

ORIGINAL PROPOSAL

ManpowerGroup, Inc. response for

Puerto Rico Medicaid Program Talent Resourcing Request for Proposal

2023-PRMP-TR-002

July 26th, 2023.

Cover Letter

PRMP should contact this person for questions and/or clarification for this proposal:

Name: Vialys Rivera-Ruiz Phone: 787-391-5926 / 787-766-4777
Address: 650 Ave. Muñoz Rivera Email: vialys.rivera-ruiz@manpower.com
Suite 102 San Juan, PR 00918 melissa.rivera@manpower.com

Subject to acceptance by the PRMP, the vendor acknowledges that by submitting a response and signing in the space indicated below, the vendor is submitting a formal offer to meet that which is being requested within this RFP.

 / 7/26/23
Original signature of Signatory Authorized to Legally Bind the Company Date

Name: Vialys Rivera-Ruiz
Title: Client Account Director
Company Name: ManpowerGroup, Inc.
Physical Address: 650 Ave. Muñoz Rivera Suite 102 San Juan, PR 00918
State of Incorporation: Milwaukee, Wisconsin

By signature hereon, the vendor certifies that:

1. All statements and information prepared and submitted in response to this RFP are current, complete, and accurate.
2. The vendor's response meets the requirement of this RFP.
3. The vendor will comply with all federal and Commonwealth laws, rules, and regulations that are in force currently or anytime during the term of a resulting contract.
4. The vendor acknowledges and accepts that the full response contents and associated documents will become open to public inspection in accordance with the laws of Puerto Rico. The PRMP will hold "confidential" all response information, including both technical and cost information, during the evaluation process, except for the questions and answers before the submittal of proposals. All other information associated with the RFP, including but not limited to, technical scores and reasons for disqualification, will not be available until after the contract has been awarded in accordance with the laws of Puerto Rico.
5. The company represented here is an authorized dealer in good standing of the products and services included in this response.
6. The vendor, any subcontracting partners, and its proposed resources are eligible to participate in this transaction and have not been subjected to suspension, debarment, or similar ineligibility determined by any federal, state, or local governmental entity; are compliant with the Commonwealth's statutes and rules relating to procurement; and are not listed on the federal government's terrorism watch list as described in Executive Order 13224. Entities ineligible for federal procurement are listed at <https://sam.gov/content/home>.
7. Prior to the award, the vendor affirms it will have all current approvals, licenses, or other qualifications needed to conduct business in Puerto Rico

Vendor Information

Payment Address In the table below, the vendor should provide the name, title, and address to which the PRMP should direct payments for the goods and services within this RFP.

Table 4: Payment Information

Payment Information			
Name:	Rachel Pabon (Puerto Rico- Point of Contact)	Title:	Collections Coordinator
Address:	Manpower, 21271 Network Place		
City, State, Zip Code:	Chicago, IL 60673		
Phone:	787-503-1442	Email:	Rachel.pabon@manpower.com
ACH Payment information:	ABA Routing Number: 075 0000 19 Manpower Inc.	Account Number:	55 0000 078

Legal Notice Address:

In the table below, the vendor should provide the name, title, and address to which the PRMP should send legal notices.

Table 5: Legal Notice Information

Legal Notice Information			
Name:	Melissa Rivera Roena	Title:	Market VP
Address:	650 Ave. Muñoz Rivera Suite 102		
City, State, Zip Code:	San Juan, PR 00918		
Phone:	787-421-6002	Fax:	N/A
Email:	Melissa.rivera@manpower.com		

Executive Summary

<Response>

ManpowerGroup take great pride in providing industry leading solutions for our clients and are excited to partner with you. Immersion in the changing world of work since 1948 has given us a deep understanding of the potential of people and the expertise in unleashing that potential to drive businesses forward. We strive for a partnership with each client that achieves greater efficiencies and cost savings through a long-term relationship. As your partner, Manpower applies more than sixty years of expertise and smart talent solutions to meet your business demands. Manpower understands your needs.

ManpowerGroup has been operating in Puerto Rico since 1958. We were the first personnel outsourcing company established in Puerto Rico. We have three offices across the island, strategically located to meet the needs of our customers. Our business units are in San Juan, Manatí and Hormigueros. We are a global company with a presence in most countries of the world. At the regional level, we report to Latin America based in Mexico.

ManpowerGroup Financial Stability

Since its inception in 1948, ManpowerGroup has built a reputation as a company committed to honesty and integrity. During these fluctuating economic times, ManpowerGroup recommitting itself to these guiding principles every day, ensuring clients that ManpowerGroup's approach to its daily operations – as well as its financial responsibilities – are strong, stable, and secure.

Strength

ManpowerGroup is a strong company. From a financial perspective, our performance rating as established by Dun and Bradstreet is 5A2, and our bond ratings are Baa3 by Moody's, and BBB- by S&P. In addition, for the eighth straight year, ManpowerGroup was rated one of **America's Most Admired Companies** by *Fortune* magazine – based in large part to its financial soundness and long-term investment value. *Forbes* magazine named ManpowerGroup to its 2012 list of the best-managed companies for the tenth time, citing ManpowerGroup's integrity in the areas of accounting and governance, financial condition and earnings quality.

Throughout its history, ManpowerGroup has remained financially strong and sound – in large part because of its sensible, prudent approach to business, unaffected by short-term circumstances and staying true to ManpowerGroup's fiscal course. This doesn't change. ManpowerGroup's financial strength and stability allows room for investment in innovations and infrastructure for ManpowerGroup to continue to be the world's best staffing solutions company. Further details on ManpowerGroup's financial well-being, as well as complete financial statements and government filings, are available on our Web site at www.Manpowergroup.com in the Investor Relations section.

Stability

ManpowerGroup's leadership is extremely stable. Jonas Prising, ManpowerGroup's President and Chief Executive Officer is only the fourth person to hold this post in the over 64-year history of ManpowerGroup. Jack McGinnis, was named Executive Vice President and Chief Financial Officer in February 2016. Today, he is responsible for ManpowerGroup's worldwide finance, internal audit, enterprise risk, information security and privacy, and strategic sourcing functions.

The host of ManpowerGroup executives brings years of experience, industry understanding, and a strong commitment to ManpowerGroup to lead the global company toward its service goals for clients, as well as its financial targets throughout the organization.

Equally as important as the experience of ManpowerGroup leadership is its commitment to maintain strong internal controls throughout the entire global organization. ManpowerGroup leadership has received high

marks from Institutional Shareholder Services (ISS) and Governance Metrics International (GMI), organizations that measure the strength of corporate governance issues.

Security

ManpowerGroup is thoughtful and prudent in its approach to operations and acquisitions, always looking for ways to enhance our ability to service our national and global clients. At the same time, ManpowerGroup is committed to providing a sense of security to its clients: ManpowerGroup explores options that will not disrupt the reliable services ManpowerGroup provides to its clients every day.

ManpowerGroup also places great value in keeping client relationships as open and transparent as possible. That means providing timely, accurate financial reporting to its clients, as well as cost and price breakdowns, to reflect rates mutually established between the client and ManpowerGroup.

That means developing reliable accounts receivable and billing processes – and using appropriate technology – to ensure data integrity and security. Formulating realistic, consistent pricing models through proven accounting methods that take into consideration ManpowerGroup's quality service offerings, as well as any extenuating conditions in the marketplaces. Quality is a part of everything ManpowerGroup touches. ManpowerGroup will never sacrifice quality or compromise its integrity to adjust or alter our pricing systems simply to create a lower price.

ManpowerGroup's disciplined financial practices, a strong, committed leadership base, and a refined approach to operations and acquisitions reassures its clients and associates that ManpowerGroup is *the* leader in the staffing industry that other companies can only emulate.

Account Management and Administrative Structure - ManpowerGroup Puerto Rico

- Market VP
- Client Account Director
- Market & Service Manager
- Market & Recruiting Manager

Our account management structure is designed to drive operational excellence in service delivery.

Manpower Professional Staff has a complete Academic Background with proven professional experience within the Human Resources and Temporary Staffing Administration Services.

How We Deliver

Staffing needs can change rapidly. Manpower's flexible recruitment model allows us to support immediate needs or facilitate larger ramping efforts. We use several methods to attract the right candidates for the right jobs. From targeted local recruiting techniques to technology-enhanced recruiting, we use a wide-ranging methodology to identify the best candidate pool. Additionally, we maintain a pool of available candidates in our proprietary database and will partner with the PRMP to further anticipate skills and usage patterns.

ManpowerGroup Puerto Rico has proven experience for more than 10 years, serving the needs of different agencies of the Government of Puerto Rico. We know the dynamics and diligence with which customer requests must be met in the public sector. Our knowledge and collaboration allow the operation of the government entity we serve to operate without interruption and focus on its core mission. We have the certifications that the General Services Administration requires to provide service to the government, so we are ready to continue providing the support and service excellence that the PRMP requires and needs.

Our service staff is qualified and has experience meeting needs such as those requested by the PRMP. This experience allows us to respond to requests promptly, attentively and with quality. ManpowerGroup

has three offices geographically located in strategic points, which allows us to immediately meet the needs presented by PRMP in any of its regional offices throughout Puerto Rico

Recruitment

We use several strategies to attract the right candidates for the right jobs. From targeted, local recruiting techniques to technology-enhanced recruiting, our wide-ranging methodologies identify the best candidate pools. Additionally, we maintain available candidates in our proprietary database, and we will partner with you to further anticipate skills and usage patterns. Manpower implements a robust channel approach to recruiting top talent, incorporating all levels of recruitment simultaneously.

Our talent acquisition team will be responsible for communicating these plans to our centralized and field teams to fill your positions. Manpower offices will implement a combination of proactive and immediate need recruiting strategies to effectively fill your positions. Each of our offices will have a recruiting guide to give them specific resources and tactics to find qualified workers. This blend of recruiting tactics will help Manpower offices find and identify qualified Government workers and, when possible, build a pool of ready recruits.

Manpower's Recruiting Funnel for PRMP

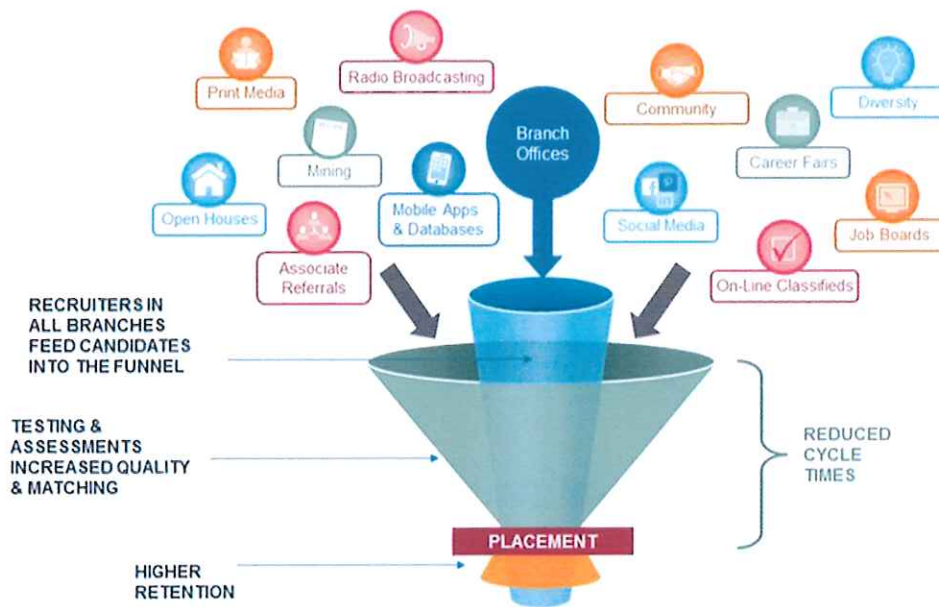


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Disclosure of Response Contents

All vendors selected for negotiation by the PRMP will be given equivalent information concerning cost negotiations. All cost negotiations will be documented for the procurement file.

All materials submitted to the PRMP in response to this RFP shall become the property of the Government of Puerto Rico. Selection or rejection of a response does not affect this right. By submitting a response, a vendor acknowledges and accepts that the full response contents and associated documents will become open to public inspection in accordance with the laws of Puerto Rico. If a vendor determines there is a "trade secret" contained in the proposal, the vendor must send a written notification to the solicitation coordinator when submitting the proposal to help prevent public disclosure of the "trade secret." A redacted version of the technical proposal must be provided to the PRMP at the time of proposal submission if there are "trade secrets" the proposing vendor wishes to not be made public.

A redacted proposal should be provided separately from the technical and cost envelopes and should be in addition to (not in place of) the actual technical or cost proposal. The PRMP will keep all response information confidential, including both technical and cost information, during the evaluation process, except for the questions and answers before the submittal of proposals.

Upon completion of response evaluations, indicated by public release of a Notice of Award, the responses, and associated materials will be open for review on the website or at an alternative location as defined by the PRMP. Any "trade secrets" notified by the vendor to the solicitation coordinator will be excluded from public release.

By signing below, I certify that I have reviewed this RFP (and all of the related amendments) in its entirety; understand the requirements, terms, and conditions, and other information contained herein; that I am submitting this proposal for review and consideration; that I am authorized by the vendor to execute this bid or any documents related thereto on the vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that, to the best of my knowledge, the vendor has properly registered with any Puerto Rico agency that may require registration.

ManpowerGroup, Inc.

Company Name

Vialys Rivera-Ruiz, Client Account Director

Representative Name, Title



787-391-5926 / 787-766-4777

Contact Phone

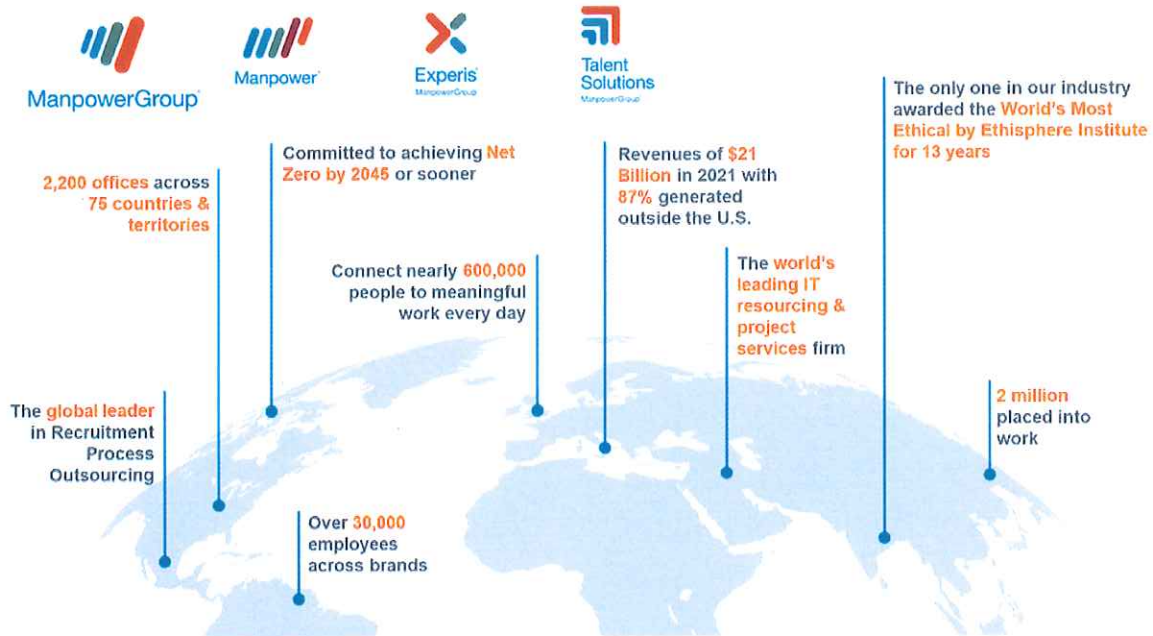
July 26th, 2023

Date

Attachment C: Vendor Qualifications and Experience

a. Organization Overview

70+ Years of Global Workforce Solutions Expertise



ManpowerGroup Awards and Achievements

ManpowerGroup is a trusted advisor with decades of experience and one of the largest footprints in the staffing industry. You get a thought leader at your side; an award-winning enterprise that tops the rankings among third-party analysts in every sector. Recent achievements include:

Ethisphere award as the World's Most Ethical Company for the 14th year in a row. ManpowerGroup is the only staffing firm to receive this distinguished recognition. Ethisphere's World's Most Ethical Companies recognizes organizations spanning 21 countries and 51 industries, all of which play a critical role in influencing and driving positive change in societies and the business community around the world.



W Certified Company 2022- ManpowerGroup Puerto Rico was honored with this recognition for its commitment to women inclusion and efforts to attract, retain, and promote the best female talent, four years in a row.



Our Vision and Values

Our vision is to lead in the creation and delivery of innovative workforce solutions and services that enable our clients to win in the changing world of work. We value People, Knowledge, and Innovation above anything else, and this is what each of these values mean to our company:

People: We care about people and the role of work in their lives. People come first and work is important in their lives. We trust, respect, and provide opportunities for all, transforming people's lives with jobs today and guiding them to the jobs of tomorrow.

Knowledge: Knowledge is powerful and makes us all better. We share our knowledge, expertise and insights, so that everyone understands what's important now and what's happening next in the world of work.

Innovation: Innovation drives change and is a pathway to progress. We love to encourage bold, new ideas combining the best of people and technology, to move our business forward faster and create new opportunities for everyone.

Power in Partnership

Manpower is the established leader in the creation and delivery of employment services that help people and companies win in the changing world of work. We operate under the values of People, Knowledge, and Innovation. We are very excited about supporting PRMP with their staffing needs as this aligns with Manpower's core values and expertise.

Bringing people into the workplace and connecting them to a career is at the core of our Manpower's mission. Helping people learn essential skills to productively contribute to the future workforce is aligned with that mission and is a great example of the type of impact that we know we can have in the lives and communities in which we serve. Manpower's experience as a leader in designing programs and our method of delivering training will allow us to be the perfect partner in assisting the people in Puerto Rico gain valuable work skills.

Training through powerYOU

With the ever-changing demands, we consider training a key differentiator for our associates' productivity, efficiency, and long-term satisfaction. The ManpowerGroup powerYOU training system contains over 5,000 online courses in business skills, desktop skills, contact center, health and safety, information technology, and telecommunications training. Courses cover critical business skills and are broken down into niche topics, allowing users to focus on key areas for development. The powerYOU training system benefits our associates, but also benefits our clients with more productive and efficient performers who are engaged and motivated. If requested, Manpower will partner with PRMP to evaluate available training options and will then develop a training curriculum for assigned associates. Training courses can also be used for associates who need skill enhancement in a certain area. Through a host of training programs, we are helping our associates build the talent and skills it takes to make a difference for companies and adjust to the ever-changing demands of the workplace. Our training offers span an associate's skill in almost any application.

Assignment Expectations

Manpower prepares our associates for client assignments and specific work sites by providing information that may be unique to a client. PRMP has such requirements that need to be covered during the orientation process, Manpower can easily create a customized brochure or associate guide highlighting those areas.

Topics for orientation can include:

- PRMP's policies and rules
- Work expectations and accountability
- Information security guidelines
- Dress code policy
- Electronic communications policy
- Confidentiality
- Attendance
- Works hours and break times
- Security and safety procedures
- Smoke -free policy
- Injury or illness on the job

Orientation sessions can also include a tour of the work environment, introductions to supervisors and coworkers, further review of client policies, and an opportunity to ask questions. This extra screening step is especially useful when conditions in the workplace are unusual or difficult to understand without experiencing them in person.

Experience within the public sector

With all government clients, we preserve ethical and confidential statutes based on the scope of the assignment. By not following such there is a risk of information not being kept confidential. Manpower has always been following clients SLAs.

We have proven experience as experts in human capital solutions serving clients in both the public and private sectors.

Among our clients served with Temporary Staffing Services within the public sector are the following:

- Puerto Rico Department of Health
- Puerto Rico Department of Family
- Puerto Rico Department of Agriculture
- Puerto Rico Department of Treasury
- Bank of Economic Development for Puerto Rico

Managing Temporary Labor Requests

The experience we provide to government clients is customized to their needs. Each government client is assigned to a professional staffing specialist island-wide who is accountable for supporting any need throughout all our branches. We create custom reports based on our government clients' needs.

When you contact us with an order, we follow the following steps to fill the order as efficiently as possible:

- Record all order information in our integrated front office system.
- Request details for all the skills required which will include a description of the work to be produced and all other duties involved with the job.
- Request details about all equipment, software, machinery, and tools to be used on the job as well as any safety equipment needed and who will provide it.
- Gather work environment information such as the supervisor's name, hours of work, travel directions, etc. This becomes important when we provide the associate with proper orientation information before the assignment begins.

- While communicating with the hiring manager, we ensure that our records are updated with current work environment information. If not current, we set an appointment to visit the work site to update our records.
- Finally, we confirm the order information and give the hiring manager a time by which the assignment will be confirmed. We record this time in the order for proper follow-up.

Lead Times

Response time to acknowledge receipt of a requisition is typically within 12 hours. Many factors affect time to fill, some that are within our control and some that are not. For example, your requirements will have many variations like skill sets in demand, number of employees, start date, shift requirements, previous experience, and customized prerequisites.

The following illustrates approximate turnaround times for various job categories.

- Administrative and Industrial—One to three days; shorter for basic skills, longer for hard-to-find skills.
- IT and Professional—Five to Seven days for resume submittal; shorter for basic skills; longer for hard-to-find or hot skills.

PRMP-Customized Interviewing

If there are specific characteristics or competencies PRMP may require from the temporary employee we place on assignment, we can work with you to develop a more customized interview to address specific behaviors. Ultimately, this one-on-one time up-front to help identify candidates likely to succeed on assignment and performing work they want to perform will result in greater productivity on assignment, job satisfaction, reduced turnover, and assignment longevity.

Certifications

- Certificate of Authorization to do business. (*Appendix 1*)
- Certificate of Good Standing (*Appendix 2*)
- Certificate as a Registered Provider – RUP (*Appendix 3*)
- UEI Number – SAM.gov (*Appendix 4*)

We are committed to compliance for all required certifications. In addition, ManpowerGroup has a code of business conduct and ethics and a compliance program to ensure the highest ethical standards. This code applies to all Manpower employees, officers, directors, and others who perform services for us. Manpower employees also participate in annual compliance training.

Table 6: Vendor Overview

Vendor Overview	
Company Name	ManpowerGroup, Inc.
Name of Parent Company (if Applicable)	ManpowerGroup, Inc.
Industry (North America Industry Classification System [NAICS])	Temporary Help Services - 561320
Type of Legal Entity	For Profit
Company Ownership (e.g., Private/Public, Joint Venture)	Public
Number of Full-Time Employees	28 in Puerto Rico
Last Fiscal Year Company Revenue	SEC filings and financial information are available on our website: www.ManpowerGroup.com/investors . Because Manpower is a wholly owned subsidiary of a publicly held company, ManpowerGroup Inc. [NYSE: MAN], Manpower cannot provide any further breakdowns of our revenue other than what is made publicly available by ManpowerGroup Inc.'s SEC filings or other public releases.
Last Fiscal Year Company Net Income	
Percentage of Revenue from State and Local Government Clients in the United States and its Territories	
Number of Years in Business	75 years Globally and 65 years in Puerto Rico
Number of Years Vendor Has Been Providing the Type of Services Specified in the RFP	In Puerto Rico for the past 30 years
Number of Employees Providing the Type of Services Specified in the RFP	In Puerto Rico we have over 200 associates providing the type of services specified in the RFP.
Headquarters in the United States and its Territories	ManpowerGroup Headquarters are in Milwaukee, Wisconsin USA
Locations in the United States and its Territories	In the United States, Manpower locations are in 50 states, Canada, and Puerto Rico. In addition, we have presence in Latin America, Central America, Europe, and Asia.

b. Existing Business Relationships with Puerto Rico

Describe any existing or recent (within the last five years) business relationships the vendor or any of its affiliates or proposed subcontractors have with the PRMP, and/or Puerto Rico's municipalities.

<Response>

ManpowerGroup Puerto Rico has been serving the PRMP for more than five years as a temporary staffing service agency.

Manpower provides services of temporary employment to PRMP in order to carry out the administrative functions of the program, which includes the Medicaid Management Information System "MMIS" and Eligibility and Enrollment "E&E" and Health Information Technologies (HIT) Projects.

Among the responsibilities within the services are:

- Interview, recruit and hire the required temporary human resources.
- Responsible for the administration of temporary staff including fiscal, legal and tax contributions as required under labor laws in Puerto Rico.
- Assign contracted persons to those areas required and identified by the authorized representatives of the Medicaid Program.

ManpowerGroup, under its service contract offers the following temporary staff:

- Direct service staff
- Trained management staff
- Information systems staff
- Project Management
- Specialists for MMIS / E & E / HIT

These services are provided promptly, carefully, and efficiently in strict compliance with accepted standards. Services are provided responsibly and competently in harmony with the rules and regulations of the Puerto Rico Department of Health.

c. Business Disputes

Provide details of any disciplinary actions and denote any that are pending litigation or Terminated for Cause or Convenience and associated reasons. Also, denote any other administrative actions taken by any jurisdiction or person against the vendor. List and summarize all judicial or administrative proceedings involving your sourcing activities, claims of unlawful employment discrimination, and anti-trust suits in which you have been a party within the last five years. If the vendor is a subsidiary, submit information for all parent companies. If the vendor uses subcontractors, associated companies, or consultants that will be involved in any phase of this operation, each of these entities will submit this information as part of the response.

<Response>

Manpower makes every effort to comply with all applicable statutes and regulations. Manpower is not involved in any lawsuit or administrative proceeding of any material nature that would impact the company's financial position or affect our ability to serve your company.

d. References

The vendor must provide references for similar services provided in the past. The PRMP may conduct reference checks to verify and validate the past performance of the vendor and its proposed subcontractors.

Table 8. Vendor References

Reference #1

Vendor Information				
Vendor Name: ManpowerGroup, Inc.		Contact Name:	Vialys Rivera-Ruiz	
		Contact Phone	787-391-5926	
Customer Information				
Customer Organization: Puerto Rico Department of Health – Epidemiology Program		Contact Name:	Sylvianette Luna	
		Contact Title:	Directora, Oficina de Epidemiología e Investigación	
Customer address: Centro Médico Norte Calle Periferial Interior, Bo. Monacillos, San Juan, PR		Contact Phone:	787-765-2929 x.3558	
		Contact Email:	sylvianette.luna@salud.pr.gov	
Total vendor staff:	1,200			
Objectives: Support to the response of the Department of Health to respond adequately to the Public Health emergency represented by COVID19. To ensure that an immediate service is provided to citizens. To help the client meet the programmatic and operational objectives of the Office of Epidemiology and Research and the federal agency Centers for Disease Control and Prevention (CDC)				
Description: Interview, recruit and hire trained personnel according to the need of the Office of Epidemiology and Research, and according to the breakdown of resources requested, such as: administrative, technical, and professional staff. Provide administrative and support services for interviewing, recruiting, hiring and human resources services.				
Vendor's involvement: ManpowerGroup was in charge of interviewing, recruitment, and selecting project personnel as well the human resources administration of the assigned personnel, complying with the requirements of law and public health regulations active at the time.				
Key Staff				
Name: Melissa Rivera Roena		Role: Market VP		
Name: Vialys Rivera-Ruiz		Role: Client Account Director		
Name: Alfredo Alvarez		Role: Market and Service Manager		
Name: Sarai Collazo		Role: Market and Recruiting Manager		
Measurements:				
Estimated costs: \$30,000,000		Actual Costs: \$60,000,000.		
Reason for change in cost: Government required amendments to the original contract in light of the need for additional services.				
Original Value of Vendor's Contract: \$30,000,000.		Actual Total Contract Value: \$60,000,000.		
Reason for change in value: The Project had to extend its effective date due to the large impact of the COVID-19 pandemic on Puerto Rico.				
Estimated Start and Completion dates:	From:	July 2021	To: Dec 2021	
Actual Start and Completion Dates:	From:	July 2021	To: July 2023	
Reason for the difference between estimated and actual dates: The Health emergency continue, and client needs the personnel in order to be in compliance with their requirements.				
If the vendor performed the work as a subcontractor, the vendor should describe the scope of subcontracted activities: N/A				

Reference #2

Vendor Information				
Vendor Name: ManpowerGroup, Inc.		Contact Name:	Sarai Collazo	
		Contact Phone	787-937-8326	
Customer Information				
Customer Organization: Viatris (former Pfizer)		Contact Name:	Edgardo Feliciano	
		Contact Title:	Gerente de Recursos Humanos	
Customer address: Carr 2 Km 58.2, Barceloneta, Puerto Rico 00617		Contact Phone:	787-654-4064	
		Contact Email:	edgardo.felicianoconcepcion@viatris.com	
Total vendor staff:	184			
Objectives: Provide temporary personnel to support the operational units of Manufacturing and Production, Quality, Engineering, Technical Services and Administrative personnel				
Description: Identify qualified candidates for vacancies, responsible for the interview process, recruitment, employee relations, payroll and billing process.				
Vendor's involvement: ManpowerGroup was in charge of interviewing, recruitment, and selecting project personnel as well the human resources administration of the assigned personnel, complying with the requirements of law and public health regulations active at the time.				
Key Staff				
Name: Sarai Collazo		Role: Market Manager		
Name: Felix Pizarro		Role: Talent Specialist		
Measurements:				
Estimated costs: Contract does not have an assigned value. Client is charge based on Manpower Associates hours worked multiplied by Hourly Markup %.		Actual Costs: Contract does not have an assigned value. Client is charge based on Manpower Associates hours worked multiplied by Hourly Markup %.		
Reason for change in cost: n/a				
Contract Value				
Original Value of Vendor's Contract: Contract does not have an assigned value. Client is charge based on Manpower Associates hours worked multiplied by Hourly Markup %.		Actual Total Contract Value: Contract does not have an assigned value. Client is charge based on Manpower Associates hours worked multiplied by Hourly Markup %.		
Reason for change in value:				
Contract Dates				
Estimated Start and Completion dates:	From:	08/01/2022	To:	12/31/2023
Actual Start and Completion Dates:	From:	08/01/2022	To:	12/31/2023
Reason for the difference between estimated and actual dates:				
Subcontracting				
If the vendor performed the work as a subcontractor, the vendor should describe the scope of subcontracted activities: N/A				

Reference #3

Vendor Information				
Vendor Name: ManpowerGroup, Inc.		Contact Name:	Alfredo Alvarez	
		Contact Phone	787-390-1403	
Customer Information				
Customer Organization: Optum Puerto Rico		Contact Name:	Legna Colon	
		Contact Title:	Country Lead, Optum Global Advantage Puerto Rico	
Customer address: 9615 Av. Montehiedra Ste 101 San Juan, PR 00926		Contact Phone:	939-545-7115	
		Contact Email:	legna.colon@optum.com	
Total vendor staff:	400			
Objectives: Provide temporary personnel to support the operational units of Healthcare, Engineering, Information Technology and Administrative personnel				
Description: Optum Health provides care directly through local medical groups and ambulatory care systems, including primary, specialty, urgent and surgical care to 103 million consumers.				
Vendor's involvement: ManpowerGroup manages the interview process, recruitment of project personnel, payroll and employee relations complying with the local and federal law requirements active at the time.				
Key Staff				
Name: Carol Navarro		Role: Market Manager		
Name: Alfredo Alvarez		Role: Market Manager		
Measurements:				
Estimated costs: Contract does not have an assigned value. Client is charge based on Manpower Associates hours worked multiplied by Hourly Markup %.		Actual Costs: Contract does not have an assigned value. Client is charge based on Manpower Associates hours worked multiplied by Hourly Markup %.		
Reason for change in cost:n/a				
Contract Value				
Original Value of Vendor's Contract:		Actual Total Contract Value:		
Contract does not have an assigned value. Client is charge based on Manpower Associates hours worked multiplied by Hourly Markup %.		Contract does not have an assigned value. Client is charge based on Manpower Associates hours worked multiplied by Hourly Markup %.		
Reason for change in value:n/a				
Contract Dates				
Estimated Start and Completion dates:	From:	08/2019	To:	12/2023
Actual Start and Completion Dates:	From:	08/2019	To:	Present
Reason for the difference between estimated and actual dates: Ongoing project based on client's need.				
Subcontracting				
If the vendor performed the work as a subcontractor, the vendor should describe the scope of subcontracted activities: N/A				

Attachment D: Vendor Organization and Staffing

a. Initial Staffing Plan

- *A description of the vendor's proposed team that exhibits the vendor's ability and capability to provide knowledgeable, skilled, and experienced personnel to accomplish the scope of work as described in this RFP.*

<Response>

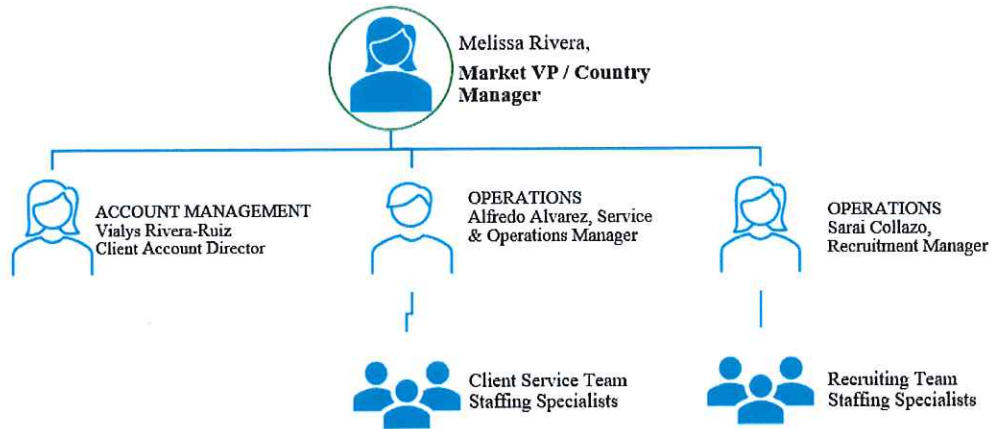
Description of proposed team

- **Program Management**
Oversees all day-to-day program operations from recruiting strategy and order management to associate engagement and quality management delivered to client.
- **Account Management**
Aligns workforce strategies with their client's business goals and drive quality and efficiency improvements. The account management team oversees all account strategy and relationship management. Through a strategic planning and tactical support model, the team aligns workforce strategies with your business goals to drive quality and efficiency improvements. This team's top priorities are responsive service, issue resolution, and innovation.
- **Service, Recruitment and Operations**
The recruiting team focuses on sourcing, assessing, matching, and placing candidates. To find the skills associates placed on assignment at your company need, this team accesses a massive talent pool and applies our proprietary sourcing strategies. They work in lockstep with the account management and program management teams to achieve your project's desired results. With a focus on accountability and measurement, these teams specialize in delivering candidates exactly when and where you need them.
- **Additional Resources**
Provides access to our industry-leading workforce experts, subject matter experts, and tools.
 - *Insurance / Risk Management*
 - *State and Federal Law*
 - *Management Information Systems*
 - *Recruiting Strategies*
 - *Safety Programs*
 - *Measurement and Validation Procedures*
 - *Employment*
 - *Payroll*
 - *Testing & Training*
 - *Public Relations*
 - *Hiring Tools and Resources*
 - *Admin, Industrial, Contact Center, and Professional Placements*

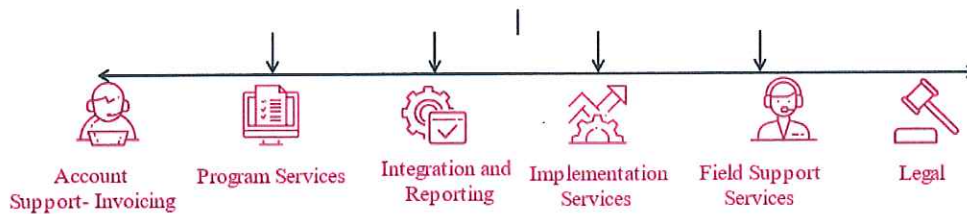
Organizational Chart

Account Management and Administrative Structure - ManpowerGroup Puerto Rico

- Market VP
- Client Account Director
- Market & Service Manager
- Market & Recruiting Manager



Manpower Shared Corporate Resources



Our account management structure is designed to drive operational excellence in service delivery.

Manpower Professional Staff has a complete Academic Background with proven professional experience within the Human Resources and Temporary Staffing Administration Services.

b. **Use of the PRMP Staff**

Describe the business and technical resources the PRMP should provide to support the development, review, and approval of all deliverables as well as the staff necessary to help ensure successful completion of this project.

<Response>

ManpowerGroup requests the support and availability of the PRMP team for the following matters:

- Weekly payroll timecards approval of Manpower associates
- In case of matters related to performance and/or employee relations issues, we request that the PRMP designated staff refer to the attention of Manpower Key Staff in a timely manner to address them with the priority that each situation deserves.

c. Key Staff, Resumes and References

i) Key Staff and Roles

Table 10: Proposed Key Staff and Roles

Name	Proposed Role	Experience in Proposed Role
Melissa Rivera Roena	Market VP	8 years - 16 years in Manpower
Vialys Rivera Ruiz	Client Account Director	3 years
Sarai Collazo Muñoz	Market and Recruiting Manager	2 years - 18 years in Manpower
Alfredo Alvarez	Market and Service Manager	1 years – 8 years in Manpower

Table 16: Vendor Key Staff Roles and Responsibilities

Vendor Role	Qualifications	Responsibilities
Country Manager	Provide and discuss the qualifications. Include the following information: Studies: BA in Business Management, from the Inter American University of Puerto Rico. Years of experience: over 15 years Knowledge: Account management, Human Resources (focused primarily on recruitment for temporary and permanent, and in technical areas and talent solutions	The team is comprised of the country manager and client account director. The account management team oversees all account strategy and relationship management. Through a strategic planning and tactical support model, the team aligns workforce strategies with your business goals to drive quality and efficiency improvements. This team's top priorities are responsive service, issue resolution, and innovation
Lead Staffing Specialist	Provide and discuss the qualifications. Include the following information: Studies. College approved credits. Years of experience. - Over 15 years Knowledge: Full Knowledge of recruiting cycle, employee relations and customer service	Daily Point of Contact for client to manage any request for: <ul style="list-style-type: none">- New recruitment- Employee Relations Issues- Special requests
Client Account Director	Provide and discuss the qualifications. Include the following information: Studies. MA, Public Administration & HR Years of experience. Over 15 years Knowledge: Account Management, New business strategies, Customer Service, Human Resources Certifications:	Primary relationship manager with your corporate representatives, suggesting account strategy enhancements, assisting in the development and growth of the account, and leading contract and pricing discussions. Will ensure the program delivers a transparent and consistent model across all sites. She will work with internal teams to identify and present continuous improvement and cost savings ideas. Also serves as a single point of escalation for any issues that may occur. Our account team will work cohesively together to meet your needs.
Talent Acquisition (Manpower equivalent Role is Market & service Manager)	Studies: MBA Years of experience: 8 years Knowledge: Full HR Cycle, Personnel Administration, Customer service, Labor market tendencies Certifications.	Provides outstanding customer service. Performs a variety of administrative tasks that support the overall mission of quality performance and service. Acts as liaisons with associates and clients. Manages local relationships. Maintains regular contact with client management team staffing fulfillment
Talent Recruiting (Manpower equivalent Role is Market & Recruiting Manager)	Studies: BA Office Administration Years of experience- Over 15 years Knowledge- recruiting in highly diverse corporate environments while managing multiple tasks and team simultaneously in both commercial (pharmaceutical & medical devices) and government sectors. Certifications – HR Advance Certification.	In charge of Puerto Rico recruiting team Developing and updating recruiting procedures & strategies of delivery based on client requests and service standards. Ensuring delivery times on a timely manner.
Resourcer	Provide and discuss the qualifications. Include the following information:	NOT A POSITION CONSIDERED IN MANPOWER STRUCTURE
Payroll Officer (Manpower equivalent Role is Payroll Automated System)	Provide and discuss the qualifications. Include the following information: Studies. Years of experience. Knowledge. Certifications.	ManpowerGroup has an automated system for payroll processing. When the employee records their work hours and they are approved by the supervisor, the system generates what will be their payroll. Any extraordinary situation that must be addressed; the Service Manager will be the point of contact to work on the request.

ii) Key Staff Resumes



Vialys Rivera-Ruiz, Client Account Director
Professional Profile

PROFESSIONAL PROFILE

Ambitious and self-motivated Professional with extensive experience in all areas related to, Marketing, New Business Development, Strategic Alliances Support and Human Resources. With a high level of leadership offers the capacity to effectively motivate peers and subordinates to achieve common goals. Multitask and adaptable to different company cultures within different industries such as: Service, Technology, Health, Consumer, Advertising, and Education

AREAS OF EXPERTISE

New Business Development, Marketing, Client Service Strategic Alliance Support, Sales and Account Management
Human Resources, HR Management Staffing, EE Relations and Marketing Strategies for Recruiting

PROFESSIONAL EXPERIENCE

MANPOWERGROUP, INC.

March 2020 - present

Client Account Director

- Manages Manpower's overall relationship and service.
- Works closely on solution delivery, identifying and addressing your needs and ensuring Manpower's engagement in driving excellence.
- Engages in account strategy development, overall account management, and service enhancements.
- Works with Manpower's field offices to ensure a high level of responsiveness and consistent service levels.

Business Development Manager

- As an account development manager, I act as the primary Account representative with corporate clients.
- Work in the development of account strategy enhancements, assisting in the development and growth of the account.
- Ensure the program delivers a transparent and consistent model across all sites.
- Work with internal teams to identify and present continuous improvement and cost savings ideas. It also serves as a single point of escalation for any issues that may occur.

CMBE Consulting Services, LLC

Account Management, Advertising & Marketing Consultant

August 2012 – March 2020

- As a consultant works with a clientele as their New Business, Marketing and Advertising specialist. Help them identify opportunities to position their brand and products.
- Also offer support on areas such as corporate image and new business and products launching.
- Works towards a sales and service mindset, resulting in an exceeding sales goal expectation.
- Establish and manage a client portfolio to fulfill their marketing and advertising needs.

UNIVERSITY OF PHOENIX

Advisor, National Accounts (New business and sales)

December 2009 – April 2012

- As an Advisor for the National Accounts have developed and currently maintain long-lasting business relationships. Actively involved as an academic alliance advisor within the private and public sector through mentoring activities, facilitating, and conducting training sessions.
- significant component within the responsibilities as an Advisor are the following:
- Participates in ongoing lead producing activities at corporations, such as marketing campaigns, to generate interest in university classes, certifications, or degree programs.
- Participates and may lead or facilitate information meetings, orientations, and any other campus functions as it relates to students, businesses or other potential customers.
- Active networking participation in Corporate Committees, Chambers and Associations

MANPOWER, INC.

New Business and Sales Consultant

November 2007 – September 2009

- Execute innovative initiatives and strategies to contact local and multinational companies resulting in the development of new and existing business relations.
- Responsible for the completion and effective use of recruitment strategies to attract highly qualified candidates and maintain a high fill ratio supply.
- Analysis of corporate customer needs in order to fulfill their expectations regarding Human Resources services.
- Screens qualify and prospect candidates under strict measurable metrics guides by our clients' requirements.
- Coach and mentor professional candidates by providing proper techniques to improve interview process and identify permanent job positions suitable to their education and career expectations.
- Works based on a sales metric based on company goals.

**LEO BURNETT, Puerto Rico – Advertising Agency
Administration and HR Manager
December 2005 – November 2007**

- As an Administration and Human Resources Partner supports the organization in all aspects related to employees, being an active liaison between the Management team and the employees.
- Key player in the implementation of the Human Resources Department and its continuous development.
- Implement, communicate, and audit corporate policies, programs and procedures.
- Provide HR advice and consultations to the staff at all levels. Utilizing coaching, and counseling practices to improve performance management issues, conflict management, labor laws, and interpretation of employment policies.
- Coordination of employee training, social, recreational and other staff related activities
- Management of full cycle recruitment and on-boarding processes.
- As a Benefits Administrator provide cost effective solutions to ensure that the benefits utilization was adequate. Regularly develops employee notifications in order to maintain them inform of changes and new benefits.
- Ensure compliance with federal and local law and any other employment-related requirements.
- Elaborate and Implement Procedures Manual for the Human Resources Department and Company.
- Report to HR Regional Manager on Corporate Offices of all complex employee issues.

EDUCATION

Master's Degree in Personnel Administration and Human Resources
University of Puerto Rico, Río Piedras Campus
2003

Bachelor's Degree in social sciences
Major: Social Work
University of Puerto Rico, Río Piedras Campus
1997

PROFESSIONAL & TECHNICAL SKILLS

- Reliable, self-starter and highly organized with strict professional standards.
- Efficient in handling multiple tasks.
- Excellent project coordination, presentations, and communications skills.
- Bilingual - Spanish and English.
- Able to work efficiently under pressure, self-starter, very organized, priorities and tasks oriented, customer service oriented.
- Excellent verbal and written communication skills
- Excellent interpersonal and leadership skills for team, based on organization.
- Computer literate (Word, Excel, Power Point & Microsoft Outlook), Lotus Notes, Oracle financials.

Professional with over fifteen years in the Human Resources and Recruitment field, working with large volume accounts □ Excellent communication skills with customers □ Experience working with the implementation of new operational procedures within the customer and facilitating the necessary support for a smooth transition □ Fast-learner, results oriented and able to manage multiple task simultaneously □ Proficiency using computer systems and/or programs such as Kronos, Consol, Fieldglass, Beeline, Direct Office, Outlook and Microsoft Office, among others □ Spanish & English proficiency.

Experience

Market Manager

August 2021 – Present

□ P&L owner, accountable for bringing in business and improving efficiency, while aligning to organizational values and established guidelines and budgets □ Build strategy that capitalizes on market/industry opportunity in market and translates into clear business plan □ Operationalize plan into clear direction and expectations for team □ Inspire and lead a team recruiters to grow the business and delight clients, consultants and candidates □ Responsible for hiring, onboarding, managing and developing a team □ Develop strategies and tactics required to direct sales and recruiting activities □ Oversee execution with hands-on coaching of direct reports, involved with clients and consultants to drive loyalty and resolve escalations.

Lead Talent Specialist
Manpower ▪ Manatí, PR

November 2012 – August 2021

□ Maintains client 1st focus and encourage the team to deliver the best services to clients, prospects and candidates □ Support the branch to assure staff to follow procedures and policies, operational process, candidate experience, order fulfillment and monitoring staff tasks □ Monitor branch staff and associates behavior/performance and support Branch Manager by coaching, counseling and enforcing discipline; planning, monitoring and appraising job results □ Visit clients/inactive accounts for service calls and/or supports branch selling activities □ Assists Branch Manager to assure sales activities, recruitment and business plans/goals are achieved on a timely basis □ Held staff and/or candidates meetings if branch issues arises and communicate with corresponding corporate channels □ Liaise with other functional/departmental managers/ERC or HQ teams to assure the branch meets requirements and standards.

Pfizer/Viatris Program at Puerto Rico Operations - Since June 2016, act as the primary contact between the operation of Puerto Rico and the National Account team □ Responsible for the administration of the MSP and Master Vendor programs for two of the Pfizer/Viatris facilities, with an average of 250 assignments □ Administrate the Beeline & Kronos platforms for contingent workforce □ Work with the client to resolve issues with purchase orders, invoices and employee relations cases □ Responsible for the day-by-day tasks as an on-site dedicated specialist.

Talent Acquisition SME for Puerto Rico & South Florida Region

March 2015 – December 2015

□ Be a liaison between the Talent Acquisition Team and the Puerto Rico & South Florida region □ Delivery of continuous improvement training as well as sharing recruitment best practices to attract the best talent to fulfill our client's need □ Also serve as the first-level recruitment support for the region.

On-Site Staffing Specialist for National Accounts

January 2005 – October 2012

- Obtain detailed information about the customer needs and utilize it to fill the order with qualified candidates
- Interview and recruit candidates
- Schedule and provide orientation of policies and procedures to all new hires
- Coordinate the participation of the candidates in the onboarding orientation at the locations, complete and provide the required documentation for their start
- Monitor temporary attendance and performance to provide coaching and counseling, when needed
- Process unemployment claims and a variety of forms
- Complete WES for the functional areas where associates are assigned
- Follow up with Human Resources department and/or supervisors the status of work orders
- As the ARIBA administrator, in the supplier side, actively participated in the training sessions for Pfizer's end users; then, constantly meet with hiring managers and give support with the ARIBA process to get the approved PO's for each associate
- Follow up with departments the assignments & PO's extensions
- Meet with customer (at different levels) and troubleshoot to resolve problems and/or complaints
- Process adjustments to clients invoices and/or associate's payment
- Provide financial reports and work hand-in-hand with departments to clear up any outstanding invoices
- In charge of the KRONOS management for temporary associates, including their payroll process and benefit's payment
- Actively participation in recognition program activities.

Education

Escuela Avanzada de Recursos Humanos y Legislación Laboral
2015 • Human Resources & Labor Legislation Certification

University of Puerto Rico

2001 • Bachelor's in Business Administration: Office Systems

- Magna Cum Laude

References

Available upon request

Operations | Recruitment | Onboarding | Payrolling | Employee Relation | Financial Analysis

PROFESSIONAL SUMMARY

Dedicated Human Resources professional with 8+ years of experience in payroll, employee relations, on-boarding, recruitment, reporting and HR project management. Adapt at planning multiple project teams to ensure business objectives are accomplished on time and on budget with the desired results. Also experience collaborating with stakeholders, hiring managers and C-level personnel analyzing HR data and workforce needs for Healthcare, Finance and Engineering industries. Communicate both effectively in English and Spanish.

HARD SKILLS	SOFT SKILLS	
<ul style="list-style-type: none"> ▪ Microsoft: Outlook, Word, Excel, PowerPoint ▪ VMS: Fieldglass, VNDLY, Beeline, ▪ ATS: Bullhorn, PeopleSoft ▪ Social Media: LinkedIn 	<ul style="list-style-type: none"> ▪ Leadership/Influence ▪ Teamwork/Collaboration ▪ Adaptability/Resilience ▪ Initiative/Proactive 	<ul style="list-style-type: none"> ▪ Learning Capabilities ▪ Auto-discipline/Reliability ▪ Problem Solving ▪ Critical thinking & Analysis

EXPERIENCE

ManpowerGroup, San Juan, PR
Market Manager

March 2015 - Present
January 2023 - Present

- Responsible to oversee and manage the operations of the San Juan branch within the Metro/East geographic area or market. Developing and executing strategic plans to drive business growth, build strong client relationships, and ensure the efficient functioning of the operation.
- Act as the primary point of contact for key clients, understanding their staffing requirements and providing excellent customer service.
- Address client concerns promptly, ensuring a high level of client satisfaction.
- Monitor client feedback and take proactive measures to enhance service quality.
- Provide guidance and mentorship to team members, fostering a positive and collaborative work environment.
- Set performance goals for the team and conduct regular performance evaluations.
- Monitor and analyze key performance metrics to identify areas for improvement and optimize operational efficiency.
- Ensure compliance with legal and industry regulations regarding employment, including safety standards and labor laws.
- Manage budgets for the market's staffing operations, ensuring financial objectives are met.
- Monitor expenses and revenue performance, making data-driven decisions to maximize profitability.
- Prepare regular reports on market performance, client feedback, and staffing metrics for Country Manager and upper management.
- Use data analysis to identify trends and recommend actionable insights.

Lead Talent Specialist/Project Manager for COVID-19 Special Project

June 2020 – December 2022

- Served as the Project Manager for the COVID-19 project massive recruitment process. Approximately 1,200 employees were hired to support on the COVID-19 pandemic in Puerto Rico.
- Work on recruitment process with sourcing of candidates, interviews, and evaluation process on different job positions to refer best possible fit to our clients based on their needs.
- Handle employee relations issues including harassment, domestic violence cases, progressive disciplinary actions.
- Execute periodic reporting, used within management and by our business stakeholders to understand workforce trends, process improvement and potential solutions.

Recruiter/Onboarding Coordinator (at Experis-Manpowergroup)*April 2018 – June 2020*

- Work on recruitment process with sourcing of candidates, interviews, and evaluation process on different job positions to refer best possible fit to our clients based on their needs.
- On-board new hires into PeopleSoft, Silk Road/Red Carpet and CAF (Candidate Activity Form) systems processing all operational procedures for consultants/employee paperwork such policies, procedures, direct deposit forms and I-9 documentation complying with both local and federal labor laws.
- Audit all candidates/consultants' information while interacting with Clients, Recruiters, Business Development Managers (BDM) and Hiring Managers regarding status, progress, changes and updates on the recruitment and onboarding process.
- Guide all new consultants/employees about the Manpower/Experis brands, in addition to explaining about recruitment and payroll processes so that they can comply with all the policies and procedures required by the company and to facilitate their time in their assignments.
- Manage all the time-entry (regular, overtime and double time hours) for hourly employees and enter hours of salaried employees in our different tools such as: PeopleSoft, Fieldglass, PeopleNet, Kronos and others.
- Work with the consultants' claims related to payment concerns/situations such as: Off-cycle payments, stop-payments, reissue and send invalid or void checks to the corresponding Manpower departments, etc.
- Handle progressive disciplinary actions from verbal/written warning all the way to consultants' termination of contracts if necessary.
- Handle any harassment and / or domestic violence case, if necessary, activate protocol according to the policy to keep the situation under control and ensure the safety of our consultants.

Talent Specialist*July 2016 – March 2018*

- Handle the recruitment process with sourcing of candidates, interviews, and evaluation process on different job positions to refer best possible fit to our clients based on their needs.
- Support in the billing process, if necessary, from entering and uploading the invoices in customers' systems, strike all the invoices and supporting documents (timesheets), tally/assort timesheets' hours according to invoices and make adjustments in case of discrepancies.
- Provide excellent service to any question of our employees/consultants and give updates on all benefits such as the health insurance enrollment, process of sick/ vacations days and holidays, etc.
- Generate weekly/monthly headcount, retention, attendance, and attrition rate reports to be used by Manpower Leaders for strategical decisions.

Payroll Coordinator/Receptionist*March 2015 – June 2016*

- Provide excellent service to any question of our employees/consultants and give updates on all benefits such as the health insurance enrollment, process of sick/ vacations days and holidays, etc.
- Manage all the time-entry (regular, overtime) for associates from their manual timesheets and for those who enter hours in our different tools such as: PeopleSoft, Fieldglass, PeopleNet, Kronos and others.
- Attend incoming calls from candidates, associates, clients, and suppliers and ensure to provide the necessary help to resolve any request.
- Support the onboarding process by orienting candidates on how to complete recruitment documentation in both papers and systems.
- Generate weekly/monthly headcount, attendance, and claims reports to be used by Manpower Leaders for process improvements.
- Prepare and complete employee verifications documentation as requested by our employees/consultants.

EDUCATION & TRAININGS

M.B.A in Human Resources, Inter-American University of Puerto Rico
San Juan, PR (2016 – 2021)

B.A. in Business Administration (Human Resources), University of Puerto Rico, Rio Piedras Campus
Rio Piedras, PR (2008 – 2013)

iii) Key Staff References

Table 11: Key Staff References

Reference Key Staff #1

Key Staff Reference Form						
Key Staff Name:	Vialys Rivera			Proposed Role:	Client Account Director	
Reference 1						
Client Name:	Voces, PR		Client Address:	Ave Lopategui, Guaynabo, 00969		
Contact Name:	Lilliam Rodriguez		Contact Title:	President & CEO		
Contact Phone:	787-789-4008		Contact Email:	lilliam@vocespr.org		
Project Name:	Vaccination Project for COVID 19		Start Date:	Feb 2021	End Date:	MM/YYYY December 2022
Project Description: Massive Recruitment for Multiple Vaccination Fairs across all Puerto Rico municipalities						
Project Role and Responsibilities: Interviews, Selection and recruitment of over 150 Health care specialists and administrative support to run vaccination clinics around Puerto Rico municipalities						
Reference 2						
Client Name:	ACUDEN		Client Address:	Av. de la Constitución, San Juan, 00901		
Contact Name:	Roberto C. Pagan		Contact Title:	Administrator		
Contact Phone:	787-724-7474		Contact Email:	rroberto.pagan@familia.pr.gov		
Project Name:	Acuden Cares Projects and Recovery		Start Date:	July 2021	End Date:	MM/YYYY Current date
Project Description: ACUDEN Cares and Recovery projects implementation						
Project Role and Responsibilities: Interviews, Selection, recruitment and administration of project management professionals and administrative support						

Reference Key Staff #2

Key Staff Reference Form						
Key Staff Name:	Sarai Collazo			Proposed Role:	Market & Recruitment Manager	
Reference 1						
Client Name:	Viatrix		Client Address:	Vega Baja, PR		
Contact Name:	Diana Rentas		Contact Title:	HR Manager		
Contact Phone:	787-654-2946		Contact Email:	diana.rentascotto@viatrix.com		
Project Name:	n/a		Start Date:	07/2016	End Date:	08/2021
Project Description: Identify qualified candidates for vacancies, responsible for the interview process, recruitment, employee relations, payroll and billing process.						
Project Role and Responsibilities: As Account Manager, responsible for the administration of the MSP and Master Vendor programs for two of the Pfizer/Viatrix facilities with an average of 250 assignments, administrate the Beeline & Kronos platforms for contingent workforce, work with the client to resolve issues with purchase orders, invoices and employee relations, responsible for the day-by-day tasks as an on-site dedicated specialist.						
Reference 2						
Client Name:	Viatrix		Client Address:	Barceloneta, PR		
Contact Name:	Lori Ann Fronteras		Contact Title:	HR Director		
Contact Phone:	787-654-2233		Contact Email:	lori-ann.FronteraTorres@viatrix.com		
Project Name:	n/a		Start Date:	07/2016	End Date:	08/2021
Project Description: Identify qualified candidates for vacancies, responsible for the interview process, recruitment, employee relations, payroll and billing process.						
Project Role and Responsibilities: Responsible for the administration of the MSP and Master Vendor programs for two of the Pfizer/Viatrix facilities with an average of 250 assignments, administrate the Beeline & Kronos platforms for contingent workforce, work with the client to resolve issues with purchase orders, invoices and employee relations, responsible for the day-by-day tasks as an on-site dedicated specialist.						

Reference Key Staff #3

Key Staff Reference Form					
Key Staff Name:	Alfredo Alvarez	Proposed Role:	Market & Service Manager		
Reference 1					
Client Name:	Puerto Rico Department of Health–Epidemiology Program	Client Address:	1111 Ave Tte. César Luis González, San Juan, PR 00927		
Contact Name:	Adlis Cardona Perez	Contact Title:	Oficial Gerencial Lead Recursos Humanos		
Contact Phone:	787-765-2929 Ext. 3551	Contact Email:	adlis.cardona@salud.pr.gov		
Project Name: COVID-19 project		Start Date:	06/2020	End Date:	Present
Project Description: Support to the response of the Department of Health to respond adequately to the Public Health emergency represented by COVID19. To ensure that an immediate service is provided to citizens. To help the client meet the programmatic and operational objectives of the Office of Epidemiology and Research and the federal agency Centers for Disease Control and Prevention (CDC)					
Project Role and Responsibilities: Interview, recruit and hire trained personnel according to the need of the Office of Epidemiology and Research, and according to the breakdown of resources requested, such as: administrative, technical, and professional staff. Provide administrative and support services for interviewing, recruiting, hiring and human resources services.					
Reference 2					
Client Name:	Iron Mountain	Client Address:	Las Flores Industrial Park, St. Rd. PR 3 Km. 23.7 Lot 14. Rio Grande, PR 00745		
Contact Name:	Carlos Villanova	Contact Title:	Operations Supervisor		
Contact Phone:	787-809-0700	Contact Email:	carlos.vilanova@ironmountain.com		
Project Name: N/A		Start Date:	2011	End Date:	Present
Project Description: Document Shredding, Scanning, IT Asset Disposition and Records Storage Services.					
Project Role and Responsibilities: Interview, recruit and hire trained personnel according to client's need of the to their 3 locations, and according to the breakdown of resources requested, such as: image review agents, Data Entry and any administrative need. Provide support services for interviewing, recruiting, hiring and human resources services such as payrolling, employee relations among others.					

Attachment E. Mandatory Specifications

a. Submission Requirements

This RFP includes multiple sections that specify proposal submission requirements including but not limited to 1.3 RFP Timeline, 3.11 Proposal Submittal and Instructions, and Attachments. The vendor must at least meet all proposal submission requirements as part of this RFP, including but not limited to formatting, completeness, timeliness, and accuracy, as described in the aforementioned sections. Failure to meet any of the submission requirements of this RFP may result in disqualification of a proposal, in accordance with 5.4 Failure to Meet Mandatory Specifications.

VR

Initial

b. Mandatory Requirements: Narrative Explanation Required

1. The vendor must provide the right of access to systems, facilities, data, and documentation to the PRMP or its designee to conduct audits and inspections as is necessary.

<Response>

The service that ManpowerGroup will provide to PRMP is limited to recruitment and personnel administration. The staff will be in the client's facilities under the direct supervision of the designated personnel. If at any time information related to the process of interview, selection and recruitment of personnel is required, we will be available to share it in a timely manner with the client. If required, an audit or inspection will be coordinated with the legal division of ManpowerGroup.

2. The vendor must support the PRMP's requests for information in response to activities including, but not limited to:
 - a) Compliance audits
 - b) Investigations
 - c) Legislative requests

<Response>

Manpower will support the PRMP's requests for information.

3. The vendor must provide authorization from a parent, affiliate, or subsidiary organization for the PRMP to have access to its records if such a relationship exists that impacts the vendor's performance under the proposed contract.

<Response>

N/A

4. The vendor must help ensure that all applications inclusive of internet, intranet, and extranet associated with this contract are compliant with Section 508 of the Rehabilitation Act of 1973, as amended by 29 United States Code (U.S.C.) §794d, and 36 Code of Federal Regulation (CFR) 1194.21 and 36 CFR 1194.22.

<Response>

ManpowerGroup complies.

5. The vendor must provide increased staffing levels if requirements, timelines, quality, or other standards are not being met, based solely on the discretion of and without additional cost to the PRMP. In making this determination, the PRMP will evaluate whether the vendor is meeting service levels as defined in the contract.

<Response>

Manpower will comply.

6. The vendor must provide evidence that staff have completed and signed all necessary forms prior to executing work for the contract.

<Response>

Manpower will certify that all temporary staff have completed all forms and documents required to begin their work with the client.

7. The vendor staff must not have the capability to access, edit, and share personal data, with unauthorized staff, including but not limited to:

- a) Protected Health Information (PHI)
- b) Personally Identifiable Information (PII) 42
- c) Financial Transaction Information
- d) Federal Tax Information
- e) Social Security Administration (SSA) data including, but not limited to family, friends, and acquaintance information.

<Response>

Such instructions will be provided to the temporary employees. The staff will be in the client's facilities under the direct supervision of the designated personnel.

Mandatory Requirements: No Narrative Explanation Required

- The vendor must comply with current and future Puerto Rico and federal regulations as necessary to support the services outlined in this RFP.
- The vendor must perform according to approved SLAs and associated metrics in the areas listed in Appendix 1: Service-Level Agreements and Performance Standards.
- The vendor must provide a drug-free workplace, and individuals must not engage in the unlawful manufacture, distribution, dispensation, possession, abuse, or use of a controlled substance in the performance of the contract. (Drug-Free Workplace Act of 1988)
- The vendor must perform all work associated with this contract within the continental United States (U.S.) or U.S. Territories.
- The vendor must comply with federal Executive Order 11246 related to Equal Employment Opportunity Act, the Clean Air Act, and the Clean Water Act.
- The vendor must serve as a trusted partner to the PRMP and represent the PRMP's interests in all activities performed under the resulting contract.
- On a monthly basis the vendor must, at a minimum, include the standard invoice package contents for the PRMP, including, but not limited to:
 - a. An authorized representative of the contracted party must sign an itemized description of services rendered for the invoice period. Additionally, the vendor must include a written certification stating that no officer or employee of the PRMP, its subsidiaries, or affiliates, will derive or obtain any benefit or profit of any kind from this vendor's contract. Invoices that do not include this certification will not be paid.
 - b. Provide the PRMP with a list of all services completed within an invoice period, as well as evidence that the PRMP has accepted and approved the work.
 - c. Provide the PRMP with three physical and one electronic invoice packages in support of the PRMP's review and approval of each invoice.
 - i. Invoice Package #1 – Original Signature and Hard Copy
 - ii. Invoice Packages #2 - #3 – Hard Copy
 - iii. Invoice Package #4 – Electronic 43
- The vendor must agree that the PRMP retains ownership of all data, procedures, applications, licenses, and materials procured or developed during the contract period.

VPR

Initials

c. Mandatory Qualifications

The vendor must complete this section to demonstrate that it has the experience needed to meet the requirements in this RFP. The table below lists each mandatory qualification. The vendor must note whether it meets the qualification and provide narrative demonstrating fulfillment of the requirement.

Table 12: Mandatory Qualifications

Mandatory Qualification Item(s)	Vendor Meets?		Provide A Brief Narrative to Demonstrate Fulfillment of Requirement
The vendor must have a minimum of 7 years of experience performing talent resourcing.	YES X	NO	ManpowerGroup has 65 years of experience performing talent resourcing in Puerto Rico. And 75 years of experience globally.
Possesses all applicable licenses, certificates, permits, or other authorizations required by governmental authorities.	YES X	NO	ManpowerGroup possesses all applicable licenses, certificates, permits required by law and by the Government of PR.
The vendor must include at least three references from clients within the last five years that demonstrate the vendor's ability to perform the scope of the work described in this RFP. The vendor must include references from three different projects/clients that provide details on the vendor's experience on managing all the process of talent resourcing.	YES X	NO	Please refer to Table 8. Vendor References on Page 21-23

VPR

Initials

By signing below, I certify that I have reviewed these mandatory specifications in their entirety and agree that the vendor meets, and will continue to meet, each of these mandatory specifications in full.

ManpowerGroup, Inc.

Company

Vialys Rivera Ruiz, Client Account Director

Representative Name, Title

787-391-5926 / 787-766-4777

Contact Phone

07/26/23

Date

Attachment F. Requirements Traceability Matrix

See the attached Microsoft Excel file titled Attachment F: Requirements Traceability Matrix (RTM).

a.Requirements

REQ #	Requirement Description	Vendor Response		
		Will meet	Vendor Proposed Response	Clarifying Comments
1	The company must provide written verification certifying that all temporary employees provided by the company will be considered employees of the company, or of the company subcontractors, as applicable, and that the company or company subcontractor will be responsible for maintaining at all times, suitable minimum coverage and all payroll taxes.	Yes		
2	The company agrees that there is no guarantee of any minimum number of services that may be requested during the term of the contract.	Yes		
3	Temporary personnel supplied by the Company must meet minimum qualifications as specified by the Medicaid Program.	Yes		
4	Temporary employees should be available for the entire length of the assignment. Every attempt must be made to minimize staffing gaps. As a minimum, a replacement employee must be made available within five (5) business days of employee separation or request by the PRMP for additional employees.	Yes		
5	PRMP will have the right at any time to refuse any temporary personnel supplied by the Company for any job-related deficiency and to request immediate removal of the employee. Refusal of any temporary personnel shall not be denied equal protection of the laws; nor shall any individual be denied the enjoyment of his or her civil or political rights or be discriminated against because of actual or perceived age, arrest record, color, disability, educational association, familial status, family responsibilities, gender expression, gender identity, genetic information, height, HIV status, marital status, national origin, political beliefs, race, religion, sex, sexual orientation, source of income, veteran status, victim of domestic violence or stalking, or weight.	Yes		
6	The Company shall assign a single point of contact to coordinate and assist in any employment requests, availability, scheduling, billing, contract compliance requirements, reports and problem solving. When requested, the Company must meet periodically with PRMP to discuss all services.	Yes		
7	PRMP will assign, and identify to the Company, the person(s) who are authorized to request temporary personnel. A telephone call from the PRMP authorized representative along with an order shall constitute a job request for service under this contract. PRMP will not pay any invoices without a written purchase order.	Yes		
8	All hours worked must be approved on a weekly basis by the area supervisor.	Yes		
9	If at any point, PRMP determines the contract employee is not performing their duties to the PRMP standard, the Company, upon notice from PRMP shall remove the temporary personnel from the assignment at no charge to PRMP, and the Company shall find a suitable replacement.	Yes		
10	The Company shall provide a usage report on a quarterly basis to the PRMP representative named upon award. It shall contain the number of people sent in a particular job classification and total payments received.	Yes		
11	All work under this contract must be performed by properly trained and competent personnel within the specific job description and must be in accordance with industry standards.	Yes		
12	The Company shall be responsible at all times for the actions and work of its personnel.	clarification		The Company shall be responsible at all times for the negligent actions and work of its personnel. However, Company expects its clients to provide the operational day to day direction of the work performed by the Company's assigned employees.
13	The Company must notify PRMP immediately should any personnel supplied under this contract, loses their credentials, licensure, and/or certifications required to perform the job while working for PRMP.	Yes		
14	The Company must have all applicable insurances: a. Commercial General Liability. b. Public Responsibility Insurance, Hired Auto coverage and Non- Owned Auto coverage. c. Error and Omissions Professional Liability. d. Any other requested by PRMP.	Yes		
15	ALL INCLUSIVE SERVICES – Additional work necessary to meet the terms of service under the above scope of work should be identified and included in Proposals.	Yes		

b. SLA's

SLA	SLA Description	Vendor Response		
		Will meet	Vendor Proposed Response	Proposed Liquidated Damages for Non-Compliance
1	All emails received must be acknowledged within twenty-four (24) hours of receipt and responded within three (3) business days unless otherwise approved by PRMP.	Yes		0.01%
2	The vendor must forward to the designated PRMP staff within one (1) calendar day those inquiries that are either: a. Determined to be outside the response scope for the vendor b. Should be handled by PRMP staff.	Yes		0.01%
3	During the entire duration of the contract, key staff commitments made by the vendor must not be changed without thirty (30) days prior written notice to PRMP unless due to legally required leave of absence, sickness, death, resignation, or mutually agreed-upon termination of employment of any named individual.	Yes		0.01%
4	The vendor will replace key staff in a timely fashion. Replacement of key staff will take place within thirty (30) calendar days of removal unless a longer period is approved by PRMP's authorized representative.	Yes		0.01%
5	The vendor will prepare agendas and distribute each agenda and any documents to be addressed at the meeting at least one (1) Business Day before the meeting, unless waived by PRMP. Meeting agendas will include the required information as detailed in this RFP's Deliverables Dictionary.	Yes		0.01%
6	The vendor will publish meeting minutes it attends no later than two (2) Business Days after the meeting, unless waived by PRMP. Meeting minutes will include the required information as detailed in this RFP's Deliverables Dictionary.	Yes		0.01%
7	The vendor must provide monthly reports identifying the current status of the Talent Resourcing activities.	Yes		0.01%
8	Temporary employees should be available for the entire length of the assignment. Every attempt must be made to minimize staffing gaps. As a minimum, a replacement employee must be made available within five (5) business days of employee separation or request by the PRMP for additional employees, unless there is legitimated cause.	Yes		0.01%

Attachment G: Response to Statement of Work

a. Approach to Business Specifications (*Response of questions a – y*)

Describe the vendor's approach to meeting or exceeding the PRMP's specifications and requirements, as described in Attachment F: Requirements Traceability Matrix and Section 4: Scope of Work (SOW) of this RFP. As part of their response, vendors should provide:

- a. *Provide written verification certifying that all temporary employees provided by the company will be considered employees of the company, or of the company subcontractors, as applicable, and that the company or company subcontractor will be responsible for maintaining at all times, suitable minimum coverage and all payroll taxes.*

<Response>

ManpowerGroup contributes to a generous member benefits package that provides exceptional coverage and options. We offer paid vacation, paid sick days, Christmas bonus, paid maternity leave, 6 paid holidays, local workers' compensation, and free access to the power YOU Portal.

Eligibility requirements are extensive, allowing for quick enrollment. Our generous benefits package contributes greatly to associate loyalty and low employee turnover for our clients, ensuring they have the most qualified employees to fulfill their tasks.

Manpower is responsible for all deductions required by state and federal law, including employer contributions for FICA, unemployment, state insurance fund, liability insurance, as well as other deductions and benefits paid to our associates applicable by law. In addition, we cover all administrative expenses related to payroll, including the preparation of W-2 forms at the end of the year.

- b. *Describe what sets your company apart from the other staffing companies and why you are qualified to handle the Medicaid Program.*

<Response>

ManpowerGroup's competitive advantages include our global presence, industry expertise, broad service portfolio, access to a vast talent pool, innovative technologies, focus on employer branding and candidate experience, and thought leadership.

We customize our integrated workforce solutions to meet each client's challenges and provide consistent communication, processes, and service delivery across all markets and lines of business.

Our experience serving PRMP for the last years has allowed us to understand and gain the trust of the client by responding to their personnel needs. Always following the parameters required by the government to serve its agencies, based on standards of ethics and transparency. This is one of the main reasons to consider ManpowerGroup a qualified supplier to serve the needs of PRMP.

- c. *Describe the methodology used to fill a position for a temporary employee. Detail how and where your company would typically source and advertise based on the list of job classifications provided.*

<Response>

Recruiting Methods - Staffing needs can change rapidly, and Manpower's flexible recruitment model allows us to support various needs. From targeted, local recruiting techniques to technology-enhanced recruiting, our wide-ranging strategies help identify the best candidate pools. Additionally, we maintain available candidates in our proprietary database, and we will partner with you to further anticipate skills and usage patterns.

Our channel approach to recruiting top talent incorporating all levels of recruitment simultaneously:

- **Diversity partnerships**—Complement our efforts with targeted associations, networking groups, and websites.
- **Direct recruiting**—Target a broad range of industry competitors, including specific companies within an industry sector and target market.
- **Internet mining**—Find targeted networking contacts and potential candidates through an intense search using search strings and Boolean logic.
- **Job board relationships**—Use our relationships with job board providers to develop enticing job postings and feature them on key job boards and niche websites to attract talent.
- **Social media**—Sites like Facebook, LinkedIn, and Twitter, our recruiters have become skilled at finding and communicating with an otherwise overlooked candidate pool to expand our collection of professional contacts.
- **Traditional media channels**—Are recruitment back-to-the-basics with conventional media and advertising efforts that focus on print, billboard, radio, and targeted industry publications.
- **Referrals**—From satisfied Manpower associates have proven to be one of the most powerful, successful means of finding new job candidates.
- **Web prescreening**—Brings qualified applicants for your positions into our system, which automatically narrows the field to the most qualified candidates. It does this through customized questionnaires for specific job openings, allowing our recruiters to focus on the best talent.
- **Database searches**—Use Manpower's automated database of associates to identify associates who fulfill your skill requirements. If associate availability in any skill area is limited, Manpower can immediately implement recruiting efforts to replenish the supply in our database.
- **Applicant Tracking System (ATS)**—Our recruiting ATS enables recruiters to simultaneously post job openings and assignments across internet sites, including www.manpower.com. Our offices can post an unlimited number of open jobs online with detailed job descriptions.
- **Local recruiting**—These are other grassroots recruiting activities. **TextUs** is a platform where we can communicate with our associates 24/7 for recruitment, talent management, and other communications. We can set up local job fairs in our offices, colleges, vocational schools, a client site, or in rooms we rent nearby. We can create local job board postings and email blasts or campaigns. We can also design specific referral programs to identify qualified passive talent.

We deliver recruiting capabilities clients need to keep up with rapid change. Through various flexible methods designed to match your needs directly, we can help find and retain the best candidates faster.

d. Describe your current turnover rate for your company, recruiters, and account representatives.

<Response>

Currently ManpowerGroup Puerto Rico has a turnover rate of 3%.

e. Provide a detailed description of your company testing, screening, and interview process.

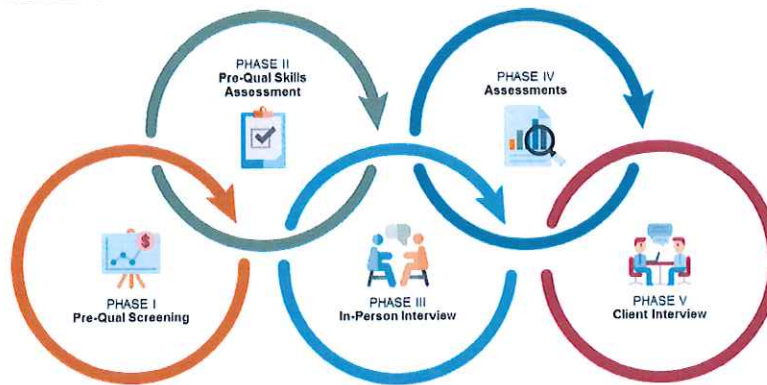
<Response>

Manpower leads the industry in our screening and selection process, ensuring our associates possess the skills required for each unique placement. One of the most significant steps we take when screening and integrating a candidate into our system—and eventually, into PRMP assignment—is the one-on-one candidate interview.

For clients, this helps minimize on-the-job disruptions, eliminate lost productivity, and control turnover. If deemed necessary, we continue with a series of questions to uncover the candidate's competencies and gain insight into how the candidate thinks and approaches work.

Competency evaluation helps us determine how the candidate may behave on a specific assignment and evaluate their abilities to face different aspects of the job. If you require specific characteristics or competencies, we work with you to develop a more customized interview to address behaviors. Interview results help us determine which of the candidate's capabilities to evaluate with our various assessments. Our validated skill assessments then guide us in determining how well a candidate knows a specific skill. This thorough process results in smart and accurate placement decisions.

Process for Screening and Qualification



A complete understanding of the client assignment allows us to administer the proper assessment(s) to candidates. The more we know about the assignment, the better we can use the powerful assessment tools at our disposal.

f. How does the company determine if a candidate meets the qualifications of the position.

<Response>

Confirming a candidate's skills before we make the placement decision is a core part of our success. Our job order aid program gathers skill-related information to match the most qualified associate based on the client's requirements. Our comprehensive intake process, coupled with our thorough understanding of your working environment, helps us select motivated people with the skills, commitment, aptitude, and personality to succeed in their assignments.

g. Describe the company onboarding process.

<Response>

Onboarding

Providing a positive new hire onboarding and employee transition experience is essential to helping our associates remain motivated, satisfied, and productive. Our onboarding process is a critical component to meeting that goal, contributing to employee engagement and retention. As a best practice, we use our

standard operating model with our technology, Onboarding365. All client documents and other assignment-specific requirements (including required safety videos) are initiated and completed through the contractor onboarding process. This addresses I-9, E-Verify, and all onboarding activities for new hires. Onboarding365 allows Manpower to automate, control, manage and analyze all aspects of onboarding new employees, transitioning current employees, and off-boarding employees.

We conduct orientation and onboarding processes with any information unique to PRMP if it is a special request to do it.

Orientation topics can include:

- PRMP's policies and rules
- Dress requirements
- Work hours and break times
- Work expectations and accountability
- Directions and parking instructions
- Security and safety procedures

Once an assignment's end date is determined, we recommend the completion of an exit interview. We will be responsible for recovering any of your equipment from that individual.

h. Describe the company's ability and success rate at placing long-term temporary assignments.

<Response>

ManpowerGroup has the capacity and proven experience for the recruitment of temporary personnel, successfully fulfilling the requests of our clients. We can say that 98% of associates complete their assignments regardless of the duration of this. The recruitment of temporary staff is carried out highlighting the importance of the commitment to comply with the project in its entirety for the time that the client requests.

i. Describe the types of positions most commonly filled and the types of positions you have the means to fill.

<Response>

These are positions that are commonly filled since we have the trained staff to carry out recruitment based on the client's requirements:

- General Administrative
- Professional Administrative positions (such as Finance, Accounting, Procurement, Quality among others).
- General Workers
- Manufacture positions
- Professional Staff (such as Engineering, Legal support, Healthcare Professionals, Information Technology, C- Levels positions among others).

j. Provide the company's policy and procedure relating to:

Section	Response
Overtime Pay	As per Puerto Rico labor laws
Vacation Days	As per Puerto Rico labor laws (100% ManpowerGroup funded)
Holiday Pay (federal and State)	6 days: <ul style="list-style-type: none"> - must have worked 1,800 (hours worked only) during the 12 months prior to the holiday. - must have worked the week before the holiday and the week during the holiday.
Sick Pay	As per Puerto Rico labor laws (100% ManpowerGroup funded)
Funeral Pay	Not apply for temporary staff
Maternity Pay	As per Puerto Rico labor laws (100% ManpowerGroup funded)
SINOT	As per Puerto Rico labor laws (ManpowerGroup & associate funded)
Emergency pay (natural disasters, catastrophic events, etc.)	Manpower will compensate the employee for hours worked and accrued leave to which the employee is entitled by law.
Medical Insurance	Not apply for temporary staff
Any other benefits	<u>Christmas bonus</u> – As per local labor laws (100% ManpowerGroup funded) <u>PowerYou (IT, Business Skills and Personal Development trainings)</u> – Over 2,000 training courses, planning for career development and certifications (100% ManpowerGroup funded)

k. Identify the pay cycle (weekly, every two weeks, twice a month, etc.) for which the company regularly pays it employees for work performed.

<Response>

ManpowerGroup pay cycle is weekly.

l. Describe the type (online or manual timesheets) and general process of timesheets reporting and obtaining manager or delegate approval for regular and overtime hours worked.

<Response>

Manpower uses PeopleNet, a time capture tool developed explicitly for the staffing industry to track and manage time worked by Manpower associates. The time is captured and approved via a web-based portal.

Some items of note with this system:

- The web time entry, associates can record and submit their hours through the web—from either a PC or a mobile device.
- PeopleNet gives the supervisors a convenient, secure way to approve hours by receiving an email notification each week reminding them to approve the time. They simply click a link to access the timesheets for their associates.
- PeopleNet has provided industry-leading systems to capture and streamline the flow of critical workforce information for over twenty years. Key benefits of the solution include the following:
 - Ease of use and accuracy—Multiple time entries and simple approval options drive efficient and accurate payroll and invoicing.

- Visibility—PeopleNet gives managers complete visibility into timeclock and attendance data.
- Reporting and control—Along with the time entry options, PeopleNet offers multiple reporting capabilities. These could include schedule access to timecards.
- Integration technology—Various time capture options can push current workforce information to a cloud-based management console. There is no software to install or maintain.

m. Identify the procedures and policies regarding employees working from home (if applicable).

<Response>

For what it is considered in this RFP no remote or work from home positions are required.

The selection of remote work is established by the client, so the policies, rules, and regulations to be followed will be those determined by the client according to their work policy.

n. Explain how our account would be managed under the single point of contact requirement.

<Response>

Single Point of Contact will:

- Provide day-to-day oversight of associate relationships to drive high retention and satisfaction.
- Delivers order fulfillment requirements.
- Match, validate, place.
- Completes tasks specific focus is on order receipt, candidate selection, onboarding, and schedule management for starts, ends, and orientations.
- Responsible for driving proactively investigating and resolving associate problems and issues.

o. Describe how often the company reconciles account payables/receivables and billing errors.

<Response>

This is an ongoing process for ManpowerGroup.

p. Include the procedure by which the Medicaid Program will be notified including timing of notifications, penalties imposed and reimbursement processes.

<Response>

This is an ongoing process for ManpowerGroup. The collection coordinator will be in continuous communication with the PRMP Finance Representative to attend to any situation related to payments.

- q. *Provide a list of reports that the company can readily produce for PRMP. Describe the process and standard timeframe needed for any ad hoc reporting requested by PRMP.*

<Response>

Regularly the reports that are produced to our client are those of active personnel. They are generated in approximately 2 working days.

ManpowerGroup will evaluate the client's requests on a case-by-case basis and considering the complexity of the request, then the delivery time will be determined.

- r. *Travel may be necessary for some employees. Provide the company policy, procedures and billing charges for travel and travel reimbursements (if applicable).*

<Response>

The associate will be guided on the policy to follow to submit reimbursement of travel expenses. Manpower has a form: Expense Reimbursement Form, which must be completed by the associate and approved by the customer to generate the applicable travel reimbursement invoice.

- s. *Discuss the average response time on completing ordering documents by successfully placing temporary employees.*

<Response>

Client Referred Resources

The recruitment process takes between 1-3 days (depends on how quickly resources provide documents and complete onboarding tasks)

Manpower Referred Resources

Approximate turnaround times for administrative roles are three to seven days. Turnaround times are generally shorter for basic skills and longer for hard-to-find skills.

Please keep in mind that many factors affect time to fill, some that are within our control and some that are not. For example: compliance, air-market wages, the number of employees requested, start date, shift requirements, previous experience, customized prerequisites, and more varied requirements for high-demand skillsets.

- t. *Provide the company's business work hours.*

<Response>

Company business work hours are Monday – Friday, 8:00am – 5:00pm

u. Describe previous use of subcontractors to fill niche or "hard to fill" positions and include time requirements expected before the use of subcontractors.

<Response>

N/A

v. Describe the company's affiliation, partnership, or direct access to other staffing companies.

<Response>

N/A

w. Describe the company's performance appraisal.

<Response>

Manpower completes the assessment in conjunction with the supervisor assigned by the client.

Associate Performance Appraisal

Should you have comments or concerns you would like addressed immediately, please contact your local Manpower management.

Please rate each question using the following scale:
 5 = Excellent 2 = Fair Y = Yes
 4 = Good 1 = Poor N = No
 3 = Average 0 = N/A U = Unsure

Associate Names	Performance Questions										Q11	Comments
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Q.12 What is the likelihood that you will continue to do business with Manpower? If "Fair" or "Poor," please explain in comments section.

Excellent 5 Good 4 Average 3 Fair 2 Poor 1 N/A 0

Q.13 How likely would you be to recommend Manpower to a friend or colleague? What is the primary reason for your score?

Extremely Likely 10 9 8 7 6 5 4 3 2 1 0 Not at All Likely

Name: _____ Title: _____ Company: _____

Telephone: _____ Email: _____ Date: _____

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- x. *Discuss a work plan that describes the process of recruitment of approximately 150 employees. Explain what accrued benefits of the current employees under the current company will be honored.*

<Response>

ManpowerGroup recruiting process plan for 150 employees:

- Gather data from client.
- Get in touch with the associates – Via email or telephone calls.
- Set up an Interview Schedule Section
- Set up the On Boarding Process - Could be on the client premises.

Accrued Benefits:

- New employees for ManpowerGroup start their benefit accrual as a new admission.

Note: Employees that currently are with ManpowerGroup as part of the PRMP maintain their accrued benefits.

- y. *Employees under the actual Talent Resourcing Company have accumulated benefits (vacation and sick days). Discuss the Company policy regarding this matter.*

<Response>

Vacation Days	As per Puerto Rico labor laws (100% ManpowerGroup funded)
Sick Pay	As per Puerto Rico labor laws (100% ManpowerGroup funded)

Attachment H. Terms and Conditions Response

This section describes the Terms and Conditions of the RFP, the PRMP's expectations of vendors, and compliance with federal procedures.

Title Page

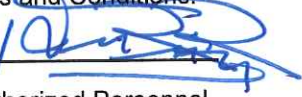
ManpowerGroup, Inc. response for
Puerto Rico Medicaid Program Talent Resourcing Request for Proposal
2023-PRMP-TR-002

The vendor should review **Attachment H: Terms and Conditions Response**, signing each provided signature block using blue ink in order to note the vendor's acknowledgment and intent of compliance. The vendor should identify any exceptions to the Terms and Conditions. If exceptions are not noted in Attachment H: Terms and Conditions Response of the RFP but raised during contract negotiations, the PRMP reserves the right to cancel the negotiation if, at its sole discretion, it deems that to be in the best interests of the PRMP.

RFP Terms and Conditions RFP

Terms and Conditions consist of provisions throughout this RFP. Moreover, these provisions encapsulate instructions, Commonwealth, and federal procedures, and the PRMP's expectations of the vendor when submitting a proposal. The vendor should understand and strictly adhere to 49 the RFP Terms and Conditions. Failure to follow any instructions within this RFP may, at the PRMP's sole discretion, result in the disqualification of the vendor's proposal.

Please provide an authorized signature stipulating the vendor's acknowledgment, understanding, and acceptance of these RFP Terms and Conditions.

Vialys Rivera Ruiz / 

Printed Name/Signature of Authorized Personnel

7/26/23.

Date

Customary Terms and Conditions

The selected vendor will sign a contract with the PRMP to provide the services described in the vendor's response. The following documents shall be included in any contract(s) resulting from this RFP:

- Appendix 1: Service-Level Agreements (SLA) and Performance Standards
- Appendix 5: Proforma Contract Draft inclusive of Health Insurance Portability and Accountability Act (HIPAA) Business Associate Agreement

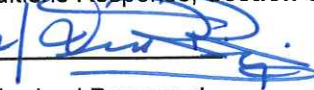
Please provide a signature stipulating the vendor's acknowledgment, complete review, and acceptance of these documents.

Vialys Rivera Ruiz / 

Printed Name/Signature of Authorized Personnel

7/26/23.
Date

If the vendor is NOT taking exceptions to any of the PRMP Customary Terms and Conditions, then the vendor needs to provide a binding signature stipulating its acceptance of these documents. If the vendor is taking exceptions to any of the PRMP Customary Terms and Conditions, then the vendor should write "Taking Exceptions" on the line below and should follow the instructions for taking exceptions, as listed in Attachment H: Terms and Conditions Response, **Section 6: Exceptions.**

Vialys Rivera Ruiz / 

Printed Name/Signature of Authorized Personnel

7/26/23.
Date

Mandatory Requirements and Terms

The following items are mandatory terms and documents. Please be advised, the vendor should provide its affirmative acceptance of these items in order to move forward with consideration under this RFP.

Attachment E: Mandatory Specifications

- Prior to the vendor submission of its proposal, the vendor must be registered with the "Registro Único de Proveedores de Servicios Profesionales" (RUP) from the Puerto Rico General Services Administration (ASG) and with the Puerto Rico Treasury Department (Hacienda) for the collection of sales and use tax (IVU) as a provider (if applicable) in the Sistema Unificado de Rentas Internas (SURI). The PRMP shall not award a contract, unless the vendor provides proof of such registration or provides documentation from the Puerto Rico Treasury Department that the vendor is exempt from this registration requirement in the SURI system. The foregoing is a mandatory requirement of an award of a contract pursuant to this solicitation. For more information, please refer to the PR Treasury Department's web site <http://www.hacienda.pr.gov>.
- Prior to the contract resulting from this RFP being signed, the successful vendor must provide a Certificate of Insurance issued by an insurance company licensed or authorized to provide insurance in Puerto Rico. Each Certificate of Insurance shall indicate current insurance coverage meeting minimum requirements as specified by this RFP. A failure to provide a current Certificate of Insurance will be considered a material breach and grounds for contract termination. A list of the insurance policies that may be included in this contract are provided in Appendix 5: Proforma Contract Draft.
- A performance bond may be required for the contract resulting from this RFP.
- Appendix 1: Service-Level Agreements (SLA) and Performance Standards
- Appendix 5: Proforma Contract Draft inclusive of HIPAA BAA.

Vendors that are not able to enter into a contract under these conditions should not submit a bid.

Please provide an authorized signature stipulating the vendor's acknowledgment, understanding, and acceptance of the mandatory requirements and terms stipulated in this section.

Vialys Rivera Ruiz 
Printed Name/Signature of Authorized Personnel

7/26/23.
Date

Commercial Materials

The vendor should list any commercial and proprietary materials it will deliver that are easily copied, such as commercial software, and in which the PRMP will have less than full ownership ("Commercial Materials"). Generally, these will be from third parties and readily available in the open market. The vendor need not list patented parts of equipment.

<Response>

N/A

Appendices

Appendix 1: Certificate of Authorization to do business.

Estado Libre Asociado de Puerto Rico
Commonwealth of Puerto Rico
**CERTIFICADO DE AUTORIZACION PARA HACER NEGOCIOS
DE UNA CORPORACION FORANEA
CERTIFICATE OF AUTHORIZATION TO DO BUSINESS
OF A FOREIGN CORPORATION**

SECCION DE RADICACIONES
96 JUL -2 AM 3:45

PRIMERO: Manpower Inc. es una corporación organizada bajo las leyes de Wisconsin
FIRST: is a corporation organized under the laws of

SEGUNDO: Su fecha de incorporación es el día 12 del mes de Abril del año 19 90 y su plazo de personalidad jurídica
SECOND: its date of incorporation is the 12th day of April, 19 90, and its existence is perpetual
es

TERCERO: La dirección física de su domicilio corporativo es 5301 North Ironwood Road
SECOND: The physical address of its corporate domicile is Milwaukee, WI 53217

CUARTO: Su oficina designada en el Estado Libre Asociado estará localizada en
its designated office in the Commonwealth of Puerto Rico will be located at
361 San Francisco St. Penthouse, Old San Juan, PR 00901

El Agente Residente a cargo de dicha oficina es CT Corporation System
The Resident Agent in charge of said office is

*admitted
27 Sep. 2*

QUINTO: Los nombres y las direcciones usuales de negocios de sus actuales directores y oficiales son
FIFTH: The names and usual business addresses of its present directors and officers are

SEE ATTACHED EXHIBIT A

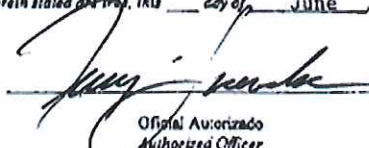
SEXTO: Los activos de dicha corporación son \$ 275,000,000.00 y sus pasivos son \$ 220,000,000.00
SIXTH: The assets of said corporation are \$275,000,000.00 and its liabilities are \$220,000,000.00

SEPTIMO: La descripción de los negocios que propone hacer en el Estado Libre Asociado es la siguiente:
SEVENTH: The description of the business which it proposes to carry on in the Commonwealth of Puerto Rico is the following:
Providing temporary employment and related services

OCTAVO: Esta corporación está autorizada a llevar a cabo el negocio descrito en el párrafo SEPTIMO en su jurisdicción de
incorporación.
EIGHTH: This corporation is authorized to carry on the business described in paragraph SEVENTH in its jurisdiction of
incorporation.

Yo, el suscritor, con el propósito de hacer negocios en el Estado Libre Asociado de Puerto Rico conforme a la Ley General de
Corporaciones de Puerto Rico de 1993, juro que los datos contenidos en este Certificado son ciertos, hoy día del mes de
de 19 .

I, the undersigned, for the purpose of doing business in the Commonwealth of Puerto Rico pursuant to the General Corporation
Law of Puerto Rico of 1993, hereby swear that the facts herein stated are true, this day of June, 19 96.



Oficial Autorizado
Authorized Officer
Terry A. Hueneke, Vice President

Este certificado estará acompañado de un certificado de existencia (u otro documento similar) expedido por el Secretario de Estado
u otro oficial que mantenga la custodia del registro corporativo en la jurisdicción bajo cuyas leyes está organizada la corporación.
Si dicho certificado estuviere en un idioma extranjero, se adjuntará una traducción del mismo con una declaración jurada del
traductor.

Appendix 2: Certificate of Good Standing



CERTIFICADO DE CUMPLIMIENTO ("GOOD STANDING")

Yo, Omar J. Marrero Díaz, Secretario de Estado del Gobierno de Puerto Rico,

CERTIFICO: Que, a tenor con las disposiciones de la Ley General de Corporaciones de Puerto Rico, MANPOWERGROUP INC., registro número 9936, una corporación foránea con fines de lucro organizada bajo las leyes de Wisconsin y autorizada a hacer negocios en Puerto Rico desde el 02 de julio de 1996, ha cumplido con la radicación de sus Informes Anuales.



EN TESTIMONIO DE LO CUAL, firmo el presente y hago estampar en él el Gran Sello del Gobierno de Puerto Rico, en la ciudad de San Juan, Puerto Rico, hoy, 01 de marzo de 2023.

Omar J. Marrero Díaz
Secretario de Estado

Para validar este certificado acceda a: <https://estado.pr.gov/>

Este certificado es válido por un (1) año a partir de la fecha de su expedición (Reglamento 8688, Art. 26). Sin embargo, está sujeto al fiel cumplimiento de las disposiciones del Capítulo XV y Capítulo XXI de la Ley 164-2009, según aplique.

Número de Validación del Certificado: 524593-11686634

Appendix 3: Certificate as a Registered Provider – RUP

	Gobierno de Puerto Rico Administración de Servicios Generales Registro Único de Proveedores de <i>Servicios Profesionales</i>	
CERTIFICADO ÚNICO DE PROVEEDORES		
FECHA DE EXPEDICIÓN 2 de junio de 2023	NÚMERO DE CERTIFICACIÓN 202330154	FECHA DE VENCIMIENTO 3 de octubre de 2023
Nombre del Proveedor: Manpowergroup Inc		
Número de Proveedor: 29795		
Dirección Postal: 650 Muñoz Rivera Avenue Suite 102 San Juan, PR 00918		
Teléfono: (787) 766-4777		
Correo Electrónico: taxresolution@alvatax.com		
PERSONAS AUTORIZADAS A FIRMAR		
NOMBRE Y APELLIDOS	TÍTULO QUE OSTENTA	
Vialys Rivera Ruiz	Client Account Director Dirección Comercial	
Melissa Rivera	Market VP	
Será responsabilidad de cada Agencia Ejecutiva, Corporación Pública o Municipio validar la elegibilidad del proveedor antes de otorgar cualquier contrato. Así como el de garantizar que el proveedor pueda ofrecer los servicios profesionales conforme a las normas que lo regulan.		
ADVERTENCIA: Cualquier alteración anula este certificado y podría ser sancionado criminalmente conforme a las disposiciones aplicables del Código Penal de Puerto Rico.		
Validación: https://validacion.pr.gov/ , debe usar el número de certificado como código de validación		 RV2022729

Appendix 4: UEI Number – SAM.gov

Last updated by Joseph NoSmith on May 18, 2022 at 12:52 PM

MANPOWERGROUP PUBLIC SECTOR INC.



MANPOWERGROUP PUBLIC SECTOR INC.

Unique Entity ID WLJJKNWHXJD5	CAGE / NCAGE 099C9	Purpose of Registration All Awards
Registration Status Active Registration	Expiration Date May 18, 2023	
Physical Address 6400 Arlington BLVD STE 300 Falls Church, Virginia 22042-2346 United States	Mailing Address 6400 Arlington BLVD Suite 300 Falls Church, Virginia 22042-2325 United States	

Instructions

This attachment to RFP: 2023-PRMP-TR-002 contains the requirements and service level agreements (SLAs) for the talent resourcing contract.

This Requirements Traceability Matrix contains the following worksheets:

- A. Requirements
- B. SLAs

This Microsoft Excel file must be completed and submitted as part of the vendor's proposal. The vendor should also provide a narrative description of how the requirements will be met in Attachment G: Response to Statement of Work.

A description of the columns in worksheets A through B is provided below.

Field	Definition / Instructions
Req. #	The unique identification number assigned to each requirement or service level agreement (SLA) DO NOT EDIT THIS FIELD.
Requirement Description	The detailed description of the requirement or SLA. DO NOT EDIT THIS FIELD.
Requirement Met	Vendor response to whether the requirement will be met by the vendor. For worksheets A and B, indicate whether the requirement, as currently written, will be met by the vendor's proposal: Yes, No, or Clarification For each SLA requirement, indicate agreement: Yes or No
Vendor Proposed Response	If the Response Met is set to "No" the vendor must provide a response as to why the requirement cannot be met, as currently written.
Clarifying Comments*	If the Response Met is set to "Clarification", the vendor must provide clarifying comments.
Proposed Liquidated Damages Amount**	For each SLA, provide a recommended Liquidated Damages amount per measure for noncompliance.

* Only applicable to worksheets A through B

Vendor Response		Vendor Proposed Response	Clarifying Comments
REQ #	Requirement Description	Will meet	
1	The company must provide written verification certifying that all temporary employees provided by the company will be considered employees of the company, or of the company subcontractors, as applicable, and that the company or company subcontractor will be responsible for maintaining at all times, suitable minimum coverage and all payroll taxes.	Yes	
2	The company agree's that there is no guarantee of any minimum number of services that may be requested during the term of the contract.	Yes	
3	Temporary personnel supplied by the Company must meet minimum qualifications as specified by the Medicaid Program.	Yes	
4	Temporary employees should be available for the entire length of the assignment. Every attempt must be made to minimize staffing gaps. As a minimum, a replacement employee must be made available within five (5) business days of employee separation or request by the PRMP for additional employees.	Yes	
5	PRMP will have the right at any time to refuse any temporary personnel supplied by the Company for any job-related deficiency and to request immediate removal of the employee. Refusal of any temporary personnel shall not be denied equal protection of the laws; nor shall any individual be denied the enjoyment of his or her civil or political rights or be discriminated against because of actual or perceived age, arrest record, color, disability, educational association, familial status, family responsibilities, gender expression, gender identity, genetic information, height, HIV status, marital status, national origin, political beliefs, race, religion, sex, sexual orientation, source of income, veteran status, victim of domestic violence or stalking, or weight.	Yes	
6	The Company shall assign a single point of contact to coordinate and assist in any employment requests, availability, scheduling, billing, contract compliance requirements, reports and problem solving. When requested, the Company must meet periodically with PRMP to discuss all services.	Yes	
7	PRMP will assign, and identify to the Company, the person(s) who are authorized to request temporary personnel. A telephone call from the PRMP authorized representative along with an order shall constitute a job request for service under this contract. PRMP will not pay any invoices without a written purchase order.	Yes	
8	All hours worked must be approved on a weekly basis by the area supervisor.	Yes	
9	If at any point, PRMP determines the contract employee is not performing their duties to the PRMP standard, the Company, upon notice from PRMP shall remove the temporary personnel from the assignment at no charge to PRMP, and the Company shall find a suitable replacement.	Yes	
10	The Company shall provide a usage report on a quarterly basis to the PRMP representative named upon award. It shall contain the number of people sent in a particular job classification and total payments received.	Yes	
11	All work under this contract must be performed by properly trained and competent personnel within the specific job description and must be in accordance with industry standards.	Yes	
12	The Company shall be responsible at all times for the actions and work of its personnel.		The Company shall be responsible at all times for the negligent actions and work of its personnel. However, Company expects its clients to provide the operational day to day direction of the work performed by the Company's assigned employees.
13	The Company must notify PRMP immediately should any personnel supplied under this contract, loses their credentials, licensure, and/or certifications required to perform the job while working for PRMP.	clarification	
14	The Company must have all applicable insurances: a. Commercial General Liability. b. Public Responsibility Insurance, Hired Auto coverage and Non- Owned Auto coverage. c. Error and Omissions Professional Liability. d. Any other requested by PRMP.	Yes	
15	ALL INCLUSIVE SERVICES – Additional work necessary to meet the terms of service under the above scope of work should be identified and included in Proposals.	Yes	

Vendor Response		Vendor Proposed Response	Proposed Liquidated Damages for Non-Compliance
SLA	SLA Description	Will meet	
1	All emails received must be acknowledged within twenty-four (24) hours of receipt and responded within three (3) business days unless otherwise approved by PRMP.	Yes	0.01%
2	The vendor must forward to the designated PRMP staff within one (1) calendar day those inquiries that are either: a. Determined to be outside the response scope for the vendor b. Should be handled by PRMP staff.	Yes	0.01%
3	During the entire duration of the contract, key staff commitments made by the vendor must not be changed without thirty (30) days prior written notice to PRMP unless due to legally required leave of absence, sickness, death, resignation, or mutually agreed-upon termination of employment of any named individual.	Yes	0.01%
4	The vendor will replace key staff in a timely fashion. Replacement of key staff will take place within thirty (30) calendar days of removal unless a longer period is approved by PRMP's authorized representative.	Yes	0.01%
5	The vendor will prepare agendas and distribute each agenda and any documents to be addressed at the meeting at least one (1) Business Day before the meeting, unless waived by PRMP. Meeting agendas will include the required information as detailed in this RFP's Deliverables Dictionary.	Yes	0.01%
6	The vendor will publish meeting minutes it attends no later than two (2) Business Days after the meeting, unless waived by PRMP. Meeting minutes will include the required information as detailed in this RFP's Deliverables Dictionary.	Yes	0.01%
7	The vendor must provide monthly reports identifying the current status of the Talent Resourcing activities.	Yes	0.01%
8	Temporary employees should be available for the entire length of the assignment. Every attempt must be made to minimize staffing gaps. As a minimum, a replacement employee must be made available within five (5) business days of employee separation or request by the PRMP for additional employees, unless there is legitimated cause.	Yes	0.01%