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## Header 4

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## General Information

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Procurement Folder: 1354530

Procurement Type: Central Master Agreement

Vendor ID: VS0000045888

Legal Name: R2 Global

Alias/DBA: R2 Global

Total Bid: \$1.00

Response Date: 05/07/2024

Response Time: 12:42

Responded By User ID: jtellier

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SO Doc Code: CRFQ

SO Dept: 0705

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Solicitation Description: Addendum No 2 - Prequalification Agreements IT Temp Staffing

Total of Header Attachments: 4

Total of All Attachments: 4



Department of Administration  
Purchasing Division  
2019 Washington Street East  
Post Office Box 50130  
Charleston, WV 25305-0130

State of West Virginia  
Solicitation Response

**Proc Folder:** 1354530  
**Solicitation Description:** Addendum No 2 - Prequalification Agreements IT Temp Staffing  
**Proc Type:** Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2024-05-07 13:30	SR 0705 ESR05072400000006824	1

**VENDOR**  
VS0000045888  
R2 Global

**Solicitation Number:** CRFQ 0705 LOT2400000011  
**Total Bid:** 1  
**Response Date:** 2024-05-07  
**Response Time:** 12:42:32  
**Comments:** See response for additional information

**FOR INFORMATION CONTACT THE BUYER**  
Toby L Welch  
(304) 558-8802  
toby.l.welch@wv.gov

**Vendor Signature X** **FEIN#** **DATE**

All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Temporary IT Personnel Services				1.00

Comm Code	Manufacturer	Specification	Model #
80111600			

**Commodity Line Comments:** See response for additional information

**Extended Description:**  
Temporary IT Staffing Services

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: CRFQ LOT24\*011**

**Instructions:** Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

**Acknowledgment:** I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

**Addendum Numbers Received:**

(Check the box next to each addendum received)

<input checked="" type="checkbox"/> Addendum No. 1	<input type="checkbox"/> Addendum No. 6
<input checked="" type="checkbox"/> Addendum No. 2	<input type="checkbox"/> Addendum No. 7
<input type="checkbox"/> Addendum No. 3	<input type="checkbox"/> Addendum No. 8
<input type="checkbox"/> Addendum No. 4	<input type="checkbox"/> Addendum No. 9
<input type="checkbox"/> Addendum No. 5	<input type="checkbox"/> Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

R2 Global, Inc.

DocuSigned by:

Ryan Best

ED207CAE8038435...

Company

Authorized Signature

05/06/2024

Date

**NOTE:** This addendum acknowledgement should be submitted with the bid to expedite document processing.

Revised 6/8/2012

**DESIGNATED CONTACT:** Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

(Printed Name and Title) Ryan Best, Managing Partner

(Address) 1655 Cherry Blossom Ter, Heathrow, FL 32746

(Phone Number) / (Fax Number) (415) 946-3022

(email address) ryan@r2-global.com

**CERTIFICATION AND SIGNATURE:** By signing below, or submitting documentation through wvOASIS, I certify that: I have reviewed this Solicitation/Contract in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation/Contract for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that this bid or offer was made without prior understanding, agreement, or connection with any entity submitting a bid or offer for the same material, supplies, equipment or services; that this bid or offer is in all respects fair and without collusion or fraud; that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; that I am authorized by the Vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on 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 State agency that may require registration.

By signing below, I further certify that I understand this Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law; and that pursuant to W. Va. Code 5A-3-63, the entity entering into this contract is prohibited from engaging in a boycott against Israel.

R2 Global, Inc.  
(Company)

DocuSigned by:  
Ryan Best  
ED207CAE8036435

(Signature of Authorized Representative)

Ryan Best, Managing Partner

(Printed Name and Title of Authorized Representative) (Date)

(415) 946-3022

(Phone Number) (Fax Number)

ryan@r2-global.com

(Email Address)

Request for Quote

CRFQ-0705-LOT2400000011-1

## Prequalification Agreements IT Temp Staffing

### Statement of Qualifications

Prepared For:

State of West Virginia Purchasing Division, West Virginia Lottery  
Commission

Prepared By:

R2 Global, Inc.

Due Date: May 7, 2024 @ 1:30 PM EDT

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<b>Address</b>	1655 Cherry Blossom Ter Heathrow, FL 32746
<b>Size Standard</b>	Small Business
<b>CAGE</b>	9JF40
<b>UEI</b>	CC8N8CA4DMKL3

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## Qualifications of Firm

### Company Overview

R2 Global, Inc. (“R2”) stands at the forefront of IT staffing and recruitment, specializing in identifying top-tier talent for clients in Information Technology. In the year 2023 we played a pivotal role in assisting our clients in securing over 500 candidates for challenging positions, meticulously screening, and matching over 20,000 candidates in the process. Notably, **our clients boast an impressive 94% retention rate with candidates sourced through R2.** This success is attributed, in part, to the specialized focus of each recruitment consultant, ensuring a profound understanding of the dynamics, obstacles, and opportunities within the IT landscape.

Founded by Archie Hughes, Chris Gath, and Ryan Best, each bringing more than two decades of experience in executive search and management consulting, R2 is uniquely positioned to offer hands-on, flexible, authentic, and collaborative services. Recognizing the distinct organizational and cultural challenges faced by public sector, higher education and nonprofit organizations, we go beyond providing mere reports or filling seats. Instead, we actively collaborate with our clients to develop actionable strategies, hire leaders with the necessary support, and position organizations for success in learning, research, student outcomes, and operational strategies.

Leveraging our extensive national network, we bring your role to the market, delivering unparalleled service through the creation of detailed marketing plans, candidate information packs, and comprehensive management of the end-to-end recruitment process. This approach allows us to effectively navigate the specific barriers encountered by your organization, ensuring a seamless and successful recruitment journey.

Our capabilities and competencies have been detailed further in our capability statement found on page two (2).

### Office Locations

R2’s team largely work remotely but we have offices in Florida and San Francisco within the United States of America; Vancouver, Canada; and, Newcastle upon Tyne, United Kingdom.

## R2 Experts in Technology Recruitment

## Capability Statement

UEI – C8N8CA4DMKL3 CAGE – 9JF40

### About R2 Global

Since 2017 R2 Global has been offering IT staffing solutions throughout the United States, Canada and Europe providing a convenient, single point of contact service from our specialized IT staffing experts. Building on our values of collaboration, hard work and responsibility, our mission is to provide a world class service to our clients with the vigor and passion we showed to our very first customer.

### Differentiators

#### Quality Hires, Fast

Our database of 50,000+ pre-qualified candidates means we can deliver exceptional candidates within hours, drawing talent from over 20 sources including years of recommendations, client top rated candidates, all the leading job boards and more..

#### Skill Assessment

We assess applicants skillset and behavioural traits, as well as requiring a minimum of two verified business references to understand the candidate's workplace behaviours. Upon client request, we also conduct comprehensive background and chemical screenings.

#### Vetting & Interviews

During a candidate's initial interview, we delve deep into their experience, goals, and attitude, understanding that a resume and job description only reveal so much.

#### Full Guarantee

If your new hire doesn't work out, we guarantee a replacement candidate will be provided at no additional cost to you.

### NAICS & Socioeconomic Status

**561311** Employment Placement Agencies.

**518210** Computing Infrastructure Providers, Data Processing, Web Hosting, and Related Services.

**541612** Human Resources Consulting.

**561312** Executive Search Services.

### Core Competencies

- Cloud & Data
- Cyber Security
- GIS Systems
- Business Applications
- Security Cleared Candidates
- Federal, State & Higher Education

### Past Performance



# Yale

### Contact

Ryan Best, Managing Partner

**T:** (415) 946-3022

**E:** ryan@r2-global.com

[www.r2-global.com](http://www.r2-global.com)

185 Channel St, San Francisco, CA 94158

(415) 946-3022

## Relevant Services for Classifications

### Main Areas of Expertise

R2 specializes in full stack recruitment for full-time and temporary staffing in areas including but not limited to software development, project management, software implementation, finance systems, CRM, HCM, cyber security and cloud computing. Our recruitment consultants' specialized focus equips us with a profound understanding of trends, challenges, and opportunities in the recruitment space, particularly within higher education and the public sector, acknowledging the distinctive organizational and cultural challenges faced by these entities.

Having played a crucial role in staffing projects, filling C-Suite positions, and supporting ongoing initiatives for numerous organizations, we bring extensive experience to the table. Our successful collaborations include renowned businesses such as Thinkmax, located in Canada. We excel in sourcing individuals who not only lead departments but also drive technology enablement and optimization. With team members possessing a genuine understanding of the requisite skills, technologies, tools, and environments, we ensure a precise match between talent and job requirements.

With six years of proven success, we offer executive and IT staffing solutions encompassing staff augmentation, temporary positions, and permanent hires. Our robust business relationships extend **across for-profit, non-profit, and public sector entities, with notable associations including Yale University, Dynatrace, and Globant.**

In the realm of Government-based recruitment, R2 has achieved significant success, aiding organizations such as Elevate Government Solutions, Sierra7, and FiveCast in staffing projects for the Department of Defense (DoD), Veteran Affairs (VA), and Department of Human Services (DHS). Our commitment to excellence is substantiated by the case studies provided below, showcasing our extensive experience. Further references are available in the Past Performance section.

We have provided roles for prior clients in the outlined functional areas: IT Management and Project Management consulting services, Infrastructure and Engineering systems, Cyber Security and Privacy, Web and Internet systems, Application Support and Software

Engineering, Reporting and Data analytics, Media and classroom / lab education center support, IT Accessibility Assessment and Analysis and much more.

R2 has provided case studies below demonstrating our experience. Additional references can be found in the Past Performance section.

### Case Study 1

We won a competitive tender to act as one of [Arizona State University's](#) 32 registered recruitment / executive search partners for the next 3 years. Working on hundreds of roles we have so far helped them with staff augmentation for web projects and aim to help as they navigate their digital transformation moving to Workday Finance, HCM, and Student from legacy systems.

### Case Study 2

We've also worked with Options Clearing Corporation, helping them add 20 full time employees across operations and technology this year as they move through a digital transformation project as they move their huge operation to the cloud.

<b>Client</b>	<b>Dynatrace</b>
<b>Contact Person</b>	<b>Chitrang Patel, Director of Business Systems</b>
<b>Phone</b>	(650) 436-6700
<b>Address</b>	401 Castro Street, Second Floor Mountain View, CA 94041
<b>Work Performed</b>	R2 supported an IT contractor to augment their IT staff due to member leaving for maternity leave. The work was a six-month assignment, and R2 was able to fill the position within two weeks. We presented two strong candidates – both of whom had the potential of being hired, however only one position was needed. We performed background checks to ensure they start when required. Originally the project was just a staff augmentation, but the client liked the candidate so much they have offered them a permanent role at the end so they will be transitioning into a contract to hire. R2 has also placed over 20 people at Dynatrace, a mixture of Direct hire, Staff Augmentation and Temp to Hire.
<b>Project Dates</b>	12/2020 – 3/2023
<b>Roles Filled</b>	Salesforce Developer, Business Systems Analyst, Finance Systems Manager, Salesforce Business Analyst, Varicent Lead, Finance Lead (BI), Salesforce Architect, CLM Consultant, Contract Analyst, Senior BI Developer, Business Analyst, Director of Sales Operations, CPQ Consultant, Business Process Analyst, Data Architect,

<b>Client</b>	<b>Thinkmax</b>
<b>Contact Person</b>	<b>Isabelle Roux, HR Director</b>
<b>Phone</b>	(514) 512-0944
<b>Address</b>	1111 Boulevard Dr. Frederik-Philips Suite 500 Montreal, Quebec, H4M 2X6
<b>Work Performed</b>	R2 has filled over 17 successful jobs across the ERP & CRM space. Thinkmax now see us as their number one and preferred vendor.
<b>Project Dates</b>	12/2021 - Ongoing
<b>Roles Filled</b>	Developers, Functional Consultants, Support Consultants, Project Managers, Solutions Architects, Pre Sales & Senior Sales Executives

<b>Client</b>	<b>Globant (Previously Naviant Partners)</b>
<b>Contact Person</b>	<b>Steven Burry</b>
<b>Phone</b>	(312) 322-6200
<b>Email</b>	Steve.burry@globant.com
<b>Work Performed</b>	Placed 11 IT professionals into the Navint team building out both their CRM and ERP business units
<b>Project Dates</b>	Contract Completion was March 2023
<b>Roles Filled</b>	11 IT professionals

## Staff Qualifications and Project Qualifications

### Key Personnel

The collective IT recruitment experience of our staff surpasses 100 years, with our senior leadership boasting an average of over 10 years' individual expertise. Our team comprises Clear Company DE&I certified consultants, as well as recruitment specialists with certifications in various technologies. For instance, one of our Vice Presidents holds accreditation as an AWS Certified Practitioner. This certification signifies a deep understanding of cloud computing and foundational knowledge of AWS, enabling proficient support for cloud operations across diverse sectors and industries. As a result of our team's diverse expertise, we possess extensive experience in delivering the requested services.

The Lottery will be assigned an Account Manager, Ryan Best, who is a managing partner with R2. The account manager will disperse the roles amongst the team, where a specialist recruitment consultant will be assigned to each role. The account manager will gather the requirements for the role from the hiring manager and will be the sole point of contact for the Lottery. R2 specialist consultants will screen and vet candidates for technical capability before they are passed to the account manager for a second screen to ensure culture fits in line with the Lottery's values. Suitable candidates will then be submitted to the hiring manager for review. The account manager will also be responsible for providing consultative feedback on the requirement, presenting suitable options, scheduling any requested interview, preparing candidates, providing candidate feedback, managing the offer process for successful candidates, and providing ongoing post placement care.

Key personnel, their roles, and experience have been provided below.

#### Ryan Best, Managing Partner

Ryan brings 12 years' experience within IT recruitment. At R2 Ryan acts as both an individual contributor with a focus on Applications recruitment (technical and functional) including ERP (Enterprise resource planning), general applications, development, and integrations, etc. and a leader of multi-track teams focusing on all areas of IT. Before R2, Ryan worked at Frank Recruitment Group for 10 years, helping to build the company in EMEA (Europe, Middle East, and Africa) before moving to New York and San Francisco to open regional offices. Ryan has a degree in surveying. Ryan will be spending circa 20 hours per week engaged on this assignment in addition to support from his various teams, acting as a primary point of contact and Key Account Manager, having worked successfully with many organizations on prior engagements.

#### Archie Hughes, Partner

Archie brings 8 years of experience within IT recruitment. At R2 Archie acts as both an individual contributor with a focus on cloud, data, security and infrastructure recruitment and a leader of multi-track teams focusing on business applications.

Before R2, Archie worked at Frank Recruitment Group for 3 years after graduating from Edinburgh University with a degree in Geography. Archie will be spending circa 20 hours per week engaged on this assignment in addition to support from his various teams, acting as a secondary point of contact.

Gerald Massey, Public Sector Advisor

With over 40 years of expertise, including 20 years at the executive level and 6 years as a CEO, Gerald has a rich background in delivering IT and BPO solutions to public sector entities. Within R2, he operates as an individual contributor, leveraging his extensive experience to extend R2's array of services, refined in the commercial sector, to state and local governments.

Prior to joining R2, Gerald held executive positions at EDS (prior to its acquisition by HP), Covansys, and Fios. He culminated his corporate journey as a Partner at Accenture, LLP, where he served for a decade before transitioning into semi-retirement in 2020. Widely respected as a seasoned and dependable leader, Gerald has overseen projects and teams that have provided over \$3 billion worth of IT and BPO services to numerous public sector clients throughout the United States and Canada.

## Technical Approach

### Compiling Job Descriptions

Our process to develop position profiles and our outreach plan to find positions such as Business Analysts, Database Administrators, Software Developer, and other roles for the Lottery is outlined below demonstrating what activities will take place when identifying candidates.

R2 initiates drafting of the job description by engaging with Lottery stakeholders in a collaborative meeting. The purpose is to comprehensively understand the organization's goals, responsibilities associated with the role, and the specific mindset, competencies, skills, and experience required for the ideal candidate. A detailed examination of the requested "functional role" is conducted to formulate a strategic plan for moving forward.

Subsequently, based on the insights gathered from stakeholders, R2 formulates a comprehensive position profile.

This profile encompasses essential elements such as the job title, salary range, a succinct summary of duties and responsibilities, qualifications, and experience requirements, along with the desired mindset and vision for the role.

To effectively identify and engage qualified candidates, R2 then develops a targeted outreach plan. This plan is designed to employ various strategies, including networking with industry contacts, posting job openings on relevant boards, creating a target list for passive candidates, engaging potential candidates on LinkedIn, leveraging the R2 Database for candidate shortlisting, participating in industry events like Workday Rising and Dreamforce, and considering advertising in pertinent trade publications. The overarching goal is to create a tailored approach that maximizes the reach and appeals to potential candidates for the specified role.

### Recruitment Strategy, Process and Timeline

We employ a passive-candidate strategy to identify and attract both short- and long-term staff candidates tailored to our clients' requirements. Our approach encompasses various methods, ranging from advertising and reaching out to active candidates to headhunting individuals highly recommended by their peers but not readily available on the job market.

R2's method for identifying, attracting, and shortlisting resources leverages a diverse range of candidate sources. This includes selecting talent from our extensive database of over 50,000 fully qualified and vetted candidates, word-of-mouth referrals, networking, and access to various job boards, totaling over 20 candidate sources.

As part of our initial onboarding process, candidates are encouraged to complete a "Candidate Accessibility Questionnaire." This questionnaire helps us identify factors such as preferences for identification, any disabilities or health conditions, and allows candidates to provide feedback on how we can best offer support in their journey. R2 is committed to providing accessible tools for candidates, including a website designed for screen-reading software for the visually impaired, auditory services software for those with hearing impairments, and ensuring sufficient time for application processes for those with cognitive impairments, with the option to request additional time on their behalf.

Our timeline process is as follows:

1. Meet with Lottery stakeholders to understand the need the organization's goals and responsibilities for the role are and what specific mindset, competencies and skills and experience that the ideal candidate would have? We examine the specific "functional role" requested and begin developing a plan on how to move forward.
2. Develop a position profile. Based on the information gathered from stakeholders, R2 will develop a position profile, including:
  - Job title
  - Salary range
  - Summary of duties and responsibilities
  - Qualifications and experience requirements
  - Mindset and Vision
3. Develop an outreach plan. R2 will develop an outreach plan to identify and reach out to qualified candidates. The outreach plan may include the following strategies:
  - Networking with industry contacts
  - Posting job openings on job boards
  - Creating target list for passive candidates
  - Engaging relevant candidates on LinkedIn
  - Searching R2 Database to create candidate shortlists
  - Attending industry events where applicable e.g., Workday Rising, Dreamforce
  - Advertising in trade publications
4. Screening candidates. R2 will screen candidates to identify those who meet the qualifications and experience requirements for the role. The screening process may include the following steps:
  - Reviewing resumes
  - Blind screening candidates to reduce unconscious bias
  - Conducting phone interviews
  - Conducting technical tests



- Conduct background and reference checks
5. Present candidates to stakeholders. R2 will present the top candidates to the College stakeholders for their review and consideration with a report detailing how the candidates match the organization's culture, structure, and goals.
  6. Make a hire recommendation. R2 will make a hire recommendation to the stakeholders based on the results of the screening process and the feedback from stakeholders.
  7. We will provide post-placement follow-up, providing feedback to hiring managers on how the role is meeting the expectation of each candidate to allow hiring managers to action where necessary.

R2 is also active in diversity, equity, inclusion, and accessibility (DEIA) standards are being met within our organization and recruiting process. Within the last year, over 20,000 candidates were registered. 57% identified as women. Additionally, approximately 42% identified as Asian, Hispanic, or black. R2 also has a 50/50 split for male and female seniority within our company and are active participating members in Women in Tech forums.

### **Vetting Process and Checking References**

Upon request R2 can provide standard background checks when vetting candidates, in the event the Lottery chooses not to. Our verification processes include verifying certifications from technological sources, carrying out a skills test and interview, verifying copy of visas, and degrees. R2 also conducts a full background check upon request for candidates, including a social security number trace, local and nationwide criminal history, global sanctions, sex offender registry, and financial checks via a third-party compliance provider.

If a candidate is fulfilling a role as a direct-to-hire, clients will often complete the process of background checks. However, R2 will provide these services if required. For temporary hire/contract positions, R2 will always provide background checks.

Where R2 is responsible for the entire recruitment lifecycle, only candidates which have been placed previously with R2 will be presented, where we can vouch for basic workplace skills. We will ensure a medical and/or drug screening will be carried out by one of our approved 3rd party vendors upon a client's request.

Depending on the candidate's employment status will often determine how we conduct references. If an individual is a contractor/temporary employee, R2 would check references prior to working with R2 (references of last two contract engagements). For our full-time direct-to-hire candidates we would provide references to our clients and reference details at their request.

### **Initial Interview**

Upon identifying and screening a candidate, R2 will engage in a virtual meeting to delve into their goals, preferences, and desired work environment/culture for potential employment. After confirming the candidate's qualifications and alignment with Lottery values and objectives, R2 will submit the candidate's resume to Lottery, accompanied by a detailed email outlining the candidate's experience and reasons for seeking a change.



Upon receiving an interview request, R2 will collect the candidate's availability, coordinate with Lottery, and schedule the interview. Prior to the interview, R2 will meet with the candidate to provide preparation, including insights into Lottery details about the interview, the individuals they will meet, etc. Additionally, R2 will inquire about the candidate's expectations from the interview and share these questions with Lottery to facilitate thoughtful responses.

Post-interview, R2 will conduct a debrief meeting with the candidate to gauge their perspective on the call, assess their enthusiasm for the role, and evaluate their likelihood of acceptance if an offer is extended. Any concerns raised by the candidate will be communicated to Lottery providing an opportunity for resolution and increasing the chances of successful candidate hiring.

## **Final Interview**

R2 will conduct a preparatory session with the candidate before the final interview. This involves a detailed discussion about the format of the final interview, the key individuals the candidate will meet, and any specific aspects they should be aware of. R2 will manage the logistical aspects of the final interview, coordinating schedules between the candidate and the Lottery to ensure a seamless and timely process. R2 will also share relevant information about Lottery, the interview panel, and any specific areas of focus for the final interview. This helps the candidate feel well-informed and adequately prepared.

Following the final interview, R2 will conduct a thorough debrief session with the candidate. This involves discussing the overall experience, addressing any concerns or questions raised during the interview, and gauging the candidate's impressions and level of interest.

R2 will then actively collect feedback from the candidate regarding the final interview process. This includes insights into the candidate's perceptions of the role, the organization, and the interviewers.

If the candidate raises any concerns or questions post-interview, R2 works with the Lottery to address these promptly, facilitating a positive candidate experience.

## **Risk Mitigation**

Upon initial notification of a candidate falling below performance expectations, our immediate action is to engage with Lottery to identify the specific areas where performance is lacking. If the Lottery's objective is performance improvement, we will conduct discussions with the candidate, addressing the identified performance gaps and outlining actionable steps for improvement.

## **Replacement Services**

In cases where it becomes necessary to part ways with a resource, R2 collaborates closely with the client to ensure a seamless and thorough separation process.

In the first instance of being notified that a contractor was not performing as expected, we would initiate contact with the manager to find out the areas where performance is not at the level required. If the manager's aim is to improve performance, we will speak with the contractor about the areas where performance needs to be improved and action points to get them back on track.

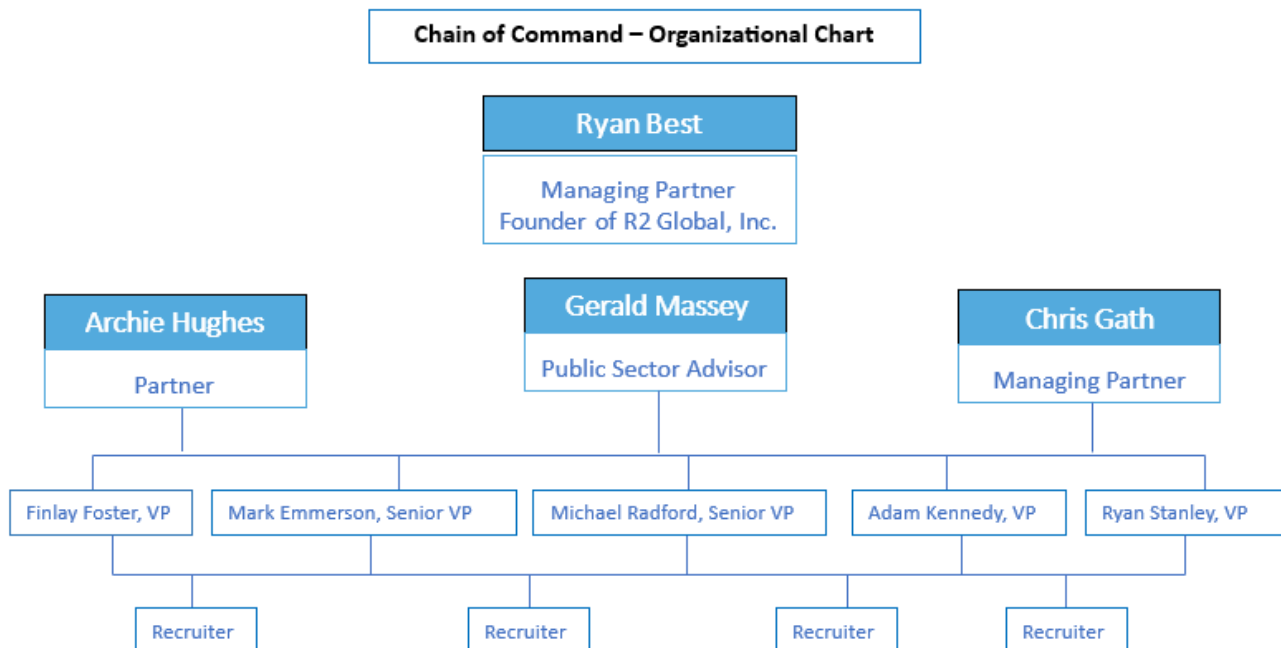
If a resource needs to be removed R2 would work with the client to ensure a clean removal of the resource is completed, including transition of information, technical resources that may have been used, etc. We

would agree a timeline with the client where we either terminate the resource immediately or find a replacement candidate before the resource in question is terminated.

Should a candidate communicate their inability to fulfill contractual obligations, R2 promptly notifies the Lottery and initiates the process of securing a replacement contractor to ensure continuity and minimal disruption to operations.

## Account Management Structure

We use a strategic approach in building our account management to ensure a long-term, mutually beneficial partnership with our clients. While our recruiters focus on building relationships with candidates, our account managers will focus on building relationships with clients. We have demonstrated below our organizational structure to illustrate the flow of information between account managers and recruiters.



R2 focuses on fostering client loyalty and stimulating their growth and success. Ryan and Archie shall act as lead account managers and oversee the contract with the Lottery. We shall assign dedicated strategic account manager consultants to report to the client and work directly with the account manager leads. This consultant shall always be working with the point of contact, with a minimum of one year of recruitment experience in their specialty. These consultants will be responsible gathering the hiring managers requirements, providing consultative feedback on the requirement, presenting suitable options, scheduling any requested interview, preparing candidates, managing offer process for successful candidates, and providing ongoing placement care.

## Development and Training

R2 adopts a strategic approach to hiring by seeking individuals who are already proficient in training and current on the latest technological advancements. This selection process ensures that R2's workforce is composed of individuals who possess a deep understanding and practical experience in cutting-edge

technologies. By prioritizing candidates with up-to-date training and knowledge, R2 not only streamlines its onboarding process but also cultivates a culture of innovation and expertise within the organization. This hiring strategy enables R2 to stay ahead of the curve in an ever-evolving technological landscape, allowing its employees to effectively tackle complex challenges and drive impactful solutions.

### **Business Development**

R2's approach to business development centers on collaboration, readiness, and proactive communication. Throughout every stage of the search and selection process, R2 collaborates closely with HR or designated representatives, ensuring alignment with client needs and priorities.

One of R2's key priorities is readiness and timeliness. This translates into proactive communication throughout the project's duration. Ongoing dialogues with the client, represented by SGI, are maintained to assess candidate progress and fit success. R2 promptly summarizes all calls and meetings, providing follow-up emails to ensure clarity and alignment.

R2 understands the importance of responsiveness and flexibility in communication. While their response rate is typically swift, they are adaptable to accommodate client preferences. As a standard practice, R2 commits to providing communications within a 24-hour window on business days, extending it to 72 hours for more extensive requirements. Additionally, R2 is committed to attending any requested meetings as indicated by the Lottery, further demonstrating their dedication to client satisfaction.

In terms of candidate engagement, R2 utilizes virtual meetings as a key component of their process. These meetings serve as opportunities for in-depth discussions to understand candidate goals, preferences, and desired organizational culture. Leveraging platforms such as Zoom, Google Meet, or Microsoft Teams, R2 ensures seamless virtual interactions. Following these initial conversations, if a candidate aligns well with the selection process, R2 schedules subsequent interview preparation sessions. These sessions provide comprehensive information about the prospective employer, training details, and other pertinent aspects, ensuring candidates are well-prepared for the next steps in the process.

**EXHIBIT – A**

**WEST VIRGINIA LOTTERY  
TEMPORARY IT STAFFING SERVICES**

**MUTUAL NON-DISCLOSURE AGREEMENT**

## MUTUAL NON-DISCLOSURE AGREEMENT

This Mutual Non-Disclosure Agreement ("Agreement") is entered into by and between the West Virginia Lottery, with its principal offices located at 900 Pennsylvania Avenue Charleston, WV 25302 ("Lottery"), and R2 Global, Inc., with its principal offices located at 1655 Cherry Blossom Ter, Heathrow, FL 32746 ("Party of the second part"), with an Effective Date of 05/06/2024. Lottery and Party of the second party also are referred to herein individually as a "party", or collectively as the "parties".

WHEREAS, the parties to this Agreement may wish to exchange certain information related to the provision of certain information or communication technology services by one party of interest to the other party; and

WHEREAS, the parties agree that improper disclosure of either party's Confidential Information, as defined below, by the other party could cause material harm to the party whose Confidential Information was improperly disclosed;

NOW THEREFORE, in order to protect certain Confidential Information that may be disclosed between the parties, Lottery and Alpha agree to maintain the confidentiality of the Confidential Information as follows:

**I. Definition of Confidential Information.** The "Confidential Information" disclosed under this Agreement is defined as follows:

Any data or information that is proprietary to the disclosing party and not generally known to the public, whether in tangible or intangible form, whenever and however disclosed, including, but not limited to: (i) any marketing strategies, plans, financial information, or projections, operations, sales estimates, business plans and performance results relating to the past, present or future business activities of such party, its affiliates, subsidiaries and affiliated companies; (ii) plans for products or services, and customer or supplier lists; (iii) any scientific or technical information, invention, design, process, procedure, formula, improvement, technology or method; (iv) any concepts, reports, data, know-how, works-in-progress, designs, development tools, specifications, computer software, source code, object code, flow charts, databases, inventions, intellectual property, and trade secrets; (v) solicitation for proposals, responses to proposals, bids, or information disclosed in connection with such solicitation, response, or bid; (vi) any other information that should reasonably be recognized as confidential information of the disclosing party.

**II. Disclosure Period and Term.** This Agreement protects against the disclosure of Confidential Information which is disclosed between the parties during each party's performance of its obligations associated with that certain CRFQ Agreement executed between the parties on 05/06/2024 (the "Effective Date") and 3 year(s) after the termination of such Agreement ("Disclosure Period"). Therefore, the duty of a recipient of Confidential Information to protect such Confidential Information disclosed under this Agreement begins on the Effective Date and expires 3 year(s) after the end of Disclosure

Period. Upon termination of this Agreement or upon the disclosing party's request, the recipient shall cease use of Confidential Information and return or destroy it.

- III. Use of Confidential Information.** A party hereunder receiving Confidential Information shall use such Confidential Information solely for the purposes of, as applicable to the recipient, understanding current business activities of a party, soliciting a proposal for certain information technology services, responding to such proposal solicitation, reviewing solicitation responses, tendering a bid, or discussions or negotiations related to such solicitation, proposal, or bid.
- IV. Protection of Confidential Information.** Each party shall not disclose the Confidential Information of the other party to any third party. The recipient shall protect the Confidential Information by using the same degree of care, but no less than a reasonable degree of care, to prevent the unauthorized use, dissemination or publication of the Confidential Information as the recipient uses to protect its own confidential information of a like nature. A recipient shall restrict disclosure of Confidential Information to its employees, provided that such employees (i) have a need to know, and (ii) are bound by obligations of confidentiality equally as restrictive as the terms of this Agreement.
- V. Exclusions.** This Agreement imposes no obligation upon the recipient with respect to Confidential Information which: (a) was in the recipient's possession before receipt from the disclosing party; (b) is or becomes a matter of public knowledge through no fault of the recipient; (c) is rightfully received by the recipient from a third party without a duty of confidentiality; (d) is disclosed by the disclosing party to a third party without a duty of confidentiality on the third party; (e) is independently developed by the recipient; (f) is disclosed under operation of law; or (g) is disclosed by the recipient with the disclosing party's prior written approval.
- VI. Miscellaneous.** Neither party to this Agreement shall acquire any intellectual property rights nor any other rights under this Agreement except the limited right to use as set forth in this Agreement. This Agreement does not prevent either Party from competing with one another for work or clients unless the parties specifically agree otherwise, in writing, as to a specific client. Each disclosing party warrants and represents that the Confidential Information and other information provided which is necessary to the purposes described hereunder, are true and correct to the best of the disclosing party's knowledge and belief. Nothing in this Agreement shall be construed to preclude either party from developing, using, marketing, licensing, and/or selling any software or other material that is developed without reference to the Confidential Information.
- VII. Export Administration.** Each party to this Agreement agrees to comply fully with all relevant export laws and regulations of the United States and other countries to assure that no Confidential Information or any portion thereof is exported, directly or indirectly, in violation of such laws.
- VIII. No Obligation to Purchase or Offer Products or Services.** Neither party has an obligation under this Agreement to purchase or otherwise acquire any service or item

from the other party. Neither party has an obligation under this Agreement to commercially offer any products using or incorporating the Confidential Information. The disclosing party may, at its sole discretion, offer such products commercially and may modify them or discontinue such offerings at any time.

- IX. General.** The parties do not intend that any agency or partnership relationship be created between them by this Agreement. This Agreement sets forth the entire agreement with respect to the Confidential Information disclosed herein and supersedes all prior or contemporaneous agreements concerning such Confidential Information, whether written or oral. All additions or modifications to this Agreement must be made in writing and must be signed by both parties. This Agreement and all matters arising out of or relating to this Agreement shall be governed by the laws of the State of West Virginia. The parties agree that the information provided as allowed by this Agreement will not contain any proprietary technical or confidential contractual information, or any financial information related to the relationship between Alpha and its partners. As a result, damages will not be included as a remedy.

The undersigned authorized representatives of each party have agreed to be legally bound by the terms of this Agreement as of the Effective Date shown above.

## **WEST VIRGINIA LOTTERY**

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

\_\_\_\_\_  
R2 Global, Inc. (VENDOR)

By:  \_\_\_\_\_  
ED207CAE8036435...

Name: Ryan Best

Title: Managing Partner