



*Attachment B: Title Page, Vendor Information, Executive Summary, Subcontractor Letters, and Table of Contents*

*July 26, 2023*

*Puerto Rico Department of Health  
Elizabeth Otero Martinez  
Medicaid Program  
268 Luis Muñoz Rivera Ave.  
World Plaza – 12<sup>th</sup> Floor  
San Juan, PR 00918*

*Dear Mrs. Otero:*

*Thank you very much for giving us the opportunity to participate in the Request for Proposal ("RFP") 2023-PRMP-TR-002 Process for Temporary and Contract Employment Services, under PRMP – Talent Resourcing that will include, but are not limited to, administrative/office support, sales, marketing, customer service and accounting/finance.*

*If you have any questions on the proposal submitted or if you need additional information, please call me at my mobile (787) 445-7591 or (787)758-7700.*

*We are looking forward to becoming to be part of your team and fulfill your staffing needs.*

*Cordially,*

*Monica Quiñones  
SVP Operations  
145-A F.D. Roosevelt Ave.  
3<sup>rd</sup>. Floor, Hato Rey, PR 00918  
787-445-7591  
[mquinones@msssinc.com](mailto:mquinones@msssinc.com)*

**I certify hereon that:**

1. I am the person responsible for completing response to RFP 2023-PRMP-TR-002.
2. All statements and information prepared and submitted in response to this RFP are current, complete, and accurate.
3. Responses meet the requirements of this RFP.
4. MSSS complies with all federal and Commonwealth laws, rules and regulations that are in force currently or anytime during the term of a resulting contract.
5. MSSS acknowledges and accepts that the full response contents and associated documents will become open to public inspection in accordance with the law 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.
6. MSSS is an authorized dealer in good standing of the products and services included in this response.
7. MSSS, any subcontracting partners, and its proposed resources are eligible to participate in this transaction and have not been subject to suspension, debarment, or similar ineligibility determined by any federal, state, or local government 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 describe in Executive Order 13224.
8. MSSS affirms that prior to the award it will have all current approvals, licenses, other qualifications needed to conduct business in Puerto Rico.

**Original Signature:**  **Date:** 7/26/2023

**Name:** Mónica Quinones

**Title:** SVP Operations

**Company Name:** Management Temporary and Contract Employment Service, Inc.

**Physical Address:** Ave. Ponce de Leon Edif. 145-A Hato Rey P.R. 00919

**State of Incorporation:** San Juan

*VENDOR INFORMATION*

**Payment Address:**

<b>Company Name:</b>	Management Temporary & Contract Employment Services, Inc.
<b>Contact Name:</b>	Neida Flores
<b>E-mail:</b>	<a href="mailto:nflores@msssinc.com">nflores@msssinc.com</a>
<b>Title:</b>	Accounts Receivable Adm.
<b>Address:</b>	145-A F.D. Roosevelt Ave. , 3 <sup>rd</sup> . Floor, Hato Rey, PR 00918 PO Box 192392, San Juan, PR 00919-2392
<b>Phone:</b>	787-758-7700

**Legal Notice Address:**

<b>Contact Name:</b>	Ivonna Pacheco , SVP
<b>E-mail:</b>	<a href="mailto:ipacheco@msssinc.com">ipacheco@msssinc.com</a>
<b>Address:</b>	145-A F.D. Roosevelt Ave. , 3 <sup>rd</sup> . Floor, Hato Rey, PR 00918 PO Box 192392, San Juan, PR 00919-2392
<b>Phone:</b>	787-758-7700

## *Executive Summary - Company Overview*

Management Temporary & Contract Employment Services, Inc. also known as MSSS is a human resources consulting firm founded in Puerto Rico in 1982. We specialize in providing customized human resources services to Fortune 500 companies and other organizations in the pharmaceutical, banking, telecommunications, electronics, sales & distribution, manufacturing, and services industries, including the government sector.

We specialize in Recruitment (Direct & Temporary Placement), Training, Organizational Development, Compensation, Outplacement, Outsourcing and HR Strategic Consulting services.

Management Temporary & Contract Employment Services, Inc. is certified by the Puerto Rico Minority Supplier Development Council Business Enterprise and licensed by the Puerto Rico Department of Labor as a Professional Employment Agency.

Our team consists of over 30 full-time professional consultants, recruiters and coaches committed to providing the full spectrum of human resources services. We are honored to provide our clients with value added HR services through friendly, knowledgeable, caring people who are both responsible and flexible. Our reputation and repeat business attests to our excellent track record in delivering on our promise to adapt ourselves to our customers' needs.

Our Mission is to help organizations achieve and maintain a leadership position in the industry by supporting Recruitment, Training, Organizational Development, Outplacement and HR Consulting efforts.

Our Vision is to be recognized as the most talented, knowledgeable, and effecting international company across all Human Resources Functions.

Management Temporary & C.E.S. / MSSS is your One-Stop HR Solutions Company with decades of experience providing the utmost quality of services and delivering value in Puerto Rico, the US Mainland, and the Caribbean.

*Executive Team*

NAME	TITLE
Alma Iris Acosta <a href="mailto:almairis@msssinc.com">almairis@msssinc.com</a>	CEO
Ivonna J. Pacheco, PhD. <a href="mailto:ipachecho@msssinc.com">ipachecho@msssinc.com</a> 787-445-7566	SVP, HR Services & New Business Development Director/Legal Notice Contact
Mónica Quiñones <a href="mailto:mquinones@msssinc.com">mquinones@msssinc.com</a> 787-445-7591	SVP, Temporary Employment Operations Director
Harold L. Nadal <a href="mailto:hnadal@msssinc.com">hnadal@msssinc.com</a> 787-215-3114	SVP, Search & Placement Director
Marirosa Velazquez <a href="mailto:mvelazquez@msssinc.com">mvelazquez@msssinc.com</a> 787-445-6405	HR Manager
Roberth John Santiago <a href="mailto:cparsantiago@gmail.com">cparsantiago@gmail.com</a> 787-642-6492	Accountant, CPA

*Locations in Puerto Rico*

Hato Hey, Corporate Headquarters	Aguadilla Branch
<p>Ms. Wilma Colón Branch Manager <a href="mailto:wcolon@msssinc.com">wcolon@msssinc.com</a> 145-A Suite 3 FD Roosevelt Ave Hato Rey, PR 00918 Tel. (787) 758-7700 Fax. (787) 758-8045 <a href="mailto:mssshatorey@msssinc.com">mssshatorey@msssinc.com</a></p>	<p>Vermarie Rodriguez <a href="mailto:vrodriguez@msssinc.com">vrodriguez@msssinc.com</a> Professional Plaza Local # 7 Carr. # 2 KM 118.9 Barrio Caimital Alto, Aguadilla PR Tel. (787) 882-7750 Fax. (787) 882-7760 <a href="mailto:mssswest@msssinc.com">mssswest@msssinc.com</a></p>

## OUR MANAGEMENT TEAM

### ***Alma Iris Acosta***

#### ***Chairwoman and CEO***

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- Expertise – Professional Recruiting, Start Ups, and Expansions, Business Development and Special Projects
- Over 30 Years of Hands-on Experience in the HR Field
- Leader in the Consulting/Outsourcing Field
- Founded MSSS, Inc. to Support Recruiting Efforts to a Highly Diverse Market Accountable and Committed for Total Customer Satisfaction
- Responsible for Multi-cultural markets such as, but not limited to: Puerto Rico, Dominican Republic, Panama, and United States

### ***Harold L. Nadal Álvarez*** ***SVP, Search & Placement Director***

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With over 17 years in the industry of Human Resources, Harold L. Nadal Álvarez is Senior Vice President and leads the regular and executive recruitment division for MSSS since 2011. Harold has worked with Fortune 500 companies such as Eastman Kodak and Glaxo SmithKline holding management positions both locally and internationally receiving several awards for business development and sales, and contribution to the local industry, including the Ernesto Castillo Award from the Association of Sales and Marketing Executives (SME) and the President's Award of the Association of Industrialists of Puerto Rico (PRMA).

Harold is an active collaborator of the Puerto Rico Manufacturers Association since 2008 being president of the Education Committee on two occasions and member of the Board of Directors of the Metropolitan Region from 2013 to 2017. In addition, he is an active member of the Society for Human Resources Management Puerto Rico Chapter since 2005 and is a part-time professor at the Faculty of Business Administration of the Inter-American University of Puerto Rico, Metro Campus. Harold holds a bachelor's and master's degree in Business Administration and is currently completing a PhD with a concentration in Human Resources. In addition, he has numerous trainings in the areas of executive recruitment, effective negotiation, emotional intelligence, sales, and marketing, coaching and Franklin Covey, among others.

***Ivonna Pacheco, Ph.D.***

***SVP, Human Resources Services Director***

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She holds a PhD in Industrial Organizational Psychology from Carlos Albizu University. Dr. Pacheco has more than 25 years of experience in the areas of Human Resources, Organizational Development, Organizational Efficiency and Strategic Planning. He has held various leadership positions in two of the main banks in Puerto Rico. Since 2009 she has worked as a consultant and executive coach promoting effective organizational development practices to face the current challenges of her clients: executives, entrepreneurs, and work teams in all types of organizations.

His work stands out in the areas of: leadership development, definition and evaluation of competencies, evaluations of competencies for work, evaluation of the environment and organizational culture, selection techniques, interviews focused on behaviors, communication programs with employees, reengineering of processes that impact the employee experience, organizational change, job design and organizational structure, Development of highly effective teams, performance management, human resource management and wellness programs, among others.

It collaborates with professional associations and community-based organizations, including Asociacion de Industriales, Echar Pa'lante, *Puerto Rico Sustainable Development Council*, Colegio de Contadores Públicos Autoradores , SHRM, Iniciativa Comunitaria de Investigación y Mujer Emprende Latina.

***Monica Quiñones Sepulveda***

***SVP, Temporary Employment Operations Director***

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In 1997, she obtained his bachelor's degree in Business Administration, with a concentration in Marketing from the Inter-American University of Puerto Rico, in 2003 he obtained his master's degree in Global Management from the Phoenix University Puerto Rico Chapter.

He began his professional career at Banco Santander where he went through several positions, becoming an International Business Manager in 2002. She accepted a new challenge in her life in 2005 with the recruitment company Adecco PR, as Director of Operations of Puerto Rico, later in 2007 she can lead the Sales and Marketing Division for MSSS. She is currently the SVP of MSSS Operations with responsibility in Puerto Rico, handling the entire business of seasonal and temporary employment, Management Events, and other responsibilities. Among the most significant achievements of Mrs. Quiñones are having been recognized by the President of Banco Santander in 2002, in 2013. She was also recognized by Phoenix University as "Alumni Community Service Award" and in 2015 & 2022 she was recognized by the PRMA as a Service Manager.

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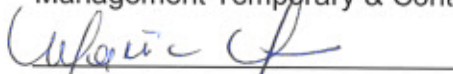
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### *Disclosure of Response Contents*

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.

Management Temporary & Contract Employment Services, Inc.



Monica Quiñones

SVP Operations

145-A F.D. Roosevelt Ave.

3<sup>rd</sup>. Floor, Hato Rey, PR 00918

787-445-7591

[mquinones@msssinc.com](mailto:mquinones@msssinc.com)

## Attachment C: Vendor Qualifications and Experience

### Organization Overview

VENDOR OVERVIEW	
Company Name	Management Temporary & Contract Employment Services, Inc.
Type of Legal Entity	Incorporate
Company Ownership	Private
Number of Full -Time Employees	30 full-time employees
Last Fiscal Year Company Revenue	\$21,055,818.00
Last Fiscal Year Company Net Income	\$31,968.00
Percentage of Revenue from State and Local Government Clients in US and Territories	1.16%
Number of Years In Business	41 years
Number of Years Vendor has been providing the Type of Services Specified in the RFP	41 years
Number of Employees Providing the Type of Services Specified in the RFP	10 full-time employees
Headquarters in the United States and its Territories	San Juan, Puerto Rico
Locations in the United States and its Territories	San Juan , Aguadilla & Miami, Florida

### Current business relationships with Puerto Rico Government:

MSSS currently services the following Puerto Rico Government entities by providing temporary & contract employment services.

#### **AUTORIDAD PARA LAS ALIANZAS PUBLICAS PRIVADAS DE PUERTO RICO:**

Glorisa Cordero – Gerente RH y Relaciones Laborales

787-758-4747 ext.5642

Budget: \$35,000.00

#### **AAFAF:**

Nydia Calderon-Gerente Recursos Humanos

787-722-2525 ext.15557

Budget: \$360,000.00

#### **DDEC:**

Cynthia Marrero y Glorisa Cordero – Gerente RH y Relaciones Laborales

787-758-4747 ext. 5642

Budget: \$200,000.00

*Vendors References*

Vendor Information				
<b>Vendor Name:</b> Management Temporary & Contract Employment Services, Inc.		Contact Name:	Mrs. Monica Quiñones	
		Contact Phone:	787-758-7700	
Customer Information				
<b>Customer Organization:</b> Claro		Contact Name:	Mr. Fredy Martinez	
		Contact Title:	Manager HR	
<b>Customer Address:</b> 1515 Av. Franklin Delano Roosevelt, San Juan, Guaynabo 00920		Contact Phone:	787-706-6300	
		Contact Email:	<a href="mailto:Fredy.martinez@claropr.com">Fredy.martinez@claropr.com</a>	
<b>Total Vendor Staff:</b>	Over 200 employees			
<b>Objectives:</b>				
Recruiting sales, customer services, and other administrative positions				
<b>Description:</b>				
Contract Temporary Personnel – Sales Force				
<b>Vendor's Involvement:</b>				
Key Staff				
Name: Glenda Rivera		Role: HR Recruiting		
Name: Vermarie Rodriguez		Role: HR Consultant		
Measurements:				
Estimated Costs:		Actual Costs:		
Reason(s) for change in cost:				
The information requested is a confidential between client and provider				
Original Value of Vendor's Contract:		Actual Total Contract Value:		
Reason(s) for change in value:				
The information requested is a confidential between client and provider				
Estimated Start and Completion Dates:	From:	2000	To:	Current

Actual Start and Completion Dates:	From:	Current	To:	Current
Reason(s) for the difference between estimated and actual dates:				
<b>Customer Information</b>				
<b>Customer Organization:</b> Crowley		Contact Name:	Mr. Enrique Figueroa	
		Contact Title:	Regional Director	
<b>Customer Address:</b> Carretera 165 KM 2.4 Edificio 13, 00965		Contact Phone:	787-729-1048	
		Contact Email:	<a href="mailto:Enrique.Figueroa@crowley.com">Enrique.Figueroa@crowley.com</a>	
<b>Total Vendor Staff:</b>	<b>Over 100 employees</b>			
<b>Objectives:</b> Recruiting personnel				
<b>Description:</b> Temporary Personnel – Warehouse and Administrative				
<b>Vendor's Involvement:</b> Key Staff				
Name: Glenda Rivera		Role: HR Recruiting		
Name: Wilma Colón		Role: HR Consultant		
<b>Measurements:</b>				
Estimated Costs:		Actual Costs:		
Reason(s) for change in cost: The information requested is a confidential between client and provider				
Original Value of Vendor's Contract:				
		Actual Total Contract Value:		
Reason(s) for change in value: The information requested is a confidential between client and provider				
Estimated Start and Completion Dates:				
		From:	2000	To: Current
Actual Start and Completion Dates:				
		From:	Current	To: Current
Reason(s) for the difference between estimated and actual dates:				

Customer Information				
<b>Customer Organization:</b> Amgen		<b>Contact Name:</b> Janet Morales Aponte		
		<b>Contact Title:</b> Operations Manager   External Workforce Center PR (EWCPR)		
<b>Customer Address:</b> Carr 31 Km 24.4, Juncos, Puerto Rico 00777.		<b>Contact Phone:</b> 787-729-1048		
		<b>Contact Email:</b> <a href="mailto:Janmoral@amgen.com">Janmoral@amgen.com</a>		
<b>Total Vendor Staff:</b>	Over 100 employees			
<b>Objectives:</b> Recruiting personnel				
<b>Description:</b> Temporary Personnel – Associate Manufacturing, Administrative, Engineering, and others				
<b>Vendor's Involvement:</b>				
Key Staff				
Name: Leylanie Rivera		Role: HR Recruiting		
Name: Wilma Colón		Role: HR Consultant		
Measurements:				
<b>Estimated Costs:</b>		<b>Actual Costs:</b>		
Reason(s) for change in cost: The information requested is a confidential between client and provider				
<b>Original Value of Vendor's Contract:</b>		<b>Actual Total Contract Value:</b>		
Reason(s) for change in value: The information requested is a confidential between client and provider				
<b>Estimated Start and Completion Dates:</b>	<b>From:</b>	2000	<b>To:</b>	Current
<b>Actual Start and Completion Dates:</b>	<b>From:</b>	Current	<b>To:</b>	Current
Reason(s) for the difference between estimated and actual dates:				

*Attachment D: Vendor Organization and Staffing*

Name	Proposed Role	Experience in Proposed Role
<b>Mónica Quiñones</b>	SVP Operations Overview all Project	Over 15 years
<b>Wilma Colón</b>	Branch Manager- Supervisor all Project and personnel	Over 20 years
<b>Yareli Rosado</b>	Talent Search	5 years
<b>Glenda Rivera</b>	HR Consultant & Recruiting	Over 15 years

*Staffing*

- Mónica Quiñones, SVP Operations, expertise is to clearly understand the clients' objectives and identify the top candidates to achieve these.
- Wilma Colon, Branch Manager, this dedicated professional goes the extra mile to ensure the team is proactively managing the accounts/clients requests thus obtaining positive feedback from these.
- Glenda Rivera, HR Consultant. Over 20 years of experience in recruitment and HR services. This fast, proactive professional is truly what any HR department needs in the recruitment department.

**PRMP Staff**

MSSS will need for the PRMP to designate a key staff member as a primary contact for MSSS to work with.

**Vendor Key Staff Roles and Responsibilities**

Vendor Role	Qualifications	Responsibilities
<p>Alma I. Acosta Country Manager &amp; Owner</p>	<p>Expertise – Professional Recruiting, Start Ups, and Expansions, Business Development and Special Projects</p> <p>Over 30 Years of Hands-on Experience in the HR Field</p> <p>Leader in the Consulting/Outsourcing Field</p> <p>Founded MSSS, Inc. to Support Recruiting Efforts to a Highly Diverse Market</p> <p>Accountable and Committed for Total Customer Satisfaction, Responsible for Multi-cultural markets such as, but not limited to: Puerto Rico, Dominican Republic, Panama, and United States</p>	<p>CEO -Management Temporary &amp; Contract Employment Services</p>
<p>Ivonna Pacheco Lead Staffing Specialist</p>	<p>Studies: PH.D. Industrial Organizational Psychologist</p> <p>Years of experience:15 years</p> <p>Knowledge: recruiting, HR Management-Quality of Service, design and establish telephone and internet process, consulting &amp; benefits administration and disability and others...</p> <p>Certifications: Psychologist, SHRM, American Psychological and PR Psychological Association</p> <p>"Iniciativa Comunitaria" &amp; PRMA member</p>	<ul style="list-style-type: none"> <li>• Management and human resource</li> </ul>
<p>Mónica Quiñones Client Account Director</p>	<p>Studies master's degree International Management</p> <p>Years of experience. 15 years</p> <p>Knowledge: operational strategies.</p> <p>Events Coordinator. Arrange and organize participation in business activities.</p> <p>Created and implemented a new global image on the PR market.</p> <p>Certifications: PRMA &amp; SHRM Member – Social Responsibilities "Capitulo de la Mujer Industrial"</p>	<ul style="list-style-type: none"> <li>• Overview the project &amp; operational strategies for the recruiting the personnel.             <ul style="list-style-type: none"> <li>• Create Job Fairs</li> </ul> </li> </ul>

Yareli Rosado Talent Acquisition	Studies. Bachelor's degree Human Resource Years of experience. 5 Years Search & Recruiting Personal	<ul style="list-style-type: none"> <li>• Expert in Job Fairs</li> </ul>
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Vendor Role	Qualifications	Responsibilities
	Certifications. Any other relevant information.	
Glenda Rivera Talent Recruiting	Studies. Bachelor's degree Human Resource Years of experience. 20 years Expert in search & recruiting personnel SHRM member	<ul style="list-style-type: none"> <li>• Screening process and interview</li> <li>• Responsible for the onboarding documents &amp; administrative the personnel record.</li> </ul>
Wilma Colón Resource	Studies. Bachelor's degree Human Resource Years of experience. 20 years Management, Search & Placement, Recruiting	<ul style="list-style-type: none"> <li>• Manager the project and second recruiting and back up personnel</li> </ul>
Miguel Rodriguez Payroll Officer	Studies: Bachelor's degree Accounting Years of experience. 15 years Knowledge. Payroll Officer – Process and Manager	<ul style="list-style-type: none"> <li>• Responsible of the payroll process</li> </ul>
Neida Flores A/R officer	Studies: Bachelor 's degree Accounting Years of experience 3 years Knowledge accounts receivable and invoiced process	<ul style="list-style-type: none"> <li>• Responsible for the invoiced accounts receivable process</li> </ul>



# IVONNA J. PACHECO, PH.D.

San Juan, PR 00926 | [ijpacheco@aol.com](mailto:ijpacheco@aol.com) | 787-404-8917

## SKILLS & ABILITIES |

Trained and experienced industrial organizational psychologist with professional achievements in organizational development, organizational effectiveness, training, leadership development and executive coaching, human resources, and total quality systems

## EXPERIENCE **SENIOR VICE PRESIDENT- MSSS**

FROM JUNE 2013 TO PRESENT

Responsible for organizational development and human resources consulting division, executive coaching, and HR Director and new business development responsibilities at MSSS.

## **SENIOR VICEPRESIDENT- IKON SOLUTIONS**

FROM AUGUST 2009 TO JUNE 2013

In charge of the Recruitment, Consulting and Benefits Administration and Disability Management Divisions and HR. Project Manager for School Improvement Grant Projects.

## **SENIOR VICEPRESIDENT - SANTANDER PUERTO RICO FROM DECEMBER 1990 TO AUGUST 2009**

HR Director, Member of the Executive Management Team, Quality of Service Director and design and establishment of the telephone banking and internet banking business units.

## **ORGANIZATIONAL DEVELOPMENT SPECIALIST- BANCO POPULAR PUERTO RICO FROM JUNE 1986 TO DECEMBER 1990**

Design and administration of employee engagement surveys, administration of management feedback system (360o) and coordination of employees' communications and wellness programs.

## EDUCATION |

### **UNIVERSIDAD CARLOS ALBIZU, SAN JUAN, PR**

PH.D. INDUSTRIAL ORGANIZATIONAL PSYCHOLOGIST

Doctoral dissertation about leadership styles and employee's engagement.

### **UNIVERSIDAD DE PUERTO RICO – RECINTO DE RIO PIEDRAS, SAN JUAN, PR**

BACHELOR'S IN ARTS, MAJOR IN PSYCHOLOGY

Magna cum Laude Graduate

## LEADERSHIP |

Licensed Psychologist in Puerto Rico

Member of the Society of Human Resources Management (SHRM)

Member of the American Psychological Association and Puerto Rico Psychological Association

Director of the board of the Puerto Rico Manufacturers Association 2017 - 2019

Director of the board of Iniciativa Comunitaria de Investigación

## REFERENCES |

**UPON REQUEST**

# Harold L. Nadal Álvarez

**SALES & BUSINESS DEVELOPMENT – OPERATIONS MANAGEMENT - EXECUTIVE RECRUITMENT - HUMAN RESOURCES**

STRATEGIC BUSINESS ANALYSIS & PLANNING	TALENT SOURCING & EVALUATION	LOCAL & INTERNATIONAL MARKETS
SALES/MARKETING DIRECTION & INITIATIVES	FORECASTING & PROFIT OPTIMIZATION	CLIENT RELATIONS & DEVELOPMENT
NEEDS ANALYSIS & CUSTOMER INSIGHT	CONSUMER PACKAGED GOODS	STRATEGIC ALLIANCES BUILDING

## **CORE COMPETENCIES:**

- Business Acumen:** Strong assessment skills and macro vision for assertive decision-making and strategy development including new market penetration, new distribution channels, enhanced products and services, pricing, and process improvement.
- People Development:** Effective influencing and leading people exposing their knowledge, maximizing potential and visibility within the organization, and transforming them into future leaders.
- Enriched Communications:** Foster effective communication with stakeholders underpinning value propositions that leverage competitive advantage leading to mutually beneficial agreements. Fully Bilingual: English and Spanish.

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## **PROFESSIONAL EXPERIENCE**

MSSS – Management Search & Supporting Services 2011 - Present

### **Senior VP- Search & Placement Division / DR / Miami Operations**

Direct the Search & Placement Division in Puerto Rico and offices in Miami, FL providing professional recruitment and human resources advice to consumer products companies, banking, manufacturing, insurance, and other major industries. Plan and execute strategies to develop new markets, enhance customer relationships and provide first rate service overcoming continuously changing market trends and aggressive competition. Support Temporary and Consulting business units by serving as trainer and consultant for key HR projects. Lead a team of search consultants and report directly to the CEO.

- Attracted and negotiated contracts with major international and local corporations: Coca-Cola, Edwards Lifesciences, United Technologies, BD, Baxter, Jones Lang LaSalle, Airmaster and others.
- Active collaborator in the JLL- J&J transition in 2022 completing all deliverables on time.
- Successfully reactivated dormant accounts representing incremental revenues from 2012 to 2020.
- Stabilized DR Operations and developed new accounts: METRO, WireCard, Grant Thornton.
- Key collaborator in gaining new accounts in the manufacturing and services sectors for 2013- 2023.
- Achieved consistent annual volume increases directly supporting Act 60 companies (2016-present).

Management Recruiters of Puerto Rico 2005 - 2011

### **Vice-President - Recruitment**

Managed major recruitment efforts for clients primarily in the manufacturing sector in Puerto Rico and abroad; executed and monitored annual business plan, annual customer strategic plans, performance indicators and client negotiations; reported to company President.

- Refocused target market and organized manufacturing services division to maximize market opportunities resulting in double digit revenue increases from 2006 -2010.
- Signed agreement with a major-medical device manufacturer (Medtronic) which represented over \$150K in recruitment fees in 2009.

Glaxo Smith Kline 2003 - 2005

## Sr. Sales Leader

Piloted sales and marketing strategies including advertising and budgets for consumer products trade sales in key clients including Walmart, Kmart, Sam's Club, and Walgreens, among others. Prepared annual customer strategic plans and metrics led and mentored sales team to overcome market challenges and meet corporate objectives. Responsible for \$10MM in revenue and 20 sales representatives; double reporting to GM and Sales Director.

- ☑ Standardized pricing, improved market credibility and merchandising coverage exceeding sales targets by 10%.
- ☑ Restructured merchandising territory coverage increasing customer satisfaction levels by 15%.
- ☑ Collaborated in the creation of the Annual Business Plan and interfaced with product marketing for new product launches and special events.

Management Recruiters of Puerto Rico

2001 -2003

## Senior Key Account Manager

- ☑ Assumed newly created role creating customized strategies for the manufacturing sector and initiated several business development initiatives.
- ☑ Established solid relationships with key clients and negotiated contracts with major corporations: Becton Dickinson, Johnson & Johnson, and Hamilton Sundstrand.

Kodak Caribbean Ltd.

1992 – 2000

## Country Business Manager- Puerto Rico and Dominican Republic (1998 – 2000)

Formulated and executed sales and marketing strategies for the Consumer Imaging Division in PR & DR. Responsible for \$35MM in revenue and 20 associates. Led the salesforce and marketing specialists, including on-the-job training, field coaching and defined incentives and motivational programs.

**Channel Manager- PR, Central America & North Andes Operations (1996 – 1998) Senior Account Manager – US National Accounts (1994 – 1996) Sales Supervisor (1992 – 1994)**

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## AWARDS/RECOGNITIONS

- PRMA President's Award 2017
- MRI President's Club 2007-2008,
- GSK Corporate Goal Awards 2003-2004
- SME Ernesto Castillo Sales Team Award 2004
- Eastman Kodak Regional Sales Awards, 1997, 1998, 1999

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## EDUCATIONAL BACKGROUND

Inter-American University of PR, Metro Campus- **40 credits toward a PhD in Human Resources**

Inter-American University of PR, Metro Campus – **Master of Business Administration**

Inter-American University of PR, Metro Campus – **BA in Business Administration**

*Hundreds of hours devoted to ongoing professional development - workshops and seminars including:*

MRI Certified Key Account Manager \*\* Franklin Covey- 7 Habits, 8<sup>th</sup> Habit

Category Management, Atlanta, GA \*\* AC Nielsen Category Management, San Juan, PR

Successful Negotiation Skills, Miami FL

Key Account Management Planning Process & Effective Presentations, Miami, FL \*\*

Intactix Planogram Software, Atlanta, GA

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## PROFESSIONAL AFFILIATIONS

Inter-American University of Puerto Rico- School of Management and Economics, Associate Professor (2019 – pres.)  
Iniciativa Comunitaria (nonprofit organization)- Board Member, VP, and Incoming President (Aug '23) 2021- present

Puerto Rico Manufacturers Association, Associate Director, Metro Region, HR Committee Member 2017- pres.  
Puerto Rico Manufacturers Association- Board Member, Director- San Juan Metro Region 2013 – 2017  
Puerto Rico Manufacturers Association- President, Education Committee 2009-2011  
Society for Human Resources Management- PR & US National chapters- Active Member  
NSHMBA- Active Collaborator

## *Attachment E: Mandatory Specifications*

### *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 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.

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Initial

### *Mandatory Requirements*

Vendors must provide a response to each of the following mandatory requirements. Vendor responses will then be verified by the PRMP in order to establish and maintain compliance between the PRMP and the Talent Resourcing vendor. The first section requires initialing and narrative explanation, while the second section requires initialing but does not require narrative explanation.

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

**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

- The vendor must agree that the PRMP retains ownership of all data, procedures, applications, licenses, and materials procured or developed during the contract period.



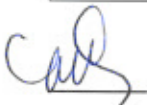
Initial

**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.

**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	MSSS also known as MSSS is a human resources consulting firm found in PR in 1982. We specialize in providing customized human resources services to Fortune 500 companies and other organizations
Possesses all applicable licenses, certificates, permits, or other authorizations required by governmental authorities	Yes	MSSS has all applicable licenses, certificates, permits or other authorizations required by governmental authorities
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	MSSS has provided contact information for 6 clients that can provide details on their experience with us.



Initial

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.

Management Temporary and Contract Employment, Inc.

(Company)

Monica Johnson, SVP Operations

(Representative Name, Title)

(787) 445-7591

(Contact Phone/Fax Number)

## Attachment F: Requirement Traceability Matrix Workbook

		Vendor Response		
REQ #	Requirement Description	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	We try to replace the employee in the within five days if the client responds and interview the candidates quickly and before the time frame.	
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 contact 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.	Clarified	Depends the causes that PRMP removed the contact employee. This situation must be view case by case.	
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.	Clarified	The Company not supervised the personnel. We can responsible for third personal actions.	
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	Error and Omissions Professional Liability is only depends the business and amount for that	
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		



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
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
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
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
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
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
7	The vendor must provide monthly reports identifying the current status of the Talent Resourcing activities.	Yes
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

*Attachment G: Response to SOW*

1. Approach to Business Specifications

- 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 always maintaining, suitable minimum coverage, and all payroll taxes.

MSSS certifies 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 always maintaining, suitable minimum coverage, and all payroll taxes.

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

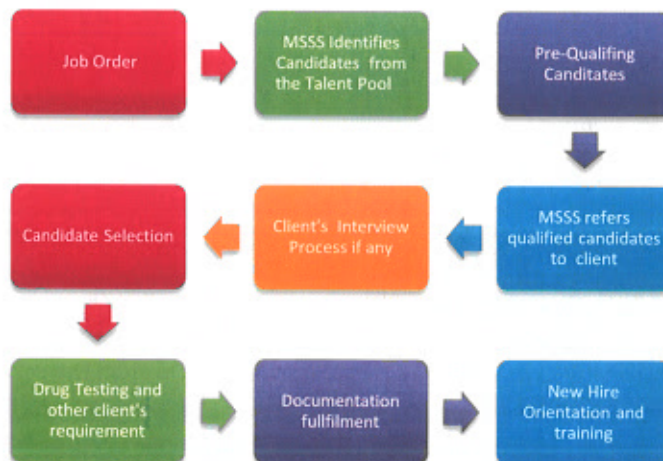
Management Temporary & Contract Employment Services, Inc. will provide Temporary & Contract Employment as requested from the Puerto Rico Medicaid Program.

Our Temporary & Contract Employment Division carefully screens and personally interview and assess every candidate referred, assuring they meet a high level of professional standards according to our clients' requirements. We place candidates that possess the appropriate blend of knowledge, skills, attitude, experience, and commitment.

Over the past three decades we have placed many thousands of permanent and temporary employees at all levels understanding that our success can only be achieved by focusing on our clients' success which is the foundation for a win-win long-term business partnership.

- 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

The following chart illustrates the recruitment process.



MSSS designated team validates all job descriptions and clarify requirements and time frame expectations with your authorized representative.

We will use different sources to attract qualified and interested candidates. These are:

1. Company Website & social media
2. Online Job Boards including, Indeed, LinkedIn and Clasificados PR
3. Employee/Client Referrals
4. Colleges and Academic Institution
5. Puerto Rico Department of Labor and Municipal Consortiums

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

We provide our personnel with a healthy work environment and as a result, MSSS has an exceptionally low turnover of less than 5%. Some of the reasons that separate MSSS from other providers (besides competitive salaries) are:

- Our open-door policy, where employees feel comfortable to reach management.
- Parking space
- Performance bonus when applicable.
- Christmas Bonus

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

Upon identifying potential candidates, we will follow a detailed screening process using a structured interview process, including behavioral and traditional methods, gathering information and documentation that back up the candidate's credentials and qualifications (E- Verify, criminal records, Office of Foreign Assets Control (OFAC) Specially Designated Nationals List, among other requirements. All applicants will be registered in a designated and auditable project logbook that will include:

1. Date of Application / Direct Contact
2. Town and Place of Residence (for Section 3 compliance)
3. Level of Education
4. Area of Expertise / Years of Experience
5. Contact information.

Our screening process and staffing plan will guarantee an effective and efficient process by focusing on:

- Matching candidate qualifications and skills with each job.
- Administering specific and customizable assessments depending on job function which can include personality, attitude, work ethic, sense of urgency, teamwork, and other competencies.
- Identifying the Top Three (3) for each position.
- Providing advice and motivating candidates to participate in the process.

- Referring candidates without regard to national origin, sex, religion, color, age, etc.
- Validating previous employment and professional references.
- Submitting candidates with their respective resumes, summary of qualifications and confirmation of motivation and commitment to participate in the process with full knowledge of the roles and responsibilities, target compensation and other critical data.
- Coordinating and scheduling required interview process steps as indicated by the authorized representative or hiring authority designated by the Puerto Rico Medicaid Program.
  - Interview process is determined by HR Consultant base and job positions requirements and qualifications.
- Coaching candidates and providing feedback during each step of the interview process; address and clarify concerns with the Puerto Rico Medicaid Program if required.

Each consultant assigned to the project will assume the ownership of specific positions and will act as facilitator and liaison between the candidates and the Puerto Rico Medicaid Program from the initial contact to the first day on the job, including post hiring communication to validate adaptability and motivation.

**MSSS assumes its responsibility to fully comply with the statutes, rules and regulations pertaining to Equal Employment Opportunity. No employee will ever be discriminated against age, race, sex, sexual identity or orientation, color, religion, marital status, national origin, or disability in accordance with all government mandated regulations and forms.**

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

Different types of assessments serve many different purposes. MSSS partners with client to implement a wide range of assessment tools align to your business strategies and objectives.

1. Hard skill assessments

- These typically test an individual's knowledge of technical and administrative procedures. For example, a hard skills assessment might look at how well someone can use MS Word, or how well she understands some rules or regulations.
- Hard skills are relatively easy to observe, quantify, and measure. And it's generally easy to train people in hard skills; very little "unlearning" is required because hard skills don't typically involve behaviors that have been developed over many years.

2. Soft skill assessments

- Soft skill assessments measure how people learn and think. These typically evaluate behavior, personality, attitude, preferences, personal integrity, communication style, leadership and/or management aptitude and style.

- Soft skills are more difficult to observe, quantify, and measure than hard skills. Our personalities form early as a result of our upbringing and environment. Our behaviors are often deeply ingrained, making soft skills much more difficult to learn as well as to “unlearn.”
  - For this reason, organizations will often make selection decisions based on people’s soft skills – and then provide the necessary hard-skills training.
3. Job performance assessments
    - These typically come in three types: 180 degree, involving feedback from oneself and one’s direct reports; 360 degree, involving feedback from supervisors and peers, as well as direct reports and oneself; and customer loyalty assessments in which one’s customers provide feedback.
  4. Job-matching assessments
    - These typically measure a person’s potential for success in a particular job. The individual’s cognitive abilities, interests, motivations, and behavioral traits are quantitatively assessed, scored, and compared against the organization’s top performers.
    - In this process, professionals use a consistent language to discuss and evaluate talent across the entire organization.
- g. Describe the company onboarding process.

**Pre-Boarding:**

- Employee application signed
- Worker Screening:
  - Verified High School Diploma or GED
  - Verified previous worker assignment

**On-Boarding:**

- E-Verified
- Drug Test and Background if applicable
- Employee Company Brochure
- Alcohol and Drug Free Policy
- Safety Policy
- Harassment Free Workplace Policy
- Violence Prevention Policy
- Id- access card
- Social Security and/or Passport Evidence
- Logins
- Welcome e-mail

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

MSSS has an excellent record with current and past clients in placing 95% of long and short terms temporary assignments with human resources that are highly qualified and compromised.

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

We maintain an ongoing recruitment process to attract the best candidates. Our vast recruiting network helps us identify and keep a competitive pool of qualified candidates and the 30+ years of experience in the market gives us the insight to fully understand key position requirements and potential transferable skills and competencies across a broad range of industries and businesses.

1. Banking, Financial and Insurance Services
2. Manufacturing and Engineering
3. Telecommunications
4. Pharmaceutical & Medical Devices
5. Consumer Products & Services
6. Construction and Building Materials
7. Wholesale / Retail
8. Hospitality / Tourism
9. Sales & Marketing
10. Media / Entertainment

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

Section	Response
Overtime pay	All overtime hours worked by temporary employees are to be paid at 1 ½ times the regular hourly rate
Vacation days	Accrual vacations for the first year of employment is at the rate of 1/2 day for each month in which the employee works at least one hundred (130) hours. Between the first to fifth year the rate is ¾ day for each month and then according to the Law
Holiday pay (federal and state)	Paid by client.
Sick pay	Accrual vacations for the first year of employment is at the rate of 1 day for each month in which the employee works at least one hundred (130) hours. After one year of employment, the rate is 1 day for each month.
Funeral pay	3 days
Maternity pay	8 weeks
SINOT	As per commonwealth of Puerto Rico law
Emergency pay (natural disasters, catastrophic events, etc.).	Base on client policies and procedure
Medical Insurance	Optional paid by employee
Any other benefits	N/A

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

MSSS will pay employees on a by weekly basis. Direct Deposit is available for all employees.

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.

MSSS use a tool to register temporary employees working hours. This friendly software allows employees register effectively their attendance through various types of data collectors: PC- fingerprint readers as well as self service via an intranet.

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

MSSS does not have a procedures and policies, but we have a Business Continuity Plan including work from home policies.

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

As part of the management staff assigned to your company, you will have access to a designated Account Manager, as well as to MSSS Director. The dedicated structure assigned to your operation is prepared to meet and exceed your specific service level requirements.

MSSS prides itself in having a hands-on philosophy, where all levels of management are directly involved in the day-to-day operation and are accessible to our clients. Furthermore, we provide and foster mutual collaboration that propitiates that your goals and interests are always top priority.

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

MSSS reconciles payables/receivables and billing errors monthly and or based on accorder terms.

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

MSSS will notified PRMP by e-mail communications and or phone.

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.

MSSS strives to exceed industry standards and set the bar higher. It is our vision and mission that your company's image is enhanced because of the service we deliver. We produce custom-tailored reports to your specific need, so you can measure all metrics within your service, and track results in a timely manner.

- Weekly Reports,
- Monthly Report (summary and accumulation of Absences, Overtime, and Tardiness, and or
- Trimester Reports

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

Our broker is Caribbean Prime Insurance and billing charges at cost.

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

MSSS response minimum is 72 working hours on completing ordering subject to client's response to screening candidates.

t. Provide the company's business work hours.

MSSS business work hour is Monday through Friday 8:00am to 6:00pm

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

MSSS does not subcontractors any other company to fill niche or hard to fill positions.

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

MSSS does not affiliation, partnership, or direct access to other staffing company

w. Describe the company's performance appraisal.

MSSS welcomes receiving clear, action-oriented feedback from our clients, for such reasons we embrace monthly performance reviews with our clients, where we present results and discuss any improvement opportunities, goals, and team members responsibility compliance.

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.

MSSS will embrace recruiting any existing employee under the actual talent resourcing company, that PRMP understands appropriate. MSSS understand this is a good time to review and evaluate employee records and performance for screening prior to transferring.

Employee accrued benefits will not be honored at MSSS and all of them begin with a new employee contract, and they accumulate benefits from the MSSS hired date.

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

All of them begin with a new employee contract, and they accumulate benefits from the MSSS hired date.



*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.

1. Title Page

The vendor should review Attachment H: Terms and Conditions Response, signing each provided signature block using blue ink 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 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 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.**

*Mónica Quirón*      *Mónica Quirón*      *7/26/2023*  
-----  
Printed Name/Signature of Authorized Personnel      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.**

*Mónica Quirón*      *Mónica Quirón*      *7/26/2023*  
-----  
Printed Name/Signature of Authorized Personnel      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.

Mónica Espinosa [Signature] 7/26/2023  
Printed Name/Signature of Authorized Personnel Date

MSSS affirmative and 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 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.**

Monica Quintana            7/26/2023  
Printed Name/Signature of Authorized Personnel      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.

**Not applicable**

***Exceptions***

**Not applicable**