federal Employer’s Tax Identification #

www.rcmhealthcare.com

web-site address (if one is available)

Signature of Authorized Officer

417-286-5150

Telephone Number w/Area Code

917-286-5151

Fax Number w/Area Code

877-611-5017

Toll-free Number (if one is available)

Andrew.Hay@rcm砼.com
e-mail address
Executive Summary

RCM Health Care Services, a division of RCM Technologies has been established since 1971 and has flourished into one of the leading healthcare staffing companies in the country providing exceptional healthcare personnel to hundreds of clients.

Factors that will help distinguish RCM Health Care from the competition – RCM...

- Has been established for **40 years**
- Works with **numerous** school districts, some of which include **New York City, Baltimore City, Philadelphia, Jefferson County, Clark County and Nashville**
- Has relationships with **over 30 school districts**
- Our largest school district, the New York City Board of Education, spans **over 25 years**
- Is the **largest provider** of healthcare professionals to the New York City School District
- Provides approximately **350 healthcare professionals** to school districts on a daily basis
- Employs a **Clinical Supervisor** who oversees all of our school districts
- Has a **Clinical Management Team** who conducts **training** and **further education** on critical subjects such as Asthma, Diabetes, Catheterizations, Trachs, HIPAA and FERPA in addition to numerous **Health & Safety topics**
- Has **Nurses** who are compliant with **The Joint Commission** and ready to service this contract
- Has a **rapid response plan** in place to inherit nurses from exiting agencies
- Has a **local office** dedicated to servicing this contract
- Uses **unique** recruitment tactics allowing us to extract nursing resumes for school **Nurses**
- Employs a **Registered Nurse** who oversees all **Quality Assurance procedures**
- Recently increased our **advertising** budget to over $200,000
- Attends **over 75 recruiting fairs** annually including the **National Association of School Nurses (NASN)**
- **RCM Health Care Services has earned The Joint Commission’s Gold Seal of Approval**

RCM Health Care Services
Committed to Caring
Experience & Capabilities

RCM Health Care Services, a division of RCM Technologies (USA) Inc., has been involved in staffing and executive search and placement since 1971. In this time, we have built a formidable database of clients and employees becoming one of the leading healthcare providers in the country. Our versatile team places nursing professionals in a variety of different settings that include School Systems, Pediatric Clinics, Hospitals, Shelters, HIV/AIDS Facilities, Managed Care Organizations, Long Term Care Facilities and Home Care Agencies on both a permanent and per diem basis. Due to changing healthcare trends, our Nurses are cross-trained to have more than one specialty. This preparation provides facilities with flexibility and cost-effective options.

RCM’s mission is to have a strong Commitment to Caring and be a leader in the healthcare industry by providing responsive, reliable, highly trained, and cost-effective professionals enabling our clients to receive the highest standards and quality of care. In addition, our clients afford RCM employees the opportunity to realize their professional and personal goals. RCM supports this mission with dedication, resources and expertise.

Our experience in providing Nurses to school districts is extensive and we are more than ready to handle a contract of this magnitude and breadth. RCM Health Care Services has grown expeditiously the past few years and we currently have relationships with over 30 school districts, several of which include the top ten largest school systems in the country.

RCM’s relationship with the New York City Board of Education spans over 25 years and continues to be a strong partnership. Our unique partnership has allowed us to structure a recruitment model designed specifically for school districts. Our trial and error techniques over these decades have guided us to perfecting skills that will be used towards this contract. In fact, the knowledge our Agency has gained helped RCM develop relationships with other large school districts, some of which include:

- Baltimore City Public School System, MD
- School District of Philadelphia, PA
- Wicomico County School District, MD
- Clark County School District, NV
- Nashville Public School District, TN
- Jefferson County School District, KY

Our working relationship with school systems, such as Baltimore City, Philadelphia and Wicomico County, will certainly provide RCM with a clear advantage over other agencies. Our capability of school district operation is tremendous and something we will put to good use should we be awarded the contract with Rockford Public Schools. The following school district profiles will work to provide an understanding as to what types of cases RCM covers and the exceptional service we offer to the children every day.
RCM Health Care Services is the preferred provider of nursing services to school districts across the country as we place a premium on recruiting and staffing quality healthcare professionals who have experience working within school systems.

RCM is an ideal organization to work with because we will provide quality nursing services to the children of Rockford. This is assured through our in-depth knowledge and experience, providing nearly identical services to other large, statewide school nursing programs. Throughout the country, school districts from several states have turned to RCM to care for their children.

Listed below are school districts we work with that are comparable in size to Rockford who also require the same duties requested in this proposal:

**New York City Board of Education**
The New York City School District is the largest school district in the country consisting of approximately 1.4 million students. For the past 25 years we have proven ourselves to be the best in the industry, granting us high status as the largest provider of healthcare professionals to the New York City Board of Education. We send in excess of 250 healthcare professionals on a daily basis to the Board of Education.

Staffing a Nurse to care for a child who requires 1:1 care is a complex task that RCM has proven success in year after year. The real challenge comes into play when the ‘regular’ nurse calls out sick and we are required to provide coverage that day. Fortunately, we have the experience and knowledge to handle such situations. Our staffing for per diem sick coverage is 98.8%. This figure incorporates the additional openings received from the Board of Education that our competitors struggle to fill.

**Philadelphia Public Schools**
The Philadelphia School District is an exclusive contract we acquired in 2010 where RCM is the sole agency. The Philadelphia School District is one of the Top Ten Largest School Districts in the nation. The responsibility of being the only agency servicing these children reinforces our experience and relevancy when working with other school districts.

Since commencing work with the Philadelphia School District, the number of children we care for has exponentially grown and new cases open to our team on a monthly basis. We have adapted graciously and continue to grow our relationship with them.

Our Nurses who work full-time provide care to children who require around-the-clock attention. This involves picking children up at home, transporting them to school and ensuring their safe return. School districts commonly request transportation service, a service RCM is more than prepared to offer Rockford based off experience.

In addition to providing 1:1 Nurses, we are also required to provide Nurses who can cover Nursing Rooms and care for children with diabetes.
According to the Centers for Disease Control and Prevention (CDC), diabetes affects more than 151,000 children in the United States and it is an essential right that they receive not only the best care but access to education as well. Some children may not receive this education at home. It is up to our skilled nursing professionals to provide the education children may have missed and allow them to prepare for life as they grow older and prepare to leave school.

RCM has a successful track-record with the Philadelphia School District especially in dire scenarios. For example, two weeks into the contract RCM had the challenge to find skilled care for a diabetic child for three hours per day, three days a week. Fortunately, our team thrives on new challenges. Not only was our team able to find a Nurse that same day, but within two weeks, we managed to build a large pool of Nurses consisting of 42 RN’s and LPN’s.

RCM works to provide one Nurse for continuity and we achieved this. The per diem pool of Nurses is only to be used when we obtain new cases or when the scheduled Nurse calls out sick. When Nurses are required to undertake skilled nursing visits, such as this, we are prepared and have strength in numbers should anything unforeseen happen. Our sheer hard work and dedication not to let the children down is recognized and we continually acquire numerous cases in the school district.

**Baltimore City Schools (BCPS)**

Our contract with BCPS differs from other school districts because we offer full time care and skilled nursing visits. Our Nurses who handle the full time cases have now been employed by RCM for nearly two school years and in this time they have remained with the same child.

One of the factors that made us triumphant from day one was our constant communication with the parents, the children and our Nurses.

The remaining part of our contract with BCPS requires us to provide Nurses qualified for skilled nursing visits. The visit with the child is limited to 15-30 minutes. Although a short period of time, we maximize our Nurses’ hours by giving them opportunity to work in multiple schools. For example, a nurse will service one student with a G Tube from 10am-10:30am, visit a second child from 11am-11:30am to assist with a catheterization and finish working with a third diabetic child for an hour. Careful planning makes the operation process run smoothly and we are able to handle the responsibility of caring for all children requiring a visit.

Our one-of-a-kind team works long hours to not only find nurses willing to work with the same child on a daily basis for continuity but to also build a strong pool of over 40 Registered and Licensed Practical Nurses on call to provide coverage at short notice.
**Wicomico County Public Schools**

Wicomico County is located in a sparsely populated area in Maryland and is a great example as to what RCM can do for facilities that are located outside of major cities. RCM is the preferred staffing agency for this school district and we provide RN’s and LPN’s on a weekly basis.

Although Wicomico has their own Nurses, they receive call-outs daily and rely on RCM to satisfy open coverage. The majority of our Nurses staff Nursing Rooms – with a 100% coverage rate. Our relationship with Wicomico grew instantly and continues to blossom with every school year.

Our success was due to our careful planning. Once we had a large pool of Nurses in place we knew we could exceed their goals from day one. We are in continual contact with them to discuss their availability and other preferences they might have. This personal relationship-building continues to be a great success as we continually fill requested needs without a hitch.

**School Nursing Experience Summary**

For the past 25 years, RCM Health Care Services has proven to be the preferred nursing service provider for school districts across the country. Our experience with large school districts such as New York City, Philadelphia and Baltimore City underlines our performance to date and hopefully our energy and readiness to exceed any expectations set by Rockford Board of Education.

Our commitment to serve combined with our expertise in providing first class customer service makes for a professional and successful agency. We already have a dedicated school nursing team prepared to serve Rockford Board of Education. RCM believes that this value added service will exceed anything Rockford has experienced in the past.

Our national presence is growing with more school systems seeing the best care being provided for the children of their school district.
Personnel Oversight

RCM Health Care Services has developed a structure that will give the Rockford Board of Education a consistent and immediate response from RCM Personnel and RCM Clinical Staff.

The RCM team below will be key players when working on this assignment. A particular emphasis should be placed on Andrew Hay, who will be the Contract Administrator for this assignment and Noreen Lingham, Clinical Nurse Supervisor. Both representatives have a great deal of experience in their respected fields and will be major assets in ensuring this contract runs smoothly.

Andrew Hay – Project Coordinator / Contract Administrator
Andrew’s role with RCM is to manage new contracts and oversee the recruitment and management of new staff.

Andrew has spearheaded our growth in the State of Illinois with a concentration on school districts and hospitals. Before taking on this role, Andrew was in charge of all premier accounts, including The New York City Department of Education. This contract is in excess of $10 million annually and works close to 250 employees. Andrew oversaw the daily procedures and was responsible for maximizing RCM’s efforts to their full potential.

Andrew has worked with numerous other multinational organizations in the past and his vast experience has helped RCM grow tremendously this year. He is looking forward to continuing our success with Rockford Board of Education. Andrew is committed to RCM and will be part of the RCM family well beyond the terms of this contract.

Noreen Lingham RN – Clinical Nurse Supervisor
Noreen has 16 years experience as a Registered Nurse (RN)

- Currently serves as Clinical Supervisor for RCM Health Care Services and oversees all school districts
- Previous School Nurse – Over seven years experience working with students with a multitude of illnesses and levels of disability (ages preschool through adult)
- Designed and instructed RCM Health Care Staff in all required trainings for the Board of Education. Such trainings included asthma & new HFA protocols, child abuse, diabetes, and infection control that included vaccination programs in the schools.
- Coordinator and trainer of the ‘Nonviolent Physical Crisis Intervention’ program for all RCM School Paraprofessionals working with physically, emotionally and behaviorally challenged students aged 5-21 years
- Noreen will identify the needs of the School District and assign the appropriate Nurses for 1:1 Cases, school trips and daily sick calls. Onsite assessments are completed periodically throughout the school year
- Confer with students, parents and faculty staff regarding health concerns and maintaining confidential information according to HIPAA requirements and FERPA guidelines
• Hospital Setting – 10 years of hospital experience in progressive roles from staff Nurse, off shift charge Nurse to Nurse case manager
• Clinical Instructor – Over two years of instructing nursing assistants in the classroom and skills lab and in the supervisory role on site for clinical externship to prepare for NYS certification exam
• Healthcare consultant – Formatted the medical record system for a new neurological practice with 200+ patient
• CPR, BLS & AED Certified

Christine Carrington, RN – Clinical Manager
Christine has over 28 years experience as a Registered Nurse (RN)
• Licensed in the State of Illinois
• Christine works closely with Noreen to ensure all Nurses are compliant with The Joint Commission and to meet the requirements laid out in the RFP
• Hospital Setting – 16 years of hospital experience in progressive roles from Staff Nurse, Nurse Manager, Staffing Manager, Assistant VP of Nursing to VP of Nursing
• Healthcare Staffing – 12 years; Served as VP of Professional Services for a National Staffing company with responsibility for all clinical programs, clinical resource & support, per diem and traveling credentialing and certification through The Joint Commission
• Healthcare Consultant – Serves as clinical consultant for healthcare staffing companies and assists healthcare staffing companies with preparation and achievement of The Joint Commission certification

Michael Saks - Senior Vice President of Health Care Services
Michael has over 25 years experience in the staffing and executive search industry. Michael also has extensive public and private accounting and audit experience. His combined expertise has been extremely valuable and he consistently audits the quality and value of the outputs for all contracts. Michael oversees all operations for the entire Health Care Services Division.

Marc Chafetz – Vice President
Marc has worked at RCM for over 16 years. He has a Masters in Business Administration from Fordham University in New York where he concentrated in Marketing and Management in Quality Assurance Systems. He has expertise in recruitment, systems design and marketing and has been key to the growth of RCM’s reputation and business.

Marc has extensive experience in making sure the RCM’s contracts with all our school districts run smoothly and we continue to exceed expectations.

Sean Powers – School Nurse Recruiter
Sean has over six years of experience as a Health Care Recruiter and supervises the operations within all our school districts. He manages and coordinates over 100 per diem school Nursing professionals on a daily basis and has an extensive history of business. His dedication, knowledge and willingness to learn will be make him a key player when working on this assignment.
Patrick Terranova – School Nurse Recruiter
Patrick has over five years of Nurse-recruitment experience. He co-heads a work force that recruits and interviews Nurses. Patrick’s strength is his ability to identify candidate skills and match them to specific client situations. Patrick started working within RCM’s school division four years ago and neither RCM nor he has looked back. From day one, he has been a tremendous asset to the School Nursing Team and his skills will be invaluable when working on this contract. Patrick currently oversees all placements in our school districts and pediatric clinics.

Jennifer Rice – School Nurse Recruiter
Jennifer has been a key member of the RCM team now for over three years. Jennifer loves to focus on relationship-building with clients, one of the many reasons why she is successful. Jennifer continues to bring in Nurses every week placing them in various school systems.

Hollie Williams – School Nurse Recruiter
Hollie has four years of experience recruiting Nurses for full time and per diem assignments. She is highly skilled in evaluating applicants and performing interviews in order to determine experience, skills and qualifications.

Hollie is a valued team player and will continue to be way beyond the terms of this contract. Hollie played a lead role in creating and developing our recruitment plans for Baltimore and Philadelphia School Systems.

Claire Warfield – After Hours Contact
Claire has been employed at RCM for a considerable amount of time and has over 15 years experience as an on-call coordinator. She handles all premier RCM clients and will be a unique contributor to this assignment.

A Growing Team
In addition to the team members mentioned, RCM Health Care Services will expand our current panel and employ new staff members to service this contract. The new employees will be part of our exclusive recruitment lineup and will oversee the placement of new nurses. Our teams of experienced recruiters will be on hand to train new employees to ensure every member of RCM is prepared for their roles from day one.
EDUCATION AND CERTIFICATION
9/91-6/93 Catholic Medical Center School of Nursing - AAS RN
8/05 NHA Certified Medical Billing and Coding Specialist
4/02 PRI Certified

EXPERIENCE
Present RCM Health Care Services New York, NY
Clinical Nurse Supervisor
- Provide leadership to 200 Nursing Staff under JCAHO accreditation
- Design RN training as per the Board of Education, state law and Board of Nursing requirements
- Supervise school nurses throughout schools across the country
- Facilitate relationship with clients with on-site visits
- Act as a healthcare company representative for business proposals purposes

9/07-4/09 School Nursing Staff
- Kept confidential records of pediatric patients within the school establishment
- Hosted meetings with children and parents compliant with HIPAA and FERPA

4/07-9/07 Comprehensive Resources Brooklyn
School Nurse, District 75
- Acted as Private Duty Nurse under New York’s Individualized Education Plan (IEP)
- Provided services for Nurse substitution needs in state District 75 school system

10/06-4/07 InHealth Staffing Agency Melville, NY
1/07-4/07 Hempstead Public School K-5, High School & Special Ed.
School Nurse
- Treated students with urgent needs and chronic conditions
- Prepare student files for IEP meetings for the Committee for Special Education and mandatory reports for Health Safety and Infectious Disease statistics for NYS

10/06-1/07 Queens Long Island Medical Group (QMLIG) Woodbury Center
Gastroenterology and Oncology Clinic, Staff Nurse
- Initiated peripheral IV lines to access mediports to initiate infusions for fluids, chemotherapeutic agents and blood products
- Monitor patients for signs and symptoms of complications from conscious sedation

ADDITIONAL EXPERIENCE
6/06-9/06 Franklin Career Institute Hempstead, NY
CNA Instructor

4/04-4/06 Access Careers, Health Care Division Long Island, Queens, Brooklyn
Primary Care Instructor

10/01-9/03 Nassau University Medical Center East Meadow, NY
RN Case Manager

10/93-10/01 Nassau County Medical Center East Meadow, NY
Staff RN

RELATED INTERESTS
16 year volunteer with NYS Parks Games for the Physically Challenged
12 years Medical Team member
Baby Safe Haven member, AMT Children of Hope Infant Burial Foundation

REFERENCES AVAILABLE UPON REQUEST
Recruitment Process

How does RCM find the BEST School Nurses?
Our priority and goal is to ensure continuity for the children within the school system. Children need a sense of structure and predictability in order to do well. Therefore, if a student currently has a nursing professional assigned to them we will make it our goal to ensure we work with that nurse and allow them the opportunity to work with RCM should their existing agency not have their contract renewed with Rockford Board of Education.

Inheriting existing Nurses is something we come across on a monthly basis. Historically, Nurses approached by RCM have switched with considerable ease. Each case has its own set of circumstances and, much like we do our clients, we treat each employee individually.

RCM has a commitment to ensure that nurses remain with the same child and / or within the same school from previous years and we have a plan in place to ensure this is achieved.

Taking over the Nursing program for the Rockford Board of Education requires at this point a rapid response staffing program. RCM will execute this program with extensive preparation, clinical excellence and expansive communication.

RCM Health Care Services has taken over many contracts from other vendors in many of the nation’s largest school systems, the most recent being Philadelphia.

The School District of Philadelphia is ranked as the tenth largest in the country and we won the contract from one of our competitors who held the contract for over ten years. On receiving a signed contract the RCM School Nursing Team started the recruitment process by inheriting the Nurses who worked the previous school year. We did this by contacting the parents and obtaining the contact details for the Nurses directly. Once we had this information our dedicated School Nursing team with the help of our clinical supervisors spoke with all parties to ensure they were happy to move forward and work the next school year. Within 48 hours we had all full time, per diem and Transportation Nurses uploaded into our payroll system and ready to start work. Continuity was achieved and we are looking to do the same in Rockford.

RCM’s School Nursing Transition Team
In order for a seamless transition to take place our dedicated school nursing team, who specialize in transitioning nurses over from other agencies and the Rockford Board of Education will work closely to ensure the information we need is received in a timely manner thus enabling us to provide a prompt turnaround in hiring the existing nurses, should this be an avenue we explore.

RCM Health Care has not been given a start time as to when this contract would start but based on our experience and our commitment to provide the best care for the children in a timely manner, we know RCM is the company to work with.
RCM has a **commitment** to ensure that Nurses **remain** with the schools that they currently work. However, we also need to be prepared for a Nurse not returning as a School Nurse. Our **first class** recruitment system addresses this situation.

The RCM recruitment process is extensive and is followed by an extensive quality assurance program ensuring we hire the best, most sought-out Nurses. When working on this contract we will:

- Use RCM Online Recruitment Tool
- Contact RCM Internal Nursing Database
- Advertise in local newspapers
- Advertise in Nursing magazines
- Online Advertising
- Open Houses
- Social Networking Sites

Our recruitment tool is an applicant tracking and recruitment workflow system delivered as a service enabling RCM to swiftly cultivate the wealth of information that is available today through the Internet.

The process begins by setting up a ‘Harvest’. The harvesting process enables RCM to garner the great benefits provided by the Internet through the job boards. Our recruiters no longer have to spend hours scouring internal databases or jumping from one source of candidates to another.

Our recruiters start the harvest by entering key words such as “Registered Nurse”, “Licensed Practical Nurse” or “School Nurse”. Other pertinent data such as years of experience and the area we want to search, perhaps a radius around a specific zip code, with the final result retrieving numerous resumes from a variety of search engines, such as Monster, Monster Enhanced and CareerBuilder. The key words are typed at the start help segregate the good resumes leading our recruiters to call only **pre-qualified prospects**.

As well as reviewing nursing resumes published online, RCM has an internal database of Nurses on file who reside within Rockford. The number of Nurses we have on file exceeds 2000 and this number continues to grow. These numbers are in addition to the profiles we have already put together in anticipation of winning this contract.

**We care for the Nurses that care for your students**
We have implemented several programs to **ensure continuity for the children is met**. Those programs include retention bonuses and vesting benefits to act as an incentive to our Nurses who remain on long-term assignments.

In addition to the benefits offered by RCM, we also operate other programs such as ‘**employees of the month**.’ We are fortunate to have many impressive employees that choosing just one is unfair to those who work so hard. Therefore, we **reward** as many Nurses as possible.

In addition, we’ve a **“Hard to Fill”** reward program. Some schools we work with are located in poor urban areas or areas that are difficult to reach. For those Nurses, and other health care professionals that visit the schools, we use retention bonuses, scaled pay rates, and/or special gifts. This has proven to be a huge success with all our health care employees.
RCM’s Multi Tiered Recruitment Approach

- **Employee Referrals:** RCM has an extensive referral bonus program used to encourage current Nurses and healthcare professionals to refer colleagues to join the RCM team.

- **Cold Calling:** RCM has developed a database of 400,000 healthcare professionals, including over 1000 Nurses currently living in Rockford. RCM’s team of recruiters will contact all qualified Nurses in Rockford to recruit them or get a referral. This process takes place 7 days a week.

- **Trade Publication Advertising:** RCM Partners with many Nursing trade Publications to advertise for highly trained and specialized Nurses.

## Advertising works

- **Newspaper Advertising:** RCM will advertise in Rockford’s local newspaper to recruit additional local candidates. Newspapers continue to be cost-effective forms of advertising. We work closely with a private agency that has relationships throughout the country with a wide variety of companies thus allowing us to reach our target audience.

- **Recruitment OPEN HOUSE:** RCM hosts recruitment open houses in local areas based on number needs for specific schools.

- **Career Fairs and Tradeshows:** RCM attends over 75 recruiting fairs annually, including the National Association of School Nurses (NASN) and the American Health Care Institute School Nursing Conference.

- **Internet Advertising:** RCM will utilize many job sites, to give our extensive team of recruiters additional candidates to recruit and screen for Rockford Public Schools.
Recording Information

Pertinent Information: Record, Update, Track
Healthcare staffing is a dynamic environment in which certification documents expire every day. Consequently, service provider records are reviewed on a regular basis to ensure their accuracy and integrity. This practice facilitates the timely renewal of required documentation.

RCM is committed to remaining in compliance and true to the contractual responsibilities being accepted when entering into a potential partnership with the Rockford Board of Education. Our compliance will be exhibited by having copies of all necessary licenses, credentials and certifications in files before a healthcare professional is sent on any assignment.

Our unique recruitment tool can be used to electronically update and retain pertinent data such as physicals, PPD’s, nursing licenses or CPR certificates. We need to ensure that credentials like the ones listed are accurate and updated annually.

When our nursing team uploads Nurses into our system they cannot submit them to a client until all expiration dates have been entered. Once the dates are in the system our school recruitment team is contacted via email when a particular document is due to expire. For example, a Nurse may have her CPR card set to expire in two weeks. Our recruiter will receive emails one and two months before this date and will continue to receive emails on a daily basis thereafter until the Nurse updates the expired document.

Paperwork is still a necessity but we no longer have to scour through numerous profiles worrying as to when the next credential is due to expire. Having a computer log this information and send regular emails is a tremendous asset and we take full advantage of this error proof system. This scheduling system has taken RCM to the next level.
Nursing Coverage

Nursing Coverage is vital, especially in a school district. It is our goal to ensure all children receive the upmost care on a daily basis and, at the same time, participate in the right to learn and attend school.

Our Contract Administrator and recruiters are available 24 hours per day, seven days per week. In order to ensure coverage is provided and to have an effective means of communication, the Project Coordinator and Nursing Supervisor will be in the office by 8:00am. For communication BEFORE 8:00am and AFTER 6:00pm, all RCM staff will be equipped with PDAs that are required to be active and available at all times. In addition, our on call staffing coordinator, Claire Warfield, is available to receive calls and communicate with all RCM staff from 6:00pm – 8:00am. This has been an outstanding resource and has been very well received by many of our premier clients.

The cycle below highlights our coverage process:

1. Nurses contact the following:
   • Claire Warfield (24/7)
   • RCM Nursing Team
2. RCM Staff Member contacts the school / parent
3. RCM Team contacts internal pool of per diem nurses.
4. School District Personnel is updated via the daily coverage report

We’re prepared

RCM is PREPARED for any scenario, i.e. a Nurse calling out sick, a parent informing us that their child will not be attending school or the school calling to cancel or replace a Nurse.

Every day we have approximately 35-40 Nurses on call whom are available for emergency coverage. Our team has developed a band of Nurses for each client which in turn helps us continuously exceed the expected requirements. We will use the same call-out process when working on this contract.
A detailed report (below) is sent daily to the school district listing the names of the schools and the Nurses working. Certain names will be highlighted and will represent coverage, i.e. when the regular Nurse has called out sick and a substitute has filled her position. We have found this report to be an invaluable tool in other school districts and hope to use the same report while working with Rockford Board of Education.

The daily coverage report can also be used to measure performance. The table can help develop workflow reports to track performance specifically for this contract. Spreadsheet reports will show the number of positions filled sorted by school district.

The reports will be reviewed by the Senior Vice President and Vice President of the organization. They are evaluated on a monthly basis so the systems can be refined to maximize output and fulfillment. From these reports, we will produce success ratios and efficiency equations. The reports used in other school districts have proven to be a huge success.

<table>
<thead>
<tr>
<th>School Number</th>
<th>School</th>
<th>Nurse</th>
<th>Sub. Nurse</th>
<th>Client ID</th>
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<tr>
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<td>Coppin Academy</td>
<td>Andrew Hay</td>
<td>Jane Doe</td>
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<td>434</td>
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<td>Jane Dade</td>
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<td>Jennifer Rice</td>
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<td>Jessica Pressel</td>
<td>Pam Beezley</td>
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<td>Doris Johnson</td>
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<td>Debra Romano</td>
<td>000-000-000</td>
<td>34782</td>
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When a Nurse works with a student for a considerable amount of time they can develop a close bond with the child and this is something we will want to continue with all Nurses we hire.

When our Nurses undertake our internal education and training programs we review the importance and consequence of calling out sick. We want to tackle issues before they arise hence why we take proactive steps before the nurse starts work. Fortunately, our rigorous recruitment process pays off and we have excellent Nurses who, historically, rarely call out. If they do take a day off, RCM asks that they give advanced notice.

No matter what happens, the child, the parents, the Nurses and Rockford Board of Education will be updated on a daily basis via phone, fax or email. RCM Health Care Services has the vast experience and extensive pool of highly qualified Nurses to ensure the success of this contract. Our experience and proven track record reflects our commitment to service and excellence while accomplishing your goals in a cost effective manner.

RCM has achieved a consistent coverage rate of over 98% throughout School Districts around the country.
Quality Assurance

Recruiting health care professionals is one of the pillars of this company and of the staffing industry in general. Without the continuous flow of new staff, our business will not grow. RCM Health Care Services' dedication to quality assurance guarantees that our clients achieve their staffing goals in a cost effective manner underscored by a commitment to service and excellence. As always, RCM strives to have the best services in the industry.

RCM's highly skilled professional recruiters conduct a search and selection process that is uniquely tailored to the characteristics most important to our clients, from specific expertise to interpersonal skills. All healthcare professionals complete a rigorous screening and competency assessment process.

Application Process

All nursing professionals shall meet The Joint Commission requirements and hold the following credentials when servicing this contract:

- Professional License with no current disciplinary action, verified by Illinois state board
- Proof of current CPR certification
- Advanced certifications (ACLS, PALS, NRP) per client request
- Employment application and/or Resume which includes work experience and educational background.
- Additional certifications as required for specialty area
- Minimum of one satisfactory reference or work verification that validates RCM’s minimum work experience requirement.
- School Nurse Specialty Skills checklist
- Competency exam in the appropriate specialty area
- School Pharmacology exam, RNs and LPNs
- RCM Patient Confidentiality Agreement
- In-service Module Acknowledgement/Documentation - JC/OSHA modules (body mechanics, fire and electrical safety, infection control, MSDS, etc).
- Performance evaluations
- I9
- W4
- Identification Photo
- Criminal background check per requirements set by Rockford Board of Education
- E Verify Background Check

RCM confidential health file contains the following:

- Drug Screen Results when required by client
- Annual Physical/Health Clearance
- Annual TB test or negative chest X-ray and TB Questionnaire
- MMR immunization and/or Rubella, Rubeola and Mumps titers when required by client
- Varicella titer or documentation of disease when required by client
- Hepatitis B declination and/or Hepatitis B immunization series and/or Hepatitis B titer
Education & Training
Once a Nurse has been selected and the application process is complete, our team works to finalize the profile to ensure their report meets the requirements set by The Joint Commission.

One of the final stages includes our online examination site. The tests cover a range of specialties. For a nursing professional working within a school district they would include:

- Core Mandatory I - Subjects that include, but not limited to Body Mechanics / Ergonomics, Infection Control Bloodborne Pathogens and HIPAA
- Core Mandatory II - Subjects that include, but not limited to, National Safety Patient Goals 2010, Age Specific and Cultural Diversity
- RN / LPN Pediatric Pharmacology
- Pediatric Diabetes
- School Nurse Skills Check List

The tests are geared towards School Nurses at all levels (RN, LPN, C.N.A). The exams provide us with a better idea as to the competency of the Nurse and whether they would be the right fit for a school system.

Once the profile is complete and the Nurse has passed each test, he/she meets with Noreen Lingham, RCM’s Clinical Nurse Supervisor. Noreen has worked with RCM for several years and oversees the clinical team responsible for training, orientating and educating our nurses. Noreen conducts a group orientation, and then takes time to meet each professional individually. Our Nurses are guaranteed to be fully trained and ready to care for any child within the school district. Some of the topics covered are listed below:

| Ventilator Care |
| Tracheostomy |
| Bladder Catheterizations |
| Diabetes |
| Asthma |
| Infection Control |
| Child Abuse |
| HIPAA / FERPA |
| Administering Medication |

In addition to educating our Nurses, our Clinical Management Team assesses each Nurse to ensure they are physically fit and can exceed the standards set by RCM. We want to ensure that our Nurses are capable of exceeding the tasks we set for them and will in no way endanger the child. Our promise and commitment from day one is to ensure the children receive the best care.
RCM is committed to protecting the privacy, confidentiality and security (education, employment and health) for clients, employees and patients. This policy is designed to assure compliance with applicable state and federal laws and regulations. For example:

1. **The Federal Privacy Act** of 1974 safeguards individual privacy by regulating the collection, maintenance, use and dissemination of personal information.
2. **The Health Insurance Portability and Accountability Act** of 1996 (HIPAA) addresses the confidentiality of health information and records.
3. **Family Educational Rights and Privacy Act** of 1974 (FERPA) protects the privacy of student’s personally identifiable information.

All Nurses are required to review governmental guidelines regarding HIPAA and FERPA. Confidentiality is essential and we want to ensure our Nurses are fluent when it comes to both clinical issues and paperwork. All RCM Health Care Service personnel are required to conduct our online nursing exams and topics such as HIPAA are covered. The tests are conducted on an annual basis as part of our further education program. **School Documentation** is imperative and it is important our Nurses know how to complete all paperwork assigned to them. Topics covered include IEP’s (Individual Education Plan), Section 504, HIPAA and FERPA. The school nurses of RCM play a full participatory role in all aspects of IEP Meetings for the students under their care. The IEP or Individualized Educational Plan is a legally binding document that spells out exactly what special education services the child or children will receive and why. It includes the child’s classification, placement services such as a 1:1 Nurse or aide for school, transportation or both, therapy services needed, academic and behavioral goals, a behavior plan if needed, percentage of time in regular education and progress reports from teachers and therapists.

This plan is specific to each individual child, not the needs of the teacher, school or district. Goals, modifications, accommodations, personnel, and placement should all be selected enforced and maintained with the particular needs of each child in mind.

Noreen will assess the Nurse and will be the person who ultimately decides whether they are competent enough to care for children in a school district.

Our Clinical Management Team is instrumental in training our Nurses and Noreen’s methodical approach is one of the reasons why we have been so successful in growing our relationships with school districts.

Throughout her tenure at RCM, Noreen has been a tremendous asset and will play a key role in this assignment. The training sessions conducted by Noreen have surpassed the requirements laid out by our current school districts and allow our Nurses to be more than ready to handle any ad hoc issues that come about in the school. In addition to orientating the Nurses, Noreen, or a member of her team, will conduct random visits to ensure the scope of services is being met.
Skills Checklists
To protect the safety of the children our Nurses will be caring for and in the interests of Rockford Board of Education, RCM strives to maintain high quality services through pre employment and ongoing competency assessment.

- A skills inventory checklist is to be completed by all healthcare personnel.
- All healthcare personnel shall be required to update their specialty skills checklist annually to ensure that the skills level is maintained.
- Client evaluations of healthcare personnel when received must be maintained as part of the service provider’s ongoing competency assessment.
- If a healthcare professional wants to work in a new skill area, verification of required experience, appropriate competency exam and skills inventory checklist will be required.

Performance Reviews
Performance reviews are essential as we are able to evaluate the performance of our Nurses and obtain feedback from clients. Our priority is to ensure the child is receiving the best care possible and to do everything we can to ensure this happens. The bullet points below will provide a brief insight as to what the review entails:

- Every healthcare professional employed by RCM has a performance evaluation.
- We conduct reviews every quarter.
- RCM will attempt to obtain feedback from Rockford Board of Education regarding our Nurses’ competence and ongoing performance of professional service.
- Feedback can be obtained using our Client Performance Assessment form or obtained via phone. If obtained via phone the following information must be documented: name/title of person providing feedback, client facility, feedback comments, date, and name of RCM representative obtaining feedback. Documentation will be maintained in the Nurses’ personnel file.
- Feedback from our clients regarding clinical and/or professional performance is addressed with our service providers immediately. Follow-up with our clients is completed within an appropriate time frame.
- Every health professional employed by RCM will complete annual skills checklists, which apply to their area of work.
- When training needs are identified, an opportunity to complete the training will be provided at the earliest possible occasion.
- The company assesses aspects of service provider’s competence at hire, at performance evaluation and as needed to ensure that service providers have the skills or can develop the skills to perform and continue to perform their duties.
- Clinical Supervisor is responsible to ensure that any areas of development are identified and addressed.
Healthcare Professionals Job Descriptions

Job Descriptions are essential when recruiting nurses as they provide the nurse with an outline as to what RCM is looking for and gives them an opportunity to inform us of their skills and qualifications. When recruiting school nurses we always look for experience and aim to employ those nurses who have school or pediatric based experience.

The job descriptions we use will vary largely on specialty though an example of what we would use when recruiting RN’s, LPN’s and C.N.A’s is below.

Qualifications:
- Graduation from an accredited School of Nursing
- Licensed as an RN in Illinois
- Minimum of one year clinical experience in chosen clinical specialty
- Supervisory references or at a minimum verification of previous work experience
- Current CPR certification

Sample Job Description

RCM school nurses provide leadership in the development and promotion of a comprehensive health program serving as a professional link between healthcare providers, families, staff and community agencies.
- Promote and protect the optimal health level of the students
- Develop guidelines for the management of illness and injury interventions
- Provides training to staff on the recognition of signs and symptoms of illness and disease
- Performs nursing procedures such as ventilator care, gastrostomy feedings, tracheostomy care, catheterizations as well as medication administration
- Performs health assessments and participates in Individualized Education Plan (IEP) development as well as Individualized Healthcare Plan (IHP) and other services for students with physical or mental health concerns
- Maintain, evaluate and interpret cumulative health records to accommodate the individual needs of each students
- Promotes and assists in the control of communicable diseases through immunization programs, early intervention, monitoring, reporting and follow-up of contagious diseases.
- Provides health education and counseling to help prevent teen pregnancy, sexually transmitted diseases, tobacco use, alcohol, substance abuse and other health related issues and wellness programs impacting student education
- Rec. provisions for a healthy school environment conducive to learning

RCM Health Care Services
Committed to Caring
In Summary

RCM Health Care Services understands the unique services associated with all school districts. We have provided quality care to school systems for over 25 years and we know we can exceed the expectations set for us by Rockford Board of Education.

Our experienced school nursing team has a thorough understanding of the levels of care that need to be provided to children and value the importance of following the protocols and practices set by Rockford Board of Education.

RCM Health Care Services is looking forward to establishing a relationship with the Rockford Board of Education.

The RCM Advantage

- Large School Contract Execution Experience
- Public Company Accountability
- Joint Commission Certified
- Significant Client Retention
- 40 Years Proven Success in Healthcare Staffing
- Flexibility in Customized Solutions
- Financial Resources
- Extensive Recruitment Infrastructure
- Quality Assurance Standards
- Program
- Strategic Partnerships and Alliances
- Understanding of Rockford Needs + Proposed Approach
- Right Choice...
- Proven Value
- Cost Effectiveness
- Fair and Reasonable Pricing
- Measurable Results
# School District References

Our references demonstrate our commitment to excellence and our proven track record to provide highly qualified Nursing Professionals in School Systems.

RCM Health Care Services has provided a list of references below and we have accompanied this list with a number of reference letters written by some of our school districts.

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<th>Organization</th>
<th>Philadelphia School District</th>
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<tbody>
<tr>
<td>Address:</td>
<td>440 N Broad St. Philadelphia PA 19130</td>
</tr>
<tr>
<td>Point of Contact Name:</td>
<td>Rhona Cooper</td>
</tr>
<tr>
<td>Telephone number:</td>
<td>(215) 400-6094</td>
</tr>
<tr>
<td>Email:</td>
<td><a href="mailto:rcooper@philasd.org">rcooper@philasd.org</a></td>
</tr>
<tr>
<td>Services Provided:</td>
<td>RN’s, LPN’s &amp; C.N.A’s</td>
</tr>
</tbody>
</table>

| Organization                  | St. Martin De Porres School            |
| Address:                      | 2300 West Lehigh Avenue, Philadelphia PA 19132 |
| Point of Contact Name:        | Pat Westerfer                          |
| Telephone number:             | (215) 223-6872                         |
| Email:                        | pawesterfer@philasd.org                |
| Services Provided:            | RN’s & LPN’s                           |

| Organization                  | Baltimore City Public School           |
| Address:                      | 6900 Park Heights Ave. Baltimore MD 21215 |
| Point of Contact Name:        | Correan Baker                          |
| Telephone number:             | (443) 642-2424                         |
| Email:                        | cbaker@bcps.k12.md.us                  |
| Services Provided:            | RN’s and LPN’s                         |
To Whom It May Concern,

RCM Health Care Services has provided full time and per diem nurses to the School District of Philadelphia since 2010. From day one they have provided an outstanding service and exceeded our expectations when providing care to the children of Philadelphia.

The RCM School Nursing Team is outstanding and they are incredibly prompt on returning calls/emails. In addition to providing exceptional communication skills, the RCM team has also proven themselves to be instrumental when speaking with the parents and addressing any concerns they have.

We are incredibly happy with the service RCM Health Care Services has provided and we are looking forward to working with them as we begin the second year of our working relationship. We would highly recommend RCM Health Care Services to other school districts.

Yours truly,

Rhona H. Cooper, MSN, MA, RN
School Health Coordinator
Letter of Reference

Regarding:

RCM Health Care Services and
Andrew Hay, Manager of Nursing and Rehabilitation Services

February 7, 2011

To Whom it May Concern:

I am a certified school nurse who covers three schools within the School District of Philadelphia. Since September of 2010, RCM Health Care Services has supplied private duty nurses to one of my schools to care for a student with complex medical issues that include Type 1 Diabetes and Celiac Disease. Because I am scheduled at the school only six days per month, the private duty nurses care for this particular student on the days I am not physically at the school.

From a purely clinical standpoint, all the nurses that have provided service have possessed good interpersonal skills, a competent knowledge base in terms of disease process and unusual signs and symptoms to report, as well as the technical skills required for the student's care. They have been prompt, reliable, and have high level communication skills. They have demonstrated the ability to collaborate effectively with other disciplines that include but are not limited to school administrators, teachers, family and caregivers and are able to coordinate care and maintain optimal student safety. This collaboration ultimately supports the education process and maximizes the student outcomes both medically and academically.

My contact person at the agency, Mr. Andrew Hay, has also communicated promptly and effectively through both phone and e-mail to ensure coverage for the student. He has been extremely flexible in providing coverage even during our most recent snow and ice storms, as well as changes relating to the student's frequent absences due to illness and/or hospitalizations. He has gone the extra mile in ensuring that staffing has been consistent, so that the student has not experienced the stress that would be associated with seeing a different face every day.

Although I am not an administrator or the person who approves contracts, I would have to say that I will request RCM again and again if my school district offers me the choice. RCM nurses have been my eyes and ears when I am not physically at the school, parental satisfaction has been high and feedback from school staff has been positive.

Sincerely,

Patricia A. Westerfer, RN, MSN, CSN
School District of Philadelphia
Baltimore City
Public Schools

Stephanie Rawlings-Blake
Mayor, City of Baltimore

Chair, Baltimore City Board of
School Commissioners

Andrés A. Alonso, Ed.D.
Chief Executive Officer

September 15, 2011

To Whom It May Concern,

RCM Health Care Services is currently in a three year contract with Baltimore City Public School System, extending from July 1, 2009 to June 30, 2012, to provide skilled nursing services to individual students identified as medically fragile with specific medical needs as outlined by physician orders. Our contact person has been Mr. Andrew Hay, a very positive communicator with the Office of Interagency Support.

The Office of Interagency Support, responsible for monitoring the services of several agencies providing nursing services for Baltimore City school students, is happy with the services provided by this agency this school year. Mr. Hay has been very responsive to any concerns expressed by school administrators, school health providers and/or parents. He has made immediate contact with the assigned nurses to rectify any identified concerns.

During the current school year, RCM is providing services for five students whose health disabilities include cystic fibrosis, diabetes, congenital abnormality of the urinary system, epilepsy, digestive disorder, tracheotomy care and cerebral palsy. This agency has provided currently licensed nurses with CPR certification and criminal background checks as specified in their contract with The Baltimore City Public School System. Services provided include skilled visits as well as full school day services. Accurate monthly invoices are submitted in a timely fashion.

As representatives of the Office of Interagency Support, Baltimore City Public School System, we recommend RCM Health Care Services for the provision of skilled nursing services to students.

Sincerely,

Louise Fink
Director, Office of Interagency Support

Correan M. Baker
Educational Specialist II, Office of Interagency Support

GREAT KIDS
GREAT SCHOOLS

200 East North Avenue • Baltimore, Maryland 21202 • Visit us on the web at www.baltimorecityschools.org
The Audubon School  
PS 128M  
560 West 169 Street  
New York, NY 10032  
212-927-0607

Rosa Argelia Arredondo, Principal  
Lorraine Pacheco, Assistant Principal  
Yvette Corporan, Assistant Principal

April 13, 2011

To whom it may concern:

For the past two school years, RCM Health Care Services has provided a Long-Term RN, Peter Brightman, to work as School Nurse, here at PS 128.

Mr. Brightman is a highly skilled and attentive School Nurse. He is kind, patient and considerate of all students. He is informative and helpful to all parents and staff members, as well. Mr. Brightman has also become part of the PS 128 family. He participates in all our school events that are held after school and/or on weekends. For example, in June 2010, he joined us at the American Ballroom Dancing Classrooms Grand Finals held at the Financial Center to support our school dance team.

Mr. Brightman’s professionalism and commitment to the medical field is unparalleled. In addition, the RCM Coordinators and Supervisors have always addressed all our school’s nursing needs and have been very cooperative. I look forward to continuing to work with RCM and Peter Brightman.

Sincerely,

Rosa Argelia Arredondo  
Principal
May 3rd, 2011

To whom it may concern:

Since the beginning of the 2010-2011 School Year, RCM Health Care Services has provided a Long-Term School Nurse, Cerasela Shiiba RN, for JHS 157. Ms Shiiba has been ASHR Trained, performs exceptionally well and is an absolute delight to have as a School Nurse. The RCM team has also been highly cooperative and helpful throughout the school year.

I look forward to continued long-term work with RCM and Cerasela Shiiba.

Sincerely,

Vincent Suraci
Vincent Suraci
Principal, JHS 157
May 4th, 2011

To whom it may concern:

Since the start of the 2010-2011 School Year, RCM Health Care Services has provided two of our students with Long-Term 1:1 School Nurses (RNs), Desiree Harry and Michelle Pierre. Both of these nurses perform exceptionally well with their student. The RCM team has also been highly cooperative with continuity of care throughout the school year.

It has been a pleasure working with RCM and their team of talented Registered Nurses.

Sincerely,

Barbara Falcone
Director
Education Services
United Cerebral Palsy of NYC
April 29, 2011

To whom it may concern:

For the past several months, RCM Health Care Services has provided Long-Term Related Services for my child, at her school. The Service Provider, Marydalia Mandez, has been adequately trained and performs exceptionally well. Additionally, RCM Coordinators and Supervisors have been very cooperative and tending to both my own and my child's needs and concerns.

I look forward to continued work with RCM and their Service Provider.

Mrs. Rahesha S. Harrison
May 11, 2011

To Whom It May Concern:

For the past several years, RCM Health Care Services has provided Long-Term RN nursing staff to work at Bronx Lebanon Clinics.

RCM has provided exceptional and adequately trained health care professionals including Long-Term RN’s for all of Bronx Lebanon’s clinics for coverage and Long-Term assignments.

RCM has shown tremendous professionalism and reliability over the last several years and has become Bronx Lebanon’s agency of choice when staffing Health Care and RN assignments.

Sincerely,

Jessica Joseph
Beverly Darr

January 31st 2011

To whom it may concern,

My family and I have been happily working with RCM Health Care Services since September of 2009. They have shown attentiveness and kindness since the day they were assigned my son’s case and made a home visit to greet our family and find out what our needs were exactly. They provide the one to one nurse for my son full time in the Baltimore City Public School System. We have been working with RCM for the last two school years. RCM was able to hire and offer a well deserved pay raise to my son’s full time nurse. My son’s nurse exceeds expectations and has become extremely close to our entire family.

RCM is extremely flexible when working with my family and my son’s special needs. They are also very attentive to my son’s nurse as well, which I truly appreciate. I would absolutely recommend the RCM nursing team services. Overall in the last 2 years my family and I have had nothing but great things to say about RCM and the nurse that cares for my son on a daily basis.

Sincerely,

Beverly Darr
The Department of Labor of the State of Illinois, by virtue of the power vested in and the duties imposed upon it by law, does hereby authorize and license the person, firm, or corporation whose name appears on this certificate to engage in activity indicated below.

Nurse Agency

RCM Health Care Services
1621 John F. Kennedy Blvd., Suite 401
Philadelphia, PA 19103

LICENSE NO.: 2011-N1247

EXPIRATION DATE: September 15, 2014

LICENSE FEE: $250.00

DIRECTOR: [Signature]
CERTIFICATE OF LIABILITY INSURANCE

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFER NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER
Arthur J. Gallagher & Co.
Insurance Brokers of California, Inc. License #0726293
505 North Brand Boulevard, Suite 600
Glendale, CA 91203-3944

INSURED
RCM Technologies, Inc.
2500 McCellan Ave., Suite 350
Pennsauken, NJ 08109

CONTACT
NAME

FAX
(A/C, No.):

ADDRESS

INSURER(S) AFFORDING COVERAGE

MAIC #
INSURER A: HOMELAND INS CO OF NY
34452
INSURER B: FEDERAL INS CO
20281
INSURER C: ZURICH AMER INS CO
16535
INSURER D: ACE AMER INS CO
22667
INSURER E: NATIONAL UNION FIRE INS CO OF PITTS
13445

COVERAGES
CERTIFICATE NUMBER: 23612878

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

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| C | WORKERS' COMPENSATION AND EMPLOYER'S LIABILITY |
| | ANY PROPR. OR PARTNER EXECUTIVE OFFICER OR MEMBER | N/A |
| | X (Mandatory in N.H.) |
| | IF EMPLOYER UNDER DEBT, DESCRIPTION OF OPERATIONS |

| D | PROFESSIONAL LIABILITY |
| | X CLAIMS MADE |
| | OCCUR |
| | X LIMIT |

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 191. Additional Remarks Schedule, if more space is required)
Evidence of Insurance only.
Subject to policy terms, conditions, limitations and exclusions.

CERTIFICATE HOLDER
Rockford Board of Education
School District No. 25, 201 South Madison Street
Rockford, IL 61104-2092
USA

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

ACORD 25 (2010/05)
23512878

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Rockford Board of Education
Rockford, IL

October 5, 2011

Addendum No. 1

IFB 12-06 Nurse Staffing Coverage

Attached are clarifications to questions in reference to the solicitation.

ROCKFORD BOARD OF EDUCATION

By Vernon Hilton
   Director of Purchasing
1) Is the school district looking for RNs, LPNs, or CNAs? *RNs*

2) How many 1:1 positions, transportation and in-school positions are currently open?  
   *Approx. 5*

3) Is this a new requirement or do you currently have an incumbent providing nursing services?  *Currently exists*

4) Who is your current vendor? *Maxim*

5) Have all of the district’s needs been met with existing contract companies? *Yes*

6) What specialty is utilized the most? RN, LPN, CNA? *RN*

7) Are the positions full time or part time? *1:1 RN positions are considered full time — but must consider that this is relative to the 6 hour school day/school calendar*

8) When a nurse is assigned to a school, transportation route, or 1:1 with a student, will the nurse remain in the position for the entire school year? *Yes, if the student continues to attend*

9) Do you have students that require nurses that have vent experience? *Yes*

10) What is the total estimated budget for this contract? *Due to the nature of this solicitation budget information isn’t being released*

11) If the contract is awarded to one provider are you looking to transition nurses that are currently contracted with the district? *No*

12) What is the current bill rate for nursing services? *Please refer to #10*
ILLINOIS STATE BOARD OF EDUCATION

Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion
Lower Tier Covered Transactions

This certification is required by the Department of Education regulations implementing Executive Order 12549, Debarment and Suspension, 34 CFR Part 85, for all lower tier transactions meeting the threshold and tier requirements stated at Section 5.110.

(BEFORE COMPLETING CERTIFICATION, READ INSTRUCTIONS BELOW)

1. The prospective lower tier participant certifies, by submission of this proposal, that neither it nor its principals represent debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.

2. Where the prospective lower tier participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

\[Signature\]

\[Date\]

\[Signature\]

\[Date\]

Instructions for Certification

1. By signing and submitting this proposal, the prospective lower tier participant is providing the certification set out below.

2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. It is later determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.

3. The prospective lower tier participant shall provide immediate written notice to the person to whom this proposal is submitted if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.

4. The terms "covered transaction", "debarred", "suspended", "ineligible", "lower tier covered transaction", "participant", "person", "primary covered transaction", "principal", and "voluntarily excluded", as used in this clause, have the meanings set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the official that this proposal is to be submitted for assistance in obtaining a copy of the regulations.

5. The prospective lower tier participant agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency with which this transaction originated.

6. The prospective lower tier participant further agrees by submitting this proposal that it will include the clause titled "Certification Regarding debarment, suspension, Ineligibility, and Voluntary Exclusion-Lower Tier Covered Transactions" without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the Nonprocurement List.

8. Nothing contained in the foregoing shall be construed to require establishment of a system of record in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

9. Except for transaction authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.
MINORITY AND WOMEN-OWNED BUSINESS CONCERN REPRESENTATION

Minority-Owned Business: a minority-owned business concern means a business concern that: (1) is at least 51 percent unconditionally owned by one or more individuals who are considered to be a member of a minority group, or a publicly owned business having at least 51 percent of its stock unconditionally owned by one or more members of a minority group; and (2) has its management and daily business controlled and operated by one or more such individuals.

Individuals who certify that they are members of minority groups (African Americans, Hispanic Americans, Native Americans, Asian-Pacific Americans, Asian-Indian Americans, and other minorities) are to be considered minority-owned enterprises.

Women-Owned Business: a business that is at least 51 percent owned by a woman or women who also control and operate it.

"Control" in this referenced context means exercising the power to make policy decisions. "Operate" means being actively involved in the day-to-day management of the business.

The District shall rely on written representations of concerns regarding their status as minority/women-owned businesses.

BIDDERS MUST COMPLETE THE SECTION BELOW AND RETURN THIS FORM WITH THEIR BID. FAILURE TO DO SO MAY RENDER THE OFFEROR'S BID UNACCEPTABLE.

A. Representation. The offeror represents that it is ( ), is not (✓) a minority-owned business concern.

B. Representation. The offeror represents that it is ( ), is not (✓) a women-owned business concern.

C. Representation. The offeror represents that it is ( ), is not (✓) a disabled-owned business concern.

Please Check Appropriate Box/Boxes

☐ African American (AFRAM) ☐ Caucasian (CAUC) ☐ Native American (NAAM)

☐ Hispanic American (HISP) ☐ Asian-Pacific (ASIAP) American ☐ Asian-Indian (ASIAL) American

☐ Other ___________________________ ☐ Woman Owned (W)

Please identify

Company Name Micromechanics, Inc. Address 5758 Ave 6th Fl.

City New York State NY Zip 10018

Phone # 917-286-5150 Fax # 917-286-5151 FEIN # 22-296427

Signature of Company Official ___________________________ Title Senior Vice President

Date 10/6/11
BID-RIGGING CERTIFICATION

Michael Saks, a duly authorized agent of Rcm Technologies (usa) Inc., do hereby certify that neither Rcm Technologies (usa) Inc. nor any individual presently affiliated with Rcm Technologies (usa) Inc. has been barred from bidding on a public contract as a result of a violation of either Section 33E-3 (bid-rigging) or Section 33E-4 (bid rotating) of the Illinois Criminal Code, contained in Chapter 38 of the Illinois Revised Statutes.

Authorized Agent

Rcm Technologies (usa) Inc.
Contractor