Sample Request-for-Proposal (RFP) Questions to Select a Workforce Solutions Partner

Starting the RFP process doesn't have to be difficult. Begin by asking the right internal questions. Nearly all effective RFPs start with a thorough needs assessment. Then, consider the scope and nature of the relationship you want to establish and build. After that, questions often fall into four areas. Example questions for all of these areas follow below.

INTERNAL ORGANIZATIONAL QUESTIONS

- What staffing problems do we need to solve, and how should we prioritize them?
- Among our current suppliers, is there variances in time-to-fill, completion rates, on-time starts, compliance completeness, and accuracy?
- What changes are most important to leadership?
- How does the way we source and manage temporary staff look different one, three, or five years from now?
- What resources do we have compared to those we will need to realize this vision?
- Are we looking for a provider that can not only meet our staffing needs, but also one that can advise us on how to optimize, source, and manage contingent labor based on our unique organization?
- How many agencies do we currently contract with, knowing that each is another contract, contact, recruiting and credentialing process, and invoice?
- How much time is our staff spending on sourcing and managing contingent labor?
- Could their time be better spent on other priorities?
- What are our organization's reporting needs? Who collects and reports the information?

QUESTIONS FOR EVALUATING A WORKFORCE SOLUTION
Partnership vs. Transactional Relationship

- How would our needs be prioritized against your obligations to current customers competing for the same talent in the same geography?
- Please list all commitments with total spend under management you have in states that border ours.
- How many recruiters will be dedicated to working on our needs?
- What is the process for designing a staffing solution that incorporates our organization's unique attributes, preferences, and processes?
- What is your role supporting change management that may stem from your recommendations?
- When prescreening our candidates, will there be live prescreening interviews conducted by a registered nurse?
- How many dedicated employees will be supporting this effort? Clinical roles? Operations/support roles?
- Can your organization integrate with our timekeeping system? How will you review,

document, track, and reconcile contract staffing work hours, timekeeping, and scheduling?
- Are the suppliers on your vendor panel Joint Commission certified?
- What percent of market share in the traveler industry does your vendor panel represent?
- What is the fee you charge to vendors to support us through your vendor panel?
- Please describe your proposed implementation process, including timelines and resources to be provided by the healthcare facility (I.T. staff, clinical managers, software needs).
- Please describe your experience implementing solutions with similar systems.
- Please demonstrate your technical ability and expertise to meet the requirements outlined in this RFP.
- What are your organization's Net Promoter Scores?
- What is your program's client retention record?
- Can you supply relevant references?

Fill Staffing Gaps

- Will we receive an adequate number of submissions for our open needs?
- What percentage of submissions meet your stated requirements?
- What is your average time to fill? Fill rate?
- How long does it take to get candidates interviewed?
- How often do you lose out on qualified submissions?
- Are the rates you go to market with competitive? How do we know?
- How many recruiters do your suppliers have working on our needs?

Elevate Clinical Quality and Performance

- What is your completion rate?
- What is your extension rate?
- Are you incorporating certified and experienced clinicians in screening candidates before sending to us for review?
- Do you have live clinician-to-clinician interviews prior to sending to us for review?
- If any of our positions are potentially required to float between units, how are they being screened from a quality assurance perspective?
- Do our unit managers get call notes from live, pre-screening interviews?
- How detailed are the job notes used to identify candidates on our behalf?
- Are there specific questions our hiring managers want asked in the pre-screening process?
- What is the most common reason for incomplete assignments (clinical, professional, cultural, etc.)?

Minimize Risk of Non-Compliance and Maintain Audit Readiness

- Do you manage our compliance so that our organization is always audit-ready?
- How often are we forced to push start dates due to compliance? Or pull someone from the floor?
- How confident is our organization if we were to be audited today?
- How much time does it take our staff to collect, maintain, and access compliance?
- Is any part of this manual – keeping a spreadsheet, for example?
- Are our suppliers running OIG and EPLS background updates on travelers while on assignment with us?

Increase Efficiency and Control Costs

- Which tasks and processes consume the most time? Are any of them duplicated?
- What happens when an invoice needs to be reconciled?
- What happens when a credential is wrong or missing altogether?
- What processes are currently handled manually?
- Do we have different rates for the same position? Are rates standardized?
- Will you provide the required data and visibility to appropriately plan, budget, and forecast our labor needs?
- Are we converting travelers to perm employees?
- Do we receive any form of rebate on the use of travelers? If so, how is the rebate financed?
- What strategies are in place to help us reduce our reliance upon contingent labor?