

**CARIBBEAN TEMPORARY SERVICES, LLC.**  
**TECHNICAL PROPOSAL**  
**2023-PRMP-TR-002**



**GOBIERNO DE PUERTO RICO**  
**Departamento de Salud**  
**Programa Medicaid**

**San Juan, Puerto Rico**  
**July 2023**



**Caribbean Temporary Services, LLC.**

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## Authorized Signature



The vendor should include the following cover letter, signed in blue ink by an authorized signatory legally binding the vendor and include it in the labeled "Original Proposal."

The vendor should provide the following information regarding the person responsible for completing the vendor response. This person should also be the person the PRMP should contact for questions and/or clarifications.

Name	Bárbara González	Phone	787-208-9131
Address	1431 Ponce de León Ave. Suite 701	Fax	787-620-0699
	San Juan, PR 00909	Email	<a href="mailto:barbara.gonzalez@ctspr.com">barbara.gonzalez@ctspr.com</a>

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.

In addition to providing a signature to 6: *Disclosure of Response Contents* in this section, failure to sign the Submission Cover Sheet or signing it with a false statement shall void the submitted response or any resulting contracts.

	
Original signature of Signatory Authorized to Legally Bind the Company	Date

Name (Typed or Printed)	Rose M. Villamil Durand
Title	President
Company Name	Caribbean Temporary Services, LLC.
Physical Address	1431 Ponce de León Ave. Suite 701 San Juan, PR 00909
State of Incorporation	Puerto Rico

## Vendor Information

The vendor should complete the following information in the subsections below:

- Primary point of contact for any questions pertaining to the vendor's payment address.
- Address to which the PRMP should send legal notices for any potential future agreements.

### 2.1 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:	Joany González	Title:	Billing and Collections Manager
Address:	1431 Ponce de Leon Ave. Suite 701		
City, State, and ZIP Code:	San Juan PR 00909		
Phone:	787-620-5500 ext. 9810	Fax:	787-622-6660
Email:	<a href="mailto:Joany.gonzalez@ctspr.com">Joany.gonzalez@ctspr.com</a>		

### 2.2 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:	Glenda Burgos	Title:	General Manager
Address:	1431 Ponce de Leon Ave. Suite 701		
City, State, and ZIP Code:	San Juan PR 00909		
Phone:	787-615-2144	Fax:	787-620-0698
Email:	<a href="mailto:Glenda.burgos@ctspr.com">Glenda.burgos@ctspr.com</a>		

## Executive Summary

This section should be a brief (one to three page) summary of the key aspects of the vendor's technical proposal. The executive summary should include an overview of the vendor's qualifications; approach to delivering the services described in the RFP; time frame for delivering the services; the proposed team; and the key advantage(s) of the vendor's proposal to the PRMP.

**Response:** Caribbean Temporary Services, LLC. (CTS) is a local company established by Tere Durand Manzanal in 1983, with the mission of providing ample job opportunities while contributing to meet the growing needs of business in Puerto Rico for quality personnel. Her daughters, Xiomara Villamil and Rose Villamil, have led the company since 2007, managing to raise our customer portfolio, quality standards and exceeding industry expectations, preserving CTS as one of the most prestigious temporary employment and staffing agency in Puerto Rico. In June 2017, Xiomara and Rose acquired CTS to take to the next level the successful service that the company has provided for forty years.

As a company established in Puerto Rico, we understand the pulse of the competitive business landscape and we are experts in creating solutions to support your collective goals. We have extensive experience working with local and international companies and take pride in providing expert advice and contributing to our client's short and long-term success.

CTS will be facilitators in recruiting and managing temporary employees. With over 40 years of experience Screening, identifying candidates, interviewing, recruiting, and administrating temporary employees and their payroll for many organizations in Puerto Rico, CTS proposes complete management for temporary employees working for PRMP, starting with identifying and recruiting temporary employees to fulfill operations needs to manage their payroll, providing reports as needed and serving as trusted partners to PRMP.

### How we support you?

Our key success factors help you exceed expectations and results. Here's how:

- Our commitment is to develop a trustworthy, solid, mutually beneficial business relationship.
- We have four regional branches and a satellite office strategically located to provide service throughout the entire island.
- We manage and have experience with various Vendor Management Systems Providers.
- We have extensive experience providing orientation to our employees on occupational risks and responses to occupational health and safety incidents.
- We identify your needs and create quick and strategic solutions.

### Our expertise

- Recruitment - Our continuous search for qualified candidates allows you to find the right employee quickly.
- Evaluation and screening – We use various tools to identify the candidate with the combination of skills, attitude, and abilities that are tempered to your needs and expectations.
- Hiring – We are responsible for the hiring process and renewal of employment contracts.
- Payroll and Benefits – We process payroll and handle benefits, taxes, and obligations in accordance with local and federal laws.

To provide the best recruitment service for the PRMP, **CTS** will have a team of trained professionals who will become an extension of your Human Resources team to help you find the right talent at all levels. This team comprises the Branch Manager, Supervisors, Accounts Executive, Human Resources Officers and Analysts, HR Coordinators, Payroll and File Officers, Customer Service, and Messengers.

PRMP will have a trusted partner in CTS and immediate attention to all recruitment and staffing needs. Our commitment is to support aspects of PRMP operations with our recruitment, management of temporary personnel and maintenance of the relationships between temporary employees, agency and PRMP.

## 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.

CTS, LLC

(Company)

Rose M. Vieffaint - President

(Representative Name, Title)

787-620-5500 / 787-620-0698

(Contact Phone/Fax Number)

7/26/2023  
(Date)

## Attachment C: Vendor Qualifications and Experience

This section will provide instructions to vendors to complete information required for the organizational overview, corporate background, experience in the public sector, and certifications.

### Organization Overview

This section of the vendor's technical proposal should include details of the vendor and subcontractor overview. The vendor's technical proposal should include organization overview, corporate background, vendor's experience in the public sector, and certifications.

#### 1.1 Organization Overview

Provide all relevant information regarding the general profile of the vendor.

**The vendor is not to change any of the pre-filled cells in the following tables.**

**Table 6: Vendor Overview**

Vendor Overview	
Company Name	CARIBBEAN TEMPORARY SERVICES, LLC.
Name of Parent Company (If Applicable)	Caribbean Temporary Services Holdings, LLC.
Industry (North American Industry Classification System [NAICS])	561320
Type of Legal Entity	Limited Liability Company - LLC
Company Ownership (e.g., Private/Public, Joint Venture)	Private
Number of Full-Time Employees	
Last Fiscal Year Company Revenue	
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	40 years
Number of Years Vendor Has Been Providing the Type of Services Specified in the RFP	40 years

Number of Employees Providing the Type of Services Specified in the RFP	
Headquarters in the United States and its Territories	CTS' headquarters are in 1431 Ponce de León Avenue in Santurce, San Juan, Puerto Rico.
Locations in the United States and its Territories	CTS has four regional branches that forms a network of services to all parts of the island: Santurce (metro and northeast region), Barceloneta (north & central regions), Las Piedras (east and southeast regions) and San Germán (west & southwest regions). CTS also recently inaugurated a satellite office in Salinas to benefit employees and candidates from the southern and central area of Puerto Rico.

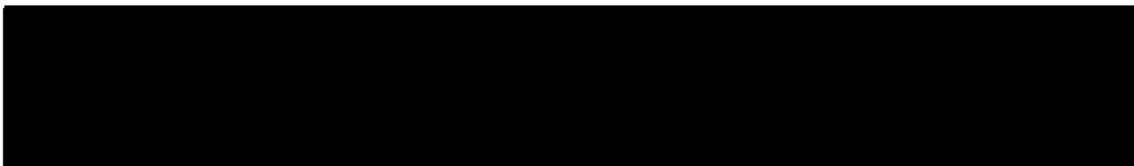
### Existing Business Relationships with Puerto Rico

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.

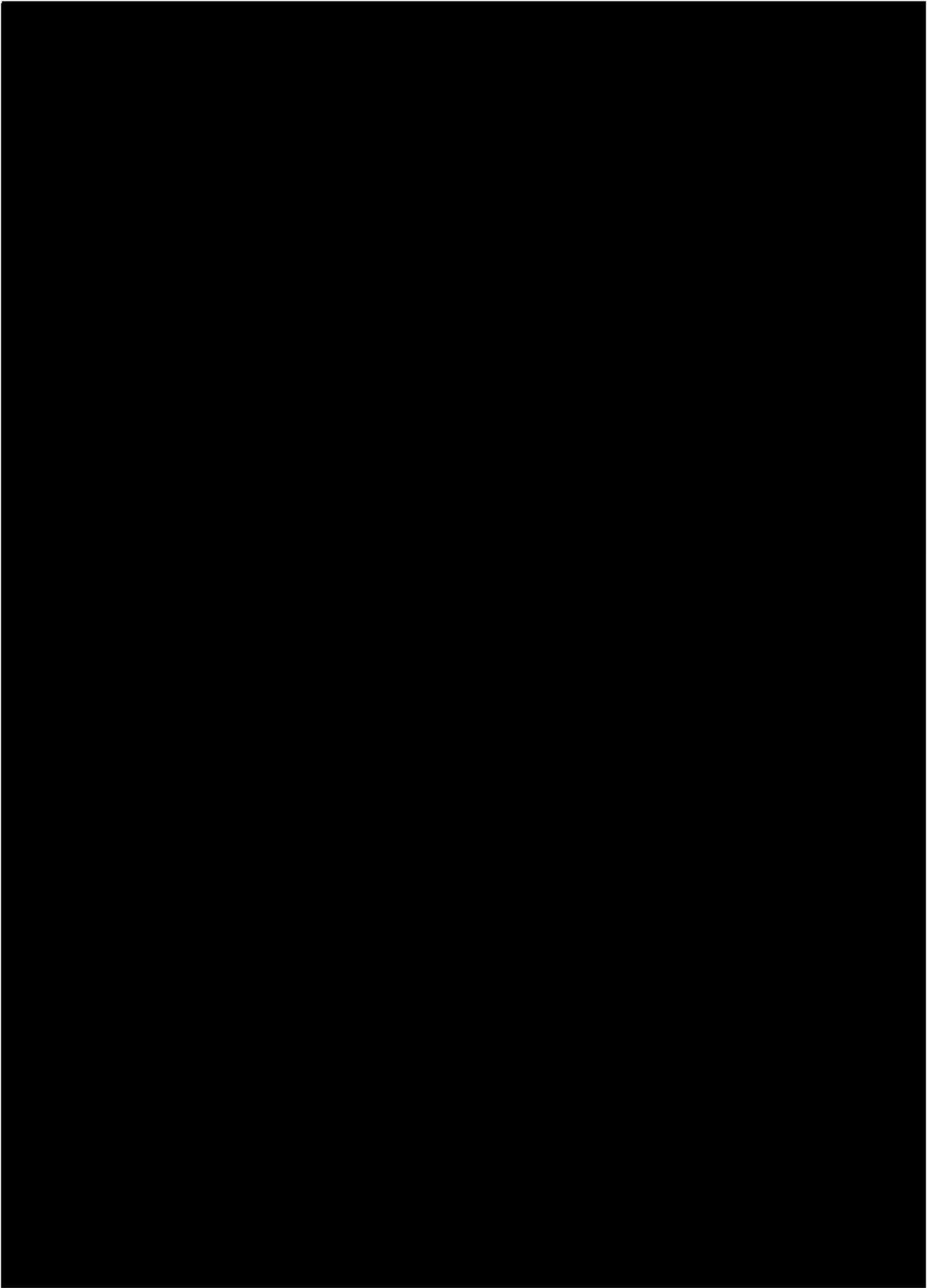


### Business Disputes

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.



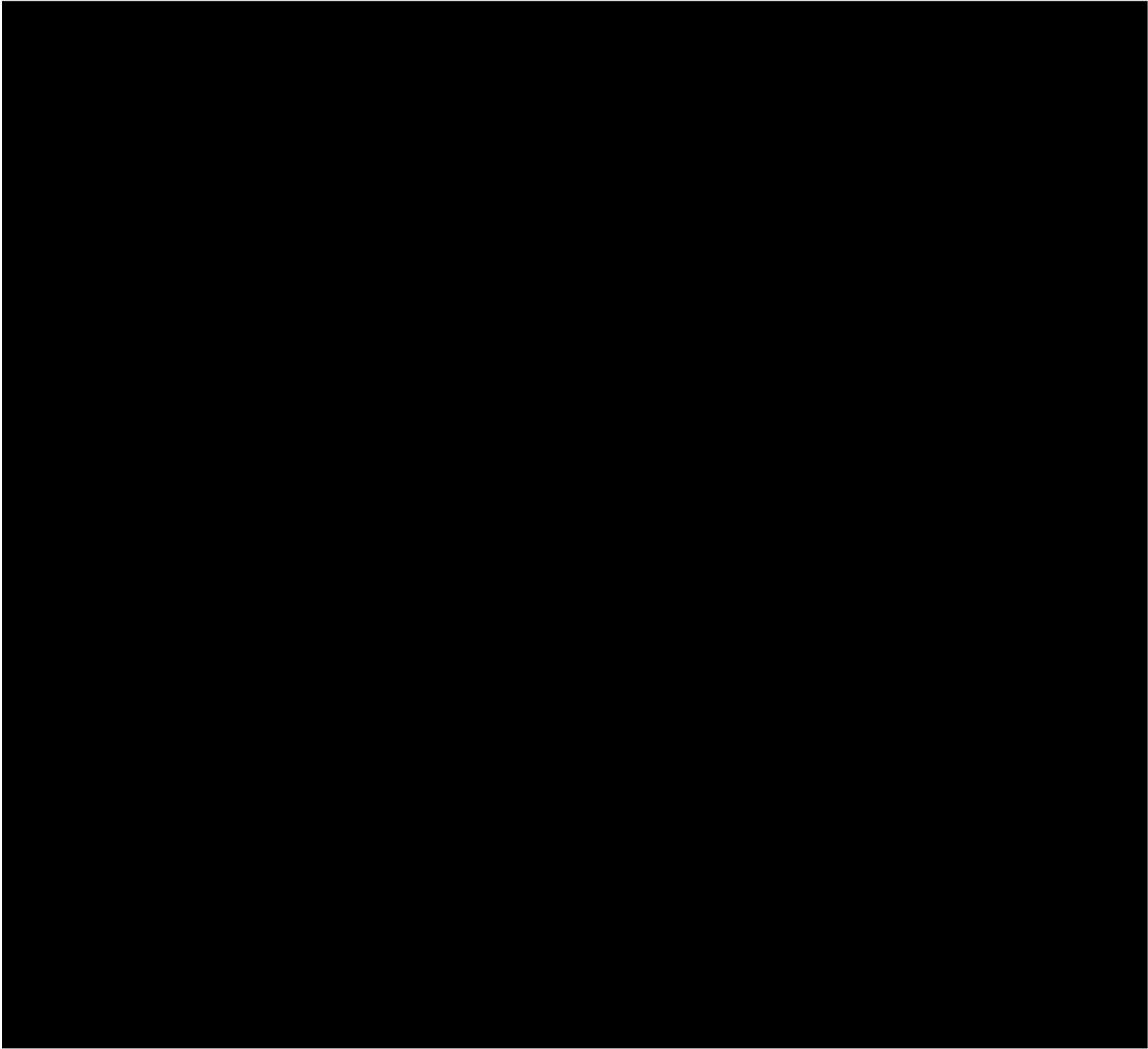




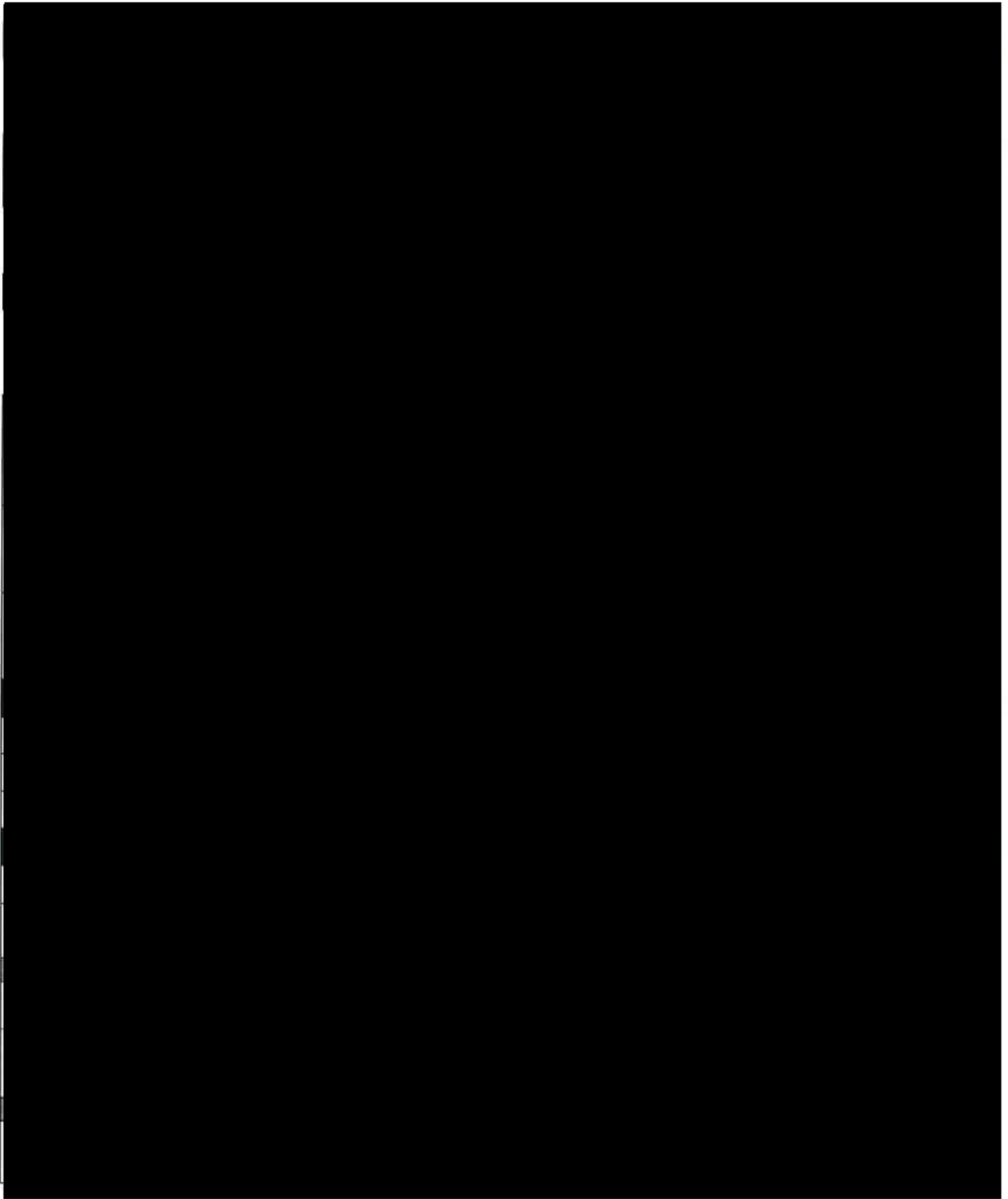


## References

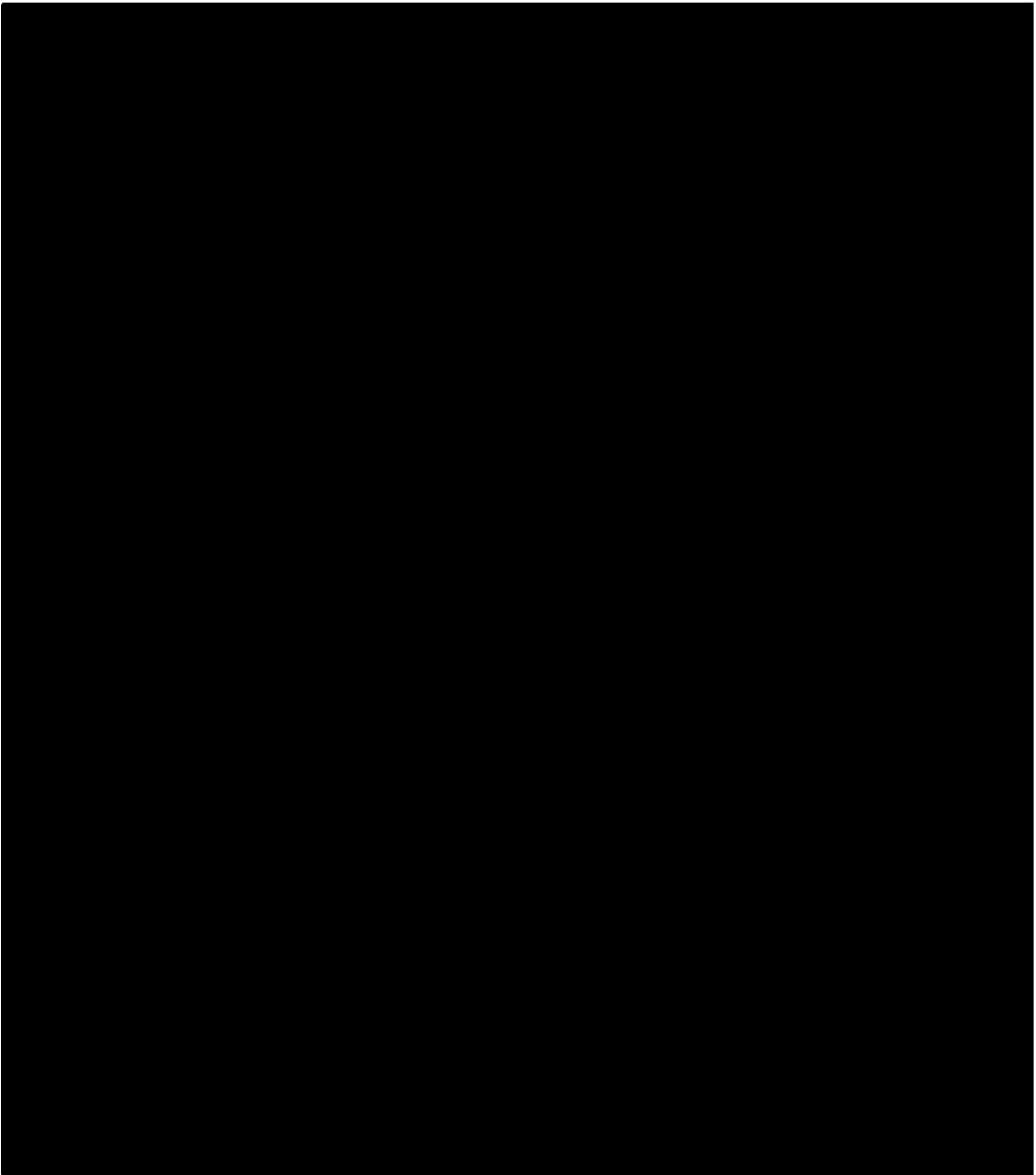
The vendor must provide references for similar services provided in the past. The PRMP may conduct reference checks to verify and validate the past performance of the vendor and its proposed subcontractors.

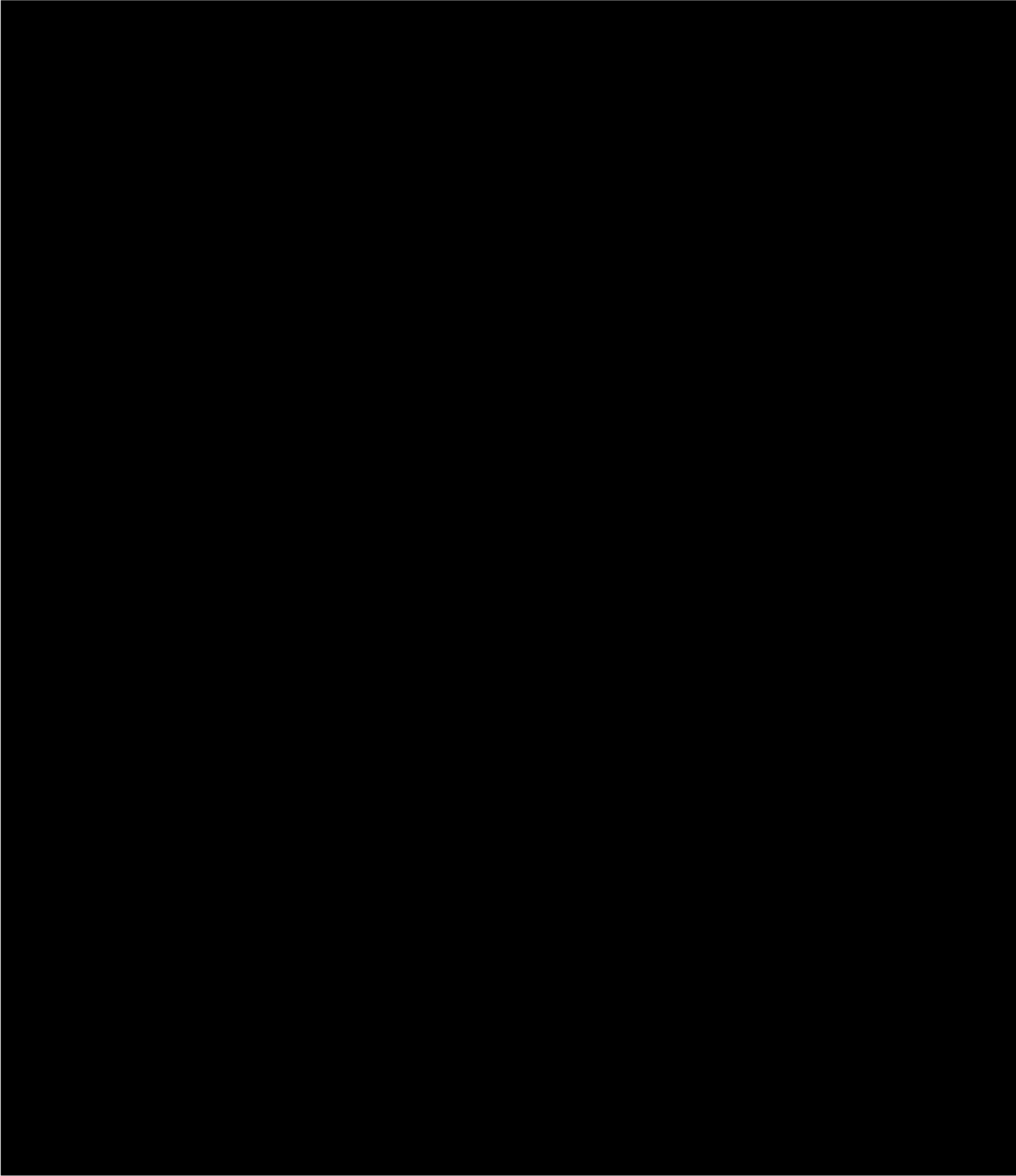














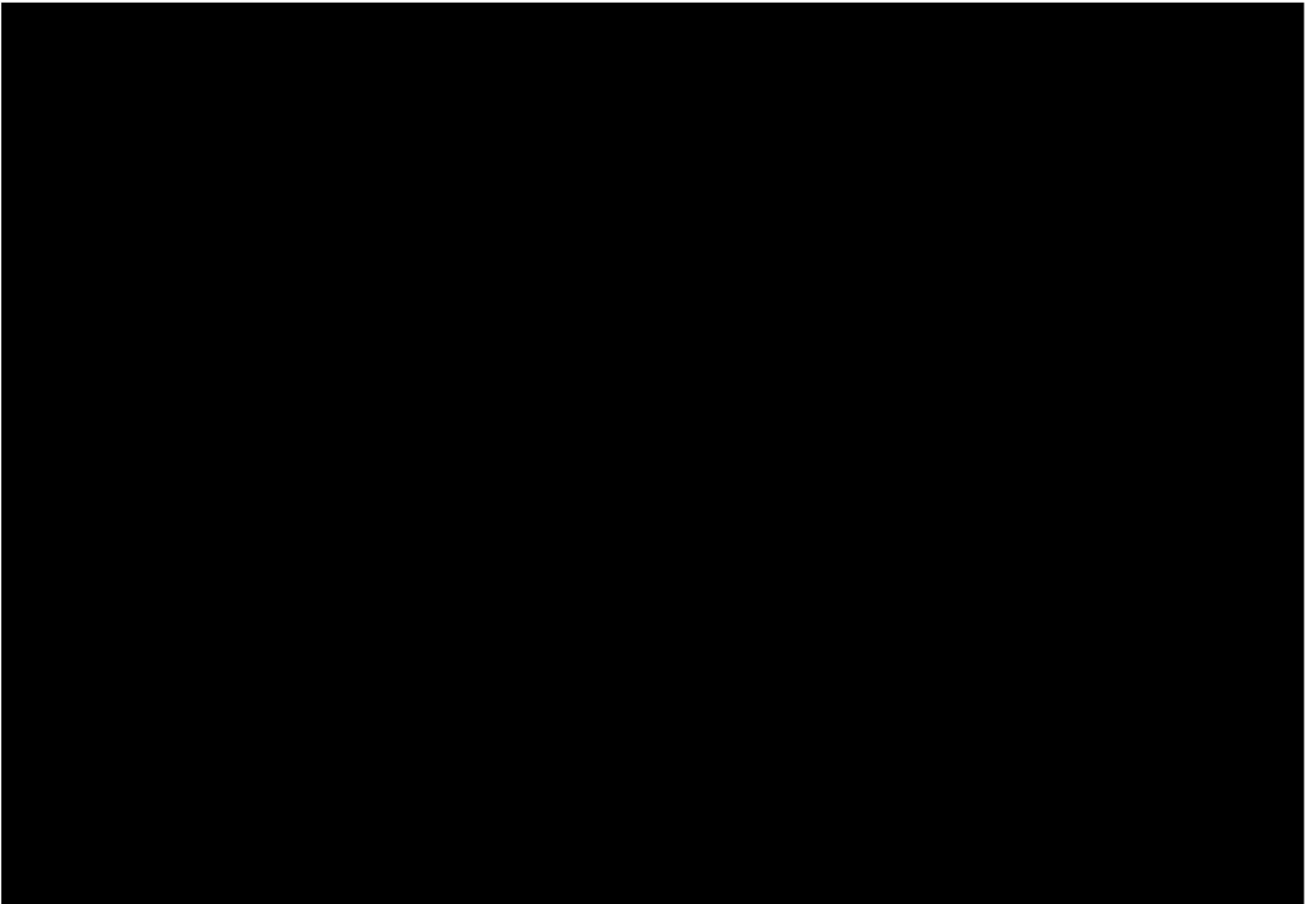


## Attachment D: Vendor Organization and Staffing

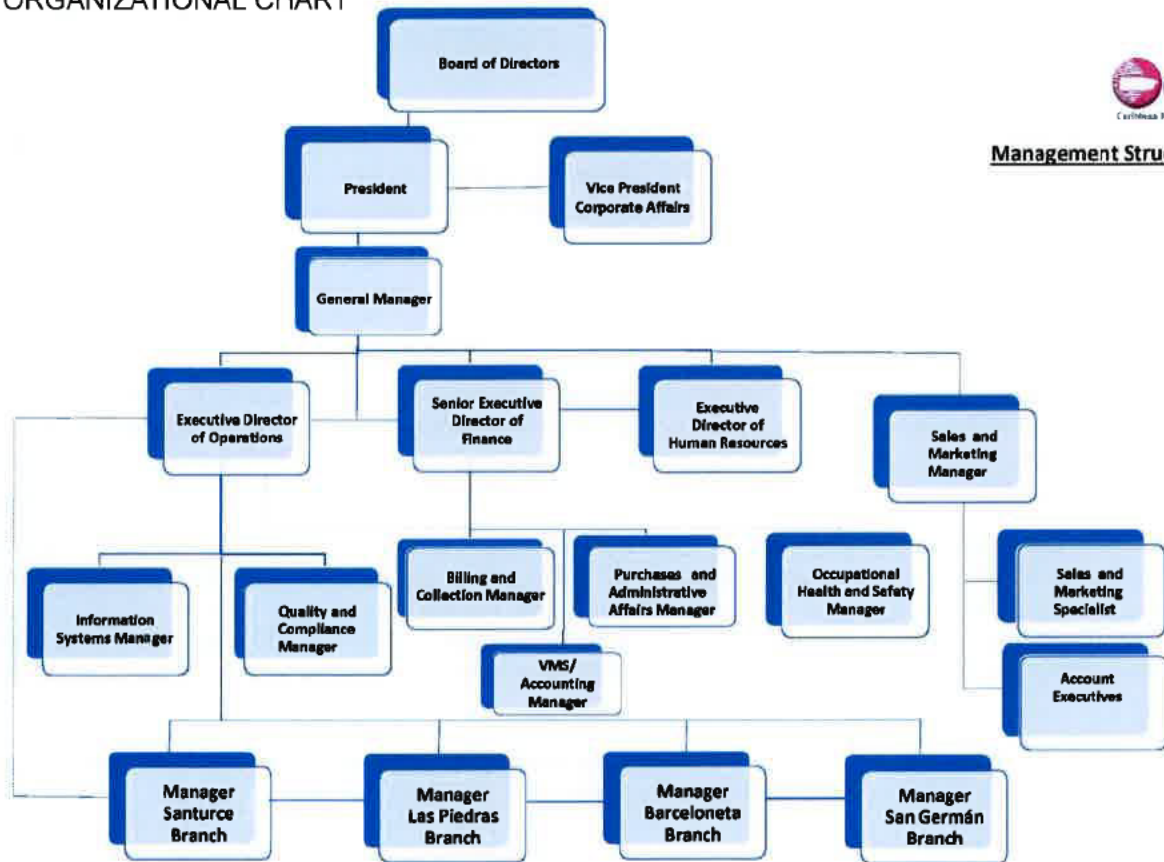
This section will provide instructions to vendors to submit their approach to staffing for the Talent Resourcing contract using **Attachment D: Vendor Organization and Staffing**.

**Instructions:** Staffing strategies are to be employed by the vendor to help ensure all specifications, outcomes, and service levels are met to the satisfaction of the PRMP. The evaluation of the vendor's staffing approach shall be based on the ability of the vendor to satisfy the SOW, outcomes, and requirements stated in this RFP. Therefore, the vendor should present detailed information regarding the qualifications, experience, and expertise of key staff and an Initial Staffing Plan.

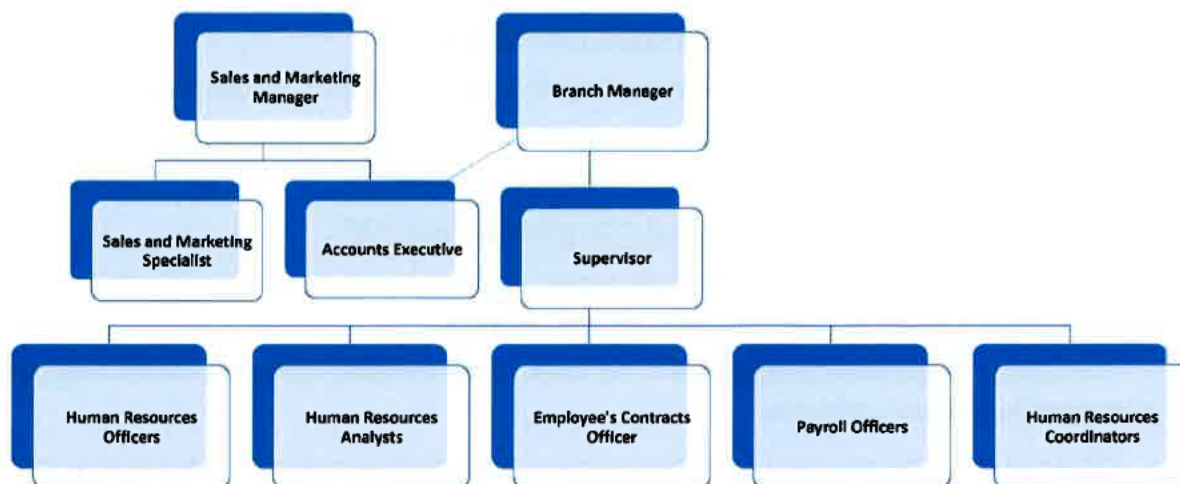
For ease of formatting and evaluation, **Attachment D: Vendor Organization and Staffing** provides the required outline for the vendor's response to staffing. The vendor's response to the following should not exceed 10 pages, excluding key personnel resumes and the forms provided in this attachment.



## ORGANIZATIONAL CHART



Management Structure Chart



Description of how the prime vendor will manage any subcontractor partnership including but not limited to the performance standards in place between the prime and subcontractor, if applicable.

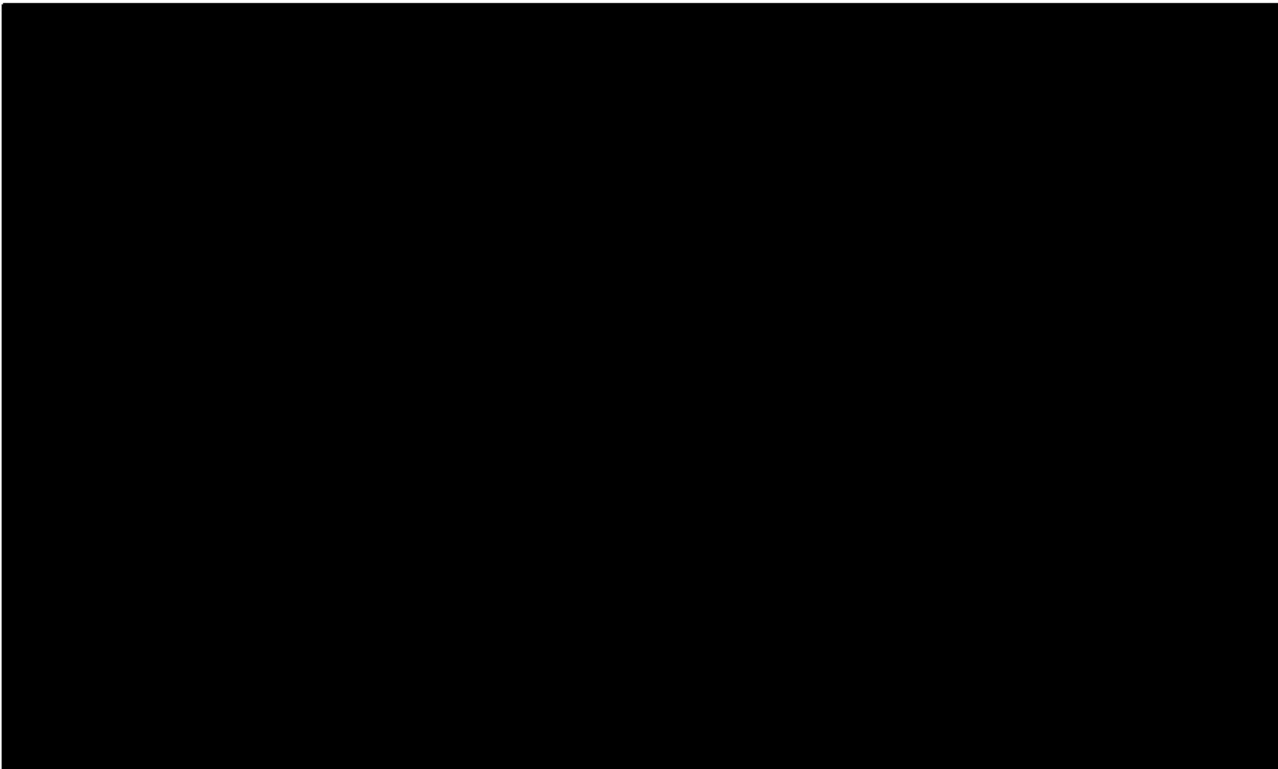
**Response:** Not applicable. CTS successfully manages all our local customers without the need to subcontract to any other company. If needed, CTS outsource background check and pre-assignment drug test to ensure a transparent process.

## 2. 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. Specifically, the vendor should address the following:

- The key PRMP roles necessary to support the requirements and scope of work.
- The nature and extent of the PRMP support required in terms of staff roles and percentage of time available.
- Assistance from the PRMP staff and the experience and qualification levels of required staffing.

The PRMP may not be able or willing to provide the additional support the vendor lists in this part of its Proposal. The vendor, therefore, should indicate whether its request for additional support is a requirement for its performance. If any part of the list is a requirement, the PRMP may reject the vendor's proposal if the PRMP is unwilling or unable to meet the requirements.



### 3. Key Staff, Resumes, and References

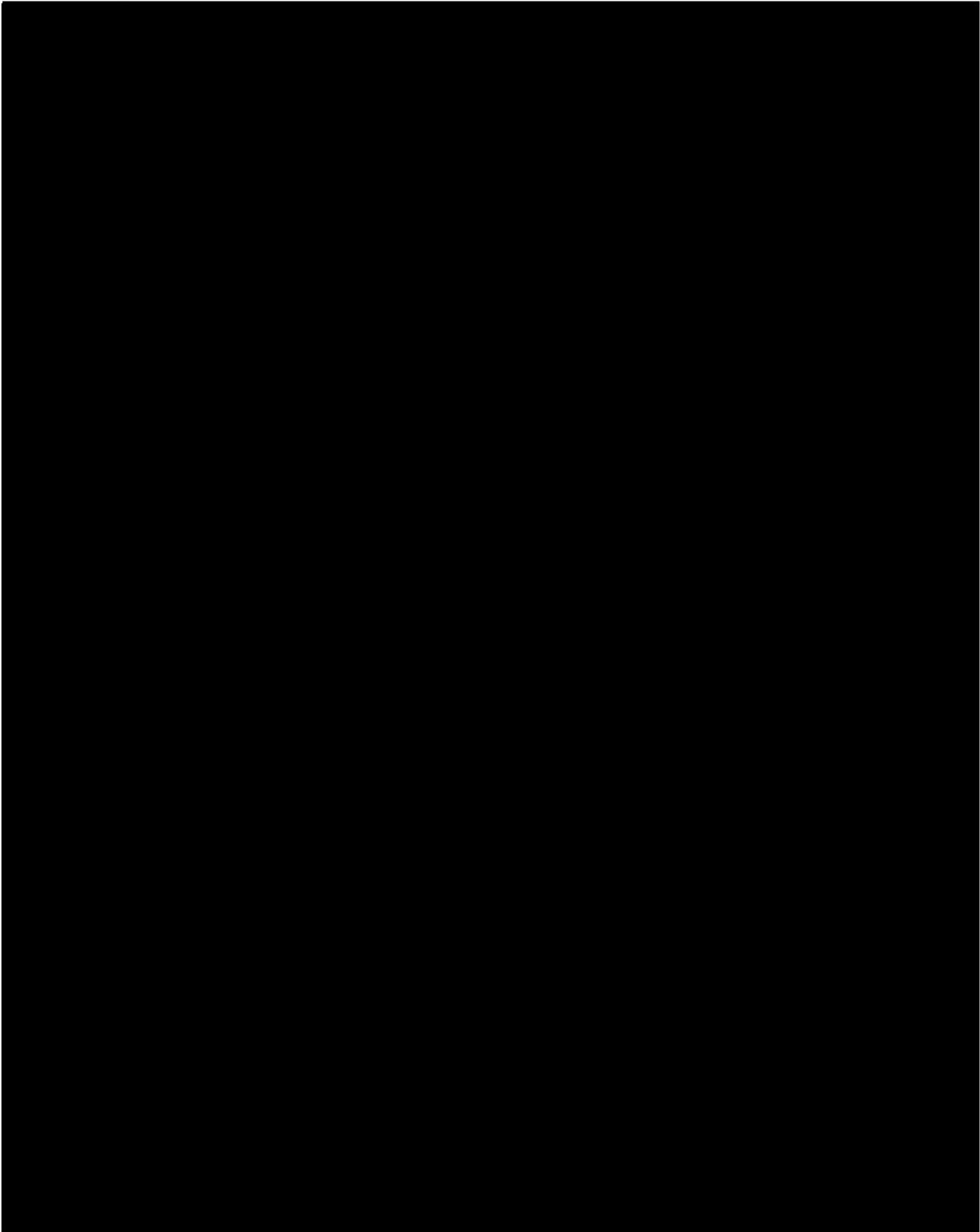
Key staff consist of the vendor's core management team for this engagement. These resources are responsible for providing leadership and creating the standards and processes required for the Talent Resourcing services. Resumes for key staff named in the vendor's proposal should indicate the staff's role and demonstrate how each staff member's experience and qualifications will contribute to this vendor's success.

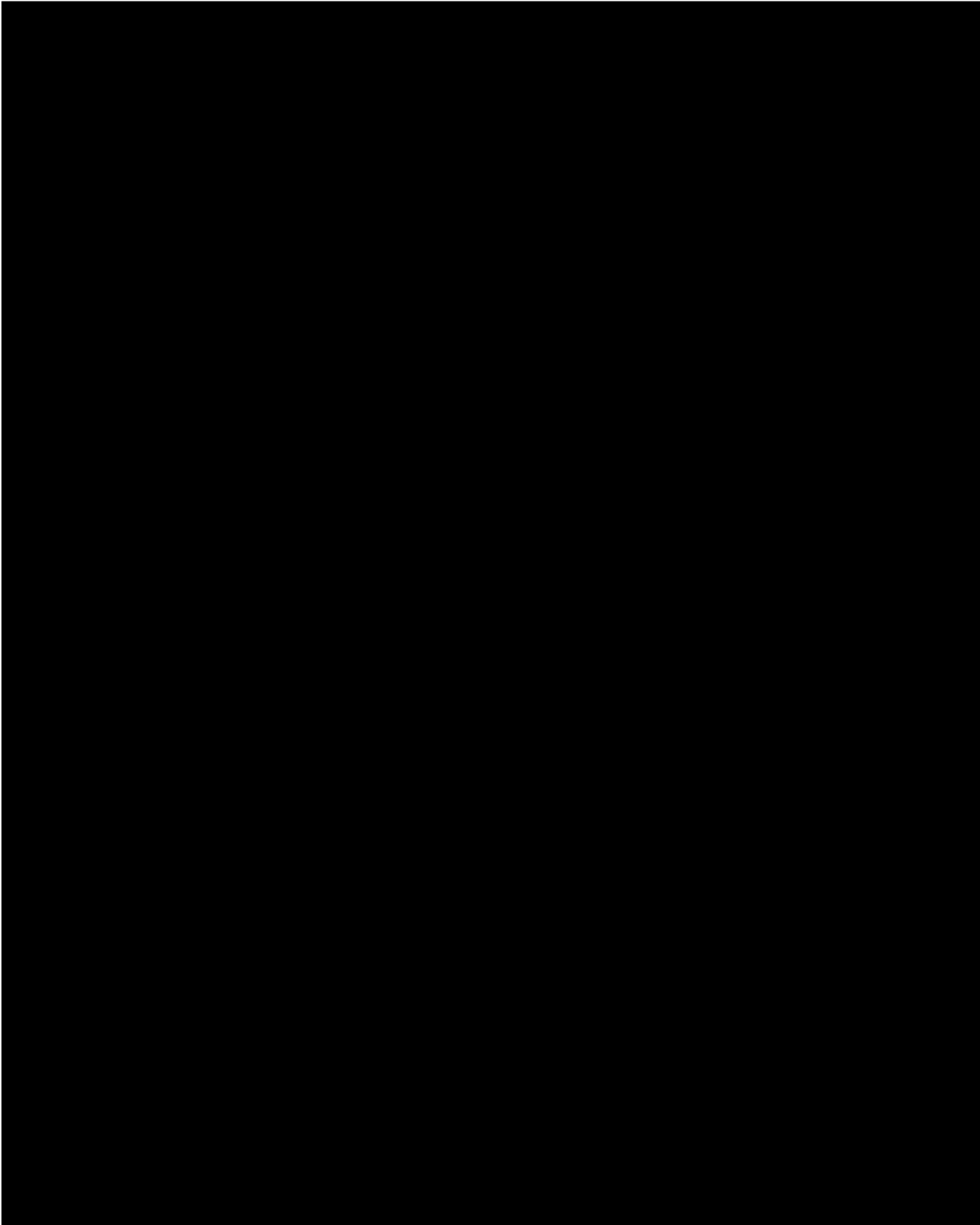
The experience and responsibilities for each key staff role are defined in **Appendix 2: Key Staff Qualifications, Experience, and Responsibilities**

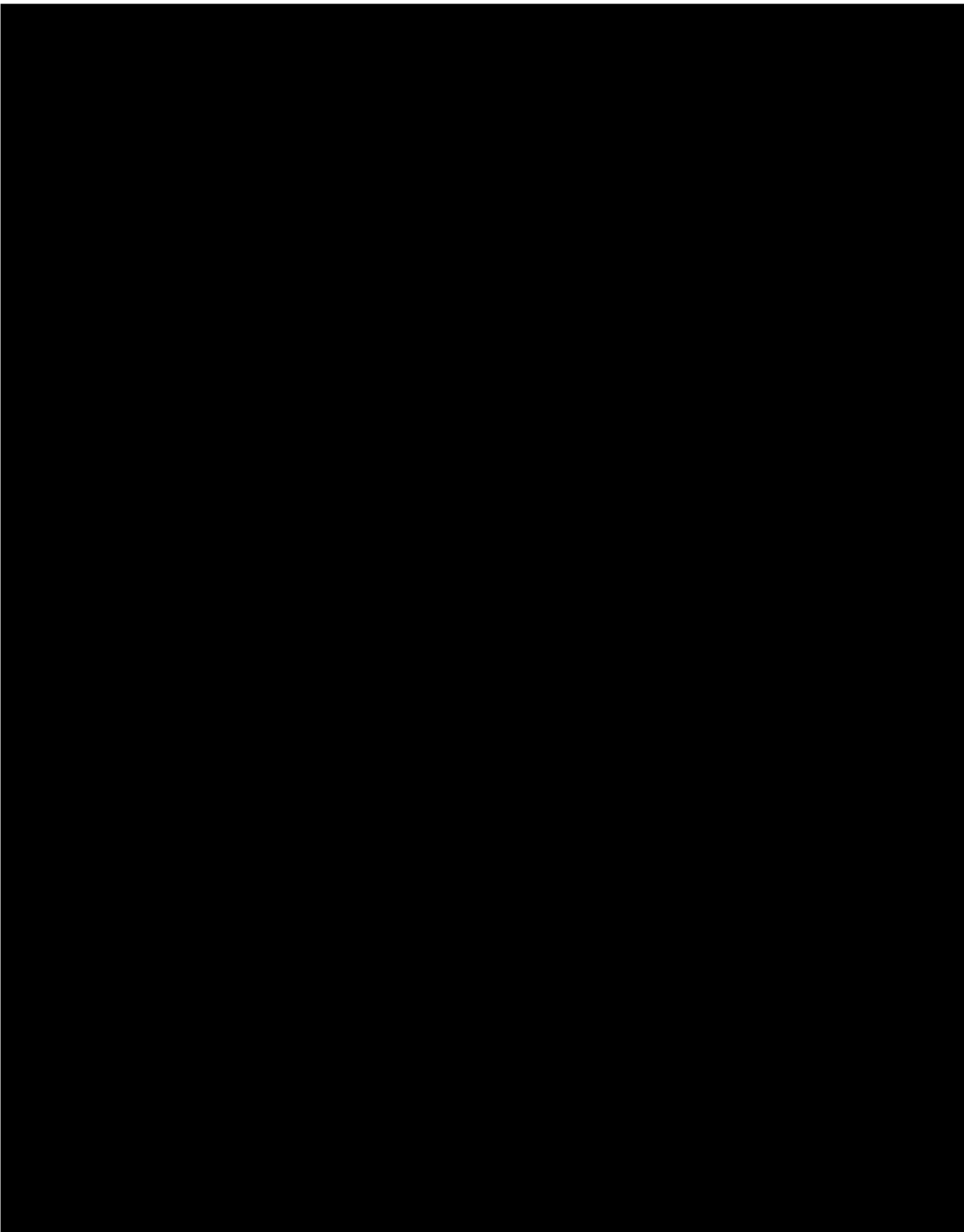
#### 2.1 Resumes

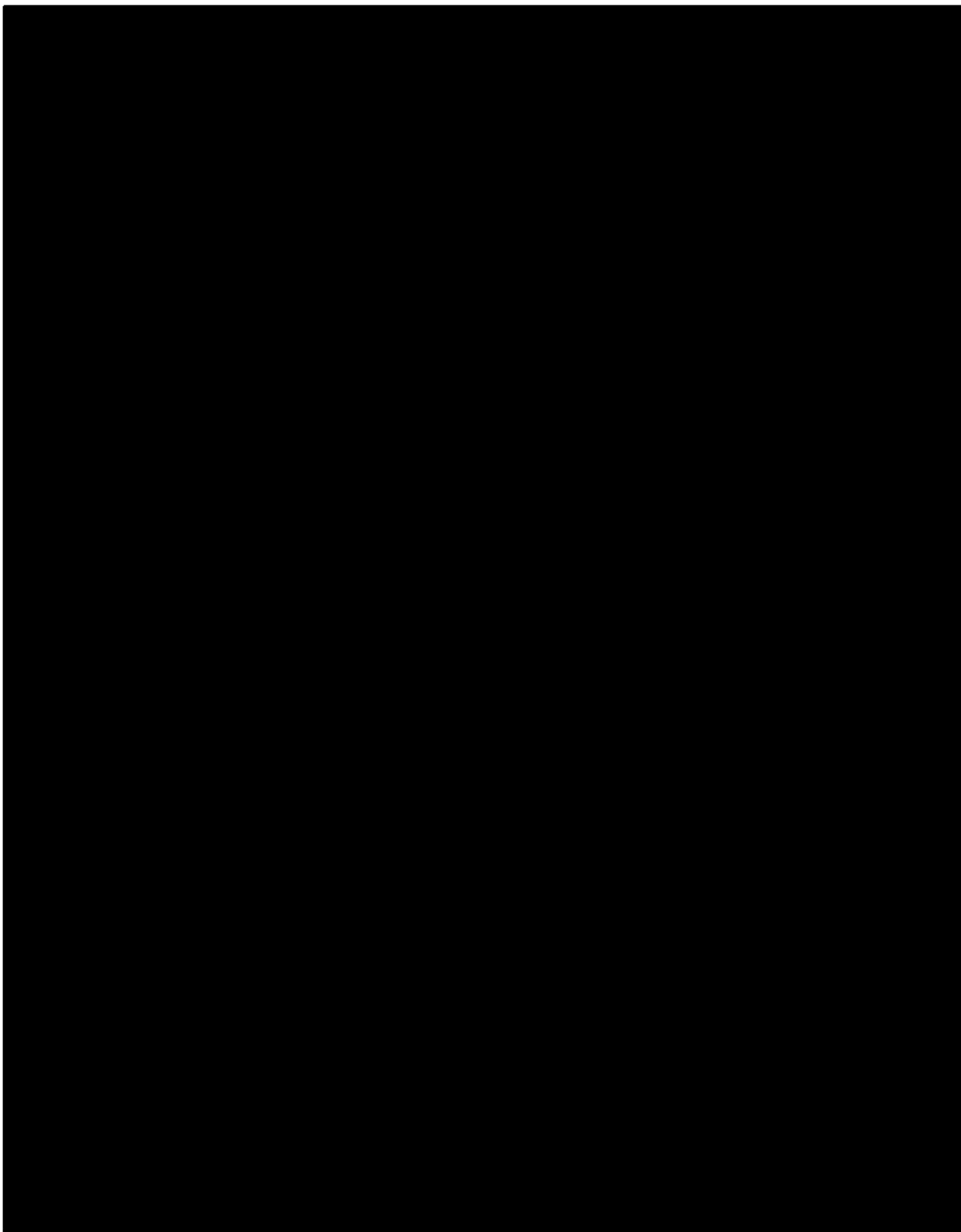
The PRMP considers the key staff resumes as an indicator of the vendor's understanding of the skillsets required for each staffing area and their ability to perform them. The vendor should complete the table below and include resumes of all the individuals who are being initially proposed. Each resume must not exceed three pages and must demonstrate experience relevant to the position proposed. If applicable, resumes should include work performed under the vendor's corporate experience, and the specific functions performed on such engagements. Copies of diplomas, licenses, and credentials are encouraged but are not required, and are not subject to the three-page limit.

*Table 10: Proposed Key Staff and Roles*

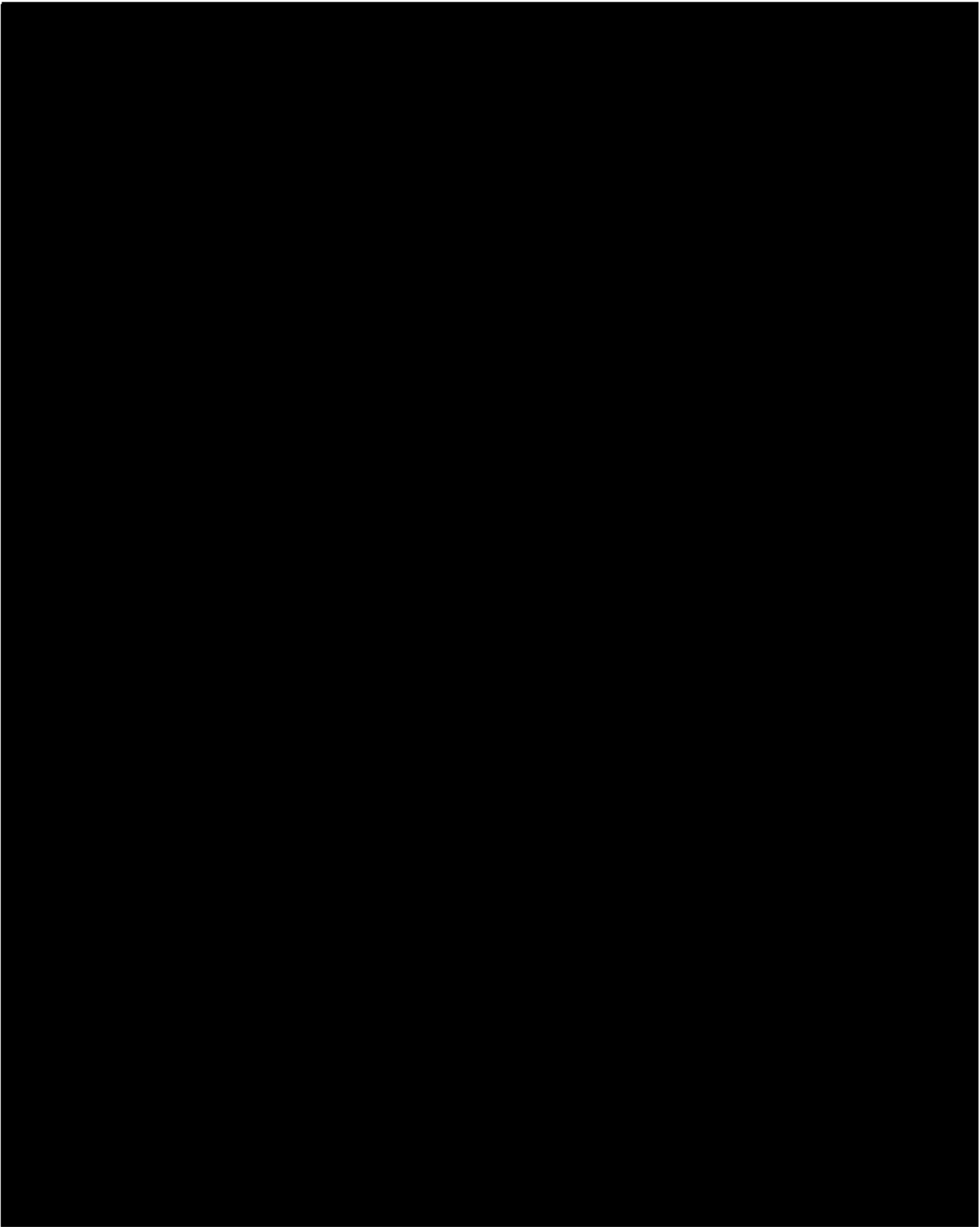


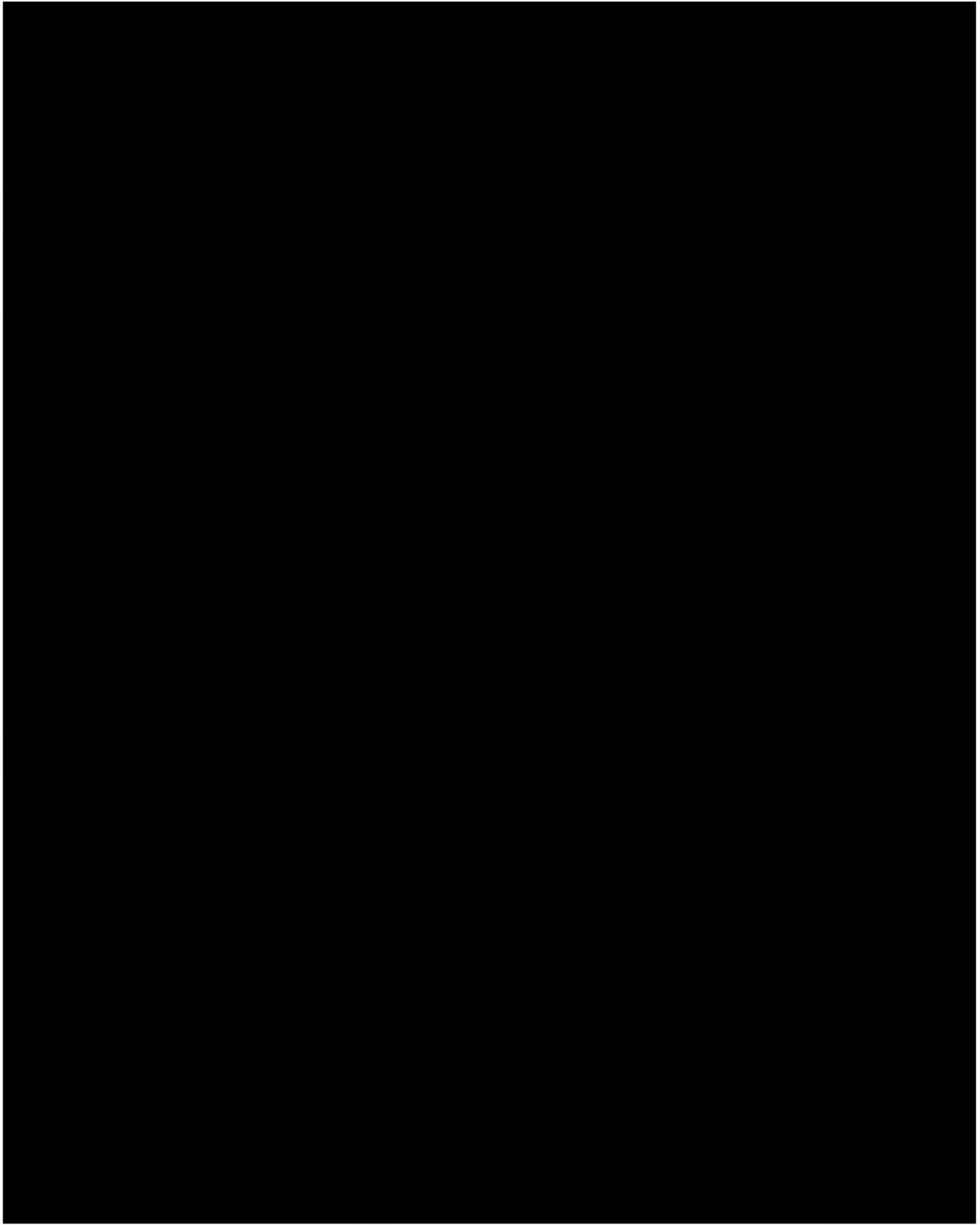












## Attachment E: Mandatory Specifications

This section will provide instructions to vendors to respond to mandatory specifications as an attachment titled Attachment E: Mandatory Specifications.

Instructions: The mandatory specifications must be agreed to and met by the vendor as a part of the submitted proposal. Failure on the part of the vendor to agree to and meet any of the mandatory specifications may result in their disqualification of the proposal at the sole discretion of the PRMP. The term "must," stipulates and identifies a mandatory specification. The vendor is to demonstrate compliance with mandatory specifications in its proposal. If the vendor's proposal meets the mandatory specifications, it will be included in the technical proposal evaluations and may also be included in the cost evaluation of this RFP. For mandatory specifications that involve documentation, vendors should include that documentation with their technical proposal. When appropriate, the vendor's proposal must provide narrative responses addressing the following subsections.

A line for the vendor to initial follows each subsection below. By initialing each subsection, the vendor certifies that it has reviewed the subsection in its entirety and agrees that the vendor meets, and will continue to meet, each of the requirements in full, for the duration of the contract. In addition, the vendor must also sign upon the line below certifying that it has reviewed these mandatory specifications in their entirety and agrees that the vendor meets, and will continue to meet, each of these mandatory specifications in full, for the duration of the contract.

### 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**.



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**

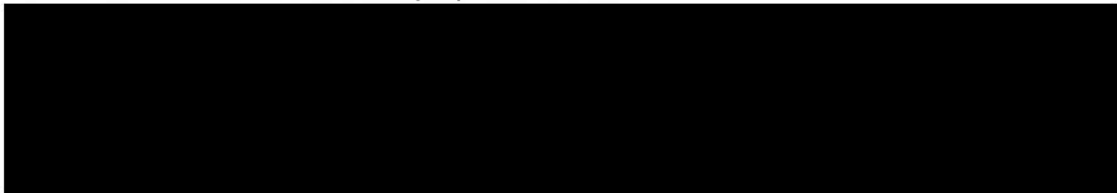
1. The vendor must provide the right of access to systems, facilities, data, and documentation to the PRMP or its designee to conduct audits and inspections as is necessary.

**Response:** Please see modifications for this Mandatory Requirement on Table 6.3 of Exceptions. CTS will provide access to information related to the agreement between CTS and PRMP and the services provided under it.

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:** Please see modifications for this Mandatory Requirement on Table 6.4 of Exceptions. CTS will support PRMP requests for information relevant to the agreement and the services provided under it.

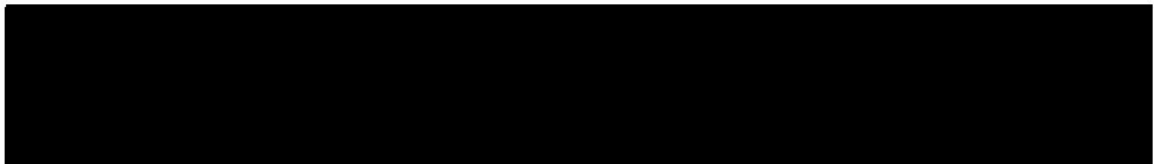
3. The vendor must provide authorization from a parent, affiliate, or subsidiary organization for the PRMP to have access to its records if such a relationship exists that impacts the vendor's performance under the proposed contract.



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.

**Response:** CTS is not a local or federal agency, and the services are to provide temporary employees to the Department of Health, who will perform their functions, tasks, and responsibilities from said agency's facilities, not at CTS. Therefore, the requirements of that section should not apply to CTS.

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.

**Response:** CTS' staff have completed and signed all necessary forms prior executing work for the contract such as:

- Cover Letter (signature)
- Disclosure of Response Contents (signature)
- Attachment E: Mandatory Specifications (initial)
- Mandatory Requirements: No Narrative Explanation Required (initial)
- Mandatory Qualifications (initial)
- Attachment H: Terms and Conditions
  - 2 – RFP Terms and Conditions (signature)
  - 3 – Customary Terms and Conditions (signature)
  - CTS wrote "Taking Exceptions"
- Attachment E: Mandatory Specifications (signature)

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)
- 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:** Please see modifications for this Mandatory Requirement on Table 6.7 of Exceptions. In CTS' Manual of Policies for Temporary Employees is included a Confidentiality Agreement and Non-disclosure of personal data. This agreement is shared and signed by all temporary employees during the hiring process.

#### **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.

*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 <b>resourcing</b> .	YES		Caribbean Temporary Services, LLC. has over 40 years of experience performing Talent Resourcing.

		Founded in 1983, CTS, LLC has been a reliable partner for many local and international clients throughout Puerto Rico. CTS's knowledge of the staffing market, HR background experience, and company work ethic position us among the best in the Recruitment Agencies' local industry.
Possesses all applicable licenses, certificates, permits, or other authorizations required by governmental authorities.	YES	<p>Caribbean Temporary Services, LLC complies with all licenses, authorizations, and certifications required in Puerto Rico.</p> <p>-CTS has a Certificate of Existence from the Department of State, with registration number [REDACTED]</p> <p>-CTS received certification from the Puerto Rico Supplier Development Council as a "Bona Fide Minority Company" and 100% owned by a woman, according to the criteria established by the National Minority Supplier Development Council, Inc., Certification #PR01089.</p> <p>-CTS has been certified as a National Association for Personnel Services (NAPS) member since 2000.</p> <p>-CTS is certified by the Department of Labor and Human Resources of Puerto Rico to operate as an employment agency, as required by Law 417 of May 14, 1947, as amended.</p> <p>-CTS enjoys affiliations in the Puerto Rico Industrial Association and the Society for Human Resources Management (SHRM) Puerto Rico Chapter.</p>
The vendor must include at least <b>three references</b> from <b>clients</b> within the last <b>five years</b> 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 <b>on managing all the process of talent resourcing</b> .	YES	[REDACTED]

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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.

CTS, LLC

(Company)

Rae M. Viefañal - President

(Representative Name, Title)

787-620-5500 / 787-620-0698

(Contact Phone/Fax Number)

7/26/2023

(Date)



## Attachment F: Requirements Traceability Matrix (RTM)

See the attached Microsoft Excel file titled **Attachment F: Requirements Traceability Matrix (RTM)**. Please review the following instructions:

1. The vendor must note compliance with each requirement and each requirement's associated measure, metric, target setting, performance standard, and liquidated damage.
2. Vendor's Disposition values are outlined below:
  - a. **"Will Meet"**: The vendor agrees to meet the requirements and each requirement's associated measure, metric, target setting, performance standard, and liquidated damage. The vendor must respond with "Will Meet" for each requirement for the proposal to be considered responsive to the PRMP requirements and be further evaluated.
  - b. **"Will Not Meet"**: The vendor declines to meet the requirement and each requirement's associated measure, metric, target setting, performance standard, and liquidated damage. If a vendor responds with "Will Not Meet" to one or more requirements, the proposal will be considered non-responsive and may be disqualified per **Attachment E: Mandatory Specifications and 5.4 Failure to Meet Mandatory Specifications**.
  - c. If a vendor responds with "Will Not Meet" to one or more requirement, the proposal will be considered non-responsive and may be disqualified per **Attachment E: Mandatory Specifications and 5.4 Failure to Meet Mandatory Specifications**.
3. All requirements must contain one of the values identified above. **Any requirement without a Vendor's Disposition response value will be considered "Will Not Meet."**
4. The vendor must provide the attachment, section, and page number(s) where their detailed narrative response for each requirement resides, providing the PRMP with a crosswalk and helping to ensure that each requirement specified in Attachment F is included in the vendor's response.

## Attachment G: Response to SOW

This section will provide instructions to vendors to respond to the requested services detailed in this RFP.

**Instructions:** The responses to each part of the SOW are required as part of the submitted proposal. Responses will be scored as part of the technical proposal evaluation. The text response to each section (a-y) in this attachment must be ten pages or less. The vendor may also add up to two pages of images or diagrams for each response. Responses beyond eight pages of text and ten total pages including images and diagrams will not be reviewed.

### 1. Approach to Business Specifications

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:** CTS certifies that the employees provided and recruited by CTS will be considered CTS' employees. Once a candidate receives a job assignment, he or she becomes eligible for those benefits guarantee by federal and local law such as: vacation and sick leave, maternity leave, breast feeding leave, jury duty leave, criminal cases witness, Christmas bonus, unemployment insurance, Workers Compensation, Disability Insurance (self-insured), Driver's Insurance (when applicable) and Federal Social Security. CTS as the employer is responsible for employee deductions and employer payments to the government.

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

**Response:** As the first exclusively local company to appear in the Puerto Rico market in 1983, CTS has set standards for others that have followed since. Competing successfully with US companies doing business on the Island, CTS is solidly positioned first among international and local companies.

CTS has positively impacted many local and international organizations in Puerto Rico for the last four decades. We have provided recruitment services to various prestigious government agencies, aerospace, commerce, banking, industrial, and general businesses. CTS has successfully managed the recruitment from clerical and manufacturing to professionals and white-collar positions for our diverse clientele.

CTS can provide services throughout the island with our four branches in San Juan, Las Piedras, Barceloneta, and San Germán, additionally to our Satellite Office in Salinas. We can reach the whole island making the recruitment process more agile for both the Client and the temporary employees. Each island sector will have a CTS team equally trained to conduct recruitment processes, hiring, orientations, etc. We also can reach the Client to facilitate the recruitment process. Our motto is facilitating all transfer processes, recruitment, orientation, etc.

- 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:** CTS' recruitment team is continuously looking for talent to fulfill our clients' hiring needs. We do not wait for the order to be placed to start identifying candidates. We anticipate the frequent demands of our clients and maintain a pool of pre-qualified and qualified resources. As part of the pre-qualification process, the candidate is reached by our HR team to confirm and ask specific questions regarding the minimum requirements of the positions and terms and conditions of the work assignment. CTS recruitment process includes but is not limited to CTS' web page: [www.ctspr.com](http://www.ctspr.com), where candidates can start by filling out the employment application. Also, through social media, job platforms, personal referrals, walk-ins, and email requests (referred). College and job fairs, trade activities, ads in radio and newspapers, Labor Department lists, and vocational/technical schools, among other sources.


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

**Response:** In 2023, CTS current turnover rate for Recruiters and Account Representatives is zero percent (0%).

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

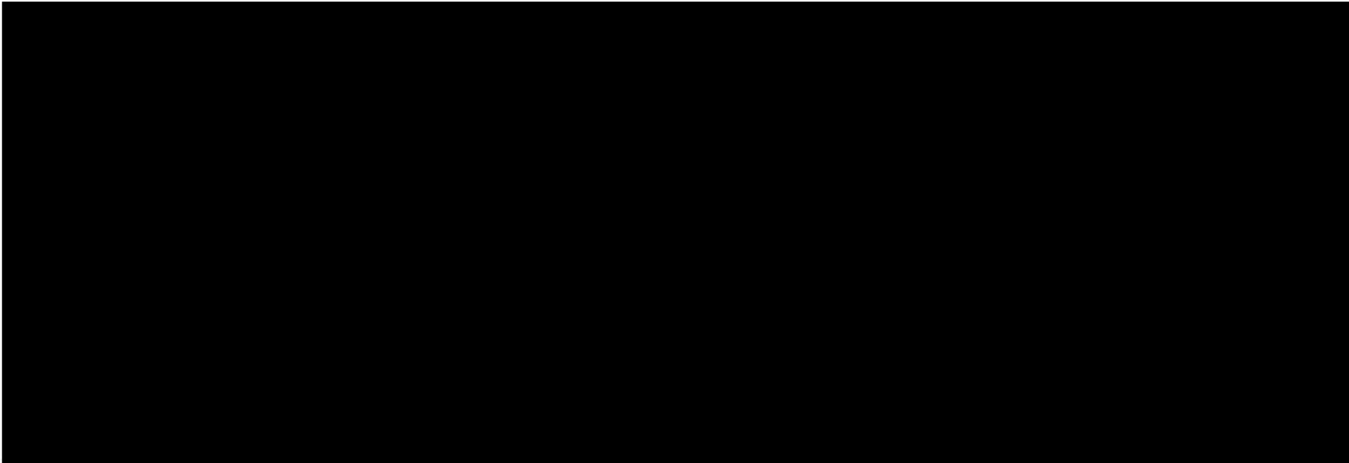
**Response:** The answers to the questions above are part of the verification process and compliance with the position's qualifications. However, the interview process is the primary tool for obtaining further detailed information on candidates' interests, abilities, and attitudes toward a particular job. Answers are matched against the information supplied in the Application Form, and test results are reviewed with the candidate for identification of employable skills.

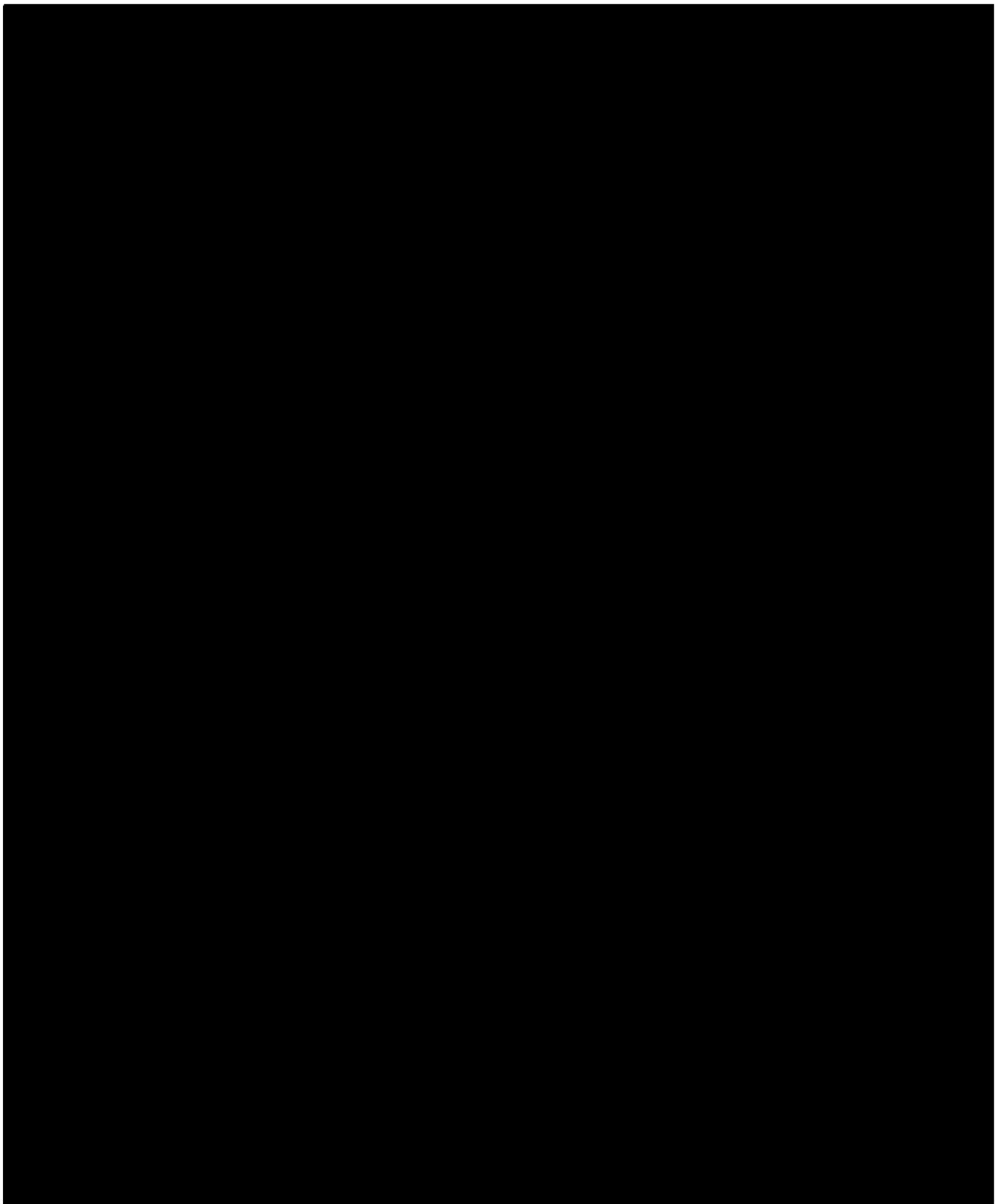
- g. Describe the company onboarding process.
- 

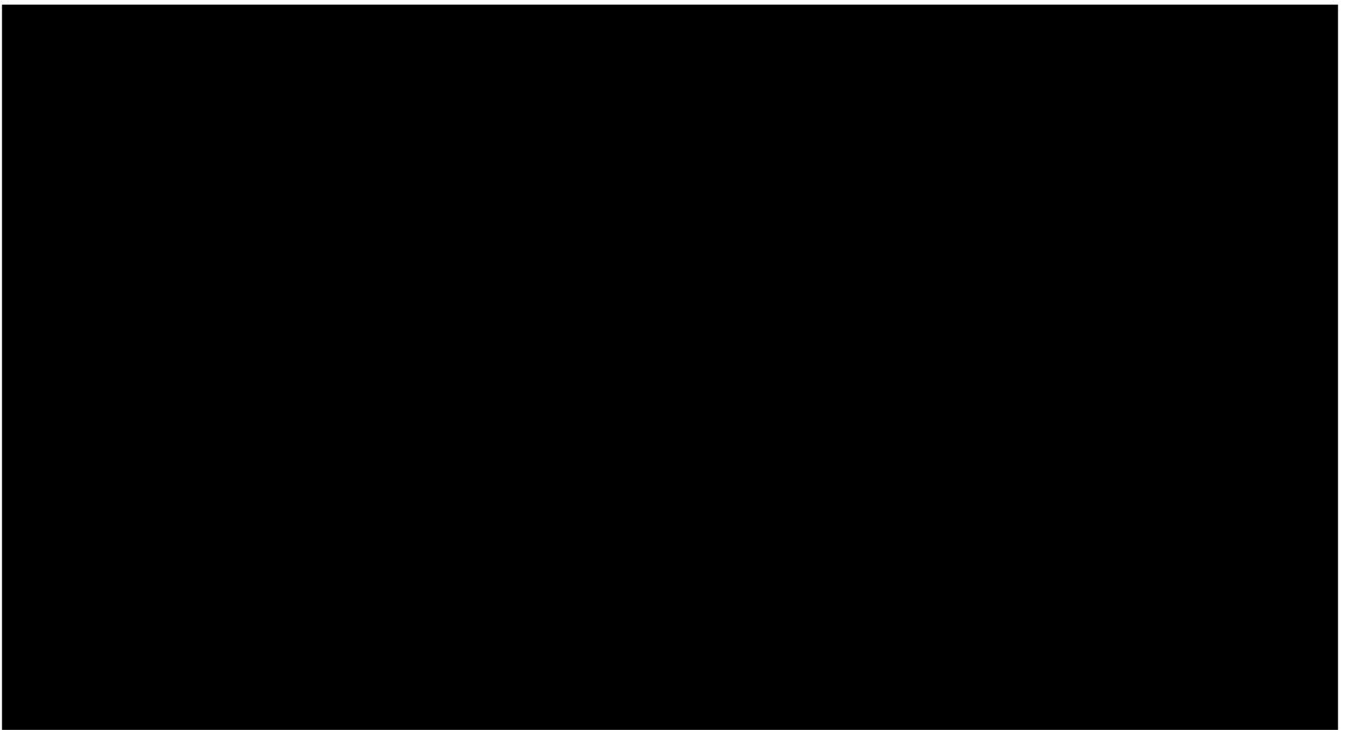
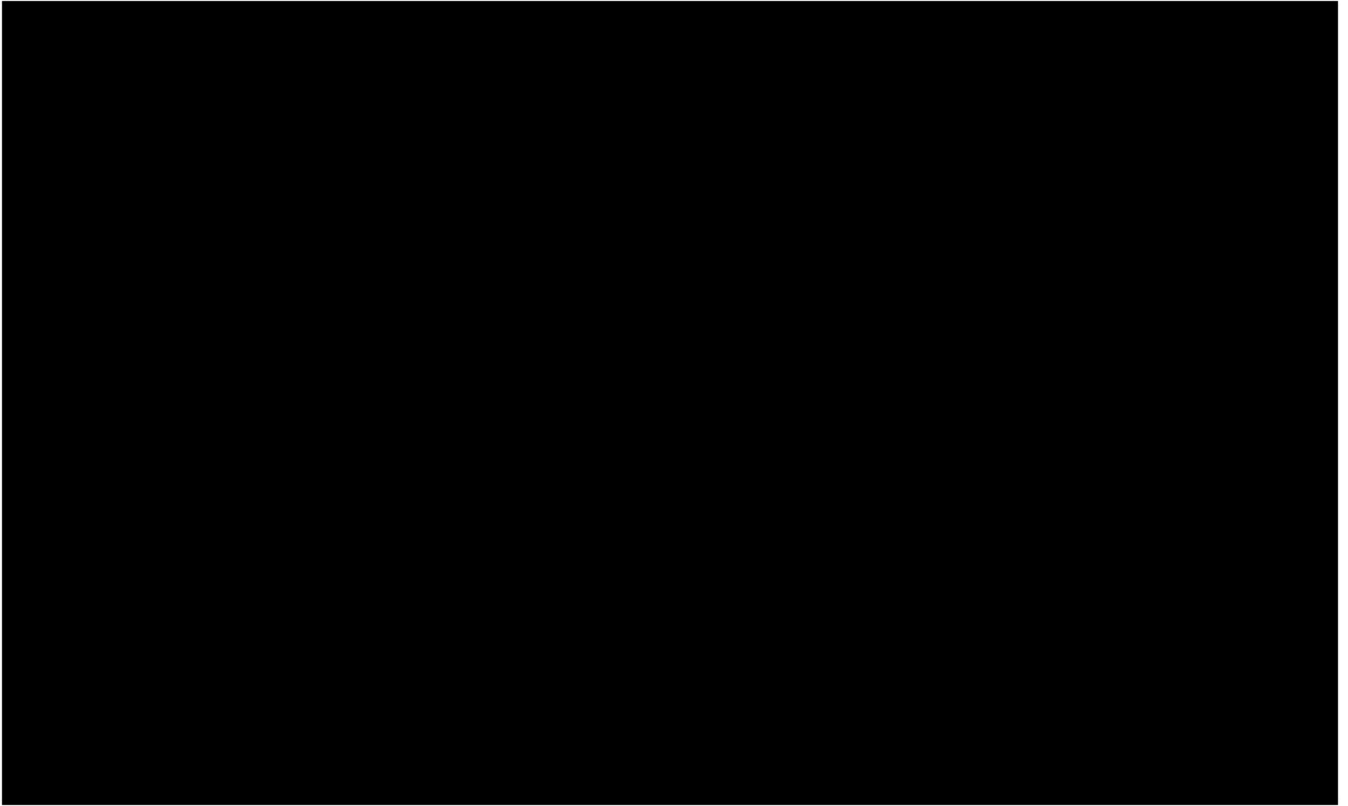
- h. Describe the company's ability and success rate at placing long-term temporary assignments.
- 

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

**Response:** Most of our recruitment is for Customer Services, Financial, Industrial, Warehouse, Administrative, and Clerical positions. CTS can fulfill most job areas such as accounting and finance, office, engineering, telecommunications, information technology, sales, legal, telemarketing, industrial, sciences, human resources, management, manufacturing, and warehouse, to name a few.







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

**Response:** For the benefit of the PRMP, CTS workers' compensation insurance policy covers 100 different class codes (risks), including working from home. The client must notify CTS if the temporary employee works from home. During the onboarding process at CTS, the temporary employee must fill in the agreement: ACUERDO DE TRABAJO REMOTO.

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

**Response:** An Accounts Executive is assigned to oversee, manage and be responsible for all communications between CTS and PRMP for the length of the contract.

Also, CTS will assign a complete branch team to support the account and ensure all recruitment needs and expectations are met. Email addresses and corporate cell phones of the supporting team will be shared to facilitate effective communications. Additionally, the Accounts Executive will coordinate periodic meetings internally and with PRMP to ensure full compliance with the contract.

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

**Response:** CTS reconciles billing errors, payables, and receivables weekly. The standard payment terms for CTS are thirty days from the invoice receive date.

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

**Response:** CTS have an Accounts Payable and Receivable team that will conduct any communication to PRMP about payments or billings, accordingly. Reconciliations of invoices or payment updates will be conducted as described on response "O". CTS do not offer PRMP a proposal with penalties. In the event of a billing error, CTS will provide credit to PRMP for the excess amount charged on your next bill.

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:** CTS' program is capable of meeting our clients' needs in gathering information regarding payroll, benefits, contracts and related data. Periodic reports may be issued weekly, monthly, quarterly and by semester. Reports with other specifications should be requested at least two (2) weeks in advance, through the branch manager.

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

**Response:** CTS will proceed and pay according to the terms and conditions of PRMP travel policy. Charges for this concept are detailed as Miscellaneous Payments in Attachment A. Cost Proposal, Tab 3. Other Fees, Item #2.

- [REDACTED]
- t. Provide the company's business work hours.

**Response:** CTS office hours are Monday through Friday from 8:00 a.m. to 5:00 p.m. Regardless of business hours, CTS offers services after hours if needed.

- 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:** CTS does not use subcontractor services to fill our client's positions.

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

**Response:** CTS does not have any affiliation, partnership, or direct access to other staffing companies.

- w. Describe the company's performance appraisal.

**Response:** CTS has been revalidated as one of the most praised staffing agencies in Puerto Rico. Clients throughout the island have chosen our services continuously for years.

According to the Caribbean Business Book of Lists, CTS has been consistently ranked among the first Temporary Employment Companies in Puerto Rico. CTS has provided services for over a decade to diverse clients. [REDACTED]

There are cases of multinational clients with an established recruitment agency in other territories who decided to keep CTS' service as their choice in Puerto Rico. An example of our client's appraisal is [REDACTED] which recognizes CTS after demonstrating strengths in the areas of quality, delivery, cost, and technology with the [REDACTED] Supplier Excellence Award.

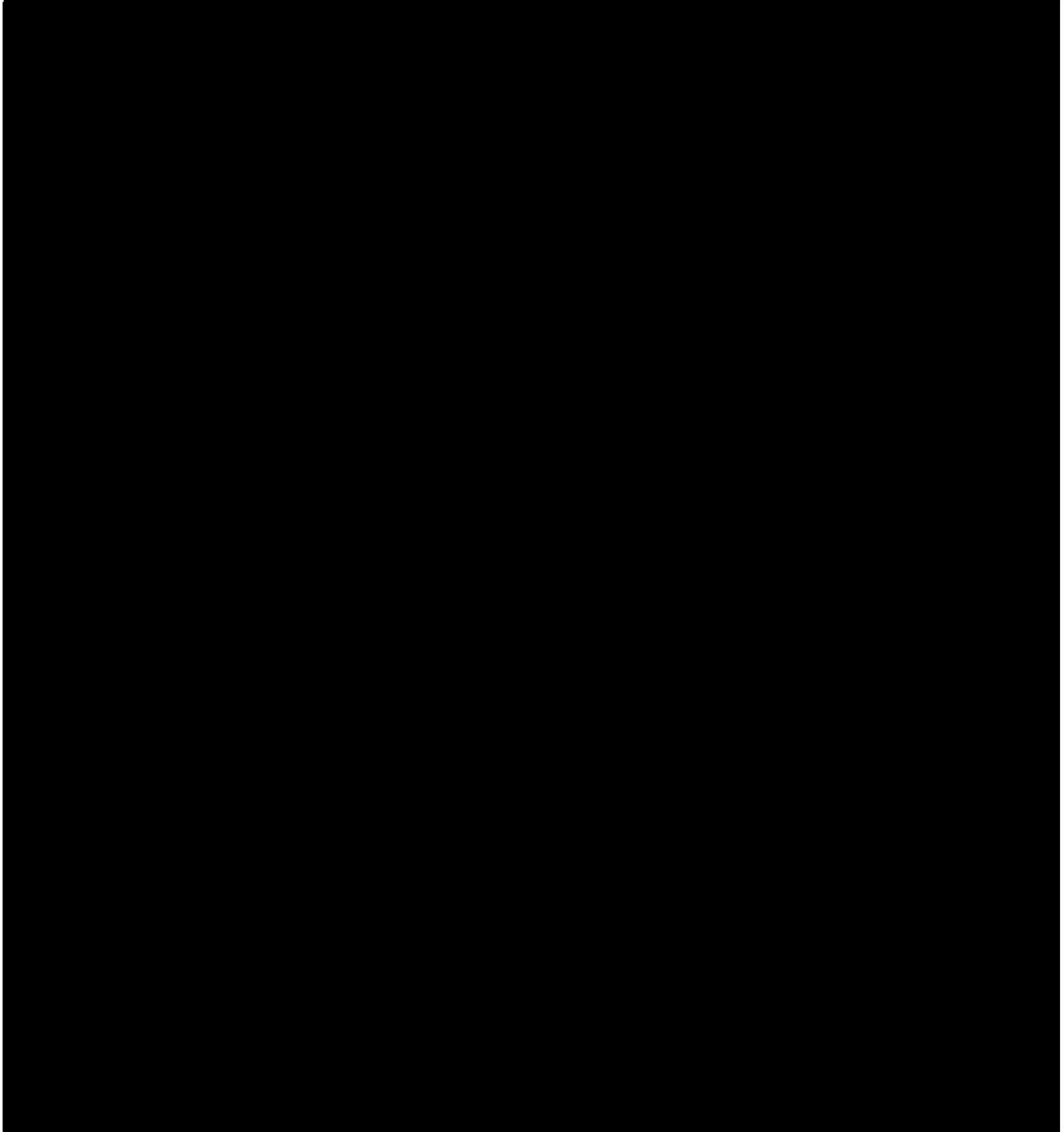
[REDACTED]

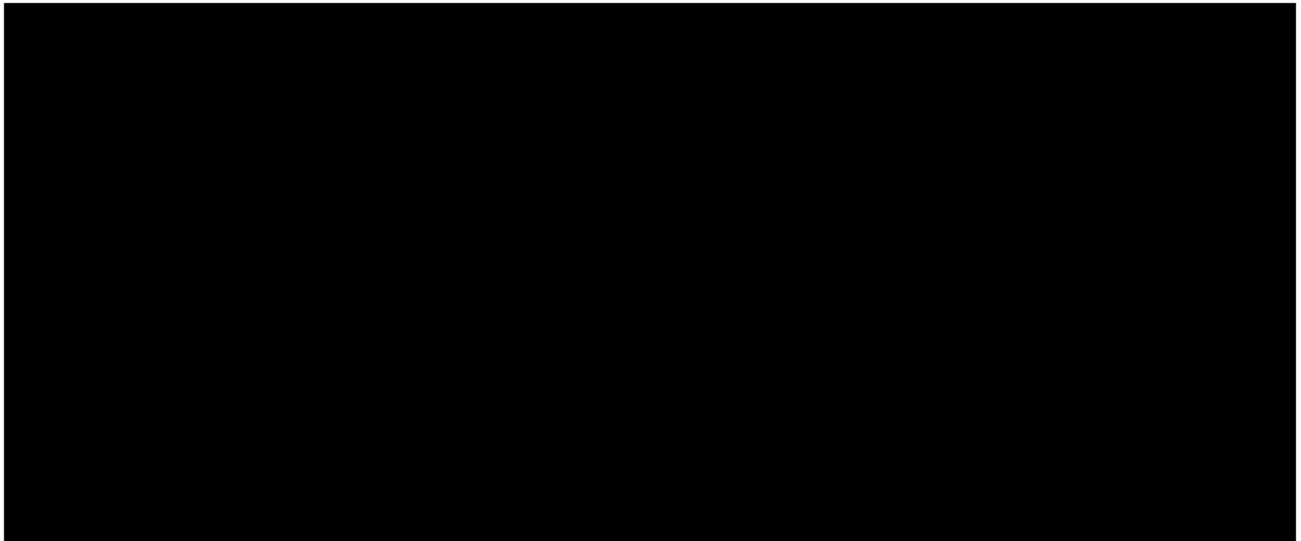
CTS constantly examines the results and compliance of our business standards by reviewing



headcount, new entries, employee tenure distribution, percentage of terminations analysis (involuntary, voluntary, neutral), conversion percentage analysis, and negative turnover rate (monthly average).

- 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 honor.





## 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 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.

### 2. 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 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.**

Rose M. Villamil Rose M. Villamil 7/26/2023  
Printed Name/Signature of Authorized Personnel Date

### 3. 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.**

Rose M. Villamil Rose M. Villamil 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.

## **TAKING EXCEPTIONS**

Printed Name/Signature of Authorized Personnel

7/26/2023  
Date

### **4. 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.**

Rose M. Villamil Rose M. Villamil  
Printed Name/Signature of Authorized Personnel

7/26/2023  
Date

## 5. 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:** Not applicable

## 6. Exceptions

The vendor should indicate exceptions to the PRMP's Terms and Conditions in this RFP. Any exceptions should include an explanation for the vendor's inability to comply with such terms or conditions and, if applicable, an alternative language the vendor would find acceptable. Rejection of the PRMP's Terms and Conditions, in part or in whole, or without any explanation, may be cause for the PRMP's rejection of a vendor's proposal. If an exception concerning the Terms and Conditions is not noted in this response template, but raised during contract negotiations, the PRMP reserves the right to cancel the negotiation, at its sole discretion, if it deems that to be in the best interests of the PRMP.

The terms and conditions of a vendor's software license, maintenance support agreement, and SLA, if applicable, will be required for purposes of contract negotiations for this operation. Failure to provide the applicable vendor terms, if any, as part of the RFP response may result in rejection of the vendor's proposal.

Instructions: Identify and explain any exceptions to the PRMP's terms and conditions using the tables provided below, adding tables, as needed. If no changes are listed, the vendor indicates that no changes to the Terms and Conditions are proposed and that the vendor intends to accept them as written if the vendor's proposal is selected. Mandatory specifications and terms noted in this RFP are non-negotiable.

- The vendor may add additional tables, as appropriate.
- Do not submit vendor's Standard Terms and Contracting Provisions in lieu of stipulating exceptions below.
- Making revisions to the PRMP statutes and regulations is prohibited.
- The PRMP has no obligation to accept any exception(s).

## 6.1

*Table 13: Exception #1*

Document Title (Reference Specific Contractual Document and Section in Which Exception is Taken)	Vendor's Explanation (Required for Any Rejection/Exception)	Vendor's Proposed Alternative Language (If Applicable)  Cross-Reference to Specific Section of Vendor's Terms, If Any Provided as Part of the RFP Response
Table 15: SLAs, Performance Standards, and Contract Remedies.		
<b>NOTES/COMMENTS: &lt;FOR THE PRMP USE ONLY&gt;</b>		

## 6.2

*Table 14: Exception #2*

Document Title (Reference Specific Contractual Document and Section in Which Exception is Taken)	Vendor's Explanation (Required for Any Rejection/Exception)	Vendor's Proposed Alternative Language (If Applicable)  Cross-Reference to Specific Section of Vendor's Terms, If Any Provided as Part of the RFP Response
Attachment F- Requirements Traceability Matrix   Tab B.   SLA #8  And  Table 15: SLAs, Performance Standards, and Contract Remedies   SLA #9 – Temporary Employee 's Replacement		
<b>NOTES/COMMENTS: &lt;FOR THE PRMP USE ONLY&gt;</b>		

### 6.3

*Table 15: Exception #3*

Document Title (Reference Specific Contractual Document and Section in Which Exception is Taken)	Vendor's Explanation (Required for Any Rejection/Exception)	Vendor's Proposed Alternative Language (If Applicable)  Cross-Reference to Specific Section of Vendor's Terms, If Any Provided as Part of the
Attachment E, Mandatory Requirements; Narrative Explanation Required, Section 1.		
NOTES/COMMENTS: <FOR THE PRMP USE ONLY>		

### 6.4

*Table 16: Exception 4*

Document Title (Reference Specific Contractual Document and Section in Which Exception is Taken)	Vendor's Explanation (Required for Any Rejection/Exception)	Vendor's Proposed Alternative Language (If Applicable)  Cross-Reference to Specific Section of Vendor's Terms, If Any Provided as Part of the
Attachment E, Mandatory Requirements; Narrative Explanation Required, Section 2.		

**NOTES/COMMENTS: <FOR THE PRMP USE ONLY>**

## 6.5

*Table 17: Exception 5*

Document Title (Reference Specific Contractual Document and Section in Which Exception is Taken)	Vendor's Explanation (Required for Any Rejection/Exception)	Vendor's Proposed Alternative Language (If Applicable)  Cross-Reference to Specific Section of Vendor's Terms, If Any Provided as Part of the RFP Response
Attachment E, Mandatory Requirements; Narrative Explanation Required, Section 3.		
NOTES/COMMENTS: <FOR THE PRMP USE ONLY>		

## 6.6

*Table 18: Exception 6*

Document Title (Reference Specific Contractual Document and Section in Which Exception is Taken)	Vendor's Explanation (Required for Any Rejection/Exception)	Vendor's Proposed Alternative Language (If Applicable)  Cross-Reference to Specific Section of Vendor's Terms, If Any Provided as Part of the RFP Response
Attachment E, Mandatory Requirements; Narrative Explanation Required, Section 4.		



<b>NOTES/COMMENTS: &lt;FOR THE PRMP USE ONLY&gt;</b>		

**6.7**  
*Table 19: Exception 7*

Document Title (Reference Specific Contractual Document and Section in Which Exception is Taken)	Vendor's Explanation (Required for Any Rejection/Exception)	Vendor's Proposed Alternative Language (If Applicable) Cross-Reference to Specific Section of Vendor's Terms, If Any Provided as Part of the RFP Response
Attachment E, Mandatory Requirements; Narrative Explanation Required, Section 6.		
NOTES/COMMENTS: <FOR THE PRMP USE ONLY>		

**6.8**

*Table 20: Exception 8*

Document Title (Reference Specific Contractual Document and Section in Which Exception is Taken)	Vendor's Explanation (Required for Any Rejection/Exception)	Vendor's Proposed Alternative Language (If Applicable) Cross-Reference to Specific Section of Vendor's Terms, If Any Provided as Part of the RFP Response
Attachment E, Mandatory Requirements; No Narrative Explanation Required, Third Bullet		
NOTES/COMMENTS: <FOR THE PRMP USE ONLY>		

**6.9**

*Table 21: Exception 9*

Document Title (Reference Specific Contractual Document and Section in Which Exception is Taken)	Vendor's Explanation (Required for Any Rejection/Exception)	Vendor's Proposed Alternative Language (If Applicable)  Cross-Reference to Specific Section of Vendor's Terms, If Any Provided as Part of the
Attachment E, Mandatory Requirements; No Narrative Explanation Required, Fourth Bullet		
NOTES/COMMENTS: <FOR THE PRMP USE ONLY>		

**6.10**

*Table 22: Exception 10*

Document Title (Reference Specific Contractual Document and Section in Which Exception is Taken)	Vendor's Explanation (Required for Any Rejection/Exception)	Vendor's Proposed Alternative Language (If Applicable)  Cross-Reference to Specific Section of Vendor's Terms, If Any
Attachment E, Mandatory Requirements; No Narrative Explanation Required, Fifth Bullet		

<b>NOTES/COMMENTS: &lt;FOR THE PRMP USE ONLY&gt;</b>	

**6.11**  
*Table 23: Exception 11*

Document Title (Reference Specific Contractual Document and Section in Which Exception is Taken)	Vendor's Explanation (Required for Any Rejection/Exception)	Vendor's Proposed Alternative Language (If Applicable)  Cross-Reference to Specific Section of Vendor's Terms, If Any Provided as Part of the
Attachment E, Mandatory Requirements; No Narrative Explanation Required, Sixth Bullet		
<b>NOTES/COMMENTS: &lt;FOR THE PRMP USE ONLY&gt;</b>		

**6.12**  
*Table 24: Exception 12*

Document Title (Reference Specific Contractual Document and Section in Which Exception is Taken)	Vendor's Explanation (Required for Any Rejection/Exception)	Vendor's Proposed Alternative Language (If Applicable)  Cross-Reference to Specific Section of Vendor's Terms, If Any Provided as Part of the RFP Response

Attachment E, Mandatory Requirements; No Narrative Explanation Required, Seventh Bullet	
<b>NOTES/COMMENTS: &lt;FOR THE PRMP USE ONLY&gt;</b>	

### 6.13

*Table 25: Exception 13*

Document Title (Reference Specific Contractual Document and Section in Which Exception is Taken)	Vendor's Explanation (Required for Any Rejection/Exception)	Vendor's Proposed Alternative Language (If Applicable) Cross-Reference to Specific Section of Vendor's Terms, If Any Provided as Part of the RFP Response
Attachment E, Mandatory Requirements; No Narrative Explanation Required, Seventh Bullet		
<b>NOTES/COMMENTS: &lt;FOR THE PRMP USE ONLY&gt;</b>		

### 6.14

*Table 26: Exception 14*

Document Title (Reference Specific Contractual Document and Section in Which Exception is Taken)	Vendor's Explanation (Required for Any Rejection/Exception)	Vendor's Proposed Alternative Language (If Applicable) Cross-Reference to Specific Section of Vendor's Terms, If Any Provided as Part of the RFP Response
Appendix 5: Proforma Contract Draft – Section 3, first paragraph		
<b>NOTES/COMMENTS: &lt;FOR THE PRMP USE ONLY&gt;</b>		

### 6.15

*Table 27: Exception 15*

Document Title (Reference Specific Contractual Document and Section in Which Exception is Taken)	Vendor's Explanation (Required for Any Rejection/Exception)	Vendor's Proposed Alternative Language (If Applicable)  Cross-Reference to Specific Section of Vendor's Terms, If Any Provided as Part of the RFP Response
Appendix 5: Proforma Contract Draft – Section 7.		
NOTES/COMMENTS: <FOR THE PRMP USE ONLY>		

### 6.16

*Table 28: Exception 16*

Document Title (Reference Specific Contractual Document and Section in Which Exception is Taken)	Vendor's Explanation (Required for Any Rejection/Exception)	Vendor's Proposed Alternative Language (If Applicable) Cross-Reference to Specific Section of Vendor's Terms, If Any Provided as Part of the RFP Response
Appendix 5: Proforma Contract Draft – Section 8.		
NOTES/COMMENTS: <FOR THE PRMP USE ONLY>		

**6.17**  
*Table 29: Exception 17*

Document Title (Reference Specific Contractual Document and Section in Which Exception is Taken)	Vendor's Explanation (Required for Any Rejection/Exception)	Vendor's Proposed Alternative Language (If Applicable) Cross-Reference to Specific Section of Vendor's Terms, If Any Provided as Part of the RFP Response
Appendix 5: Proforma Contract Draft – Section 9.		

<b>NOTES/COMMENTS: &lt;FOR THE PRMP USE ONLY&gt;</b>	

**6.18**  
*Table 30: Exception 18*

Document Title (Reference Specific Contractual Document and Section in Which Exception is Taken)	Vendor's Explanation (Required for Any Rejection/Exception)	Vendor's Proposed Alternative Language (If Applicable) Cross-Reference to Specific Section of Vendor's Terms, If Any Provided as Part of the RFP Response
Appendix 5: Proforma Contract Draft – Section 13, "General Terms", first paragraph.		
<b>NOTES/COMMENTS: &lt;FOR THE PRMP USE ONLY&gt;</b>		



**6.19**

*Table 31: Exception 19*

Document Title (Reference Specific Contractual Document and Section in Which Exception is Taken)	Vendor's Explanation (Required for Any Rejection/Exception)	Vendor's Proposed Alternative Language (If Applicable) Cross-Reference to Specific Section of Vendor's Terms, If Any Provided as Part of the RFP Response
Appendix 5: Proforma Contract Draft – Section 13, "General Terms", third paragraph.		
NOTES/COMMENTS: <FOR THE PRMP USE ONLY>		

**6.20**

*Table 32: Exception 20*

Document Title (Reference Specific Contractual Document and Section in Which Exception is Taken)	Vendor's Explanation (Required for Any Rejection/Exception)	Vendor's Proposed Alternative Language (If Applicable) Cross-Reference to Specific Section of Vendor's Terms, If Any Provided as Part of the
Appendix 5: Proforma Contract Draft – Section 13, "General Terms", last paragraph.		

<b>NOTES/COMMENTS: &lt;FOR THE PRMP USE ONLY&gt;</b>		

## 6.21

*Table 33: Exception 21*

Document Title (Reference Specific Contractual Document and Section in Which Exception is Taken)	Vendor's Explanation (Required for Any Rejection/Exception)	Vendor's Proposed Alternative Language (If Applicable) Cross-Reference to Specific Section of Vendor's Terms, If Any Provided as Part of the RFP Response
Appendix 5: Proforma Contract Draft – Section 13, "Termination Assistance", third paragraph.		
<b>NOTES/COMMENTS: &lt;FOR THE PRMP USE ONLY&gt;</b>		

## 6.22

*Table 34: Exception 22*

Document Title (Reference Specific Contractual Document and Section in Which Exception is Taken)	Vendor's Explanation (Required for Any Rejection/Exception)	Vendor's Proposed Alternative Language (If Applicable) Cross-Reference to Specific Section of Vendor's Terms, If Any Provided as Part of the RFP Response
Appendix 5: Proforma Contract Draft – Section 15.		

<b>NOTES/COMMENTS: &lt;FOR THE PRMP USE ONLY&gt;</b>	

### 6.23

*Table 35: Exception 23*

Document Title (Reference Specific Contractual Document and Section in Which Exception is Taken)	Vendor's Explanation (Required for Any Rejection/Exception)	Vendor's Proposed Alternative Language (If Applicable)  Cross-Reference to Specific Section of Vendor's Terms, If Any Provided as Part of the
Appendix 5: Proforma Contract Draft – Section 18.		
<b>NOTES/COMMENTS: &lt;FOR THE PRMP USE ONLY&gt;</b>		

### 6.24

*Table 36: Exception 24*

Document Title (Reference Specific Contractual Document and Section in Which Exception is Taken)	Vendor's Explanation (Required for Any Rejection/Exception)	Vendor's Proposed Alternative Language (If Applicable)  Cross-Reference to Specific Section of Vendor's Terms, If Any Provided as Part of the RFP Response

Appendix 5: Proforma Contract Draft – Section 22.	
<b>NOTES/COMMENTS: &lt;FOR THE PRMP USE ONLY&gt;</b>	

## 6.25

*Table 37: Exception 25*

Document Title (Reference Specific Contractual Document and Section in Which Exception is Taken)	Vendor's Explanation (Required for Any Rejection/Exception)	Vendor's Proposed Alternative Language (If Applicable) Cross-Reference to Specific Section of Vendor's Terms, If Any Provided as Part of the RFP Response
Appendix 5: Proforma Contract Draft – Section 25.		
<b>NOTES/COMMENTS: &lt;FOR THE PRMP USE ONLY&gt;</b>		

**6.26**

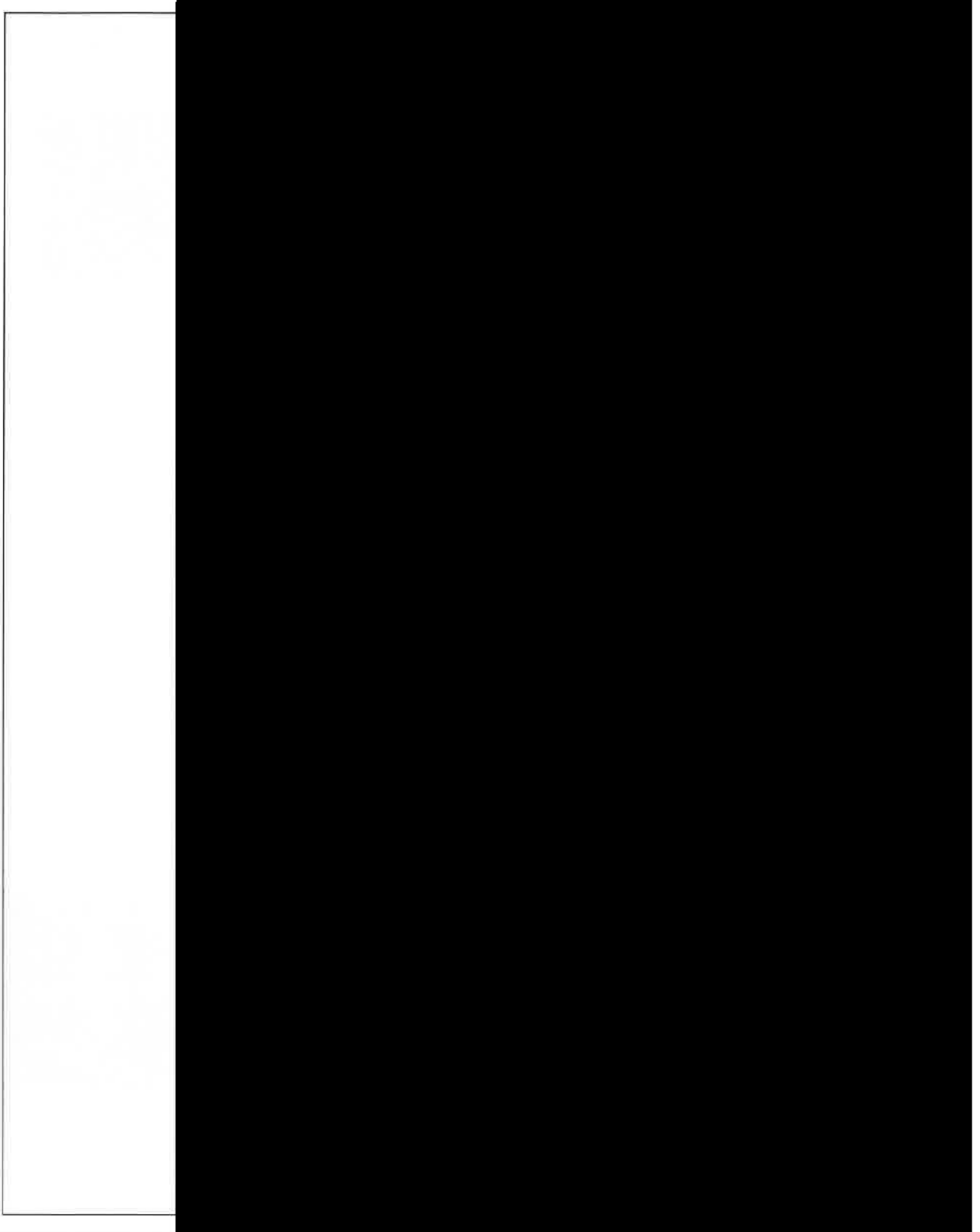
*Table 38: Exception 26*

Document Title (Reference Specific Contractual Document and Section in Which Exception is Taken)	Vendor's Explanation (Required for Any Rejection/Exception)	Vendor's Proposed Alternative Language (If Applicable) Cross-Reference to Specific Section of Vendor's Terms, If Any Provided as Part of the RFP Response
Appendix 5: Proforma Contract Draft – Section 28.		
NOTES/COMMENTS: <FOR THE PRMP USE ONLY>		

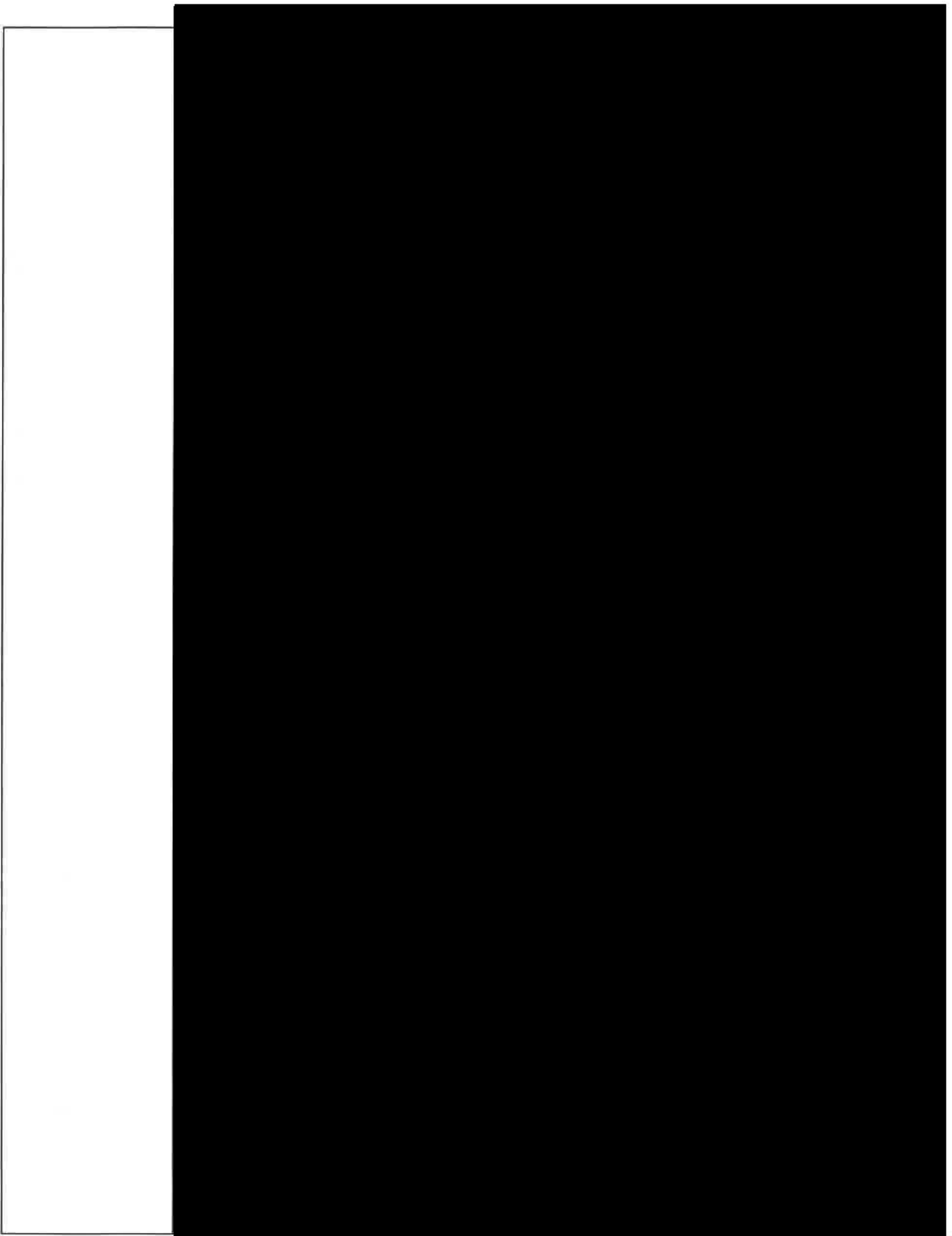
**6.27**

*Table 39: Exception 27*

Document Title (Reference Specific Contractual Document and Section in Which Exception is Taken)	Vendor's Explanation (Required for Any Rejection/Exception)	Vendor's Proposed Alternative Language (If Applicable) Cross-Reference to Specific Section of Vendor's Terms, If Any Provided as Part of the RFP Response
Appendix 5: Proforma Contract Draft – Section 30, paragraphs C, C9v), D, and a last paragraph was added.		



[illegible]





NOTES/COMMENTS: <FOR THE PRMP USE ONLY>	

**6.28**  
*Table 40: Exception 28*

Document Title (Reference Specific Contractual Document and Section in Which Exception is Taken)	Vendor's Explanation (Required for Any Rejection/Exception)	Vendor's Proposed Alternative Language (If Applicable)  Cross-Reference to Specific Section of Vendor's Terms, If Any Provided as Part of the
Appendix 5: Proforma Contract Draft – Section 31.		
NOTES/COMMENTS: <FOR THE PRMP USE ONLY>		

## 6.29

Table 41: Exception 29

Document Title (Reference Specific Contractual Document and Section in Which Exception is Taken)	Vendor's Explanation (Required for Any Rejection/Exception)	Vendor's Proposed Alternative Language (If Applicable)  Cross-Reference to Specific Section of Vendor's Terms, If Any Provided as Part of the
Appendix 5: Proforma Contract Draft – Section 31.		
NOTES/COMMENTS: <FOR THE PRMP USE ONLY>		

**6.30**

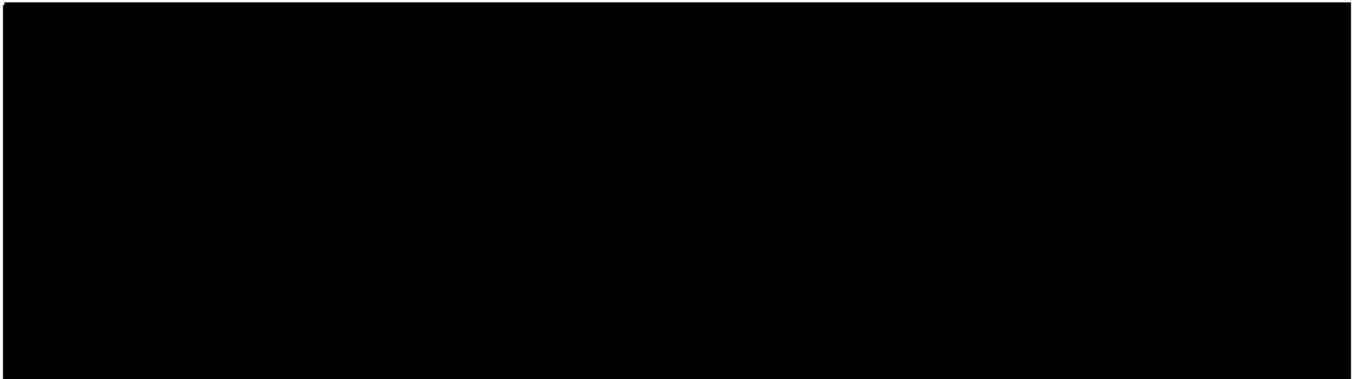
**Table 42: Exception #30**

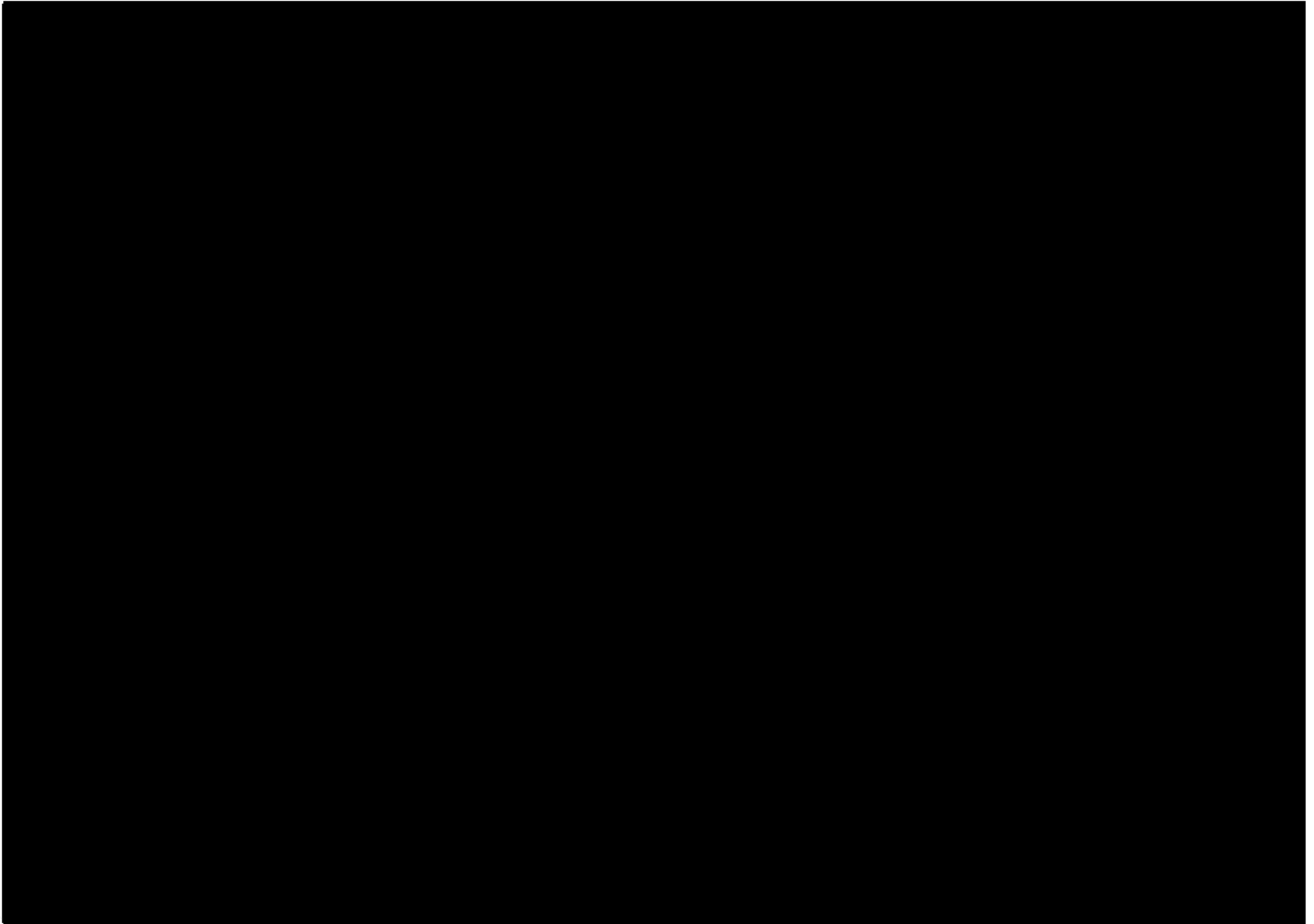
Document Title (Reference Specific Contractual Document and Section in Which Exception is Taken)	Vendor's Explanation (Required for Any Rejection/Exception)	Vendor's Proposed Alternative Language (If Applicable)  Cross-Reference to Specific Section of Vendor's Terms, If Any Provided as Part of the RFP Response
Attachment F- Requirements Traceability Matrix   Tab A.   Requirement #12		
NOTES/COMMENTS: <FOR THE PRMP USE ONLY>		

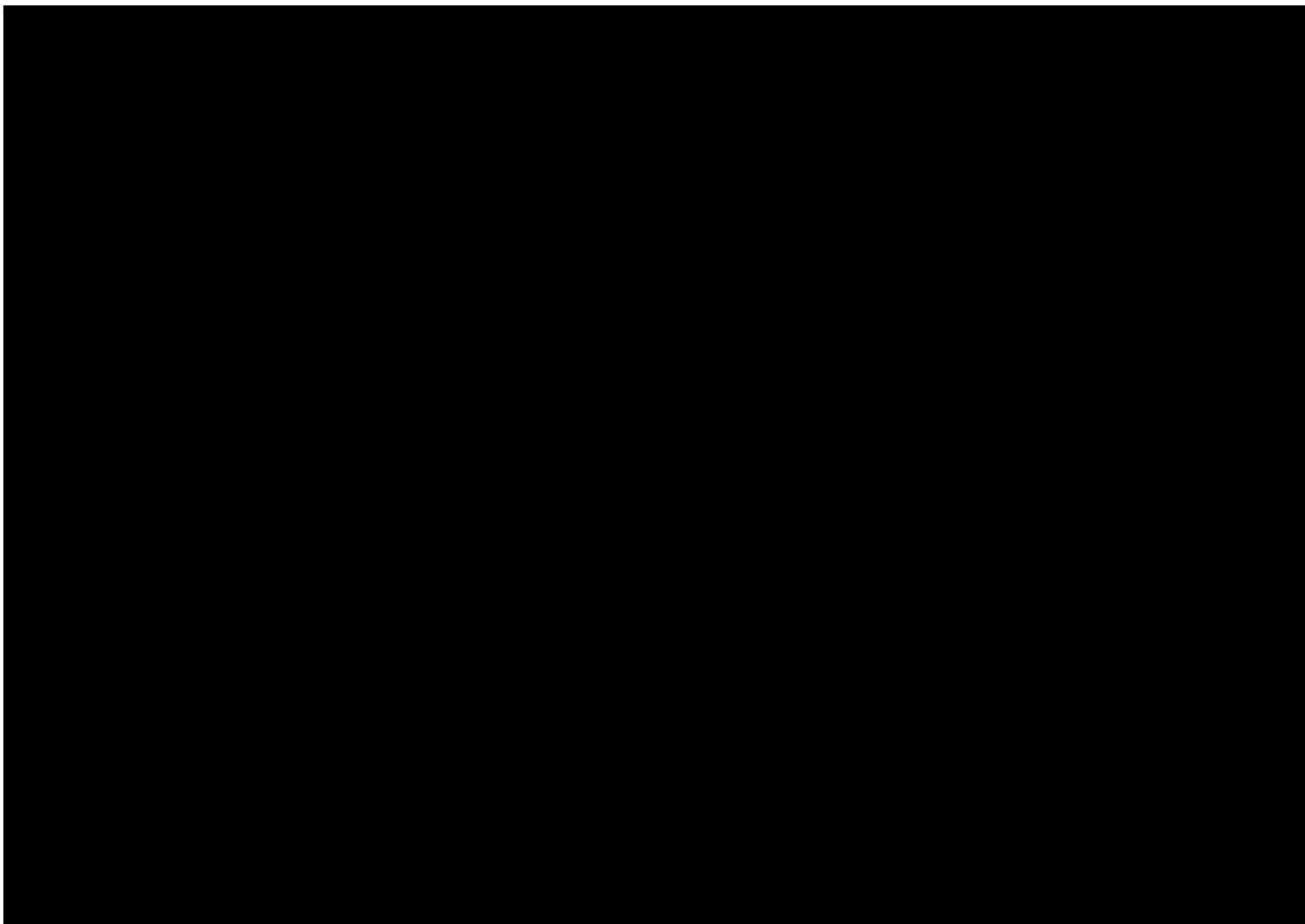
## Appendix 2: Key Staff Qualifications, Experience, and Responsibilities

The tables below detail the roles of vendor specific key staff necessary for successful execution of the services detailed in this RFP. Qualifications and experience, and primary responsibilities for each role must be provided and described by the vendor. The vendor may propose and staff additional roles to complement the key roles identified below. The PRMP will consider alternative arrangements, as long as the time staff are present and devoted is sufficient to meet the responsibilities and performance expectations set forth in this RFP. In instances where the vendor proposes alternative staffing arrangements, please include a description detailing why as well as the approach toward helping to ensure the vendor will meet the responsibilities and performance expectations outlined in this RFP.

The vendor's staff will be expected to participate throughout the contract. The table below indicates the roles anticipated to be actively working on the project during each task group of the project. The PRMP will consider alternative arrangements as long as the time staff are present and devoted is sufficient to meet the operational responsibilities, performance expectations, and system requirements of this RFP.







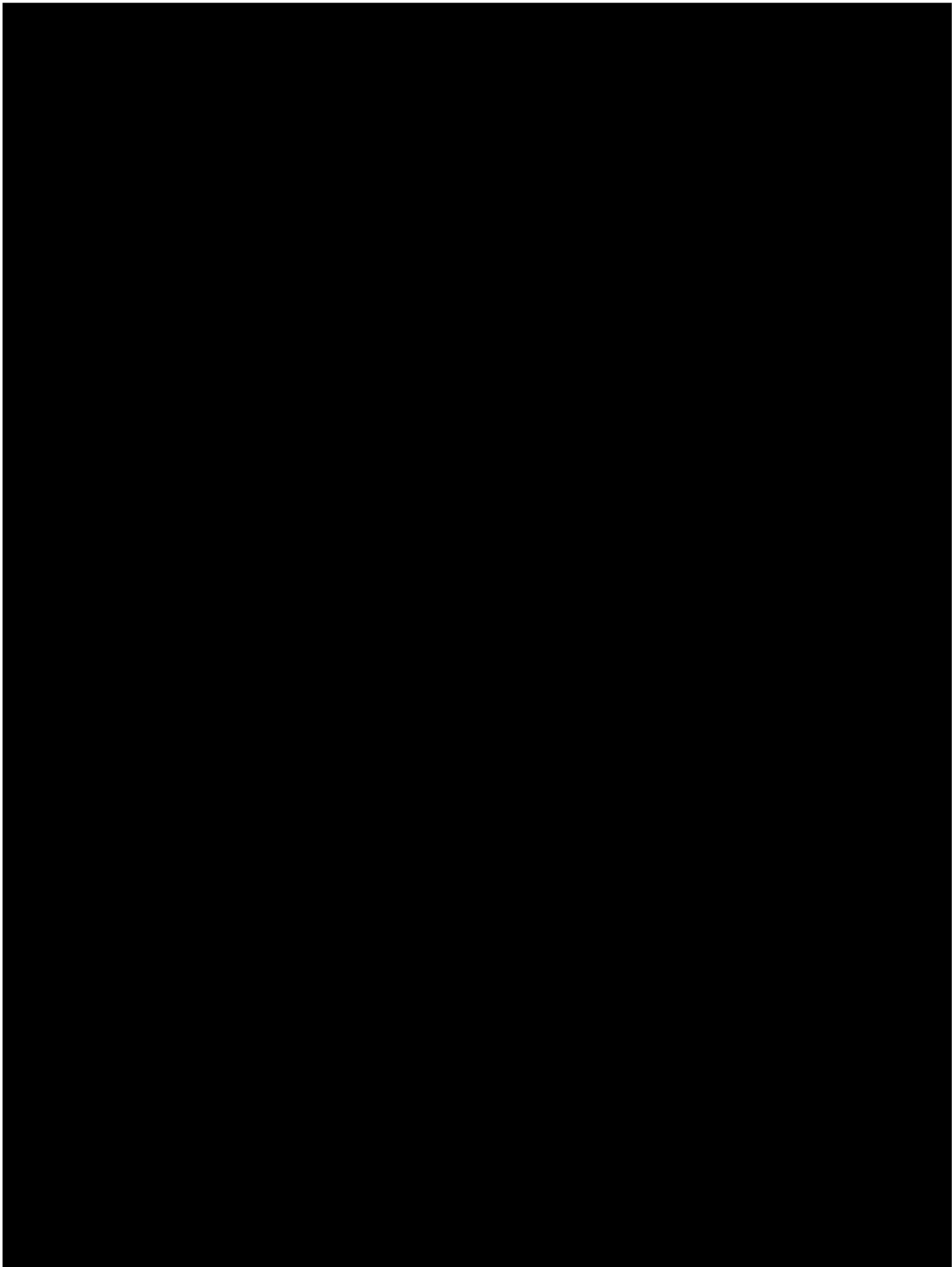
#### Appendix 4: Disclosure of Lobbying Activities (Vendor Only)

The vendor shall also disclose if any corporation was, or has been, hired to perform lobbying activities or notify if any partner or employees of the corporation are engaged in this type of activity.

This disclosure must be delivered via a written certification by the legal representative of the vendor. If there were no lobbying activities, then a negative certification must be sent as part of the process.

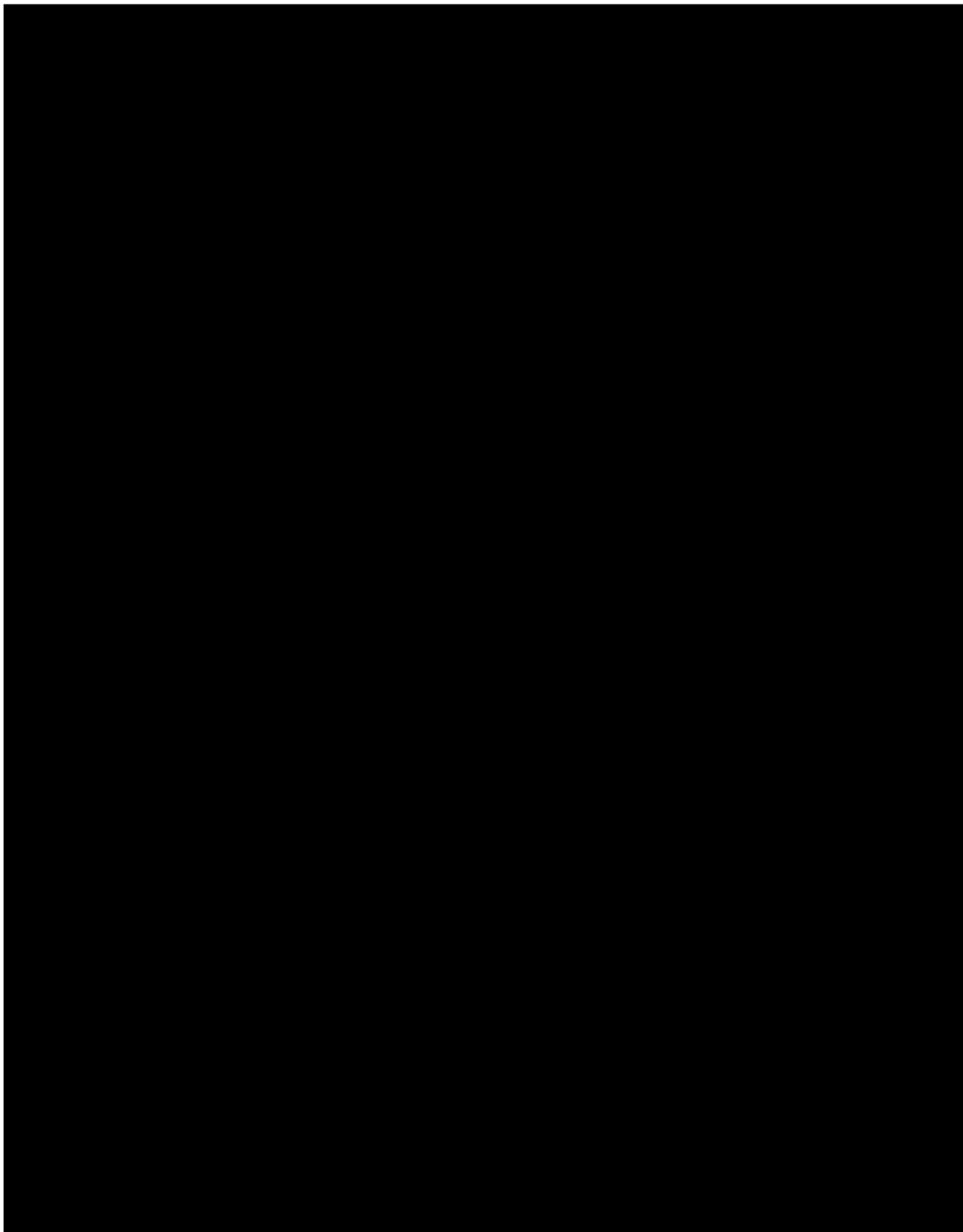
Failure to disclose this information **will result in disqualification from the process.**

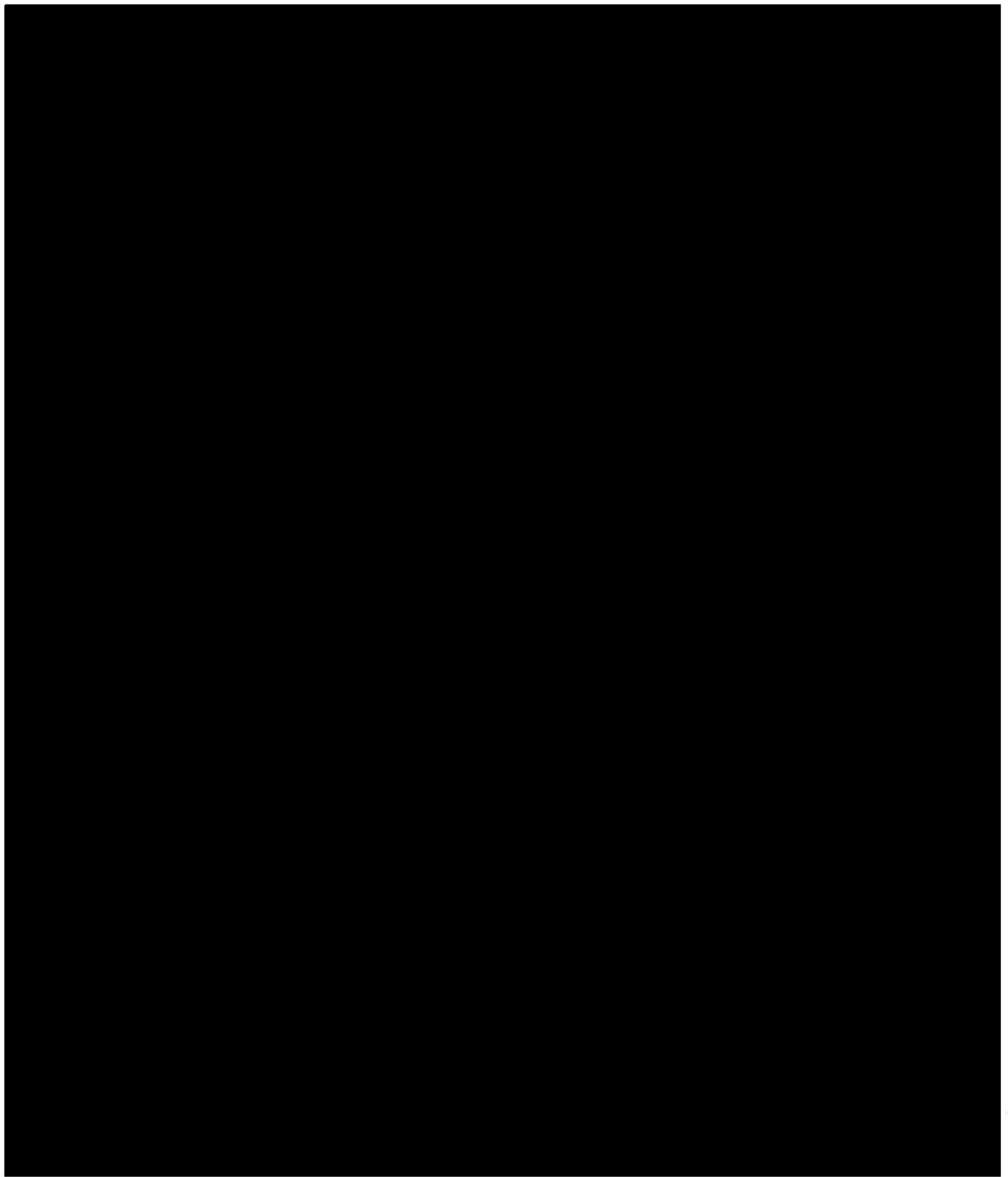
**Response:** See Negative Certification attached.

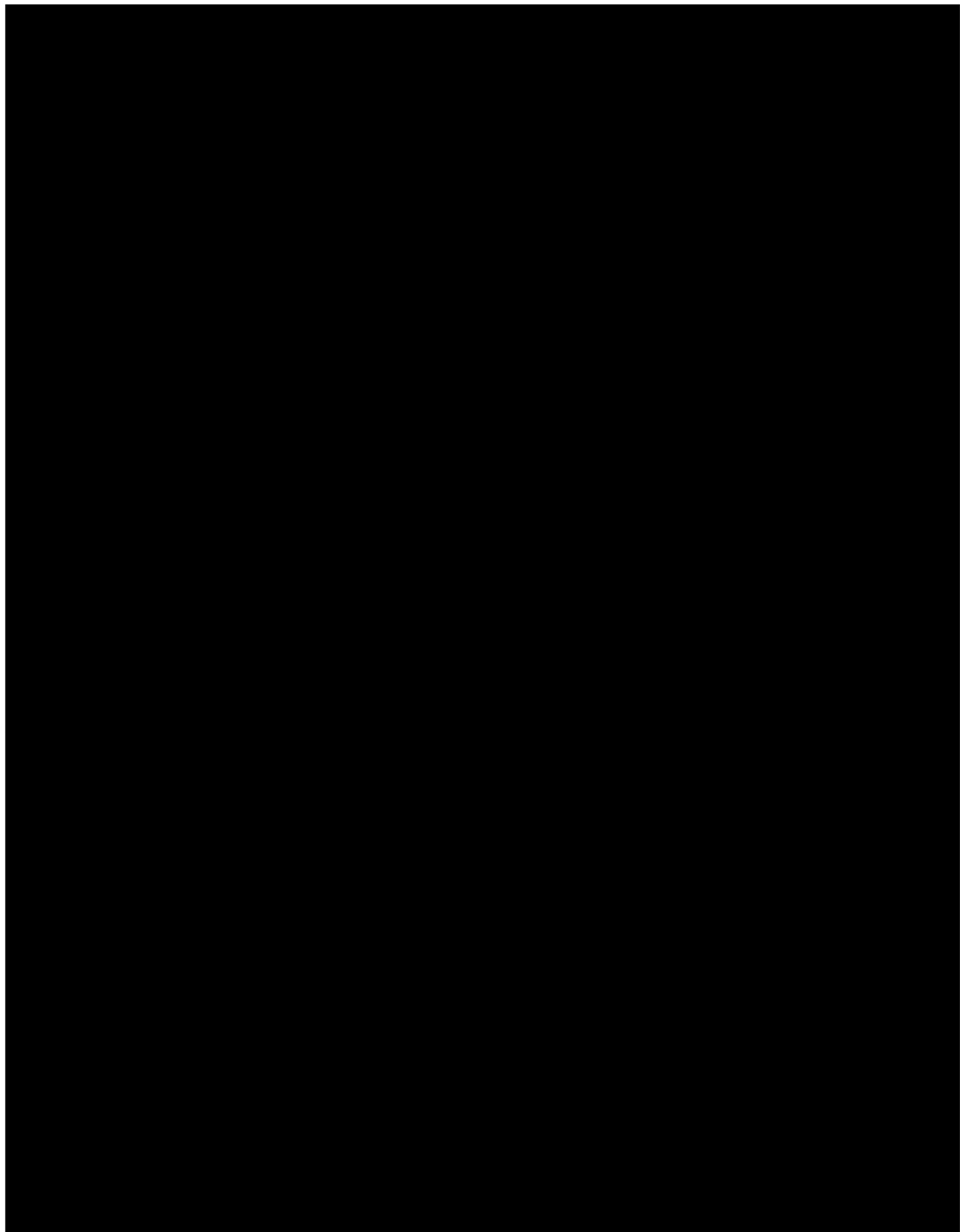


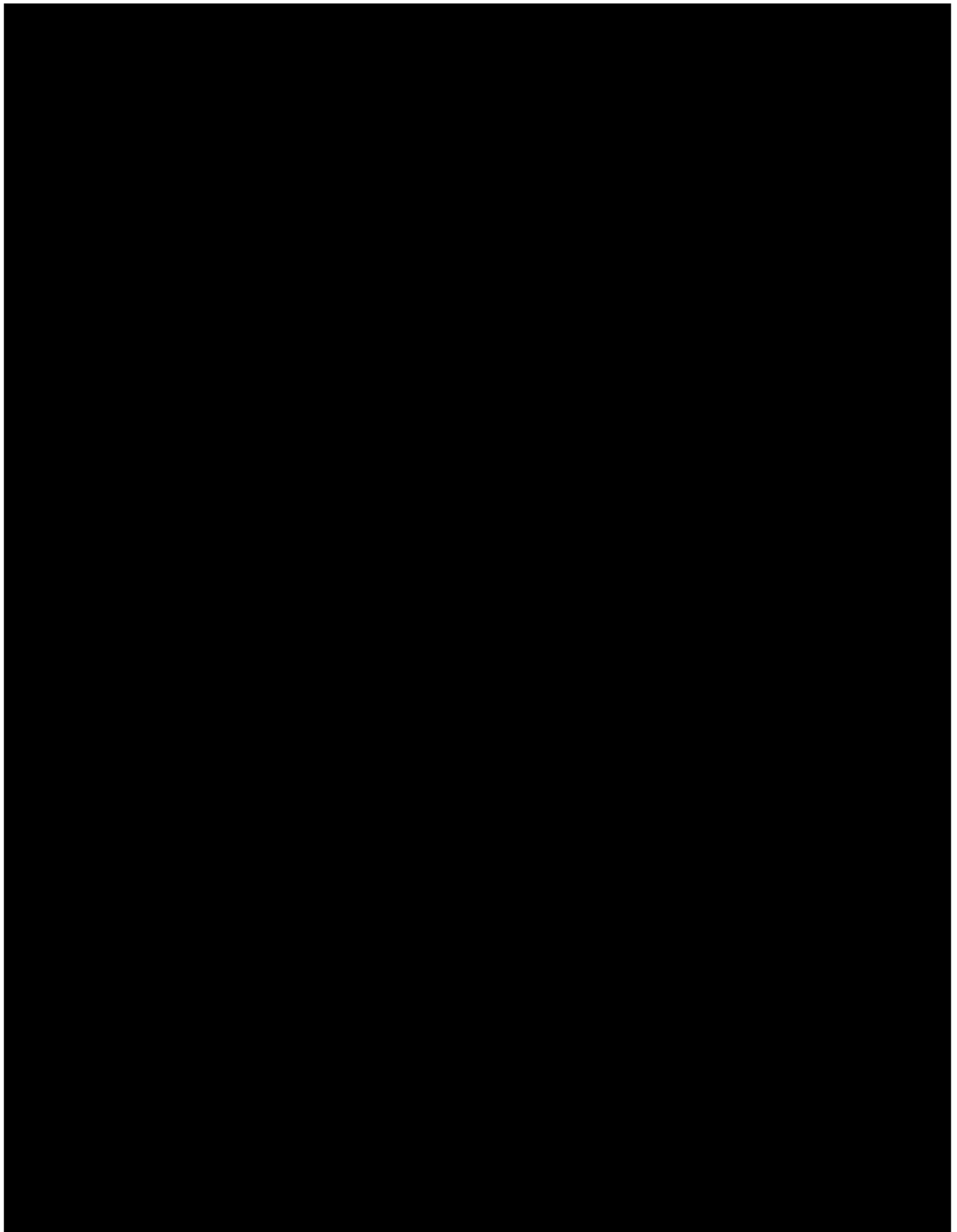


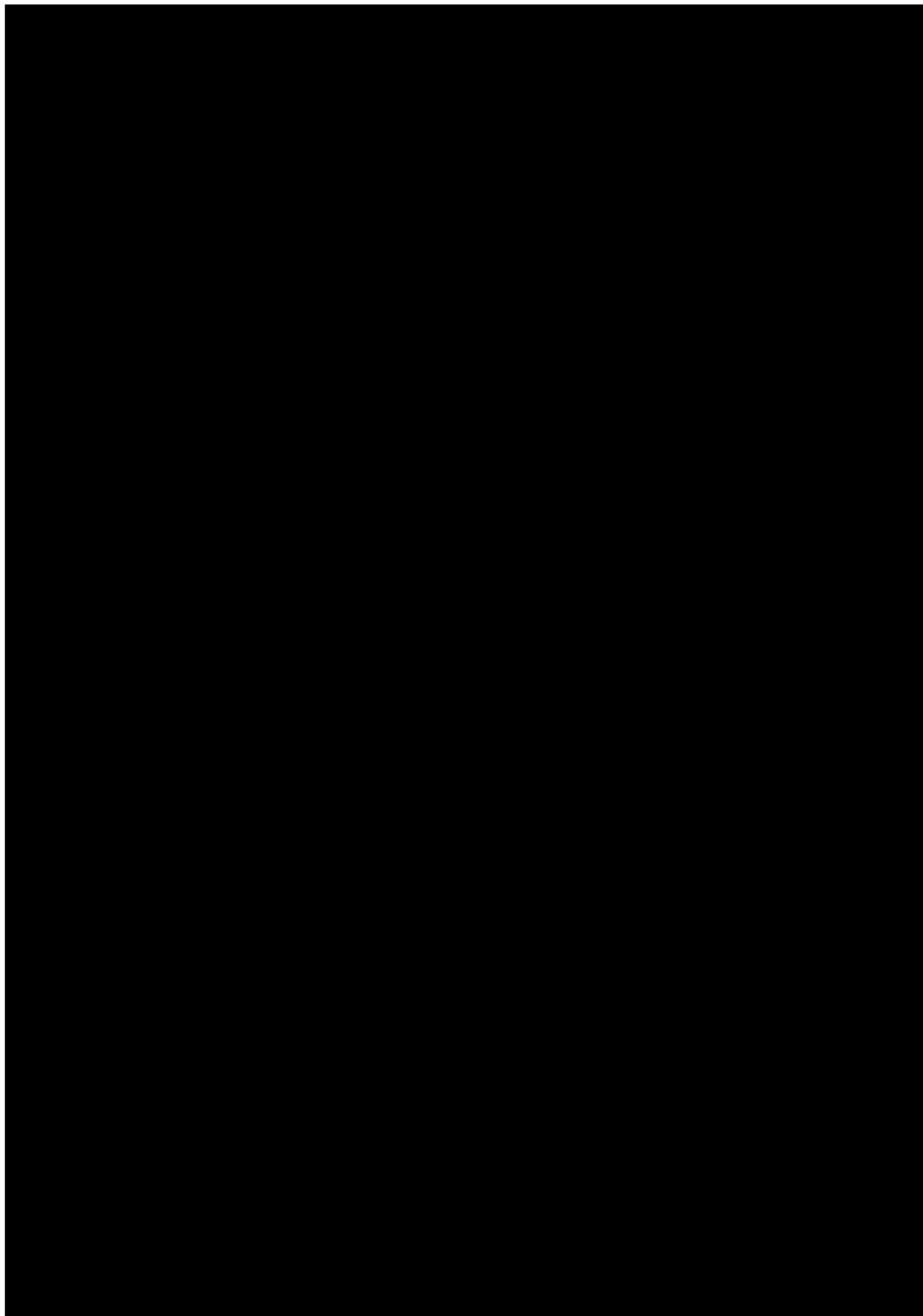


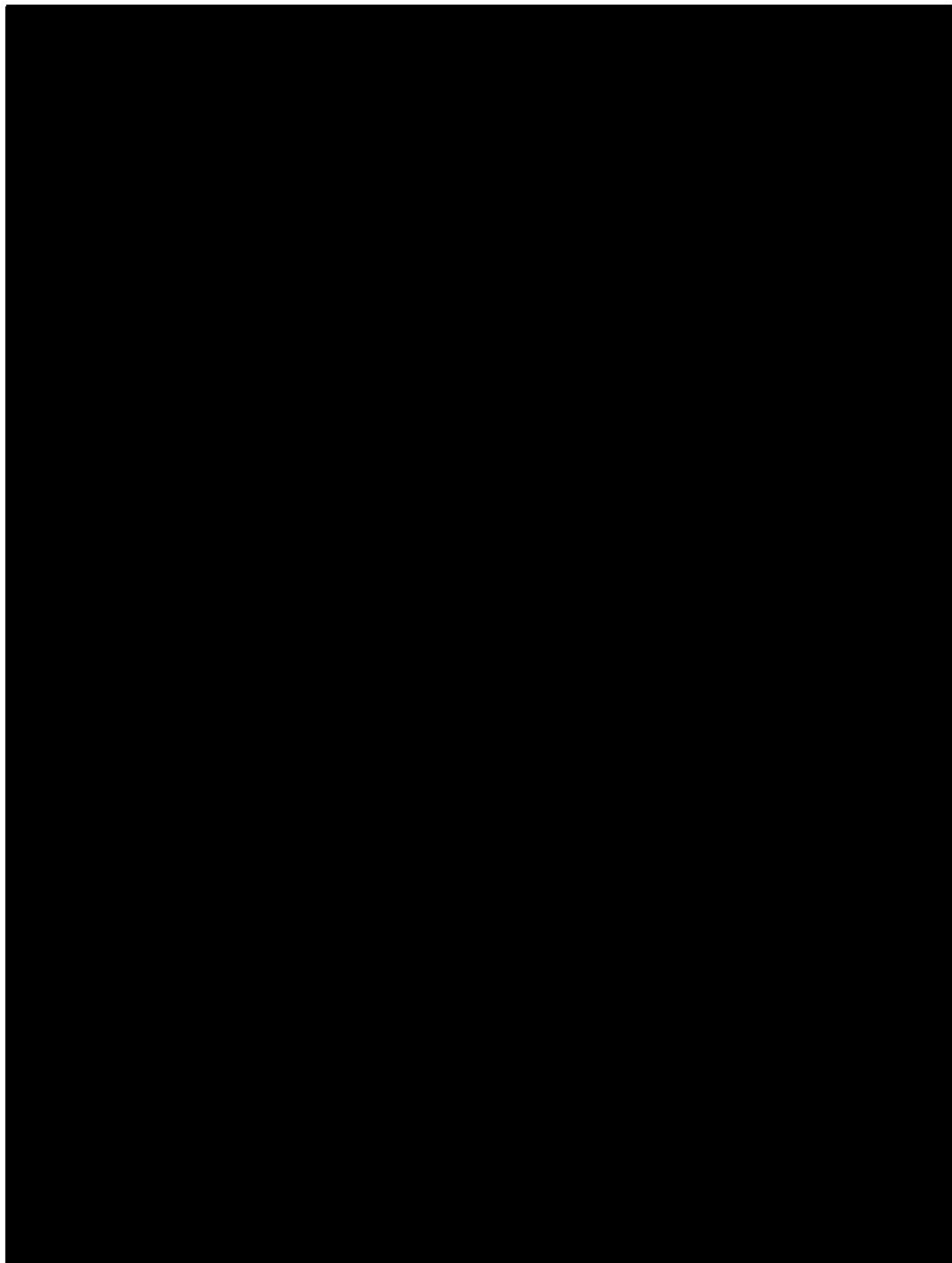


















## CERTIFICADO DE REGISTRO DE COMERCIANTE

**Nombre Localidad:**

**CARIBBEAN TEMPORARY SERVICES LLC**  
SUITES 101 & 201 1431 AVE PONCE DE LEON  
SAN JUAN PR 00907-4026

**Nombre Legal:**

**CARIBBEAN TEMPORARY SERVICES LLC**  
1431 AVE PONCE DE LEON  
STE 701  
SAN JUAN PR 00907-4039

# 0040230-0023

### Agente retenedor

**Fecha de Emisión:**

01-nov-2021

**Fecha de Expiración:**

31-oct-2023

**Tipo de Certificado:** Comerciante

**Código NAICS:**

56131

**Actividad Comercial:**

Agencias de Colocación

Certifico que este comerciante está inscrito en el Registro de Comerciantes del Departamento de Hacienda.

**Secretaria Auxiliar  
Área de Rentas Internas**

Este Certificado no es transferible y el mismo deberá exhibirse en todo momento en un lugar visible al público en la localidad indicada.



**L1827682176**



# Gobierno de Puerto Rico

Administración de Servicios Generales

Registro Único de Proveedores de

Servicios Profesionales

## CERTIFICADO ÚNICO DE PROVEEDORES

FECHA DE EXPEDICIÓN

4 de mayo de 2023

NÚMERO DE CERTIFICACIÓN

202325529

FECHA DE VENCIMIENTO

11 de octubre de 2023

Nombre del Proveedor: CARIBBEAN TEMPORARY SERVICES, LLC

Número de Proveedor: 9318

Dirección Postal: PO BOX 11873 San Juan, PR 00910

Teléfono: (787) 620-5500

Correo Electrónico: marianne.ortiz@ctspr.com

### PERSONAS AUTORIZADAS A FIRMAR

NOMBRE Y APELLIDOS	TÍTULO QUE OSTENTA
ROSE VILLAMIL DURAND	E PRESIDENTA DE LA JUNTA DE DIRECTOR

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

RV20220729



Gobierno de Puerto Rico  
DEPARTAMENTO DE HACIENDA  
Área de Rentas Internas



**Certificado de Relevó Total - Entidades Jurídicas**

 ANGEL LACOMBA  
CARIBBEAN TEMPORARY SERVICES LLC  
PO BOX 11873  
SAN JUAN PR 00910-3800

Fecha: 28 diciembre 2022

ID de Contribuyente:

ID de Correspondencia:

Número de Control:

**Certificado de Relevó Total de la Retención en el Origen sobre Pagos por Servicios Prestados por Corporaciones, Sociedades y otras Entidades**

De acuerdo con lo establecido en la Sección 1062.03(g) del Código de Rentas Internas de Puerto Rico del 2011, según enmendado, y conforme a los requisitos establecidos en dicha sección, se le concede este Certificado de Relevó Total de Retención sobre Pagos por Servicios Prestados en Puerto Rico. Este relevó estará en vigor con respecto a los pagos efectuados durante el año natural 2023.

Deberá entregar copia de este certificado a toda persona responsable de efectuar la retención sobre los pagos por servicios prestados.

Si las condiciones bajo las que se emite este certificado no aplican a su caso, haga caso omiso.

Para aclarar cualquier duda u obtener información sobre este particular, puede comunicarse al (787) 622-0123.

Este relevó no le exime del pago de cualquier deuda contributiva.

*En Hacienda estamos para servirle.*

Roxanna Santiago Ortiz  
Secretaria Auxiliar  
Área de Rentas Internas

**Vence el: 31 dic. 2023**

Para verificar si este certificado es válido, acceda a <https://suri.hacienda.pr.gov> y presione el enlace "Validar certificados y licencias".

**Government of Puerto Rico  
DEPARTMENT OF THE TREASURY  
Internal Revenue Area**



**Total Waiver Certificate - Legal Entity**



ANGEL LACOMBA  
CARIBBEAN TEMPORARY SERVICES LLC  
PO BOX 11873  
SAN JUAN PR 00910-3800

Date:

diciembre 28, 2022

Taxpayer ID:

Letter ID:

Control Number:

**Total Waiver Certificate from Withholding at Source for Services Rendered  
by Corporations and Partnerships**

In accordance with Section 1062.03(g) of the Puerto Rico Internal Revenue Code of 2011, as amended, and the requirements established in this section, we grant this Total Waiver Certificate from Withholding on Payments for Services Rendered in Puerto Rico. This waiver shall be effective for payments made during the calendar year 2023.

A copy of this certificate must be submitted to the person required to make the withholdings on payments for services rendered.

If the conditions set forth in this certificate do not apply to you, ignore it.

If you have questions regarding the above, you may contact us at (787) 622-0123.

This waiver does not exempt you from any tax liability.

*Hacienda, we are here to help.*

Roxanna Santiago Ortiz  
Assistant Secretary  
Internal Revenue Area

**Valid Until: Dec. 31, 2023**

To verify if this Certificate is valid, go to <https://suri.hacienda.pr.gov> and click on the "Validate Certificates and Licenses" link.



Gobierno de Puerto Rico  
**DEPARTAMENTO DEL TRABAJO Y RECURSOS HUMANOS**  
Negociado de Normas de Trabajo  
Avenida Muñoz Rivera 505, Hato Rey, Puerto Rico

**LICENCIA PARA AGENCIA PRIVADA DE EMPLEOS**  
**LEY NÚM. 417 DE 14 DE MAYO DE 1947, ENMENDADA**

De conformidad con la autoridad que la ley confiere, por la presente se autoriza a:

**CARIBBEAN TEMPORARY SERVICES, LLC**

**Licencia Número -27-**

**Fecha expiración: 10 de marzo de 2024**

a mantener y funcionar una agencia de empleos en:

**Avenida Ponce de León #1431, Oficina 101 y 201, San Juan, Puerto Rico**

Esta licencia se expide después del peticionario haber pagado el importe de los derechos correspondientes y de haber cumplido con las demás disposiciones de la Ley Núm. 417 de 14 de mayo de 1947, según enmendada, y con las reglas y reglamentos promulgados de acuerdo con la referida Ley.

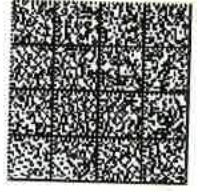
Esta agencia no podrá ser operada por una persona o entidad distinta a la que aparece en esta licencia y no podrá funcionar en otro sitio que el aquí especificado, sin la aprobación previa por escrito del Secretario del Trabajo.

Dado bajo mi firma y sello del Departamento del Trabajo.

En la ciudad de San Juan, Puerto Rico, hoy,

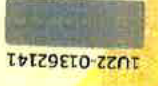


**10 MAR 2023**  
Sello



*Gabriel Maldonado González*

**Gabriel Maldonado González**  
**Secretario del Trabajo**



5120  
01/20/2023  
\$25.00  
Sello de Rentas Internas  
00016-2023-0120-07523011



THIS CERTIFIES THAT

**Caribbean Temporary Services LLC**  
dba CTS, LLC



\* Nationally certified by the: **PUERTO RICO MINORITY SUPPLIER DEVELOPMENT COUNCIL**

\*NAICS Code(s): 561320

\* Description of their product/services as defined by the North American Industry Classification System (NAICS)

01/31/2023

**Issued Date**

PR01089

**Certificate Number**

12/31/2023

**Expiration Date**

A handwritten signature in black ink, appearing to read "Ying McGulre", is positioned above the printed name.

**Ying McGulre**  
NMSDC CEO and President

A handwritten signature in black ink, appearing to read "Francisco S. Cabrera", is positioned above the printed name.

**Francisco S. Cabrera**

By using your password (NMSDC issued only), authorized users may log into NMSDC Central to view the entire profile: <http://nmsdc.org>

[Certify, Develop, Connect, Advocate.](#)

\* MBEs certified by an Affiliate of the National Minority Supplier Development Council, Inc.®



**MEMBER OF THE AMERICAN STAFFING ASSOCIATION**

ASA hereby certifies that

**Caribbean Temporary Services LLC**

is a member of ASA in good standing and agrees to abide by the  
ASA Code of Ethics and Good Practices

**2023**

A handwritten signature in black ink, which appears to read 'Rick Wolfert', is written over a horizontal line.

ASA President & CEO

January 1, 2023

Date

American Staffing Association

# National Association of Personnel Services

NATIONAL ASSOCIATION OF PERSONNEL SERVICES



**Caribbean Temporary Services, LLC**

*Member Type: Firm | Membership Expires: December 31,  
2023*



