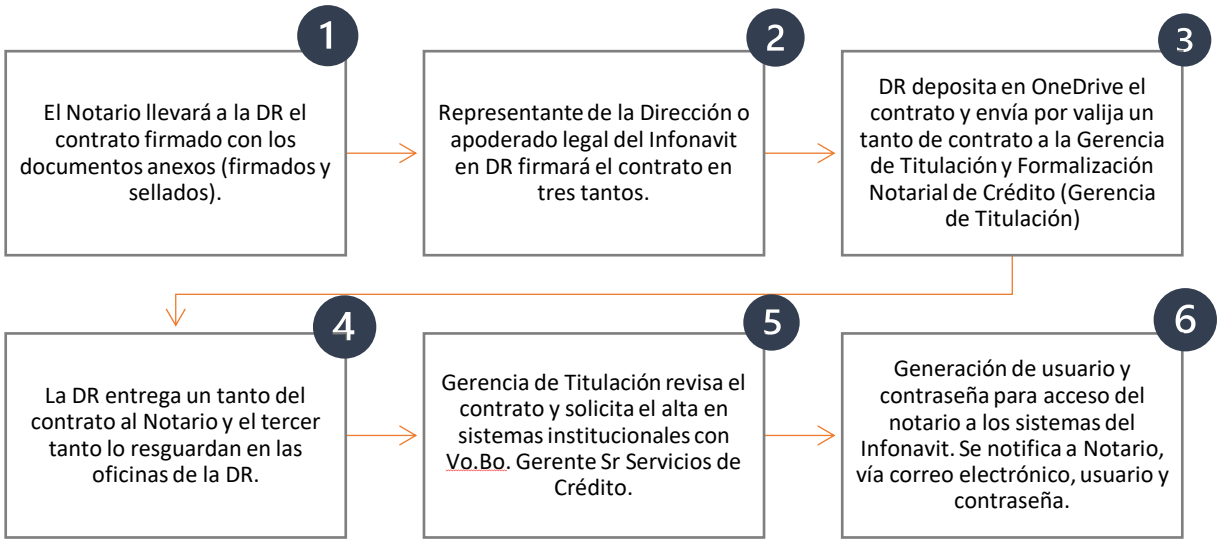Proceso de contratación