



494 Broad Street – Suite 302 – Newark, NJ 07102  
Tel 866.629.2242 – Fax 866.629.2242 – [www.aahcs.org](http://www.aahcs.org)

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## REQUEST PROPOSAL FOR CONTRACTUAL SERVICES

RFP# 6322 Z1

**Original**



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REQUEST FOR PROPOSAL FOR CONTRACTUAL SERVICES

RFP# RFP 6322 Z1

Including 24/7 staffing services 365 days a year for Registered Nurses, Licensed Nurse Practitioners, and Certified Nurses Assistants

Proposal Due September 2nd , 2020, 2 PM EST

Contact:

Deepa Dhanpaul: Director of Human Resources

Email: [deepa@aaahcs.org](mailto:deepa@aaahcs.org)

Phone: (862) 250-6633 Ext: 105

Sarah Adedjouma: Human Resource Assistant

Email: [s.adedjouma@aaahcs.org](mailto:s.adedjouma@aaahcs.org)

Phone: (862) 236-3572 Ext: 3572



**ALL AMERICAN  
HEALTHCARE SERVICES, INC.**

494 Broad Street • Suite 302 • Newark, NJ 07102  
Tel 609-581-6622 • Fax 866-629-2242 • www.aahcs.org

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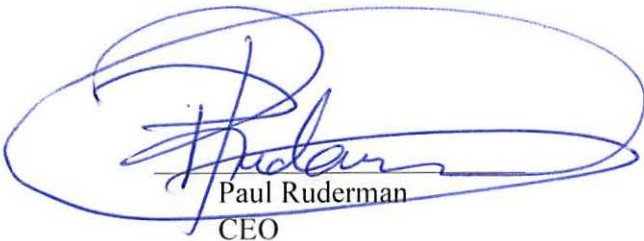
September 2nd, 2020

We thank you for extending us the opportunity to submit a proposal for **State of Nebraska REQUEST FOR PROPOSAL FOR CONTRACTUAL SERVICES**. We have been successfully providing nursing services in various facilities in several states, including New York, and can meet the county needs for all nursing staff.

We always strive to provide knowledgeable, experienced, clinically proficient and dedicated health care professionals. We assure you of excellent services and look forward to continuing our professional relationship by meeting your growing healthcare challenges.

Thank you.

Sincerely,



Paul Ruderman  
CEO



# ALL AMERICAN HEALTHCARE SERVICES, INC.

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## **Index**

### **SECTION 1**

Cover Letter

### **SECTION 2**

Scope of Services

### **SECTION 3**

Bid Proposal Form

### **SECTION 4**

Appendix A

Resumes

Appendix B  
Reference Letter

Appendix C  
State of Business Registration Certificate

Appendix D  
Certificate of Employee Information

Appendix E  
Certificate of Liability Insurance

Appendix F  
Quality Assurance Program

Appendix G  
Mission Statement

**Section 1: Cover Letter**



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## REQUEST FOR PROPOSAL

### Agency Nurse Services for the MDH Holly Center

Date: September 2nd, 2020  
Proposal: All American Healthcare Services, Inc  
Address: 494 Broad Street, Suite 302  
Newark, NJ 07102  
Telephone: (866) 629-2242  
Contact Person: Paul Ruderman  
Type of Business Entity: Corporation

In Submitting this proposal, the proposer warrants and represents that:

- I. The Proposer has reviewed and understands the requirements set forth within the proposal specifications and, if selected, will carry out all the duties set forth in such Proposal Specifications.

All information submitted in response to the proposal specifications is accurate and factual and all representation made regarding the proposer willingness to provide the required Services are and correct.

2. Except to the extent expressly set forth on the attachments hereto (if applicable) there have been no material changes in the financial status of the proposer since the date of most recent financial status of the proposer is submitted herewith, and such financial information and data fairly and accurately reflects the financial position of the proposer as of the date of submission and proposal.



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3. There is no action, suit or proceeding, at law or equity, before or by any court of similar Governmental Body against the proposer wherein any unfavorable decision, ruling or finding would adversely affect the ability of the proposal to carry out duties and obligations imposed upon it in the contract.
4. The proposer is duly organized and validly existing in good standing and duly qualified to transact business in each and every jurisdiction where such qualifications is required to enable the proposer to perform its obligation under the contract. The proposer has obtained a business registration certificate. The execution of the contract, and the performance of all obligations hereunder have been authorized by all required action of the proposal's affairs. The execution of the contract and the performance of all obligations set forth therein do not conflict with and do not constitute a breach for event of default under any charter, by-laws, and/or partnership contract, or instrument to which the proposer is a party or by which it is bound so that, upon execution hereof and upon satisfaction of the conditions herein contained, the contract will constitute valid, legally binding obligations of the Proposer, enforceable in accordance with its terms, except to the extent the enforcement thereof is limited by applicable bankruptcy, insolvency, reorganization, moratorium or other laws relating to or limiting creditor's rights generally and the application of the general principles of equity.
5. There is no action, suit or proceeding, at law or in equity, before or by any court or similar Governmental Body against the proposer wherein an unfavorable decision, ruling, or finding would materially adversely affect the performance by the proposer of its obligation hereunder or the other transaction contemplated hereby, or which, in any way would materially adversely affect the validity of enforceability of the contract, or any other contract or instrument entered by proposer in connection with the transaction contemplated hereby.
6. The proposer has in its possession valid approvals, registrations, license, certifications or permits that, pursuant to applicable federal state and local laws, permit the proposer to provide their services as contemplated in these proposal specifications and under and in accordance with the terms of the contract for the term thereof.
7. The proposal is submitted pursuant to due authorization by, and it in all respects binding upon, the proposal.
8. No corporation, partnership individual or association, officer, director, employee, manager, parent, subsidiary, affiliate or principal shareholder of the proposer has been



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adjudicated to be in violation of any state or federal law, charged with or convicted of bribery, fraud, collusion or any violation of any state or federal Medicare, Medicaid or similar statute, or previously adjudged in contempt of any court order enforcing such laws, been discharged or banned from any public works project or appeared on a debarred, suspended, or disqualified list of any state.

9. The proposer has sufficient qualified personnel available to provide the Services on a constant and regular basis during the term of the contract.

10. The proposer is not currently in breach of or in default of any contracts, permits or any other applicable federal state and local laws and regulations that are necessary for or related to the proposer's ability to provide the Services at contemplated in the proposal specifications, and the proposer has obtained all required federal, state and local permits, license, certifications and approvals necessary to provide the same.

11. The proposer has thoroughly reviewed the procurement process and agrees to participate in good faith in the procurement process as described in the RFP, to adhere to the Authority's project schedule and to execute a contract that contains the terms set forth herein.

12. The proposer acknowledges that all costs incurred by it in connection with this submission shall be borne exclusively by the proposal.

Sincerely,



Paul Rudeman CEO  
All American Healthcare Services, Inc.



**Section 2: Scope of Services**

## SCOPE OF WORK

1. AAHCS will provide temporary staff members to fill the positions listed below in Section V.G. for job assignments for three agencies, DHHS, NDCS and NDVA.
  - a. AAHCS will maintain continuity of staff, subject to availability.
  - b. AAHCS personnel will have the necessary education, training, certification, registration and/or licensure for each position to be filled. Any documentation (licenses, certificates, etc.) necessary to demonstrate fitness for position(s) being filled must be made available to the DHHS Facilities Director/designee, NDCS Nurse Manager/designee or NDVA Clinical Nurse Trainer and/or Facility Scheduler at each facility/location upon request.
  - c. For those positions listed in Section V.G., for which a license or credential is necessary, any duty assigned to such temporary staff member must fall within the scope of practice of such occupation.
2. The requesting agency may direct AAHCS to replace or substitute, for any reason, any temporary staff member assigned to any agency facility or location. AAHCS will substitute or replace any temporary staff member assigned to any agency facility or location at the direction of the agency no later than one (1) business day after receiving such direction. If no substitute or replacement is available, AAHCS will notify the agency within one (1) business day.
3. The requesting agency agrees to inform AAHCS of any disciplinary or performance problems with temporary staff and will provide copies of documentation of such situations available AAHCS.
4. The times and locations of all temporary staff provided by AAHCS will be documented on the time sheet. The procedures for completing the time sheet may vary between facilities. Temporary staff will be trained on these procedures.
5. Any temporary staff member assigned by AAHCS will adhere to his/her scheduled hours as established at each of the requesting agencies facilities.
  - a. In order to account for the number of hours worked on any day, the temporary staff member must sign in at the beginning of each workday and to sign out at the end of each workday on all timesheets.
  - b. The temporary staff member must leave a copy of each timesheet for each temporary staff member on site with the supervisor or designee.
  - c. The requesting agency Facilities Director/Nurse Manager or designee will verify all time sheets as worked by the temporary staff member. The agency Facilities Director/Nurse Manager or designee will review, sign, and approve all time sheets or authorize electronically.
  - d. The State may require, for the purpose of fiscal accountability and service transparency, that temporary staff personnel complete additional documentation. Such documentation may include, but is not limited to, such items as a list of patients/inmates seen during a shift and/or a list of tasks completed during a shift.
2. If any of the requesting agencies property is broken or damaged during the normal performance of the services under this contract, the property shall be repaired or replaced at AAHCS expense. This includes items of a personal nature, as well as state-owned property such as furniture, walls, office equipment, etc.
3. Temporary staff provided by AAHCS are subject to a security background check prior to commencing work on-site.
4. Temporary staff provided by AAHCS cannot drive state-owned or leased vehicles.
5. Staff assigned by AAHCS to the ordering agency are employees of AAHCS and are not employees or agents of the agency, regardless of whether AAHCS has employment relationships or other types of relationships, such as independent contractor relationships with the Staff.
6. The agency assumes no responsibility or liability for visa, sponsorship, work status, or other items related to traveling for temporary staff assigned to the agency.
7. AAHCS will provide proof of appropriate licenses and certifications, if applicable per the job descriptions listed in Section V.F., for individuals serving as temporary professional staff within the requesting agencies facilities prior to the start of the individual's assignment.
8. Temporary staff provided by AAHCS for the requested position assignment will be billed for that corresponding rate. If in the event that same assigned person is qualified to perform requested duties of a position of a lesser qualification/certification/license AAHCS will bill for original requested position assignment billing rate. The temporary staff cannot be billed at a higher rate than what they were requested for assignment based solely on their higher qualification/certification/licensing.
3. AAHCS will have all the necessary qualifications, certifications, and/or licenses pursuant to Federal and State law and regulations to provide the services required.
4. AAHCS will notify the agency within twenty-four (24) hours, in writing, if any adverse action is taken against the license of any temporary staff provided by the AAHCS.

**Section 3: Bid Proposal Form**

**IV. PAYMENT**

**A. PROHIBITION AGAINST ADVANCE PAYMENT (Statutory)**

Neb. Rev. Stat. §§81-2403 states, "[n]o goods or services shall be deemed to be received by an agency until all such goods or services are completely delivered and finally accepted by the agency."

**B. TAXES (Statutory)**

The State is not required to pay taxes and assumes no such liability as a result of this Request for Proposal. The Contractor may request a copy of the Nebraska Department of Revenue, Nebraska Resale or Exempt Sale Certificate for Sales Tax Exemption, Form 13 for their records. Any property tax payable on the Contractor's equipment which may be installed in a state-owned facility is the responsibility of the Contractor

**C. INVOICES**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PR			

Invoices for payments must be submitted by the Contractor to the agency requesting the services with sufficient detail to support payment.

**1. Invoices shall include at a minimum:**

- a. Staff's name;
- b. Position (provide a list of the abbreviations used);
- c. Hourly rate;
- d. Pay Code (i.e. Regular, OT or Holiday, etc.);
- e. Date(s) services were provided (billing week shall be Monday through Sunday);
- f. Number of hours worked, per date(s) of service, during invoice period;
- g. Facility where services were provided;
- h. Total invoice amount.

The work week shall be defined as Monday through Friday. The weekend, for the State's purposes is Saturday and Sunday.

Holidays are midnight to midnight; only if scheduled' Holiday pay is not a given for temporary staff.

The terms and conditions included in the Contractor's invoice shall be deemed to be solely for the convenience of the parties. No terms or conditions of any such invoice shall be binding upon the State, and no action by the State, including without limitation the payment of any such invoice in whole or in part, shall be construed as binding or estopping the State with respect to any such term or condition, unless the invoice term or condition has been previously agreed to by the State as an amendment to the contract.

**2. Invoices shall be sent to:**

- a. Nebraska Department of Health and Human Services  
Addresses provided on Attachment One to the attention of the Business Office.
- b. Nebraska Department of Correctional Services  
Accounts Payable  
P.O. Box 94661  
Lincoln, NE 68509-4661  
  
Or via e-mail to: [DCS.AccountsPayable@nebraska.gov](mailto:DCS.AccountsPayable@nebraska.gov)  
Accounts Payable Contract: 402-479-5715
- c. Nebraska Department of Veterans' Affairs  
Accounting email addresses provided on Attachment One for each location.

**D. INSPECTION AND APPROVAL**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PR			

Final inspection and approval of all work required under the contract shall be performed by the designated State officials.

The State and/or its authorized representatives shall have the right to enter any premises where the Contractor or Subcontractor duties under the contract are being performed, and to inspect, monitor or otherwise evaluate the work being performed. All inspections and evaluations shall be at reasonable times and in a manner that will not unreasonably delay work.

**E. PAYMENT (Statutory)**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PR			

Payment will be made by the responsible agency in compliance with the State of Nebraska Prompt Payment Act (See Neb. Rev. Stat. §81-2403). The State may require the Contractor to accept payment by electronic means such as ACH deposit. In no event shall the State be responsible or liable to pay for any goods and services provided by the Contractor prior to the Effective Date of the contract, and the Contractor hereby waives any claim or cause of action for any such services.

**F. LATE PAYMENT (Statutory)**

The Contractor may charge the responsible agency interest for late payment in compliance with the State of Nebraska Prompt Payment Act (See Neb. Rev. Stat. §81-2401 through 81-2408).

**G. SUBJECT TO FUNDING / FUNDING OUT CLAUSE FOR LOSS OF APPROPRIATIONS (Statutory)**

The State's obligation to pay amounts due on the Contract for a fiscal years following the current fiscal year is contingent upon legislative appropriation of funds. Should said funds not be appropriated, the State may terminate the contract with respect to those payments for the fiscal year(s) for which such funds are not appropriated. The State will give the Contractor written notice thirty (30) calendar days prior to the effective date of termination. All obligations of the State to make payments after the termination date will cease. The Contractor shall be entitled to receive just and equitable compensation for any authorized work which has been satisfactorily completed as of the termination date. In no event shall the Contractor be paid for a loss of anticipated profit.

**H. RIGHT TO AUDIT (First Paragraph is Statutory)**

The State shall have the right to audit the Contractor's performance of this contract upon a thirty (30) days' written notice. Contractor shall utilize generally accepted accounting principles, and shall maintain the accounting records, and other records and information relevant to the contract (Information) to enable the State to audit the contract. (Neb. Rev. Stat. §84-304 et seq.) The State may audit and the Contractor shall maintain, the Information during the term of the contract and for a period of five (5) years after the completion of this contract or until all issues or litigation are resolved, whichever is later. The Contractor shall make the Information available to the State at Contractor's place of business or a location acceptable to both Parties during normal business hours. If this is not practical or the Contractor so elects, the Contractor may provide electronic or paper copies of the Information. The State reserves the right to examine, make copies of, and take notes on any Information relevant to this contract, regardless of the form or the Information, how it is stored, or who possesses the Information. Under no circumstance will the Contractor be required to create or maintain documents not kept in the ordinary course of contractor's business operations, nor will contractor be required to disclose any information, including but not limited to product cost data, which is confidential or proprietary to contractor.

The State and the Contractor, upon the written agreement, may make changes to the contract within the general scope of the Request for Proposal. Changes may involve specifications, the quantity of work, or such other items as the State may find necessary or desirable. Corrections of any deliverable, service, or work required pursuant to the contract shall not be deemed a change. The Contractor may not claim forfeiture of the contract by reasons of such changes.

The Contractor shall prepare a written description of the work required due to the change and an itemized cost sheet for the change. Changes in work and the amount of compensation to be paid to the Contractor shall be determined in accordance with applicable unit prices if any, a pro-rated value, or through negotiations. The State shall not incur a price increase for changes that should have been included in the Contractor's proposal, were foreseeable, or result from difficulties with or failure of the Contractor's proposal or performance.

No change shall be implemented by the Contractor until approved by the State, and the Contract is amended to reflect the change and associated costs, if any. If there is a dispute regarding the cost, but both parties agree that immediate implementation is necessary, the change may be implemented, and cost negotiations may continue with both Parties retaining all remedies under the contract and law.

**\*\*\*Contractor will not substitute any item that has been awarded without prior written approval of SPB\*\*\***

**H. VENDOR PERFORMANCE REPORT(S)**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PR			

The State may document any instance(s) of products or services delivered or performed which exceed or fail to meet the terms of the purchase order, contract, and/or Request for Proposal specifications. The State Purchasing Bureau may contact the Vendor regarding any such report. Vendor performance report(s) will become a part of the permanent record of the Vendor.

**I. NOTICE OF POTENTIAL CONTRACTOR BREACH**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PR			

If Contractor breaches the contract or anticipates breaching the contract, the Contractor shall immediately give written notice to the State. The notice shall explain the breach or potential breach, a proposed cure, and may include a request for a waiver of the breach if so desired. The State may, in its discretion, temporarily or permanently waive the breach. By granting a waiver, the State does not forfeit any rights or remedies to which the State is entitled by law or equity, or pursuant to the provisions of the contract. Failure to give immediate notice, however, may be grounds for denial of any request for a waiver of a breach.

**J. BREACH**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PR			

Either Party may terminate the contract, in whole or in part, if the other Party breaches its duty to perform its obligations under the contract in a timely and proper manner. Termination requires written notice of default and a thirty (30) calendar day (or longer at the non-breaching Party's discretion considering the gravity and nature of the default) cure period. Said notice shall be delivered by Certified Mail, Return Receipt Requested, or in person with proof of delivery. Allowing time to cure a failure or breach of contract does not waive the right to immediately terminate the contract for the same or different contract breach which may occur at a different time. In case of default of the Contractor, the State may contract the service from other sources and hold the Contractor responsible for any excess cost occasioned thereby. OR In case of breach by the Contractor, the State may, without unreasonable delay, make a good faith effort to make a reasonable purchase or contract to purchased goods in substitution of those due from the contractor. The State may recover from the Contractor as damages the difference between the costs of covering the breach. Notwithstanding any clause to the contrary, the State may also recover the contract price together with any incidental or consequential damages defined in UCC Section 2-715, but less expenses saved in consequence of Contractor's breach.

The State's failure to make payment shall not be a breach, and the Contractor shall retain all available statutory remedies and protections.

**K. NON-WAIVER OF BREACH**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PR			

The acceptance of late performance with or without objection or reservation by a Party shall not waive any rights of the Party nor constitute a waiver of the requirement of timely performance of any obligations remaining to be performed.

**L. SEVERABILITY**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PR			

If any term or condition of the contract is declared by a court of competent jurisdiction to be illegal or in conflict with any law, the validity of the remaining terms and conditions shall not be affected, and the rights and obligations of the parties shall be construed and enforced as if the contract did not contain the provision held to be invalid or illegal.

**M. INDEMNIFICATION**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PR			

**1. GENERAL**

The Contractor agrees to defend, indemnify, and hold harmless the State and its employees, volunteers, agents, and its elected and appointed officials ("the indemnified parties") from and against any and all third party claims, liens, demands, damages, liability, actions, causes of action, losses, judgments, costs, and expenses of every nature, including investigation costs and expenses, settlement costs, and attorney fees and expenses ("the claims"), sustained or asserted against the State for personal injury, death, or property loss or damage, arising out of, resulting from, or attributable to the willful misconduct, negligence, error, or

omission of the Contractor, its employees, Subcontractors, consultants, representatives, and agents, resulting from this contract, except to the extent such Contractor liability is attenuated by any action of the State which directly and proximately contributed to the claims.

**2. PERSONNEL**

The Contractor shall, at its expense, indemnify and hold harmless the indemnified parties from and against any claim with respect to withholding taxes, worker's compensation, employee benefits, or any other claim, demand, liability, damage, or loss of any nature relating to any of the personnel, including subcontractor's and their employees, provided by the Contractor.

**3. SELF-INSURANCE**

The State of Nebraska is self-insured for any loss and purchases excess insurance coverage pursuant to Neb. Rev. Stat. § 81-8,239.01 (Reissue 2008). If there is a presumed loss under the provisions of this agreement, Contractor may file a claim with the Office of Risk Management pursuant to Neb. Rev. Stat. §§ 81-8,829 – 81-8,306 for review by the State Claims Board. The State retains all rights and immunities under the State Miscellaneous (Section 81-8,294), Tort (Section 81-8,209), and Contract Claim Acts (Section 81-8,302), as outlined in Neb. Rev. Stat. § 81-8,209 et seq. and under any other provisions of law and accepts liability under this agreement to the extent provided by law.

**4. ATTORNEY GENERAL**

The Parties acknowledge that Attorney General for the State of Nebraska is required by statute to represent the legal interests of the State, and that any provision of this indemnity clause is subject to the statutory authority of the Attorney General.

**N. ATTORNEY'S FEES**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PR			

In the event of any litigation, appeal, or other legal action to enforce any provision of the contract, the Parties agree to pay all expenses of such action, as permitted by law and if ordered by the court, including attorney's fees and costs, if the other Party prevails.

**O. LIQUIDATED DAMAGES**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PR			

Failure for any temporary professional staff to appear for a scheduled shift without the Contractor providing a proper notice according to Section V.I.1-2., prior to the start of their shift shall result in the agency assessing liquidated damages to the Contractor in the amount of the full extended cost of the temporary professional staff's shift. Contractor will be notified in writing when liquidated damages are imposed.



inmate or parolee to sexual penetration or sexual contact, because an inmate or parolee is not legally capable of giving consent to any such relationship. Neb. Rev. Stat. § 28-322 states that individuals "working under contract with the department" are included in the list of persons prohibited from having sexual relations with one or more of NDCS' inmates. Contractor will promptly notify NDCS if allegations of sexual abuse or contact become known.

3. Contractor shall make his/her employees aware of the Nebraska Department of Correctional Services, Policy 112.31 (Code of Ethics and Conduct). Contractor may be required to sign and return documentation showing receipt of NDCS Policy 112.31 (Code of Ethics and Conduct).
4. Contractor shall inform his/her personnel of the Nebraska Department of Correctional Services Tobacco Policy, which states that tobacco and tobacco-related products are contraband and must not be carried into any NDCS-owned or controlled property. Such products must remain in Contractor's locked vehicle while on NDCS-owned or controlled property.
5. The Contractor and his/her personnel may be subject to pat searches and tool inventory upon arrival and departure from NDCS facilities.
6. Wireless devices and/or cellular phones are prohibited at NDCS facilities unless prior approval is given. If wireless devices are necessary for use on site at NDCS, Contractor will seek prior approval to carry such devices by requesting the Cellular Device Institutional Use Report form. All persons are prohibited from providing a cellphone/electronic communication device to an inmate of any facility, per PD 104.06.

**Q. ADVERTISING**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
RR			

The Contractor agrees not to refer to the contract award in advertising in such a manner as to state or imply that the company or its goods or services are endorsed or preferred by the State. Any publicity releases pertaining to the project shall not be issued without prior written approval from the State.

**R. NEBRASKA TECHNOLOGY ACCESS STANDARDS (Statutory)**

Contractor shall review the Nebraska Technology Access Standards, found at <http://nitc.nebraska.gov/standards/2-201.html> and ensure that products and/or services provided under the contract are in compliance or will comply with the applicable standards to the greatest degree possible. In the event such standards change during the Contractor's performance, the State may create an amendment to the contract to request the contract comply with the changed standard at a cost mutually acceptable to the parties.

**S. DISASTER RECOVERY/BACK UP PLAN**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
RR			

The Contractor shall have a disaster recovery and back-up plan, of which a copy should be provided upon request to the State, which includes, but is not limited to equipment, personnel, facilities, and transportation, in order to continue delivery of goods and services as specified under the specifications in the contract in the event of a disaster.

**T. DRUG POLICY**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PR			

Contractor certifies it maintains a drug free work place environment to ensure worker safety and workplace integrity. Contractor agrees to provide a copy of its drug free workplace policy at any time upon request by the State.

**U. WARRANTY**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PR			

Despite any clause to the contrary, the Contractor represents and warrants that its services hereunder shall be performed by competent personnel and shall be of professional quality consistent with generally accepted industry standards for the performance of such services and shall comply in all respects with the requirements of this Agreement. For any breach of this warranty, the Contractor shall, for a period of ninety (90) days from performance of the service, perform the services again, at no cost to Customer, or if Contractor is unable to perform the services as warranted, Contractor shall reimburse Customer the fees paid to Contractor for the unsatisfactory services. The rights and remedies of the parties under this warranty are in addition to any other rights and remedies of the parties provided by law or equity, including, without limitation actual damages, and, as applicable and awarded under the law, to a prevailing party, reasonable attorneys' fees and costs.

will then consider such disclosure and proposed mitigation plan and either approve or reject as part of the overall bid evaluation.

**N. STATE PROPERTY**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PR			

The Contractor shall be responsible for the proper care and custody of any State-owned property which is furnished for the Contractor's use during the performance of the contract. The Contractor shall reimburse the State for any loss or damage of such property; normal wear and tear is expected. For any temporary professional staff provided by Contractor that does not return their facility keys, access badges, or other state property upon vacating or completing their assignment, the agency will deduct the amount of the unreturned keys, access badges, or other state property from the Contractor's subsequent payment. The agency will notify the Contractor of the amount that will be deducted from the subsequent payment which will be based on the actual cost to replace the item(s).

**O. SITE RULES AND REGULATIONS**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PR			

The Contractor shall use its best efforts to ensure that its employees, agents, and Subcontractors comply with site rules and regulations while on State premises. If the Contractor must perform on-site work outside of the daily operational hours set forth by the State, it must make arrangements with the State to ensure access to the facility and the equipment has been arranged. No additional payment will be made by the State on the basis of lack of access, unless the State fails to provide access as agreed to in writing between the State and the Contractor.

Contractor's personnel must comply with all agency and facility location requirements or policies, including personnel carrying proper identification upon their person. All personnel shall comply with agency rules and regulations and policies related to security.

Contraband shall not be introduced into any state facility; such items include, but are not limited to firearms, ammunition, drugs, tobacco, alcohol, etc. All personnel may be subject to search upon entering and exiting facility grounds.

**P. NDCS SECURITY**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PR			

1. Contractor's personnel shall be subject to Nebraska Department of Correctional Services' (NDCS) background security checks prior to their arrival on site, and will carry proper identification with them at all times while on facility grounds.
2. Contractor shall make its employees aware of the provisions of Neb. Rev. Stat. § 28-322.01, which state that a person commits the offense of sexual abuse of an inmate or parolee if such person subjects an

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PR			

The Parties shall pay their own costs of the audit unless the audit finds a previously undisclosed overpayment by the State. If a previously undisclosed overpayment exceeds one-half of one percent (.5%) of the total contract billings, or if fraud, material misrepresentations, or non-performance is discovered on the part of the Contractor, the Contractor shall reimburse the State for the total costs of the audit. Overpayments and audit costs owed to the State shall be paid within ninety (90) days of written notice of the claim. The Contractor agrees to correct any material weaknesses or condition found as a result of the audit.

**Form A**  
**Contractor Proposal Point of Contact**  
**Request for Proposal Number 6322 Z1**

Form A should be completed and submitted with each response to this Request for Proposal. This is intended to provide the State with information on the contractor's name and address, and the specific person(s) who are responsible for preparation of the contractor's response.

Preparation of Response Contact Information	
Contractor Name:	All American Healthcare Services
Contractor Address:	494 Broad St, Suite 302 Newark NJ 07102
Contact Person & Title:	Deepa Dhanpaul, Human Resources / Administration Manager
E-mail Address:	deepa@aaahcs.org
Telephone Number (Office):	(862) 250-6633
Telephone Number (Cellular):	
Fax Number:	

Each contractor should also designate a specific contact person who will be responsible for responding to the State if any clarifications of the contractor's response should become necessary. This will also be the person who the State contacts to set up a presentation/demonstration, if required.

Communication with the State Contact Information	
Contractor Name:	All American Healthcare Services
Contractor Address:	494 Broad St, Suite 302 Newark NJ, 07102
Contact Person & Title:	Deepa Dhanpaul
E-mail Address:	deepa@aaahcs.org
Telephone Number (Office):	(862) 250-6633
Telephone Number (Cellular):	
Fax Number:	

**Form B**  
**NDCS Supplemental Contract Information**  
**Request for Proposal Number 6322 Z1**

The Nebraska Department of Correctional Services (NDCS) is committed to the open and fair process for selection of contractual services; additionally, we are committed to upholding the laws of the State of Nebraska, the NDCS Code of Ethics and Conduct, and internal recommendations for improving best business practices.

Please complete the questions below and submit with your bid documents. Responding "yes" to any question will not disqualify you from consideration, but may necessitate a follow-up information request.

Company Name: All American Healthcare Services

PO Box Address: \_\_\_\_\_

Physical Address: 494 Broad St Suite 302


City/State/Zip: Newark, New Jersey 07102

Phone Number: (862) 250-6633

Name/Title of Contact: Deepa Dhanpaul

		YES	NO
1.	To your knowledge do you have any relatives, employees, contractors, sub-contractors, or a personal relationship with anyone who is currently employed by the Nebraska Department of Correctional Services? If yes, who?		✓
2.	Has an employee of the Department of Correctional Services performed work for you under your current contract with the NDCS? If yes, who, how long, and in what capacity?		✓
3.	Does an employee of the Department of Correctional Services (past or present) hold any corporate position in your company? If yes, who and what position?		✓
4.	Incorporated companies, please provide the following information: Name of Corporate Entity: _____ Principle Office Address: _____ Registered Agent and Office Address: _____	<i>See ABOVE</i>	
5.	Non-Incorporated Companies please provide the following information: Owner: _____		

By my signature below, I attest that neither I, nor my company, nor any primary officer or employee in my company has a known conflict of interest with the Nebraska Department of Correctional Services.

  
 \_\_\_\_\_  
 Company President Signature

08/26/2020  
 \_\_\_\_\_  
 Date

## REQUEST FOR PROPOSAL FOR CONTRACTUAL SERVICES FORM

### CONTRACTOR MUST COMPLETE THE FOLLOWING

By signing this Request for Proposal for Contractual Services form, the contractor guarantees compliance with the procedures stated in this Request for Proposal, and agrees to the terms and conditions unless otherwise indicated in writing and certifies that contractor maintains a drug free work place.

Per Nebraska's Transparency in Government Procurement Act, Neb. Rev Stat § 73-603 DAS is required to collect statistical information regarding the number of contracts awarded to Nebraska Contractors. This information is for statistical purposes only and will not be considered for contract award purposes.

PR NEBRASKA CONTRACTOR AFFIDAVIT: Bidder hereby attests that bidder is a Nebraska Contractor. "Nebraska Contractor" shall mean any bidder who has maintained a bona fide place of business and at least one employee within this state for at least the six (6) months immediately preceding the posting date of this Request for Proposal.

PR I hereby certify that I am a Resident disabled veteran or business located in a designated enterprise zone in accordance with Neb. Rev. Stat. § 73-107 and wish to have preference, if applicable, considered in the award of this contract.

PR I hereby certify that I am a blind person licensed by the Commission for the Blind & Visually Impaired in accordance with Neb. Rev. Stat. §71-8611 and wish to have preference considered in the award of this contract.

### FORM MUST BE SIGNED USING AN INDELIBLE METHOD (OR VIA DOCUSIGN)

FIRM:	All American Healthcare Services
COMPLETE ADDRESS:	494 Broad St Suite 302, Newark New Jersey 07102
TELEPHONE NUMBER:	(862) 250-6633
FAX NUMBER:	
DATE:	08/26/2020
SIGNATURE:	
TYPED NAME & TITLE OF SIGNER:	Deepa Dhanpaul, Human Resources / Administration Manager

# PAUL RUDERMAN

Montclair, NJ 07042 • paul@aaahcs.org • (973) 752-7994

---

## CHIEF EXECUTIVE OFFICER

EXECUTIVE : TECHNOLOGY (B2B, MOBILE, SAAS), HEALTHCARE & PRODUCTIVITY SOLUTIONS

**Summary:** Dynamic, entrepreneurial executive with exceptional success building innovative companies and products, and developing first-rate teams; Extensive experience designing, building and bringing to market disruptive, complex software applications across multiple clients and market segments; Particularly adept at achieving stretch goals with limited resources.

**Recent:** Founded and built two successful technology companies; During this period, I was deeply involved in all facets of building, launching and scaling innovative software solutions for both very specific and very diverse markets. A hands-on executive, I've deep experience in building and managing large, diverse and distributed teams, directing complex IT operations, business planning, product design, product development, product management, recruiting, customer service, HR, finance, budgeting, and digital marketing. Managed companies through significant change and growth, including substantial increases in revenue, expansion, corporate downsizing, capital raising and investor relations.

### CORE COMPETENCIES INCLUDE:

- Strategic Business Planning & Leadership ♦ IT Strategy & Operations ♦ Finance ♦ Recruiting & HR
- ♦ P&L ♦ Budgeting ♦ Procurement ♦ Product Design ♦ Product Management ♦ Project Management
- ♦ Client Relations ♦ Customer Support ♦ Sales Support ♦ Launching iPhone apps, Android apps, web apps
- ♦ Designing and Marketing Websites ♦ Social Media ♦ Writing

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## EXPERIENCE & ACHIEVEMENTS

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ALL AMERICAN HEALTHCARE SERVICES, INC., NEWARK, NJ ♦ 2017 – PRESENT

### Chief Executive Officer

Paul has been building healthcare and healthcare technology companies for the better part of the past 15 years. Leading All American, Paul is working to streamline operations, automate manual processes, improve recruiting, and continue building out the company's presence in our current states and across the country. Along with his partner, Ron Bhavnani, Paul is implementing technology across the company to help employees become more productive, and to make our clients' jobs easier and more fulfilling, enabling staffing coordinators at nursing homes, schools, jails and hospitals to more quickly and easily fill open nursing shifts with greater visibility and reporting.

UPDATEZEN, INC., MONTCLAIR, NJ ♦ 2013 – 2016 (ACQUIRED)

### Chief Executive Officer

Conceived, designed, built and launched highly innovative and disruptive mobile-first SaaS solution to solve the problem of information overload for executives and their team members. Solution is centered on brevity, minimalism and great simplicity. Recruited and led a small, lean, efficient team of designers and developers to launch product across multiple clients (web, iPhone, Android). Achieved critical and market success; featured as a "Game Changer" on CNBC, where the solution was recognized for completely changing the way business is done.



- Product Design & Management** ♦ Conducted extensive customer development outreach with executives in dozens of industries to gather feedback on existing solutions and potential product workflows for our new solution.
- ♦ Conceived and designed product based on our market research; mission was to significantly reduce information overload for executives and their teams by providing a simpler way to handle status reporting in organizations.
- Marketing** ♦ Recruited first-rate team of developers, designers and marketers.
- Sales** ♦ Managed product development through all phases, leading to the launch and distribution of UpdateZen's beta version to a widely diverse group of executives across industries; led rollout of product, incorporating user feedback into each product release throughout the beta period.
- Operations** ♦ Prepared go-to-market strategy, and launched initial version of software to include a web app and native iPhone app.
- Finance** ♦ SaaS business model included a free trial followed by paid subscriptions, monthly and annual; Business immediately saw a 20%+ month-over-month growth rate every single month in the market.
- Customer Support** ♦ Designed and launched Android version of the product to round out the "whole solution" for teams.
- Software Development** ♦ Designed and executed successful marketing campaigns across multiple online channels (Twitter, LinkedIn, Google's Display Network, etc.), the most successful of which leveraged Facebook's robust advertising platform; In so doing, I became an expert in the audience targeting capabilities that Facebook uniquely provides.
- ♦ Architected, developed, and project managed software development and infrastructure deployments.

**LIVE:PROCESS CORPORATION, VERONA, NJ ♦ 2005 – 2013**

**Chief Operating Officer & Chief of Staff**

Led company from concept phase to market leader while running day-to-day operations over eight years. LiveProcess was founded after 9/11 and before Hurricane Katrina, and seized on the opportunity and need to automate healthcare emergency management for hospitals and clinics across the country. Company's market-leading, SaaS, web-based solution transformed an industry slow to adopt to new technologies. As head of operations, I oversaw and drove every area of the company, managing multiple teams and a staff of 25 in the following areas: product development, marketing, enterprise sales, customer support, finance, investor relations, client relations, procurement, vendor negotiations, client contract negotiations, recruiting, HR, IT management, and overall operations management. Clients included the biggest healthcare systems in the country, including HCA, Kaiser Permanente, and the Georgia Hospital Association.

- Product Design & Management**
  - ♦ Launched initial version of LiveProcess's core, patented product to the entire state of Georgia – and all its hospitals – in a multi-million dollar, multi-year contract.
  - ♦ Built company from zero to over \$4mm in annually recurring revenue with 30% margins in its SaaS offering.
- Marketing**
  - ♦ Provided strategic leadership and direction for company.
  - ♦ Designed service offerings and built both in-house and on-site support and training teams.
- Sales**
  - ♦ Drafted and implemented highly efficient processes across company in customer service, marketing, sales, finance and operations to ensure immediate profitability and a strong foundation for scaling our offering across the country; Succeeded in extending LiveProcess to over 500 facilities in over 40 states.
- Operations**
  - ♦ Key member of executive team and Board of Directors; Prepared board documentation and managed investor relations.
  - ♦ Coordinated all marketing/communication activities, including messaging across websites and social media; wrote and edited press releases, newsletters.
- Finance**
  - ♦ Managed all HR functions; Recruited world-class team with deep healthcare and technical backgrounds.
  - ♦ Handled all legal documentation, and negotiated all contracts with clients, employees and consultants; Responsible for all vendor procurement and negotiation.
- Customer Support**
  - ♦ Managed all internal IT systems and infrastructure.
  - ♦ Managed all sales operations, including customer contracts, pricing, quotes, RFPs and proposals.
  - ♦ Managed day-to-day financials, maintaining adherence to budgets with tight controls on spending and procurement; invoicing, A/R management, and bank relations.
- Software Development**
  - ♦ Responsible for extensive company-wide project management and initiatives.
  - ♦ Led efforts to continually improve business practices and processes that contributed to and supported the vision and mission of the company, and the bottom line.
  - ♦ Managed conference and tradeshow presence; managed company webinars for healthcare audience/industry.

PRIOR EXPERIENCE:

Prior to committing full-time to building and launching technology products and companies:

**Principal of Mohegan Electric, a wholesale distributor w/\$5mm revenue (Acquired)**

**Web Designer / Web Developer / Podcaster / Musician / Animal Rights Activist**

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**EDUCATION**

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Bachelor of Arts in Psychology, Tufts University

**Appendix B**  
**Reference Letter**

*Judson*  
Services, Inc.

December 19, 2018

Dear All American Healthcare Service, INC.

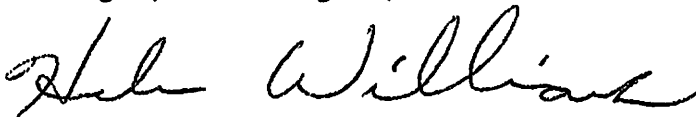
On behalf of our company I sincerely thank you for your loyalty and dedication to our facility. We truly appreciate your services for all that you have been doing.

Since obtaining a relationship with All American you dedicated staffing coordinator has endlessly filled all our shifts beyond expectations. Your team has been motivated and geared to helping our facility carry out its mission.

The staff that you have provided to our facility has always been professional, eager, and ready to work.

Again, we thank you from our residents to our administration and we look forward to continuing our relationship for much more time to come.

Thanks again, and best regards,



Helen Williams



**Paper Mill Road Nursing and Rehabilitation Center**  
850 Paper Mill Road, Glenside, PA 19038, Ph: 215-233-0920  
Fax 215-836-1247

To All American Healthcare Services Inc.,

My name is John Jackson, I'm the Scheduling Coordinator here at Paper Mill Nursing and Rehabilitation. I just wanted to quickly relay some of my experiences with All American and more specifically our account manager, Javonna Bowers, over the last few months.

Let me start by saying I'm relatively new this job. I started in September 2018 and have been teaching myself this job ever since. When I started, our staffing situation was an absolute mess. Our regular, PRN, and many of the staff we would get from an agency (including and especially All American) would call out/NCNS incessantly. I believe one of our corporate managers contacted All American about the call outs/NCNSs, and suddenly, attendance turned around dramatically. Between Nikkia Michaud and Javonna Bowers the NCNSs stopped almost completely and call outs have been rare. The daily question changed from "Will agency show up?" to "How many are coming? And which unit can we put them on?" Since then, things have been relatively good. In fact, where I have access to 4 different staffing agencies including All American, I receive the vast majority (like 90%) of agency staff from your company. Mostly, this is because the other companies rarely have coverage for me when necessary. I'm not sure if they just don't have the staff, or maybe our building isn't very important to their reps, but I have not been able to count on them to help when we need it the most.

Here seems to be an appropriate moment to give a shout out to Javonna Bowers. Its funny how much you can rely on a person you've never seen before, but that's my situation with Javonna. She has been with me pretty much the entire time I've had this job, and I'm not sure how successful I would have been without her help. I'm sure she has other clients, but she has made me feel as though Paper Mill was her only responsibility. She has done everything she could to help me ensure this building is staffed properly with responsible/reliable people, and I truly appreciate it. In addition, I can be somewhat difficult to work with, however Javonna has been able to counteract my prickly personality with professionalism and tact. I expect these are the reasons she was promoted, and if my 2 cents matter, she was a fantastic choice.

In conclusion, where we may have had a bit of a rocky start with All American, things have improved markedly. I can only imagine things will continue to get better, with All American and Javonna Bowers help. We thank you for everything.

Sincerely,

John Jackson  
Staffing Coordinator  
Paper Mill Nursing and Rehabilitation



3-18-18

To whom it may concern,

I have the pleasure of working with All American Agency for close to a year now in two of my facilities.

They provide well trained, education and caring staff to my facility.

The office staff really assists when we are in a crunch, holiday, and weekends or anytime we need an extra hand.

In my opinion I would refer them to other groups,

**Ahron Lieberman, LNHA, CDP**

Vice President of Purchasing and Human Resources

Allaire Healthcare Group



MERCER COUNTY SPECIAL SERVICES SCHOOL DISTRICT  
Administrative Offices - 2<sup>nd</sup> Floor  
1020 Old Trenton Road  
Hamilton, NJ 08690  
(609) 631-2107 FAX: (609) 570-1133

Michael J. Lee  
*Director of Student Services*

August 23, 2012

**RE: All American Healthcare Services, Inc.**

To Whom It May Concern:

At the request of Meena Bhavnani, I am writing to offer a positive professional reference for the All American Healthcare Services, Inc. ("All American").

The Mercer County Special Services School District (MCSSSD) provides special education and related services for special needs students, between 3 and 21 years of age. All American has provided us with competent and professional related services providers, including occupational therapists, physical therapists, and speech-language specialists; often, at our greatest time of need and at a moment's notice. My staff and I have found this agency to be accessible, courteous, resourceful, and overall very helpful.

Without reservation, I recommend All American to you, as I do to my colleagues in the neighboring public, private, and charter schools. Please contact me if you require any additional information.

Sincerely,

Michael J. Lee

*A Special Place To Grow*



# ABINGTON CREST

HEALTHCARE & REHABILITATION

November 30, 2018

I took over the scheduling for the Nursing Staff 06/01/2018 I contacted All American Health Care Services agency they are very professional I give my needs they are prompt with a response. I feel they are very reliable and makes my job easier by staffing our building.

Cynthia Freligh

Abington Crest Nursing and Rehabilitation Center



*A Guardian Elder Care Facility*

**Abington Crest Healthcare & Rehabilitation**

1267 South Hill Road • Erie, PA 16509

Phone: 814.864.4081 • Fax: 814.868.0514

[www.guardianeldercare.com](http://www.guardianeldercare.com)



**Appendix C**  
**State of Business Registration Certificate**



## *New Jersey Office of the Attorney General*

Division of Consumer Affairs  
Office of Consumer Protection  
Regulated Business Section  
124 Halsey Street, 7<sup>th</sup> Floor, Newark NJ 07102



PHILIP D. MURPHY  
*Governor*

SHEILA Y. OLIVER  
*Lt. Governor*

GURBIR S. GREWAL  
*Attorney General*

PAUL R. RODRIGUEZ  
*Acting Director*

**Mailing Address:**  
P.O. Box 45028  
Newark, NJ 07101  
(973) 504-6370

### **Via email**

ALL AMERICAN HEALTHCARE SERVICES INC  
494 BROAD STREET SUITE 302  
NEWARK, NJ 07102

June 22, 2020

Re: Renewal 2020 - 2021

Dear Sir/Madam:

This letter will serve as a temporary Registration Certificate for ALL AMERICAN HEALTHCARE SERVICES INC, for the renewal of your Temporary Help Service Firm registration, TP0450900. The effective date is July 1, 2020 with an expiration date of June 30, 2021.

At this time the Division has deferred the renewal fee of \$175.00 and will mail an invoice to you upon resumption of in-office operations, as well as the registration certificate.

Please feel free to contact me via email, with any questions you may have.

Regards,  
Debra Porzio

*This is to certify that*

ALL AMERICAN HEALTHCARE SERVICES INC (DUPLICATE)  
494 BROAD STREET SUITE 302  
NEWARK, NJ 07102

is regulated in New Jersey as a(n) Temporary Help Service

07/01/2019

Effective date

06/30/2020

Expiration date

TP0450900

License number



Signature of registrant

PAUL R. RODRIGUEZ  
Acting Director

**REQUEST TO CHANGE CERTIFICATE**

To request a change of name and/or address, complete the information requested below and mail to:

TP0450900

New Jersey Office of the Attorney General  
Division of Consumer Affairs  
P.O. Box 45028  
Newark, New Jersey 07101

\_\_\_\_\_  
License/Registration number

\_\_\_\_\_  
(Year current license expires)

\_\_\_\_\_  
Last name                      First name                      Middle initial                      Maiden name (if applicable)

\_\_\_\_\_  
Street address                      City                      State                      ZIP code                      County - N.J. only

\_\_\_\_\_  
Name of employer

\_\_\_\_\_  
Street address                      City                      State                      ZIP code

**See Reverse Side For Instructions**

**Appendix D**  
**Certificate of Employee Information**

Certification 35927

**CERTIFICATE OF EMPLOYEE INFORMATION REPORT  
RENEWAL**

This is to certify that the contractor listed below has submitted an Employee Information Report pursuant to N.J.A.C. 17:27-1.1 et. seq. and the State Treasurer has approved said report. This approval will remain in effect for the period of **15-SEP-2018** to **15-SEP-2025**

ALL AMERICAN HEALTHCARE SERVICES, INC.  
494 BROAD STREET  
NEWARK NJ 07102



A handwritten signature in cursive script, reading "Elizabeth Maher Muoio".

ELIZABETH MAHER MUOIO  
State Treasurer

**Appendix E**  
**Certificate of Liability Insurance**



# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

3/3/2020

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORANT:** 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).

<b>PRODUCER</b> BROWN & BROWN OF PENNSYLVANIA, LP 125 E ELM STREET, SUITE 210 CONSHOHOCKEN, PA 19428	<b>CONTACT NAME:</b> BRANDON SETTLE	
	<b>PHONE (A/C, NO, EXT):</b> 215-693-5765	<b>FAX (A/C, NO):</b> 215-509-2355
	<b>E-MAIL ADDRESS:</b> BSETTLE@BBOFPA.COM	

<b>INSURED</b> ALL AMERICAN HEALTHCARE SERVICES, INC. 494 BROAD STREET, SUITE 302 NEWARK, NJ 07102	<b>INSURER(S) AFFORDING COVERAGE</b>		<b>NAIC #</b>
	INSURER A: PENNSYLVANIA MANUFACTURERS' ASSOC. INS. CO.		12262
	INSURER B:		
	INSURER C:		
	INSURER D:		
	INSURER E:		

**COVERAGES** **CERTIFICATE NUMBER:** **REVISION NUMBER:**

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 CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
	<b>GENERAL LIABILITY</b>						EACH OCCURRENCE	\$
	<input type="checkbox"/> COMMERCIAL GENERAL LIABILITY	<input type="checkbox"/>	<input type="checkbox"/>				DAMAGE TO RENTED PREMISES (Ea occurrence)	\$
	<input type="checkbox"/> CLAIMS MADE <input type="checkbox"/> OCCUR						MED EXP (Any one person)	\$
	<input type="checkbox"/>						PERSONAL & ADV INJURY	\$
	<input type="checkbox"/>						GENERAL AGGREGATE	\$
	<b>GENERAL AGGREGATE LIMIT APPLIES PER</b>						PRODUCTS - COMP/OP AGG	\$
	<input type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC							
	<b>AUTOMOBILE LIABILITY</b>						COMBINED SINGLE LIMIT (Ea accident)	\$
	<input type="checkbox"/> ANY AUTO	<input type="checkbox"/>	<input type="checkbox"/>				BODILY INJURY (Per person)	\$
	<input type="checkbox"/> ALL OWNED AUTOS						BODILY INJURY (Per accident)	\$
	<input type="checkbox"/> SCHEDULED AUTOS						PROPERTY DAMAGE (Per accident)	\$
	<input type="checkbox"/> HIRED AUTOS							
	<input type="checkbox"/> NON-OWNED AUTOS							
	<b>UMBRELLA LIAB</b> <input type="checkbox"/> OCCUR						EACH OCCURRENCE	\$
	<input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE	<input type="checkbox"/>	<input type="checkbox"/>				AGGREGATE	\$
	<input type="checkbox"/> DEDUCTIBLE							
	<input type="checkbox"/> RETENTION \$							
<b>A</b>	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> <input type="checkbox"/> Y/N						<input checked="" type="checkbox"/> WC STATUTORY LIMITS	OTH-ER
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under	N / A	<input type="checkbox"/>	202075 1145929A	03/01/2020	03/01/2021	E.L. EACH ACCIDENT	\$ 1,000,000
							E.L. DISEASE - EA EMPLOYEE	\$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	\$ 1,000,000
		<input type="checkbox"/>	<input type="checkbox"/>					

DESCRIPTION OF OPERATIONS/LOCATIONS/VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

**CERTIFICATE HOLDER****CANCELLATION**

Dianna Gilliland /Connie Heinrichs, Purchasing Bureau  
 1526 K Street, Suite 130  
 Lincoln, NE 68508

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

AUTHORIZED REPRESENTATIVE

*Brandon Settle*



## **Mission Statement**



494 Broad Street – Suite 302 – Newark, NJ 07102  
Tel 866.629.2242 – Fax 866.629.2242 – [www.aahcs.org](http://www.aahcs.org)

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### **Mission Statement**

At All American, our dedication to service is our foundation. All American's mission is firmly rooted in its long tradition of helping people maintain their safety, independence and dignity in an environment of mutual respect and compassion.

**Appendix F**  
**Quality Assurance Program**



### **Quality Assurance Program (QAP)**

This strategy devised to ensure quality assurance will be put into effect under this contract. Our strategy has been tailored to meet the needs of the procurement set forth. The intended use of this results-driven strategy is to achieve a continued quality service, meeting the demanding needs of supplemental medical staff.

The following will serve as a layout for the communication structure, coordination, and agreement amongst all members involved in providing the services in question.

#### **Employee Hiring and Placement**

Applicants are subject to a rigorous screening process to ensure competence and professionalism. In order to qualify for employment at AAHCS, each candidate's experience, skills, references, licensure, and current health certification are reviewed and verified. All candidates must be interviewed by a member of management and complete the following paperwork and tasks before being offered a position with AAHCS:

- General application
- 2 reference checks
- License Verification
- HIPAA Test
- Blood Bourne Pathogen Test (OSHA)
- Any mandatory tests specific to the facility
- Self-Skills Checklist
- Employee Agreement
- Confidentiality Agreement
- Time Sheets Policy
- Call Out Policy
- Substance Abuse Policy
- Elderly abuse policy
- Acknowledgement of health insurance policy
- Acknowledgement of Employee Hand Book
- Orientation
- In-Service Attendance

- Competency Evaluation
- Professional Liability/Malpractice Insurance
- Copy of Healthcare License
- Copy of CPR Card (LPN/RN)
- PPD-TB Screening (Within one year)
- Physical (Within the last 6 months)
- I-9
- Government issued Photo ID
- Copy of Social Security card
- W-4
- Criminal Background Check
- Preemployment Drug Test

Each potential hire must also undergo a Competency Evaluation administered by our clinical supervisor. The Competency Evaluation covers topics including but not limited to:

- Admission and discharge of residents
- Head-to-toe assessment including each body part
- Initial shower and skin assessments
- CPR/AED
- IV Certified/IV Therapy Administration
- Pulse Oximetry
- Tracheostomy Care
- Neuro Check
- Administering oxygen
- Medication Administering/Documenting
- Narcotic Counting
- MAR & TAR signatures
- Psychotropic Charting
- Medicare Charting
- Re-ordering Narcotics
- Backup meds used and faxed
- Ordering lab medication
- Clinical pain management
- Catheter and Foley care
- Gastronomy tube

Beyond the general process, AAHCS screens applicants on a client by client basis. We evaluate each healthcare professional's individual skills set and previous experience to determine whether he or she is the best possible match for a given client and or setting. In addition, supervisors and other healthcare professionals are required to attend a structured initial orientation at the home to which they will be assigned, ensuring that they will be more comfortable with the environment before beginning tenure there.

### **Evaluation**

In efforts to create a staff that is of high quality and highly competent, our personnel are constantly evaluated during their duration of employment. We perform monthly audits on our employees' files, to ensure that all medical records and licenses are up to date. In addition, we take great care to document any additional educational programs that an employee has completed, which creates a more refined and accurate record of each person's skill set and competence level.

All of our staff is formally evaluated by our Clinical Supervisor on a quarterly basis to ensure that each still meets the standards set by AAHCS.

Employees are also subject to periodic supervisor evaluations, as detailed in the Performance Management portion of our Quality Assurance manual.

### **Training**

AAHCS holds numerous training programs during the year in order to keep our employees up to date on relevant new medical developments as well as to further refine their skills. Programs planned for the year cover a variety of topics, ranging from administrative skills such as Documentation and GT Protocol, to practical skills such as Medication Administration and Wound Care. Overall, our intention is to equip our employees with both nursing/caretaking skills as well as general administrative skills.

Training programs planned for the year include:

- Abuse/Neglect
- Infection Control/Blood Borne Pathogens
- Wound Care
- Admission Assessments
- Incontinence Training
- Fall Prevention/Documentation
- Responding to Emergencies
- Pain Management
- Sensitivity Training

- CPR Certification
- IV Certification
- State Survey Preparation Training
- Review Facility Fire Safety Procedures

Completion of such training sessions is noted in each employee's record and is taken into account when evaluating their suitability for a particular facility or position. In addition, we encourage our employees to further their own education by subsidizing job-related college courses. We also highly encourage attendance to selected conferences and seminars that will further professional development.

### **Discipline**

Reports of poor performance become part of an employee's permanent record. Significant poor performance, or an accumulation of incidents of such, warrants disciplinary measures. However, some leeway is allowed for employees to learn from their mistakes.

AAHCS utilizes a "three-strike" system for the personnel on our staff in order to deter poor performance. "Strikes" are received for a variety of disciplinary infractions including: negative feedback, last-minute callouts, excessive rudeness, etc. After three "strikes", AAHCS no longer employs the employee in question. This system serves not only to deter poor performances and remove truly problematic offenders, but also allows some leeway for individuals, allowing the opportunity for them to recognize and correct their mistakes.

### **Recruitment and Retention**

The process of recruiting experienced and qualified healthcare professionals begins through referral network systems developed over the course of the years that we have been in business. Often, the best leads to reliable, potential employees come from existing employees who refer a friend or co-worker.

In addition to word-of-mouth, AAHCS recruits via newspaper ads, resume database searches, Internet job posting, and our company website. The use of the internet allows us to streamline our hiring procedures and to process applications on a more efficient basis.

AAHCS finds that its growth corresponds directly with the quantity and quality of the medical personnel joining the cause. AAHCS invests a significant amount of effort in continuing to grow its pool of medical staff.

Employee retention is just as important as employee growth. AAHCS focuses on retaining its employees by creating a warm and friendly environment throughout the office, as well as in communication with our external staff. We are able to provide a personable relationship with both internal and external staff.

AAHCS offers a variety of awards and small incentives for all employees to help motivate them to strive for excellence, while providing a means to reward employees for exceptional performance. After evaluating feedback collected from facility administrators, supervisory personnel, and other employees in our agency, exemplary employees may receive the Employee of the Month or the Employee of the Year awards. Excellent employees are also awarded gift cards and various other bonuses.