



PLEASE DELIVER TO:

City of Ann Arbor
c/o Customer Service
301 East Huron Street
PO Box 8647
Ann Arbor, Michigan 48107

Manpower Response to RFP No. 985 - Temporary Staffing Services for Public Works

October 14, 2016



Manpower[®]

Manpower, Inc. of Southeastern Michigan
231 Little Lake Drive
Ann Arbor, MI 48103
734-665-3757
www.manpowermi.com

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October 14, 2016

City of Ann Arbor
c/o Customer Service
301 East Huron Street
PO Box 8647
Ann Arbor, Michigan 48107

Hello,

Thank you for reviewing this response to your Request for Proposal No. 985 – Temporary Staffing Services for Public Works. This proposal remains valid for a period of 90 days from October 14, 2016.

Manpower, Inc. of Southeastern Michigan was founded in 1962 and has helped both companies and individuals navigate the ever-changing world of work in Washtenaw and Monroe Counties. If you choose to work with us, you will have a local, 100% woman-owned corporate staffing partner who is deeply rooted in the community and has access to the resources and support of a globally-connected staffing company.

Thank you for your review and consideration. If you have any questions or concerns, please do not hesitate to contact our office at 734-665-3757.

Sincerely,



Susan M. Carlson
President / CEO
Manpower, Inc. of Southeastern Michigan
231 Little Lake Drive
Ann Arbor, Michigan 48103

Addenda

Acknowledgement of Addendum

Manpower, Inc. of Southeastern Michigan acknowledges receipt of Addendum No. 1, including all attachments in its Proposal.

Proposal Section A: Professional Qualifications

COMPANY BACKGROUND AND INFORMATION

Manpower, Inc. of Southeastern Michigan is a locally-owned, community-based staffing organization operating with the resources and support of our global parent corporation, ManpowerGroup. Founded in 1962, Manpower, Inc. of Southeastern Michigan has helped both companies and individuals navigate the ever-changing world of work in Washtenaw and Monroe Counties for over 54 years! Susan Carlson, President/CEO, joined Manpower, Inc. of Southeastern Michigan in 1986, has been President since 1994 and sole owner since 2014.

We are a 100% woman-owned corporation licensed to operate in the State of Michigan. Our local franchise, headquartered in Ann Arbor, is comprised of two (2) offices. Our Ann Arbor office services Washtenaw County and is located at 231 Little Lake Drive, Ann Arbor, Michigan 48103. Our Monroe office services Monroe County and is located at 1122 S. Telegraph, Monroe, Michigan 48161.

ManpowerGroup (previously Manpower, Inc.) was founded in 1948 in Milwaukee, Wisconsin where it is still headquartered today. A \$22 billion company, ManpowerGroup offers employers a range of services for the entire employment and business cycle including permanent, temporary, and contract recruitment; assessment and selection; training; outplacement; outsourcing; and consulting. Manpower's worldwide network of more than 3,000 offices in over 80 countries and territories enables the company to meet the needs of its 400,000 clients per year, including small and medium size enterprises in all industry sectors, as well as the world's largest multinational corporations. The focus of Manpower's work is on raising productivity through improved quality, efficiency, and cost-reduction across their total workforce, enabling clients to concentrate on core business activities.

Manpower is experienced in making the best match of our candidates to your detailed, specific needs. Manpower's structured screening system is designed to accurately measure the skills and experiences of our applicants. During our screening process, we address work-related issues, including the importance of being prompt and regular in attendance; remaining at the workstation unless directed otherwise by the supervisor; and appropriate dress while on an assignment. We do this through our structured interview, pre-employment checks, testing/assessments, training, and customized orientation process.

**EXECUTIVE / PROFESSIONAL PERSONNEL**

Locally, Manpower, Inc. of Southeastern Michigan has over 40 internal employees who all play an intricate part in staffing and servicing our clients. That work is overseen, managed, and supported by the following executive and professional personnel:

Susan Carlson, President / CEO

Susan is an executive leader who has been responsible for the temporary staffing and service operations for Manpower, Inc. of SE Michigan since 1986. She provides leadership to a staff of 40+ internal employees and oversees business operations throughout the entire organization. Susan has encompassed a shared services model to ensure excellence in staffing delivery and support. She understands the importance of offering a range of customized, targeted staffing solutions and does so with a comprehensive client base of 200+. Susan is skilled at developing and expanding relationships with clients by anticipating and exceeding customer needs. She ensures staffing and service is operating in compliance with all local, state, and federal laws/regulations. Furthermore, Susan has established and improved business processes, policies, and procedures to maximize effectiveness and efficiencies within daily operations.

Wendy Willford, Operations Vice President / CFO

Wendy is an executive leader who has supported the temporary staffing and service operations for Manpower, Inc. of SE Michigan since 1999. She is directly responsible for all accounting, business and financial analysis and reporting, risk management, cash management, legal/regulatory/tax compliance, and internal/external auditing. Wendy also oversees all temporary employee payroll processing, invoicing, tax payments, wage withholding orders, and employment verifications. Wendy is skilled at managing special invoicing procedures and special customer reporting, including all new customer setups in Manpower's front and back office systems. In addition, Wendy coordinates the compliance of local, state, and federal laws and regulations including maintaining records. She also oversees risk and claims management programs; implementing and maintaining unemployment and workers' compensation policies, procedures, and reporting. Furthermore, Wendy manages Ann Arbor's accounting/finance department staff and functions including sales collection and reporting, bank reconciliations, payroll, accounts payable, fixed assets, and general journal maintenance.

Jody Heath, Customer Care Vice President

Jody is an executive leader who has supported the temporary staffing and service operations for Manpower, Inc. of SE Michigan since 1987. She has over 15 years of experience providing onsite support to high-profile and large volume accounts. She is skilled at developing, expanding, and improving relationships with key customers by anticipating and exceeding customer needs and expectations. Jody understands how to identify customer needs, priorities, and concerns and communicate those to the staffing teams in ways that enhance their ability to recruit and service those customers. Jody regularly performs work environment service evaluations for quality

purposes and to learn more about company- and/or department-specific needs. From this, she is able to provide customized recruiting, onboarding, and orientation services to companies and departments. As a leader in providing customer care, Jody is able to troubleshoot to resolve and deliver solutions to customers, candidates, and temporary employees as well as design and maximize best practices and efficiencies for our client bases to ensure quality customer service.

Jordan VanZandt, Staffing Manager

Jordan is a strategic staffing manager who has supported the temporary staffing and service operations for Manpower, Inc. of SE Michigan since 2003. She has approximately 10 years of experience providing onsite support to high-profile and large volume accounts. As an onsite manager, Jordan has prepared weekly, monthly, quarterly, and yearly staffing and invoicing reports as needed/requested. She is also responsible for monitoring attendance and performance; coaching and counseling; and handling terminations of temporary employees. Jordan also understands the importance of staying informed with recruiting trends as well as creating and maintaining a strong network of candidates and resources to support recruiting efforts. Jordan is skilled at expanding and improving relationships with key customers by anticipating and exceeding customer needs and at troubleshooting to resolve and deliver solutions to customers, candidates, and temporary employees. Jordan also provides leadership to staff and oversees recruiting and service provided to our industrial, manufacturing, and skilled trade accounts. Jordan regularly performs work environment service evaluations for quality purposes and to learn more about company- and/or department-specific needs. From this, she is able to provide customized recruiting, onboarding, and orientation services to departments as needed.

Proposal Section B: Past Involvement with Similar Projects

Manpower, Inc. of Southeastern Michigan is experienced in providing staffing support consistent with the services covered in this RFP to other local clients as well. We have served large and small businesses in Washtenaw and Monroe Counties since opening our doors in 1962. In the government sector, we have supported the State of Michigan, Washtenaw County, Monroe County, and the City of Milan to name a few. In addition, we have also staffed for similar positions with the University of Michigan, Plant Operations, Moving & Trucking division.

Manpower, Inc. of Southeastern Michigan's service relationship with the City of Ann Arbor began in April 2007 and has continued to date. Over the course of this period, Manpower has worked closely with hiring managers from various City of Ann Arbor departments to understand their needs and unique challenges. We have also worked closely with our applicants and temporary associates to understand their skills and personal characteristics, and provide an accessible, supportive presence to both parties. We structured our local service team and service model in response to the services that these departments and individuals require. Within two (2) months of the start of Manpower's service relationship with the City of Ann Arbor, we employed more than 50 associates across various City of Ann Arbor departments and at the height of the service relationship, our temporary workforce reached over 100 associates on assignment with the City of Ann Arbor.

REFERENCES

Tracy Pennington
Public Works Supervisor
City of Ann Arbor
Public Works
4251 Stone School Road
Ann Arbor, Michigan 48108
P: 734-994-2768
E: tpennington@a2gov.org

Doug Schoener
Foreman
University of Michigan
Plant Operations, Moving & Trucking
1201 Kipke
Ann Arbor, Michigan 48109
P: 734-764-2487
E: ottoscho@umich.edu

Proposal Section C: Proposed Work Plan

We identify talented, dependable, and productive associates and work with you to customize a staffing solution according to your defined workforce objectives. Our system of interviewing, testing, and training ensures that we will send you a temporary employee who can perform up to the standards you expect. We take every step necessary to provide temporary employees who meet your requirements and your performance standards. If you are dissatisfied with the performance of any temporary associate, we will replace the associate with one who meets your expectations. If Manpower is notified within the first day of assignment, you will not be charged for the unsatisfactory associate – guaranteed!

The below further describes our recruitment, screening, and onboarding process as well as retention and benefits.

RECRUITMENT STRATEGY

Manpower implements a robust channel approach to recruiting top talent, incorporating all levels of recruitment simultaneously. The use of online recruiting expands our candidate pool and maximizes the power of our network recruiting through today's most popular job means. In addition, we focus on local recruiting activities to ensure we are drawing from a candidate pool within our community. Manpower's recruiting avenues include, but are not limited to: current online job boards, social media outlets, internet mining, resume databases, local job fairs, print advertising, referrals, email and telephone campaigns, and local partnerships with workforce agencies and educational institutions to name a few.

STRUCTURED INTERVIEW

Manpower conducts two (2) interviews before assigning a candidate to a job order. The first interview, called the pre-screening interview, is used to gather information related to the candidate's availability, job requirements, interest in temporary employment, and ability to meet pre-employment requirements. During the second interview, we spend time asking each applicant many open-ended questions. We use this time to build a personal rapport and obtain the information we need to accurately place a new associate on an assignment that meets their skill level and preferences.

PRE-EMPLOYMENT CHECKS

Manpower conducts the following pre-employment checks as part of our screening process, including but not limited to: conducting criminal background investigations, administering a drug screen, verifying US employment eligibility, and performing reference requests.

At your request, Manpower is able to perform additional pre-employment screening to ensure our associates satisfy the standards as your own employees. This includes, but is not limited to: verifying education/certification credentials and reviewing motor vehicle report/driving records.

TESTING / ASSESSMENTS

For industrial positions, we utilize the Ultradex battery of tests that can screen candidates for their knowledge, skills, abilities, and other industrial-related characteristics.

Manpower's Ultradex assessments measure a candidate's abilities – task-related skills that are essential for specific jobs. Validated and reliable, Ultradex enables us to predict on-the-job performance and send you people who can hit the ground running, delivering top-quality work from day one. This Manpower proprietary battery consists of six (6) tests measuring competencies relevant in industrial and production environments, such as desire to do quality work, attention to detail, ability to follow verbal and written instructions, speed and dexterity, and other industrial job related tasks. The tests in the Ultradex battery include:

- *Coordinated Rapid Movement:* This test verifies a person's ability to assemble parts using one or both hands – following a specific set of instructions.
- *Sorting and Checking:* This test identifies candidates who can accurately and quickly complete the detailed tasks required in most packaging, shipping and receiving jobs.
- *Inspection:* This assessment verifies the skills to spot defects and categorize them according to instructions.
- *Math Comprehension – Basic and Intermediate:* For the range of positions that require math skills, these tests measure aptitude for basic addition, subtraction, multiplication and division, as well as more complicated calculations involving decimals and fractions.
- *Measurement Comprehension – Standard and Metric:* These tests focus on an individual's skill level when using measuring devices, whether in standard or metric units – and identify workers who can deliver accurate results the first time.
- *Reading Comprehension:* This test evaluates a person's ability to read and understand information presented in different written formats.

We validate all of our test batteries following strict guidelines of several agencies, including the EEOC and the American Psychological Association. Our professional validation process is unmatched in the industry and means that our tests are time-proven; in real-world situations to deliver industrial associates that can meet or exceed expectations for the required tasks.

TRAINING

We offer a large selection of industrial-related training and skill-improvement programs to our associates at no charge and at no obligation. Our commitment to improving the skills of our associates allows us to attract and retain a talented pool of people. Our associates benefit as Manpower continues to invest in their careers. Our training includes the following programs and has an unmatched market value:

- General Safety;
- Industrial Skills Development;
- Quality;
- Good Manufacturing Practices;
- Powered Industrial Truck; and
- Soldering Skills.

CUSTOMIZED ORIENTATION

Before each Manpower assignment begins, we provide each associate with a customized orientation. The content of this orientation covers an overview of Manpower's policies, procedures, services, and expectations. We describe the process for timekeeping and payroll, explain our benefit package, and show the wealth of training opportunities available.

We also cover helpful tips to ensure success on assignment such as being punctual, asking questions, communicating openly with supervisors, and much more. In addition, Manpower is able to incorporate any customer-specific orientation materials at this time.

BENEFITS OVERVIEW

Manpower, Inc. of Southeastern Michigan offers the following benefits to temporary associates to encourage retention, turnover reduction, and employee goodwill. There is no cost to the customer.

Holiday Pay: Manpower associates are eligible for six (6) paid holidays. To qualify, associates must currently be on assignment, have worked 1,800 hours during the 12 months preceding the holiday, and work the scheduled day before and the scheduled day following the observed holiday.



Insurance Coverage: Upon acceptance of employment with an average of at least 30 hours per week, Manpower associates are eligible to enroll in our Non Contributory Basic Group Life and AD&D, Group Affordable Care Act Qualified Medical, and newly enhanced Group Voluntary Life, Short Term Disability, Dental, Vision, Accident and Critical Illness Insurance Plans.

Tuition and Certification Reimbursement: This program is offered to Manpower associates for classes that improve work-related skills and includes, but is not limited to: community/adult education, business school/community college/university courses, and professional certifications.

Performance Recognition: We appreciate our associates and the hard work they do! Reward and recognition is acknowledged in a variety of ways and is based on factors including performance, attendance, and tenure.

Referral Bonus Program: We offer a referral bonus to those who refer someone who becomes a successful associate with Manpower.

Direct Deposit: As an added convenience and security measure, both direct deposit and ADP TotalPay card options are available to Manpower associates.

Training / Development: Manpower offers an array of free training programs to our associates, without cost or obligation.

Online Manpower Account: Manpower's online associate portal allows access 24/7/365 as well as the ability to update job/career information, personal details, tax forms, and direct deposit account authorization; review paycheck stubs; and register for online training.

Proposal Section D:
Fee Proposal

Please find our “Fee Proposal” in the attached and sealed envelope per instructions in the RFP.



Proposal Section E: Authorized Negotiator

The authorized negotiator for Manpower, Inc. of Southeastern Michigan is Susan Carlson, President / CEO. She can be reached at 734-665-3757 ext: 111 (office), 734-320-6504 (cell), or smc@manpowermi.com (email).

Proposal Section F: Attachments

Please find the following completed attachments as outlined in RFP No. 985:

- Attachment C: Legal Status of Agency
- Attachment D: City of Ann Arbor Declaration of Compliance
- Attachment E: City of Ann Arbor Living Wage Ordinance Declaration of Compliance
- Attachment F: Vendor Conflict of Interest Disclosure Form Non-Discrimination Form



ATTACHMENT C
LEGAL STATUS OF RESPONDENT

(The Respondent shall fill out the provision and strike out the remaining ones.)

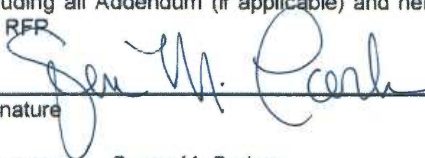
The Respondent is:

- A corporation organized and doing business under the laws of the state of Michigan, for whom Susan M. Carlson bearing the office title of President, whose signature is affixed to this proposal, is authorized to execute contracts on behalf of respondent.*

*If not incorporated in Michigan, please attach the corporation's Certificate of Authority

- ~~• A limited liability company doing business under the laws of the State of _____, whom _____ bearing the title of _____ whose signature is affixed to this proposal, is authorized to execute contract on behalf of the LLC.~~
- ~~• A partnership organized under the laws of the State of _____ and _____ filed _____ with the County of _____, whose members are (attach list including street and mailing address for each.)~~
- ~~• An individual, whose signature with address, is affixed to this RFP.~~

Respondent has examined the basic requirements of this RFP and its scope of services, including all Addendum (if applicable) and hereby agrees to offer the services as specified in the RFP

 _____ Date: 10-12-14
Signature

(Print) Name Susan M. Carlson Title President / CEO

Firm: Manpower, Inc. of SE Michigan

Address: PO Box 1309, Ann Arbor, MI 48106-1309

Contact Phone 734-665-3757 ext 111 Fax 734-665-9374

Email smc@manpowermi.com Cell Phone: 734-320-6504



**ATTACHMENT D
CITY OF ANN ARBOR DECLARATION OF COMPLIANCE**

Non-Discrimination Ordinance

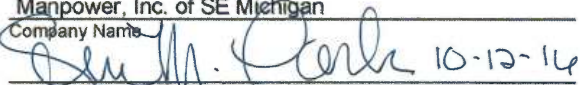
The "non discrimination by city contractors" provision of the City of Ann Arbor Non-Discrimination Ordinance (Ann Arbor City Code Chapter 112, Section 9:158) requires all contractors proposing to do business with the City to treat employees in a manner which provides equal employment opportunity and does not discriminate against any of their employees, any City employee working with them, or any applicant for employment on the basis 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. It also requires that the contractors include a similar provision in all subcontracts that they execute for City work or programs.

In addition the City Non-Discrimination Ordinance requires that all contractors proposing to do business with the City of Ann Arbor must satisfy the contract compliance administrative policy adopted by the City Administrator. A copy of that policy may be obtained from the Purchasing Manager.

The Contractor agrees:

- (a) To comply with the terms of the City of Ann Arbor's Non-Discrimination Ordinance and contract compliance administrative policy.
- (b) To post the City of Ann Arbor's Non-Discrimination Ordinance Notice in every work place or other location in which employees or other persons are contracted to provide services under a contract with the City.
- (c) To provide documentation within the specified time frame in connection with any workforce verification, compliance review or complaint investigation.
- (d) To permit access to employees and work sites to City representatives for the purposes of monitoring compliance, or investigating complaints of non-compliance.

The undersigned states that he/she has the requisite authority to act on behalf of his/her employer in these matters and has offered to provide the services in accordance with the terms of the Ann Arbor Non-Discrimination Ordinance. The undersigned certifies that he/she has read and is familiar with the terms of the Non-Discrimination Ordinance, obligates the Contractor to those terms and acknowledges that if his/her employer is found to be in violation of Ordinance it may be subject to civil penalties and termination of the awarded contract.

Manpower, Inc. of SE Michigan
 Company Name

 Signature of Authorized Representative Date
Susan M. Carlson
 Print Name and Title
PO Box 1309, Ann Arbor, MI 48106-1309
 Address, City, State, Zip
734-665-3757 ext 111 (office); 734-320-6504 (cell); smc@manpowermi.com (email)
 Phone/Email address

Questions about the Notice or the City Administrative Policy, Please contact:
 Procurement Office of the City of Ann Arbor
 (734) 794-8500



ATTACHMENT E
CITY OF ANN ARBOR
LIVING WAGE ORDINANCE DECLARATION OF COMPLIANCE

The Ann Arbor Living Wage Ordinance (Section 1:811-1:821 of Chapter 23 of Title I of the Code) requires that an employer who is (a) a contractor providing services to or for the City for a value greater than \$10,000 for any twelve-month contract term, or (b) a recipient of federal, state, or local grant funding administered by the City for a value greater than \$10,000, or (c) a recipient of financial assistance awarded by the City for a value greater than \$10,000, shall pay its employees a prescribed minimum level of compensation (i.e., Living Wage) for the time those employees perform work on the contract or in connection with the grant or financial assistance. The Living Wage must be paid to these employees for the length of the contract/program.

Companies employing fewer than 5 persons and non-profits employing fewer than 10 persons are exempt from compliance with the Living Wage Ordinance. If this exemption applies to your company/non-profit agency please check here [] No. of employees ____
The Contractor or Grantee agrees:

- (a) To pay each of its employees whose wage level is not required to comply with federal, state or local prevailing wage law, for work covered or funded by a contract with or grant from the City, no less than the Living Wage. The current Living Wage is defined as \$12.93/hour for those employers that provide employee health care (as defined in the Ordinance at Section 1:815 Sec. 1 (a)), or no less than \$14.43/hour for those employers that do not provide health care. The Contractor or Grantor understands that the Living Wage is adjusted and established annually on April 30 in accordance with the Ordinance and covered employers shall be required to pay the adjusted amount thereafter to be in compliance (Section 1:815(3)).

Check the applicable box below which applies to your workforce

- [] Employees who are assigned to any covered City contract/grant will be paid at or above the applicable living wage without health benefits
[] Employees who are assigned to any covered City contract/grant will be paid at or above the applicable living wage with health benefits

- (b) To post a notice approved by the City regarding the applicability of the Living Wage Ordinance in every work place or other location in which employees or other persons contracting for employment are working.
(c) To provide to the City payroll records or other documentation within ten (10) business days from the receipt of a request by the City.
(d) To permit access to work sites to City representatives for the purposes of monitoring compliance, and investigating complaints or non-compliance.
(e) To take no action that would reduce the compensation, wages, fringe benefits, or leave available to any employee covered by the Living Wage Ordinance or any person contracted for employment and covered by the Living Wage Ordinance in order to pay the living wage required by the Living Wage Ordinance.

The undersigned states that he/she has the requisite authority to act on behalf of his/her employer in these matters and has offered to provide the services or agrees to accept financial assistance in accordance with the terms of the Living Wage Ordinance. The undersigned certifies that he/she has read and is familiar with the terms of the Living Wage Ordinance, obligates the Employer/Grantee to those terms and acknowledges that if his/her employer is found to be in violation of Ordinance it may be subject to civil penalties and termination of the awarded contract or grant of financial assistance.

Manpower, Inc. of SE Michigan
Company Name
Signature of Authorized Representative: Susan M. Carlson
Date: 10-12-14

Susan M. Carlson, President / CEO
Print Name and Title
Address, City, State, Zip: PO Box 1309, Ann Arbor, MI 48106-1309
Phone/Email address: 734-665-3757 ext 111 (office); 734-320-6504 (cell); smc@manpowermi.com (email)

Questions about this form? Contact Procurement Office City of Ann Arbor Phone: 734/794-8500
Revised 2/17/16 Rev 0

LW-2

ATTACHMENT F



VENDOR CONFLICT OF INTEREST DISCLOSURE FORM


All vendors interested in conducting business with the City of Ann Arbor must complete and return the Vendor Conflict of Interest Disclosure Form in order to be eligible to be awarded a contract. Please note that all vendors are subject to comply with the City of Ann Arbor's conflict of interest policies as stated within the certification section below.

If a vendor has a relationship with a City of Ann Arbor official or employee, an immediate family member of a City of Ann Arbor official or employee, the vendor shall disclose the information required below.

1. No City official or employee or City employee's immediate family member has an ownership interest in vendor's company or is deriving personal financial gain from this contract.
2. No retired or separated City official or employee who has been retired or separated from the City for less than one (1) year has an ownership interest in vendor's Company.
3. No City employee is contemporaneously employed or prospectively to be employed with the vendor.
4. Vendor hereby declares it has not and will not provide gifts or hospitality of any dollar value or any other gratuities to any City employee or elected official to obtain or maintain a contract.
5. Please note any exceptions below:

Conflict of Interest Disclosure*	
Name of City of Ann Arbor employees, elected officials or immediate family members with whom there may be a potential conflict of interest.	<input type="checkbox"/> Relationship to employee
	<input type="checkbox"/> Interest in vendor's company
	<input type="checkbox"/> Other (please describe in box below)

*Disclosing a potential conflict of interest does not disqualify vendors. In the event vendors do not disclose potential conflicts of interest and they are detected by the City, vendor will be exempt from doing business with the City.

I certify that this Conflict of Interest Disclosure has been examined by me and that its contents are true and correct to my knowledge and belief and I have the authority to so certify on behalf of the Vendor by my signature below:		
Manpower, Inc. of SE Michigan	734-665-3757	
Vendor Name	Vendor Phone Number	
	10-12-16	Susan M. Carlson
Signature of Vendor Authorized Representative	Date	Printed Name of Vendor Authorized Representative



Questions about this form? Contact Procurement Office City of Ann Arbor Phone: 734/794-6500, procurement@a2gov.org

Proposal Section:
Exhibits

Please find the following exhibits as requested in RFP No. 985:

- Errors and Omissions Insurance
- Workers' Compensation Insurance
- Commercial General Liability Insurance

Errors and Omissions Insurance

		<h3>CERTIFICATE OF LIABILITY INSURANCE</h3>		DATE (MM/DD/YYYY) 10/11/2016			
<p>THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.</p>							
<p>IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).</p>							
PRODUCER Aon Risk Services Central, Inc. Milwaukee WI Office 10700 Research Drive Suite 450 Milwaukee WI 53226 USA			CONTACT NAME: PHONE (AC. No. Ext): (866) 283-7122 FAX (AC. No.): (800) 363-0105 E-MAIL ADDRESS:				
INSURED Manpower of southeast Michigan P O Box 1309 Ann Arbor MI 48106-1309 USA			INSURER(S) AFFORDING COVERAGE		NAIC #		
			INSURER A: Lloyd's syndicate No. 2623		AA1128623		
			INSURER B:				
			INSURER C:				
			INSURER D:				
			INSURER E:				
			INSURER F:				
COVERAGES		CERTIFICATE NUMBER: 570064134482		REVISION NUMBER:			
<p>THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS. Limits shown are as requested</p>							
INSR	TYPE OF INSURANCE	ADDL	SUBR	POLICY NUMBER	POLICY EFF	POLICY EXP	LIMITS
LTR		INSR	WVD		(MM/DD/YYYY)	(MM/DD/YYYY)	
	<input type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR <input type="checkbox"/> GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER						EACH OCCURRENCE DAMAGE TO RENTED PREMISES (If a occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/PROP AGG
	<input type="checkbox"/> AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)
	<input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION						EACH OCCURRENCE AGGREGATE
	<input type="checkbox"/> WORKERS COMPENSATION AND EMPLOYERS' LIABILITY <input type="checkbox"/> ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED (Mandatory in MI) If yes, descr be under DESCRIPTION OF OPERATIONS below						<input type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E L EACH ACCIDENT E L DISEASE-EA EMPLOYEE E L DISEASE-POLICY LIMIT
A	E&O-PL-Primary			QK1603464 Claims Made SIR applies per policy terms & conditions	03/01/2016	03/01/2017	Aggregate Occurrence \$15,000,000 \$15,000,000
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)							
CERTIFICATE HOLDER				CANCELLATION			
City of Ann Arbor Attn: Dept of Public Services/ Field Operations 301 E Huron St Ann Arbor MI 48104 USA				SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE 			



Holder Identifier : DeptPublicServ
Certificate No : 570064134482



Workers' Compensation Insurance

ACORD		CERTIFICATE OF LIABILITY INSURANCE		DATE (MM/DD/YYYY) 02/23/2016																					
<p>THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.</p> <p>IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).</p>																									
PRODUCER MARSH USA INC ONE TOWNE SQUARE, SUITE 1100 SOUTHFIELD, MI 48076 Attn: DetroitGroupCaptive.CertRequest@marsh.com		CONTACT NAME: _____ PHONE (A/C, No, Ext): _____ FAX (A/C, No): _____ E-MAIL ADDRESS: _____																							
AMIC --29-16-17 INSURED Manpower Inc. of S.E. Michigan P.O. Box 1309 Ann Arbor, MI 48106-1309		<table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2" style="text-align: center;">INSURER(S) AFFORDING COVERAGE</th> <th style="text-align: center;">NAIC #</th> </tr> </thead> <tbody> <tr> <td>INSURER A:</td> <td>National Union Fire Insurance Company</td> <td style="text-align: center;">19445</td> </tr> <tr> <td>INSURER B:</td> <td> </td> <td> </td> </tr> <tr> <td>INSURER C:</td> <td> </td> <td> </td> </tr> <tr> <td>INSURER D:</td> <td> </td> <td> </td> </tr> <tr> <td>INSURER E:</td> <td> </td> <td> </td> </tr> <tr> <td>INSURER F:</td> <td> </td> <td> </td> </tr> </tbody> </table>		INSURER(S) AFFORDING COVERAGE		NAIC #	INSURER A:	National Union Fire Insurance Company	19445	INSURER B:			INSURER C:			INSURER D:			INSURER E:			INSURER F:			
INSURER(S) AFFORDING COVERAGE		NAIC #																							
INSURER A:	National Union Fire Insurance Company	19445																							
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INSURER D:																									
INSURER E:																									
INSURER F:																									
COVERAGES CERTIFICATE NUMBER: CH-006609827-08 REVISION NUMBER: 1																									
<p>THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.</p>																									
INSR LTR	TYPE OF INSURANCE	ADDITIONAL SUBROGATION WAIVED	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS																			
	COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR GENL AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER: _____					EACH OCCURRENCE \$ _____ DAMAGE TO RENTED PREMISES (Ea occurrence) \$ _____ MED EXP (Any one person) \$ _____ PERSONAL & ADV INJURY \$ _____ GENERAL AGGREGATE \$ _____ PRODUCTS - COMPROP AGG \$ _____ OTHER \$ _____																			
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS					COMBINED SINGLE LIMIT (Ea accident) \$ _____ BODILY INJURY (Per person) \$ _____ BODILY INJURY (Per accident) \$ _____ PROPERTY DAMAGE (Per accident) \$ _____ OTHER \$ _____																			
	UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$					EACH OCCURRENCE \$ _____ AGGREGATE \$ _____ OTHER \$ _____																			
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N <input checked="" type="checkbox"/> N <input type="checkbox"/> A	WC080756278	03/01/2016	03/01/2017	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000																			
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required) Workers' Compensation does not apply to monopolistic states (ND, OH, WA, AND WY), Puerto Rico, or the Virgin Islands.																									
CERTIFICATE HOLDER				CANCELLATION																					
City of Ann Arbor 301 E Huron St Dept of Public Services/Field Operations Ann Arbor, MI 48104				SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.																					
				AUTHORIZED REPRESENTATIVE of Marsh USA Inc. John C Hurley																					

Commercial General Liability Insurance

		CERTIFICATE OF LIABILITY INSURANCE		DATE(MM/DD/YYYY) 02/04/2016		
THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.						
IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).						
PRODUCER Aon Risk Services Central, Inc. Milwaukee WI office 10700 Research Drive Suite 450 Milwaukee WI 53226 USA			CONTACT NAME: PHONE (A/C. No. Ext): (866) 283-7122 FAX (A/C. No.): (800) 363-0105 E-MAIL ADDRESS: INSURER(S) AFFORDING COVERAGE: NAIC #			
INSURED Manpower of Southeast Michigan P O Box 1309 Ann Arbor MI 48106-1309 USA			INSURER A: Federal Insurance Company 20281 INSURER B: INSURER C: INSURER D: INSURER E: INSURER F:			
COVERAGES		CERTIFICATE NUMBER: 570061127610		REVISION NUMBER:		
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS. Limits shown are as requested						
TYPE LTR	TYPE OF INSURANCE	ADDL SUBR INFO	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GENTL AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input checked="" type="checkbox"/> LOC OTHER:		35207790	03/01/2016	03/01/2017	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$1,000,000 MED EXP (Any one person) \$5,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$2,000,000 PRODUCTS - COMPROP AGG \$1,000,000
A	<input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS		73508789	03/01/2016	03/01/2017	COMBINED SINGLE LIMIT (Ea accident) \$1,000,000 BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION		79850970	03/01/2016	03/01/2017	EACH OCCURRENCE \$25,000,000 AGGREGATE \$25,000,000
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A			PER STATUTE <input type="checkbox"/> OTHER <input type="checkbox"/> E.L. EACH ACCIDENT E.L. DISEASE-EA EMPLOYEE E.L. DISEASE-POLICY LIMIT
A	Misc Liab Cvg		35207790	03/01/2016	03/01/2017	Employee Theft \$2,000,000 Client Coverage Included Third Party Dishone Included
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required) City of Ann Arbor is included as additional insured on the General Liability with respect to the negligent act(s) or omission(s) of Manpower employees in the performance of assigned services.						
CERTIFICATE HOLDER City of Ann Arbor Attn: Dept of Public Services/ Field Operations 301 E Huron St Ann Arbor MI 48104 USA			CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE 			

Holder Identifier : DeptPublicServ

Certificate No : 570061127610