



RFP-25-064-SHF
Supplemental Staffing for
DuPage County Sheriff's Office



Technical Proposal

Keenan Driver
Chief Sales Officer

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Cover Letter

October 30, 2025

DuPage County Procurement Division
Room 3-400
421 North County Farm Road
Wheaton, Illinois 60187

Re: **SUPPLEMENTAL MEDICAL STAFFING FOR DUPAGE COUNTY SHERIFF'S OFFICE 25-064-SHF**

On behalf of Favorite Healthcare Staffing, LLC (Favorite Healthcare), we are pleased to submit our response to **25-064-SHF** – Supplemental Medical Staffing for the DuPage County Sheriff's Office. We are a Joint Commission certified healthcare staffing company licensed in Illinois and committed to enhancing healthcare and community well-being through exceptional workforce solutions, responsive emergency management, 24/7 concierge support, and a people-first culture.

Since opening our doors in 1981, **healthcare staffing has been our only business**, and our four decades of experience have provided us with a national recruitment footprint that few providers can match. Our Joint Commission Gold Seal of Approval™ signifies that we have successfully undergone rigorous evaluations, demonstrating compliance with high standards in leadership, HR management, information management, and performance improvement. This certification reflects our dedication to providing reliable and professional healthcare staffing services.

We have received and acknowledge Addendum 1 received on October 21, 2025, and our response has reflected the information contained in the addendum.

Thank you for considering Favorite Healthcare for these services. Please reach out to us if you have any questions or if you require additional information or clarification during your evaluation.

Sincerely,



Keenan Driver

Chief Sales Officer

Favorite Healthcare Staffing, LLC

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FIRM QUALIFICATIONS

a) A summary of the Bidder's general qualifications including specific disciplines represented that are applicable to the proposed work, number of employees, office locations, etc.

Favorite Healthcare Staffing, LLC (Favorite Healthcare) is the longest-standing nursing solutions provider in the United States. Established in 1981 as a per diem nurse staffing company, Favorite Healthcare has adapted its services over time to meet partner needs. Our proprietary technology, developed from this per diem foundation, allows us to respond quickly to both partners and healthcare professionals.

Our skilled nurses collaborate with hundreds of healthcare organizations across the U.S., covering roles such as locum tenens, nursing, float pool management, allied health professionals, non-clinical staff, and more. In 2021, Acacium Group, headquartered in the U.K., acquired Favorite Healthcare, making us the first global healthcare solutions provider offering new delivery models in health, social care, and life sciences.

For this opportunity, Favorite Healthcare is offering our expertise in supplying Registered Nurses, Nurse Practitioners, and Director of Nursing candidates to DuPage County by leveraging an extensive recruitment network and deep expertise in healthcare staffing.

We recruit by utilizing a dedicated team of recruitment specialists who focus on matching candidates' qualifications and cultural fit with the specific needs of DuPage County facilities. Our approach includes an ongoing screening process that verifies credentials, evaluates performance records and checks references, ensuring that each candidate meets the strict standards required for these roles.

In response to the requirements listed in the RFP, Favorite uses Primary Source verification of CPR cards as well as other required certifications as needed (ACLS, PALS, etc.). Fingerprint Clearance is obtained for each nurse prior to assignment and criminal background checks are performed in a manner compliant with DuPage County and always in accordance with government regulations.

To ensure that all assigned nurses have up-to-date certifications and training, Favorite Healthcare Staffing upholds stringent HR and Compliance protocols aligned with The Joint Commission's Healthcare Staffing Services Certification standards. These protocols are actively monitored and enforced throughout the duration of each nurse's assignment.

All nurses are required to hold an unencumbered license to practice in the applicable state or possess a multistate license under the Nurse Licensure Compact. We verify licensure status and relevant credentials at the time of onboarding and regularly throughout their assignment via

automated systems and manual compliance checks. We also mandate that all nurses hold an active CPR/BLS certification at all times.

All of Favorite Healthcare's nurses possess the following qualifications and undergo the following credentialing requirements.

Qualification	Credential/Description
Annual Training and Orientation	Evidence of a yearly review of Fire & Safety, Infection Prevention, Hazardous Waste, Joint Commission Patient Safety Goals and OSHA and HIPAA Privacy and Security standards is required of all Favorite Healthcare Staffing's employees.
Certifications	Primary Source verification of any CPR card and/or other certifications (ACLS, PALS, etc.). as required.
Criminal Background Investigation	Employees are checked in a manner compliant with the County and always in accordance with government regulations.
Education	Documentation of Education associated with profession/class.
Fingerprint Card	Fingerprint Clearance Card(s) are obtained for each Nurse before the start of work.
Health and TB Test	Pre-employment health statement by a physician, physician's assistant, or nurse practitioner. Upon hire and annually, TB test within the past year/or TB questionnaire and current clear chest x-ray. Other specific health requirements as directed by DuPage County or Illinois health guidelines. Each applicant must have received the Hepatitis B vaccination series or have provided a declination.
I-9	Documentation and verification upon pre-employment.
Interview	Prospective employees are interviewed by our expert recruitment team. During the interview, emphasis is placed upon work history, clinical expertise, and a review of the testing results.
License Verification/Copy	Primary Source On-Line Verification of the employee's license/certification verified with the state unless the state does not offer verification.
OIG/GSA Check	Automatically checked on all new hires and every 3 months thereafter.
Picture Identification	A photo I.D. from a reliable source.
Pre-Employment Screening	All applicants are subjected to a 10-panel drug screen and otherwise tested in accordance with applicable regulatory requirements.
References	At least two satisfactory written or verbal managerial references verifying work performance in applicable clinical areas.
Skills Inventory	A comprehensive skills inventory appropriate to job classification and age-specific self-assessment.

Qualification	Credential/Description
Testing	Documentation of applicants' competency tests for most clinical staffing areas. A passing grade of 80 percent or better is required. Certain specialty areas and paraprofessional testing may be replaced with client interviews or other evaluation.
Work History	Documentation of work history associated with profession/class.

Favorite Healthcare Staffing utilizes **Relias** for specific skill competency checks and training. **Relias** is a trusted online learning platform that provides our nurses with up-to-date, evidence-based training and certifications tailored to the required specialty. Finally, we also have an annual training and orientation exam that delves into the specific certification required by DuPage County.

To ensure that we only assign appropriately licensed and/or certified personnel to FCS, we follow a rigorous process of verification and maintenance. First, we ensure all employees' licenses are checked with the relevant DuPage County requirements and the State Board of Nursing, providing an initial level of assurance that they hold the necessary credentials to effectively perform their roles. Additionally, all employee references are cross verified with two professional sources.

Our verification process ensures that every candidate's education, experience, and qualifications are meticulously cross-checked before they are approved for work. To optimize this process, we utilize our Mobilize platform, a tool that significantly simplifies and accelerates the vetting and verification process. Further, there are automated precautions put in place, expiration alerts are triggered on the employee's profile whenever specific required credentials have lapsed. The system blocks scheduling of the employee until the new license has been verified and entered into the system.

Mobilize Platform Technology

Favorite Healthcare has consistently prioritized investing in technology that offers tangible benefits to our clients. Mobilize is an end-to-end staffing software solution that significantly simplifies the onboarding of candidates and accelerates the staffing process. The Mobilize platform is an in-house technology solution that empowers our clients to have full control in the management and organization of candidate profiles, onboarding, credentialing, scheduling, back-office tasks, automated timecard processing, and payroll and invoicing.

The software integrates seamlessly with other third-party technologies, allowing for a fully optimized and streamlined staffing process from a singular platform. Additionally, our Mobilize App allows employees to apply for per diem or contract positions that are available with DuPage County, as well as manage their active schedule calendar, credentials, and timecards directly from their phone.

Our Mobilize platform centralizes confirmation and scheduling details for both clients and staff within its technology. For per-diem assignments, clients can easily access agency schedules and

check available staff through the client portal. After one of our healthcare professionals completes a shift, the client also has the option to toggle timecard receipts, which send a copy to any designated contact(s) that wishes to oversee those details. This receipt includes the staff's name, date, time, approver/signee, and other details. These images are also included in our invoices, but the ability to see receipt of a timecard immediately is a benefit that our clients often choose to have turned on.

New!

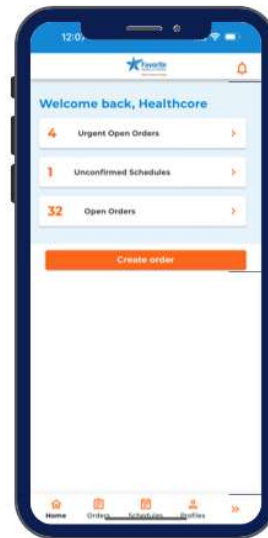
Mobilize partner app

Seamless staffing, on-the-go

- Send open orders
- Confirm Schedules
- View Credentials

QuickShift™

- Save your favorites
- Send direct notifications
- No additional confirmation needed



● Get Notified

Get notifications to your mobile phone to be updated and manage shifts in real-time

● Create Orders

Quick, easy access to add open shifts - whenever, wherever.

● Simple, Seamless, Supportive

Manage everything you need at your fingertips, whether on the unit or in your office.

For longer-term assignments, such as contracts, our platform provides a detailed contract acceptance form that is also emailed from our dedicated account manager. This form includes comprehensive assignment information such as the employee's name, job classification, location, duration, bill rate, and working hours. This ensures all parties are well-informed and can manage their engagements effectively through our platform.

Sourcing, screening, and qualifying candidates quickly and efficiently are vital to identifying top talent. The traditional hiring process, involving verification of candidate education, experience, and qualifications, can be lengthy, time-consuming and cumbersome. However, Mobilize revolutionizes this process by automating and streamlining vetting and verification, accelerating onboarding, and swiftly getting our candidates to work.

Additional Mobilize advantages include:

- **QuickShift™ technology:** Preferred candidates chosen by the client are immediately prioritized and can accept shifts in a seamless, expedited manner.
- **Reduced Onboarding Time:** Mobile credential upload significantly speeds up the onboarding process.
- **Ensured Compliance:** Automated expiring credential reporting guarantees compliance effortlessly.
- **Automated Credential Management:** Quickly manage agency and client-specific credentials.
- **Integrated Comprehensive Checks:** Incorporates background checks, skills checklists, and candidate testing.
- **Enhanced Transparency:** In-depth reporting and Business Intelligence Analytics drives and enhances transparency.

Favorite
Healthcare Staffing
Part of Acacium Group

MOBILIZE with **QuickShift™**
CLIENT PORTAL

- Save your "Favorites"**
Use our new "Favorite" feature to save your top choice healthcare professionals to a priority list. Build a list of quality professionals you can count on.
- Place Orders Instantly**
Skip the extra steps by adding shifts directly within Mobilize. The shifts are immediately posted for recruitment and show as available to candidates.
- Direct Notifications**
When the order is posted in the portal, it immediately notifies your priority list and invites them to accept the shift.
- Automatically Confirm**
When one of your "favorites" accepts a QuickShift invite, the shift is automatically booked and scheduled, seamlessly.

QuickShift™ Invite
Act now before it's too late! Others may have also been invited.

Location	General Hospital
Date	Thu, Aug 29th, 2024
Shift	Day
Start time	07:00
Class	Registered Nurse
Area	Medical/Surgical
Address	14400 E 96th St Kansas City, MO 64139
Pay	\$50.00/hr (estimated)

Accept
Decline

Thorough pre-screening is the best insurance policy for successful placements.

Comprehensive testing, verification of references, behavioral interviewing, and candidate AI skill matching technology helps Favorite Healthcare ensure the nurses we present are well worth your time to review and that the one decided upon has a high likelihood of success.

Each healthcare worker we hire is put through an extended interview and credential checklist template required by our company. Any client specific credentials are added to this list as healthcare workers are offered these positions. Licenses are verified online via each state. Staff credentials are stored electronically and available for request by the County at any time using our *Mobilize* platform. During the interview, we emphasize work history, clinical expertise, and we review all of their test results.

Favorite Healthcare provides applicants with critical information about performance requirements and standards, Favorite Healthcare's policies, and of course, relevant County policies and procedures. The assignment of employees is made with consideration of the skills and expertise of the employee, the needs of the County, and your acceptance of the suitability of the employee to perform the duties of the assignment.

We maintain a database built over nearly 45 years, which currently includes over 20,000 full- and part-time healthcare professionals in DuPage County, enabling us to quickly identify suitable applicants, while our Chicago team supports rapid placements by managing day-to-day staffing requirements.

For leadership roles such as Director of Nursing, we deploy our experienced recruiters with familiarity with the local territory to ensure a tailored recruitment process and hands-on support for DuPage County.

Our track record of meeting client expectations is highlighted by our long-term relationships; Over 50% of healthcare organizations have relied on our staffing support for more than five years, with 10% maintaining partnerships for over 20 years.

We also utilize our technology platform to monitor performance metrics such as time to fill, candidate conversions, and quality assurance, which allows us to adjust the recruitment strategy and maintain high service standards in line with DuPage County's goals.

This integrated recruitment and management approach allows us to not only supply high-caliber Registered Nurses, Nurse Practitioners, and Director of Nursing professionals, but also provide ongoing support through our local and corporate teams, ensuring that DuPage County receives a responsive and reliable staffing solution.

b) An outline of the Bidder's depth and breadth of knowledge needed to carry out the scope and the extent of the work required, especially that of the project lead.

Favorite Healthcare has extensive depth and breadth of knowledge and capability in healthcare staffing. Founded in 1981, we are Joint Commission certified, meeting national standards for determining staff qualifications, placement, and competence. Through this certification, our clients are provided with assurance of audited clinical quality and compliance, including adherence to standards set by the National Commission of Correctional Healthcare, the American Correctional Association, the Illinois Department of Corrections, and county jail standards.

We have continuously expanded our service offerings as the healthcare staffing industry has evolved. Today, Favorite Healthcare is proud to offer a whole workforce staffing model, including over 600 classifications of high-quality clinical and non-clinical nursing staff and has provided customized staffing support to hundreds upon hundreds of hospitals, clinics, school districts, prisons, rehabilitation centers, veterans homes, nursing homes, and retirement communities across the nation. Favorite's ability to provide immediate, coordinated responses for rapid deployment at the local, regional, and national levels is crucial and remains as one of Favorite's key differentiators.

Our services include per-dem, travel, block and contract staffing, as well as direct hire solutions covering nursing, allied health, advanced practice, physician roles, rapid response, and disaster and project staffing. We understand that the DuPage County Sheriff's Office employs its own medical personnel, and as a provider of supplemental staffing, we will work closely with these medical professionals to maintain a continuum of care and meet the high standards of care provided by the Sheriff's Office.

Favorite Healthcare revolutionized healthcare staffing by being the first agency in the United States to create a National Operations Center. This center ensures that skilled representatives are available, on-demand, 24/7, 365 days a year. We use our proprietary Mobilize technology platform and app to instantly notify clinicians and subcontractor vendors of staffing requirements, enabling swift responses to meet urgent demands.

Favorite Healthcare also takes pride in our thorough verification process, ensuring that every candidate's education, experience, and qualifications are meticulously cross-checked before they are approved for work. To optimize this process, we utilize our Mobilize platform, which significantly simplifies and accelerates the vetting and verification process. Furthermore, there are automated precautions put in place, where expiration alerts are triggered on the employee's profile whenever their required credentials are nearing expiration, as well as other automated checks on their annual training and skills. If there is ever a lapse in their licensure, our Mobilize system blocks scheduling of the employee until the new license has been verified and entered into the system.

Favorite Healthcare's Account Manager (Project Lead) and our regional operations team will play a crucial role in ensuring the needs of the Sheriff's Office are met efficiently and consistent with our high standards. The Account Manager builds relationships with client departments and ensures clear communication, the resolution of issues, the advocacy of client preferences, and the collection of feedback on a regular basis. Our account management team oversees the successful execution of the service contract, including daily activities like order management, scheduling support, overseeing project timelines, and working with our local recruitment teams to help fulfil the needs of DuPage County Sheriff's Office.

Our Account Managers confirm role details with hiring managers upon requisition receipt, adjusting candidate selection based on skills and cultural fit, and utilize our technology technology to broadcast open roles instantly to clinicians through the mobile app.

c) Main attributes that differentiate the Bidder from other competitors.

Favorite Healthcare Staffing distinguishes itself from other providers through the following key areas:

Comprehensive Service Offering

Varied Staffing Solutions: Favorite Healthcare provides per diem, travel, direct hire, and emergency response staffing for clinical and non-clinical roles, catering to a multitude of healthcare settings, including correctional healthcare.

Specialized Divisions: Favorite Healthcare's service offering Includes dedicated units for travel nursing, allied health, and disaster response.

Enterprise-wide Staffing Solutions: Favorite Healthcare covers project staffing for EMR conversions, hospital expansions, and permanent placements, leveraging our state-of-the-art technology for streamlined operations.

This broad and comprehensive approach to our service delivery allows Favorite Healthcare to be a one-stop shop for our clients' needs, from short-term coverage to long-term travel assignments, making Favorite Healthcare a versatile partner for large counties like DuPage.

Proprietary Technology

Innovative Platform: Favorite Healthcare was the first healthcare staffing provider to establish a 24-hour National Operations Center, enabling immediate response and efficient management of large volumes of staffing orders at any time.

Mobilize Technology: Favorite Healthcare's technology allows healthcare professionals to search

jobs, schedule shifts, submit timecards, and track credentials, all from their phone, laptop, or device, allowing the streamlining of administrative tasks.

Industry Leadership

Longevity: Favorite Healthcare has operated since 1981, making it the most tenured temporary nursing solutions provider in the USA--over four decades of healthcare staffing excellence. Favorite Healthcare has weathered industry shifts and market uncertainty, maintaining relevance through innovation and client loyalty. This tenure reflects stability, institutional knowledge, and a proven track record in a competitive and evolving staffing market.

Commitment to Quality

Joint Commission Certified: Our organization is Joint Commission Certified in Health Care Staffing Services since 2005 and fully adheres to federal, state, and local regulatory standards, including HIPAA, OSHA, and other protocols.

Extensive Database of Healthcare Professionals: Favorite Healthcare Staffing utilizes a proprietary database of over 1.5 million healthcare professionals for swift and reliable recruitment.

The healthcare staffing industry demands trust and reliability. Favorite Healthcare's focus on high standards and service excellence has resulted in meaningful, long-term relationships with a variety of clients, from small nursing homes or specialty clinics, to large, multi-site healthcare organizations where we serve as the managed service provider to take care of all of their staffing needs.

Emergency Response and Crisis Staffing

Rapid Response Capabilities: During the COVID-19 pandemic, Favorite Healthcare was the top staffing provider for many U.S. states, including Illinois, Iowa, New York, Oregon, and Florida, deploying hundreds of healthcare workers within 24-48 hours of notification. Favorite Healthcare was the exclusive staffing provider of the Iowa Division of Emergency Management throughout the COVID-19 pandemic in which we provided RNs to hospitals throughout the state in need of additional bandwidth and capability. This included providing staff to Illinois Emergency Management Agency

Favorite Healthcare's rapid response structure has been in place since 2012, making Favorite Healthcare a go-to partner for rapid response during disasters and emergencies, such as hurricanes, tornadoes and humanitarian crises. When challenges arise, Favorite Healthcare delivers solutions you can count on every time.

Holistic Workforce Management

Customized 24/7/365 Support: Includes a dedicated account management and recruitment team under a concierge-style staffing structure that ensures personalized assistance and support at any time.

Favorite Healthcare's combination of innovative technology, unmatched experience, service offerings, and industry presence sets it apart from competitors, enabling it to meet the University's needs efficiently.

The best care starts with the best staff.

For 44 years, Favorite Healthcare has taken pride in hiring the most qualified, skilled clinical staff in the industry. Favorite Healthcare attracts and retains these applicants by providing them with flexibility of assignments, top salaries, and multiple benefits including but not limited to continuing education reimbursement, referral bonuses, sign-on bonuses, weekly pay, 401(k) Employee Savings plan, direct deposit, and more. We consistently engage with our clinicians at a local level through our nationwide recruiters that are dispersed throughout the nation in different regional footprints.

Knowing the communities that our healthcare professionals live in, work in and support, makes all the difference in building lasting relationships with our clients. We are grateful for the healthcare professionals who have been with us for decades and those who are newer to the Favorite family, consistently providing compassionate, high-quality healthcare to their patients. Thirty-nine percent (39%) of our nurses hold BSN degrees, and Favorite Healthcare's average RN has approximately nine years of clinical experience, while our average LPN has approximately six years of clinical experience.

d) Relevant previous experience with public sector entities.

Favorite has demonstrated its ability and is highly qualified to provide nursing services to correctional facilities and other county entities with similar medical staffing needs throughout the healthcare market as evidenced by our decades of experience doing so. We have provided staffing for state, county, and city facilities in multiple states. We have provided this staff on a per diem and contract basis in several areas including the infirmary, pill line, and receiving and evaluation center. Nationwide, we have provided healthcare services for over 400 different correctional facilities, including state mental health departments, city jails, and state and federal prisons.

In addition to our stated references, we have provided statewide coverage for several state departments of corrections, such as Michigan, North Carolina, South Carolina, Colorado, and Iowa. Favorite Healthcare has past and current working history with many correctional institutions both direct and through other vendors. We have serviced inner city jails, county jails, as well as larger rural correctional centers. Our nurses understand the complexities of correctional health care, the high safety protocols, and possess the core skills and competencies to deliver the best care in these environments.