



# Puerto Rico Medicaid Program Contact Center Request for Proposals 2022-PRMP-MES-ContactCenter-004



Contact Center Solution  
when reliability matters

May 11, 2022

## Table of Contents

Original signature of Signatory Authorized to Legally Bind the Company .....	3
Vendor Information.....	4
Payment Information .....	4
Legal Notice Information.....	5
Executive Summary .....	6
Disclosure of Response Contents.....	8
Vendor Qualifications and Experience.....	9
Organization Overview .....	9
Vendor Overview .....	9
Vendor (Prime) Reference Form .....	12
Vendor Organization and Staffing.....	16
Initial Staffing Plan.....	16
General Scope of Proposed Solution .....	16
Key Staff, Resumes, and References .....	17
Resume.....	19
Mandatory Requirements.....	31
Requirements Traceability Matrix .....	33
Response to Statement of Work.....	38
Approach to Systems and Technology.....	38
Approach to Operations.....	39
Approach to Reporting.....	40
Approach to Quality and Training.....	41
Terms and Conditions Response.....	42
RFP Terms and Conditions .....	42
Customary Terms and Conditions .....	42
Mandatory Requirements and Terms.....	43
Commercial Materials.....	43
Exceptions .....	44
Exception #1 Call Volume Forecast.....	44
Level Agreements (SLAs) and Performance Standards.....	45
SLAs and Performance Standards.....	45
Corrective Action Plan (CAP) .....	45
Performance Standards.....	46



May 11, 2022

Puerto Rico Department of Health  
Medicaid Program, ATTN: Elizabeth Otero Martinez  
268 Luis Munoz Rivera Ave.  
World Plaza -12th Floor (Suite 12)  
San Juan, Puerto Rico 00918

Dear Medicaid Program:

Thank you for the opportunity to submit for your consideration our response to PRMP-MES-004 RFP and Due Diligence for BPO Services.

Telecontacto is the right partner PRMP needs in order to support a solid and clear communication your customers expect and deserve. I am sure that we will meet and exceed your expectations with a cost competitive, flexible and customized contact center solution that fulfills your needs and future goals.

We will put our 25+ years of experience and industry expertise at work to ensure PRMP has a successful program. We welcome the opportunity for you to tour our facilities and meet with management team. We have the technology, strategic focus and, most importantly, the best human resources to assist you in exceeding your business objectives at a very competitive budget and with enormous added value.

We are looking forward to assisting you with all your customer service and BPO needs.

Sincerely,

Miguel Merced Mader, Esq.  
CEO  
Telecontacto

# Original signature of Signatory Authorized to Legally Bind the Company

---

**Name (Typed or Printed):** Ileana Agosto  
**Title:** General Manager  
**Company Name:** Telecontacto-Telecontact, Inc.  
**Physical Address:** Urb. Hyde Park 275 Ave Jesus T. Pinero, San Juan, PR 00927-3901  
**State of Incorporation:** Puerto Rico

By signature hereon, the vendor certifies that:

1. All statements and information prepared and submitted in response to this RFP are current, complete, and accurate.
2. The vendor's response meets the requirement of this RFP.
3. The vendor will comply with all federal and Commonwealth laws, rules, and regulations that are in force currently or anytime during the term of a resulting contract.
4. The 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. PRMP will hold "confidential" all response information, including both technical and cost information, during the evaluation process, except for the questions and answers before the submittal of proposals. All other information associated with the RFP, including but not limited to, technical scores and reasons for disqualification, will not be available until after the contract has been awarded in accordance with the laws of Puerto Rico.
5. The company represented here is an authorized dealer in good standing of the products and services included in this response.
6. The vendor, any subcontracting partners, and its proposed resources are eligible to participate in this transaction and have not been subjected to suspension, debarment, or similar ineligibility determined by any federal, state, or local governmental entity; are in compliance with the Commonwealth's statutes and rules relating to procurement; and are not listed on the federal government's terrorism watch list as described in Executive Order 13224. Entities ineligible for federal procurement are listed at <https://sam.gov/content/home>.
7. Prior to award, the vendor affirms it will have all current approvals, licenses, or other qualifications needed to conduct business in Puerto Rico.

---

Signature

---

Date

## Vendor Information

Name	Telecontacto-Telecontact, Inc.
Address	275 Urb Hyde Park Ave Jesus T Pinero , San Juan Puerto Rico 00927
Primary Contact	Ileana Agosto - General Manager
Phone Number	787-281-8989
Website	www.telecontacto.com
Years in Business	25 years (incorporated in 1997)
Site Location(s)	<ol style="list-style-type: none"> <li>1. Cupey Contact Center (Headquarters)</li> <li>2. Piñero Contact Center</li> <li>3. Roosevelt Contact Center</li> <li>4. Las Vistas SV Contact Center</li> </ol>
Number of Employees	600 + employees
Average Tenure of Employees in BPO or Call Center (not managers)	Our historical tenure for agents is 2 years.

## Payment Information

Payment Information			
<b>Name:</b>	Paloma Roman	<b>Title:</b>	Accounting Manager
<b>Address:</b>	Urb Hyde Park 275 Avenida Jesus T. Pinero		
<b>City, State, and Zip Code:</b>	San Juan, Puerto Rico 00927		
<b>Phone:</b>	787-281-8989	<b>Fax:</b>	
<b>Email:</b>	proman@telecontacto.com		

## Legal Notice Information

Legal Notice Information			
<b>Name:</b>	Miguel Merced Mader	<b>Title:</b>	President
<b>Address:</b>	Urb. Hyde Park 275 Ave. Jesus T Pinero		
<b>City, State, and Zip Code:</b>	San Juan , Puerto Rico 00927		
<b>Phone:</b>	787-281-8989	<b>Fax:</b>	
<b>Email:</b>	miguel@telecontacto.com		

# Executive Summary

---

Telecontacto is a bicultural/bilingual communication powerhouse BPO contact center. As Puerto Rico family owned business founded in 1995 by successful advertisement, marketing and public communications experts with more than 30 years of experience, we specialized in the creation, development, and maintenance of customer relationships in order to help our clients maximize the value of their customers and prospect.

For over 25 years, Telecontacto has provided world-class contact center customer service and sales for some of the main companies in Puerto Rico. We are well known for our excellence culture, not only in the provision of requested services, but for our passionate value adding initiatives for our customers. Pioneers in the introduction of voice over IP, real-integrated multichannel services, real-time reporting, real time process handling and state-of-the-art technology, we have developed the most successful customer service infrastructure and human resource for clients in Puerto Rico.

**Our Mission:** Create solutions by providing resources to maximize customer relationship that will focus on delivering positive results and produce outstanding ROI.

**Our Vision:** To become the best contact center in America, making the customer interaction and delightful experience that helps them and outgrow happiness to both them and ourselves.

**Our Values:** Integrity, Commitment, Leadership, Transparency, Innovation.

Telecontacto has 4 locations in San Juan with 700+ seats and the capacity to increase 230 more within a short time frame. Our current client's roster includes Banking & Financial Services, Insurance, Utilities, Consumer & Industrial Goods, Health Care, Education Automotive, Government and Computer Technology. Some of our current and past clients include: Assurant, Autoridad de Acueductos y Alcantarillados, Departamento de Salud Medicaid de PR program, Autoridad de Energía Eléctrica, Banco Popular de Puerto Rico, Citibank (Credit Cards and many others).

As an example of our capacities, back in 1997, Telecontacto helped Cooperativa de Seguros Múltiples de Puerto Rico (CSM) develop from the ground up Teleseguros Múltiples – a 24/7 Customer Service Contact Center – that consistently maintained over 90% of customer satisfaction levels measured at least three times a year by an independent research firm. We were in charge of handling around 30,000 contacts a month and all aspects of the miscellaneous insurance products being offered, including “seguro obligatorio”: orientation, quotation and emission of all the lines of products (auto, HO, DL, DP, commercial, etc.) claims management, policy renovations, payment processing, etc.

All the managing staff in charge of the development and maintenance of Teleseguros Múltiples continues at Telecontacto, and will be in charge of PRMP Contact Center.

They are:

Miguel Merced Mader, Esq.  
President

Ileana Agosto  
General Manager

Jorge D. Flores  
IT Department

Carmen R. Sanchez Rivera  
Project Manager

Juan Antonio Diaz  
Business Development Manager

Telecontacto has adopted a single based platform that will give your company everything it needs to have a world class contact center at its service – ACD, IVR, fax server, voicemail, digital call and screen

recording, speech technologies, supervisory screens, reporting, database access, screen pops – just to start!

The unified architecture of Telecontacto's solution includes skills-based routing and management capabilities for inbound, outbound, or blended interactions. In addition to phone calls, faxes and e-mails, our platform is ideal for chats, Web call-back requests, Web URL "pushing", Voice over IP calls, CRM-based screen pops text to speech applications and speech recognition solutions. It also offers real-time monitoring, reporting, and much more.

Through our multichannel skilled-based routing Automatic Contact Distributor (ACD), we will be able to send customers to the best qualified available agent, depending on the agent's strongest qualification, independently of which communication channel (voice, e-mail, chat, web interaction, social media) the customer chose. For example, some agents develop a stronger skill set for managing information inquiries and other is better at handling customer claims or complaints. Through our technology we can present levels of expertise based on those skill sets, thus transferring such contact to the best available agent on the selected skill set.

A 100% of the calls of PRMP Contact Center will be digitally recorded for 12 months and available in real-time for quality purposes and/or industry compliance record keeping. Recordings can be sent by email to any authorized person in need of it.

Another feature that we will provide to PRMP is the access to a secure, web-portal, in which you will have all your KPIs in real time. There is no need to request a report from our part. You will have everything PRMP needs just a few clicks away, 24/7. During our implementation process we will discuss and recommend all needed reports. We do not provide pre-established reports that come "as is". Through our in-house IT staff, we create customized real-time reports for all our clients. No two clients require the same exact type of reports. We know from experience.

Last, but not least, we offer a full best-of-class training to our entire customer representatives. Our objective is to provide PRMP with ambassadors of service. Once trained, we have a permanent quality assurance department performing on-going evaluations that are also available for PRMP through their online report platform.



## Disclosure of Response Contents

---

All materials submitted to 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 prevent public disclosure of the "Trade Secret." A redacted version of the technical proposal must be provided to 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. 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 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 Request for Proposals (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 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.

---

Company

---

Representative Name, Title

---

Contact Phone/Fax Number

---

Date

# Vendor Qualifications and Experience

## Organization Overview

### Vendor Overview

Vendor Overview	
Company Name	Telecontacto-Telecontact Inc.
Name of Parent Company (If Applicable)	N/A
Industry (North American Industry Classification System [NAICS])	561422
Type of Legal Entity	Domestic Corporation , Puerto Rico
Company Ownership (e.g., Private/Public, Joint Venture)	Private
Number of Full-Time Employees	Aprox 600+
Last Fiscal Year Company Net Income	2.6 Millions
Percentage of Revenue from State and Local Government Clients in the United States and its territories	Aprox 29%
Number of Years in Business	27 years 1995 incorporated 1997
Number of Years Vendor has been Providing the Type of Services Specified in the RFP	25 years
Number of Employees Providing the Type of Services Specified in the RFP	Aprox 500+
Locations in the United State	Site 1- TC1 275 Ave Jesus T Pinero Site 2- TC2 Corporate Center Ave Roosevelt, Suite 6-B Site 3- TC3 Galería Pacifico Carr 199 Suite 213 (Headquarters) Site 4 – TC4 Las Vistas Shopping Village

## Mandatory Qualifications

Mandatory Qualification Item(s)	Vendor Meets?		Provide a brief narrative to Demonstrate Fulfillment of Requirement
The vendor must have at least three (3) years of experience in establishing and maintaining a contact center of similar size, scope, and complexity as described in this RFP.	YES X	NO	For the past 4 years, Telecontacto has been the provider giving services to the 1.3 million Medicaid beneficiaries and for 1.5 years, we were the provider giving services to the Medicaid Provider Enrollment.
The vendor must demonstrate at least three (3) years 'experience in Medicaid, Medicare, and/or other federally regulated operations (e.g., CMS, Internal Revenues Services [IRS], FCC).	YES X	NO	<p>Medicaid PR - We provide service for 1.3 million beneficiaries in Puerto Rico since January 2018. Coordinating eligibility appointments, changes , Guidance and referrals</p> <p>Humana - We provide service for three lines of business Medicare, Commercial and Providers since October 2018.</p> <p>Veyo - We provide service on 4 states to the logistics challenge of NEMT (non-emergency medical transportation). Advancing performance for all modes, all geographies, and all member and patient's needs since November 2018.</p>
The vendor must include at least three (3) references from clients within the last three (3) years that demonstrate the vendor's ability to perform the scope of work described in this RFP.	YES X	NO	<p>Medicaid PR Customer Service 89 with stations</p> <p>Humana Customer Service 69 with stations</p> <p>Veyo Customer Service 30 with stations</p> <p>Refer to page 11 titled References</p>

## Existing Business Relationships with Puerto Rico

- Departamento de Salud – Medicaid Program**  
 Customer Service Center  
 Began: January 2018  
 End: Ongoing
- Autoridad de Acueductos y Alcantarillados**  
 Customer Service Center  
 Began: April 2016  
 End: Ongoing

- **Autoridad de Energia Electrica**  
Customer Service Center  
Began: January 2019  
End: November 2021
- **Departamento de Salud – Oficina de Epidemiologia e Investigación**  
Customer Service Center – COVID 19 Contact Tracing  
Began: July 2020  
End: Ongoing
- **ADFAN – Linea Directa para situaciones de maltrato**  
Customer Service Center  
Began: June 2014  
End: September 2018

## References

### Vendor (Prime) Reference Form

Vendor Information			
Vendor Name: Telecontacto		Contact Name:	Juan A. Diaz
		Contact Phone:	787-640-4582
Customer Information			
Customer Organization: VEYO		Contact Name:	Robert Camacho
		Contact Title:	EVP Operations
Customer Address: 750 B St., STE 1450 San Diego CA 92101		Contact Phone:	520-631-5083
		Contact Email:	rcamacho@veyo.com
Total Vendor Staff:	30		
<b>Objectives:</b> Non-emergency transportation coordinating program			
<b>Description:</b> Our agents are in charge of taking care of any and all needs presented by Patient regarding their medical transportation. New trips coordination's, trip adjustment, verify medical requirement for transportation, rerouting existing trips.			
Vendor Information			
<b>Vendor's Involvement:</b> We provide all staff, supervisors, account managers, quality coordinator, trainer and all phone system and quality monitoring tools to perform requested services within agreed Service Level Parameters.			
Key Personnel			
<b>Name:</b> Steven Vargas		<b>Role:</b> Account Manager	
<b>Name:</b> Jose Reyes Ramos		<b>Role:</b> Supervisor/Trainer	
<b>Name:</b> Arístides Vázquez Iturrino		<b>Role:</b> Quality/Trainer	
Measurements:			
<b>Estimated Cost:</b> 1,100,000		<b>Actual Costs:</b> Same	
<b>Reason(s) for change in cost:</b> N/A			
Original Value of Vendor's Contract: 1,100,000		Actual Total Contract Value: Same	
<b>Reason(s) for change in value:</b> N/A			
Estimated Start & Completion Dates:	From:	November 2018	To: Ongoing

Actual Start & Completion Dates:	From:	November 2018	To:	Ongoing
Reason(s) for the difference between Estimated and Actual dates: N/A				
If the vendor performed the work as a subcontractor,, the vendor should describe the scope of subcontracted activities: N/A				

<b>Vendor Information</b>	
<b>Vendor Name:</b> Telecontacto	Contact Name: Juan A. Diaz
	Contact Phone: 787-640-4582
<b>Customer Information</b>	
<b>Customer Organization:</b> Humana PR	Contact Name: Gladys Yolanda Flores
	Contact Title: VP Operations
<b>Customer Address:</b> 350 Ave Carlos E. Chardon San Juan , PR 00917	Contact Phone: 787-360-2708
	Contact Email: Gflores6@humana.com
<b>Total Vendor Staff:</b>	69
<b>Objectives:</b> Telecontacto established customer service lines to provide Services to Humana's Puerto Rico in three main lines of business: Medicare, Providers and Commercial. Our agents manage different types of call which include, and is not limited to: Orientation, PCP Change, OTC, Pharmacy, Authorization, Claim, among others	
<b>Description:</b> Our agents provide services to three main lines of Business: Medicare, Providers and Commercial	
<b>Vendor Information</b>	
<b>Vendor's Involvement:</b> We provide all staff, supervisors, account managers, quality coordinator, trainer and all phone system and quality monitoring tools to perform requested services within agreed Service Level Parameters.	
<b>Key Personnel</b>	
<b>Name:</b> Vivianette Fumero	<b>Role:</b> Account Manager
<b>Name:</b> Jean Paul Villegas	<b>Role:</b> Quality Assurance Coordinator
<b>Name:</b> Pablo Carrasquillo	<b>Role:</b> Quality Assurance Coordinator
<b>Name:</b> Jeisha Nieves	<b>Role:</b> Learning Facilitator
<b>Measurements:</b>	
<b>Estimated Cost:</b> 2 Millions	<b>Actual Costs:</b> Same

<b>Reason(s) for change in cost:</b> N/A				
Original Value of Vendor's Contract: 2 Millions		Actual Total Contract Value: Millions		
Reason(s) for change in value: N/A				
Estimated Start & Completion Dates:	From:	October 2018	To:	Ongoing
Actual Start & Completion Dates:	From:	October 5, 2018	To:	Ongoing
Reason(s) for the difference between Estimated and Actual dates: N/A				
If the vendor performed the work as a subcontractor,, the vendor should describe the scope of subcontracted activities: N/A				

<b>Vendor Information</b>		
<b>Vendor Name:</b> Telecontacto	Contact Name:	Juan A Diaz
	Contact Phone:	787-640-4582
<b>Customer Information</b>		
<b>Customer Organization:</b> Department of Health – Medicaid Program	Contact Name:	Luz E. Cruz Romero
	Contact Title:	Operations / Policies and Procedures Director
<b>Customer Address:</b> World Plaza 268 Ave. Munoz Rivera, San Juan PR 00918	Contact Phone:	787-765-2929
	Contact Email:	luz.cruz@salud.pr.gov
<b>Total Vendor Staff:</b>	32	
<b>Objectives:</b> Mission – critical Project. Telecontacto handles entire program of customer service for the Puerto Rico health care plan for over 1.3 million members.		
<b>Description:</b> Telecontacto		
<ul style="list-style-type: none"> <li>• Coordinates eligibility appointments</li> <li>• Make appointment date changes</li> <li>• Provides general guidance of eligibility requirements</li> </ul>		

<ul style="list-style-type: none"> <li>• Reports fraud to the Medicaid Program</li> <li>• Generates referrals to ASES for actions that required their intervention</li> <li>• Generates appointment reminder call</li> </ul>				
<p><b>Vendor's Involvement:</b> We provide all staff, supervisors, account managers, quality coordinator, trainer and all phone system and quality monitoring tools to perform requested services within agreed Service Level Parameters.</p>				
<b>Key Personnel</b>				
<b>Name:</b> Nanette Flecha		<b>Role:</b> Account Manager		
<b>Name:</b> Maria Rivera		<b>Role:</b> Supervisor		
<b>Name:</b> Lauren Ramirez		<b>Role:</b> Supervisor		
<b>Name:</b> Jean Paul Villegas		<b>Role:</b> Quality and Training Coordinator		
<b>Measurements:</b>				
<b>Estimated Cost:</b> \$1,725,050		<b>Actual Costs:</b> Same		
Reason(s) for change in cost: N/A				
Original Value of Vendor's Contract: \$1,725,050		Actual Total Contract Value: Same		
Reason(s) for change in value: N/A				
Estimated Start & Completion Dates:	From:	January 2019	To:	Ongoing
Actual Start & Completion Dates:	From:	January 2019	To:	Ongoing
Reason(s) for the difference between Estimated and Actual dates: None				
If the vendor performed the work as a subcontractor,, the vendor should describe the scope of subcontracted activities: N/A				



# Vendor Organization and Staffing

## Initial Staffing Plan

Professional	Area	Headcount	Notes
Executive	President	1	Part-time
	General Manager	1	Part-time
Human Resources	HR Manager	1	Part-time
	HR Assistance	3	Part-time
Operations	Account Manager	1	Full-time
	Supervisors	3	Full-time
	Team Leaders	3	Full-time
	Quality Manager	1	Full-time
	CSR Agents	TBD by Medicaid Volume Forecast	Full-time
	Trainer	1	Full-time
IT Department	IT Manager	1	Part-time
	IT Administrator	1	Part-time
	Programmers	1	Part-time

## General Scope of Proposed Solution

### *Introduction*

Telecontacto will establish, through specialized human resources and technological and physical infrastructure, a contact center to address and handle all the traffic from those contacts (calls, e-mails, chats, etc.).

Our company will use the most modern telecommunications and data technologies to provide optimal service to PRMP and its customers, and that the latter will also benefit from substantial savings for the proper use of them.

Our human resources will be carefully selected and trained to meet and exceed the minimum requirements of PRMP. We have more than 25 years in this industry and, without pretentious intentions, we are recognized for excellence in the service we provide to all our customers and to partake not only the provision of services requested, but by the development of cutting-edge initiatives for our customers.

Telecontacto is a “Business Process Outsourcing Multimedia Contact Center”. We use the latest technology to provide our Contact Center services. Our fully integrated platform will provide PRMP everything you need to have world-class service of “contact center” at your fingertips – PBX, IVR, multichannel ACD, SMS, fax server, voice mail, digital call recording, management interfaces, reports, database access and others.

## Key Staff, Resumes, and References

### *Key Personnel:*

#### Ileana Agosto, General Manager

With more than 25 years of experience in the contact center industry, has led the daily operations of Telecontacto for over 19 years with great success and constant input and recommendations to strategic plans and reviews; prepares and completes action plans; implements improvements plan to increase productivity, quality and customer-service standards; resolves problems; completes audits; identifies trends and opportunities.

#### Juan Antonio Díaz, Business Development Manager

Accomplished and experienced Sales and Business Development Executive with recognized abilities to build, guide, and sustain successful sales quotas. Proven accomplishments within the highly competitive Solar Industry, Broadband telecommunications, Cloud Computing and Software as a service (SaaS), Wireless, and Contact Center BPO sales.

#### Jorge D. Flores, Network & Computer Systems Administrator

High performing professional with more than 15 years of experience in Computers and Networks. In charge of maintaining networks, software, and computers in good condition. IT Network Specialist for Telecontacto Contact Center, which is composed of a main administrative building and two sites. Administration of Sophos Endpoint, Exchange 2016 server, Domain Controller server, Media server, NAS server, Veam Backup server, Hyper V server, Unifi Network.

#### Carmen R. Sánchez-Rivera, Project Management

Highly accomplished Project Manager with a verifiable record of accomplishments in managing IT and Healthcare projects. Experience in meeting business requirements, performing analysis between goals and existing procedures, and designing processes and system improvements to increase productivity and response time.

#### Nanette Flecha, Account Management

Accomplished and experienced Account Executive with more than 10 years of recognized abilities to manage projects, beginning with the recruitment process, following all phases of on-boarding and training, all the way up to project launch and daily administration. Complete knowledge on workforce management and strong abilities to make sure KPI's are achieved and surpassed.

#### Jean Paul Villegas, Quality Coordinator

Jean Paul Villegas manages processes and personnel to conduct quality assurance testing, typically within a software development organization or department. In this role, Jean Paul develops effective and efficient methods, maintains documentation throughout the QA process, and communicates with development teams to provide a reliable, consistent, and positive end user experience. In some cases, Jean Paul is also responsible for developing and implementing fixes and improvements, working with the team and with others in the organization to deploy updates and resolve issues that arise during the QA process.

#### Angelica Roman, Human Resources Manager

She leads a 6-person team of Human Resources Manager handling all aspects of the HR department, hiring and onboarding process. In charge of processing the payroll of around 500 + employees. Manage

disciplinary action procedures and development of policies. In addition, she is a member of The Society of Human Resources Management (SHRM).

# Resume

---

## Ileana Agosto Correa

**Role: Call Center Operations Manager – Implementation Phase**

### RESPONSIBILITIES

As Operation Manager of the Call Center, Ileana will be responsible for the day to day management of the Implementation and Operations Phases for the Project.

She will manage overall operations and is responsible for the effective and successful management of labor, productivity, quality control and safety measures as established and set for the Operations Department; Ensure safe and efficient operations; Serve as a company representative on regulatory issues; Enhance the operational procedures, systems and principles in the areas of information flow and management, business processes and management reporting; Carry out supervisory responsibilities in accordance with company's policies and applicable laws.

### RELEVANT SKILLS

#### Relevant Experience

Ileana has led the daily operations of Telecontacto for over 20 years with great success and constant input and recommendations to strategic plans and reviews; prepares and completes action plans; implements improvements plans to increase productivity, quality and customer-service standards; resolves problems; completes audits; identifies trends.

With more than 25 years of experience in the call center industry, Ileana has participated an implemented many complex customer service and/or sales programs in Puerto Rico, Panamá and Colombia. Among some of the most successful customer service call center implementations managed by Ileana, are the Puerto Rico Electric Power Authority, the Puerto Rico

Aqueduct and Sewer Authority, Humana Health Insurance, Cooperativa de

Seguros de Vida, Family Department of Puerto Rico (Child Abuse 24x7 Hot Line), Cooperativa de Seguros Múltiples de Puerto Rico and many others.

She serves as primary point of contact to solve all client issues. Her ability to interact with team members, clients, contractors and subcontractors is a key factor in being able to put together cost-effective and high-quality projects.

### MANAGEMENT AND TECHNICAL SKILLS

Ileana is committed to the efficiency and effectiveness of customer service and customer satisfaction. She also has the following skills and competencies:

- critical thinking and problem solving skills
- planning and organizing
- decision-making
- communication skills
- persuasiveness
- influencing and leading
- delegation
- negotiation
- conflict management
- adaptability
- stress tolerance

- team work

## **RELEVANT EXPERIENCE**

General Manager of Telecontacto, Inc., PR (2002 – Present)

- Oversee daily operations of the business unit or organization.
- Provide direct management of key functional managers and executives in the business unit.
- Provide clients with service of excellence and personalized attention to each of them
- Work as operational manager in charge of the entire operation, responsible for the budget coordination, project design, quotes, and project management functions, among others.
- Develop new programs, strategies, scripts and KPI's, among others
- Supervise directly over forty administrative key personnel, and indirectly more than four hundred service representatives.

# Juan Antonio Diaz

**Role: Sales and Business Development Executive**

## RELEVANT SKILLS

Relevant Experience

*Expert in Solar, Contact Centers and telecommunications on both regional and national levels*

### Core Accomplishments:

- Regional and Global Business Development
- Management
- Strategic Alliances
- Forecasting Marketplace Trends
- Emerging Markets
- Leadership Development
- Coaching and Mentoring
- Start-Up Operations
- Solar Industry
- Strategic Planning

Accomplished and experienced Sales and Business Development Executive with recognized abilities to build, guide, and sustain successful sales quotas. Proven accomplishments within the highly competitive Solar Industry, Broadband telecommunications, Cloud Computing and Software as a service (SaaS), Wireless, and Contact Center

BPO sales. At ease interfacing and maintaining excellent relationships with the world's largest organizations such as AT&T, Claro, T-Mobile, Sprint, Cable and Wireless, Verizon. Exceptional "deal-closing" expertise, and thoroughly familiar with TELECOM knowledge of Switch Access, MPLS, ATM, Frame Relay, VoIP, Toll Free numbers, Cloud Services, and Wholesale Services.

## MANAGEMENT AND SALES SKILLS

### Sales Proficiency:

- Sales Direction
- Sales Forecasting
- Indirect Sales Initiatives
- Sales and Marketing Campaigns
- Sales and Pricing Analysis
- Contact Center Sales

## EDUCATIONAL BACKGROUND

### BACHELOR OF SCIENCE DEGREE IN AERONAUTICS

- Universidad Interamericana de Puerto Rico, San Juan, Puerto Rico
- Naval Basic Training | Naval Aviation Training | Naval Avionics School *Naval Station Great Lakes Illinois, Naval Station Roosevelt Roads and Naval Station Norfolk-USS 1208 INCHON*
- Customer Service Certification from Columbia Centro Universitario, Bogota Colombia
- Project Management Preparatory Course from Project Management institute in Puerto Rico

## RELEVANT EXPERIENCE

Professional Experience

Business Development Manager

*2017-Present*

### TELECONTACTO CONTACT CENTERS, SAN JUAN, PUERTO RICO

- Developed and maintained new and existing accounts in Puerto Rico and the United States.
- Strengthened sales development knowledge in Business Process Outsourcing (BPO) with emphasis in new sales and strategic account growth.
- Spearheaded tactical plan implementations and built strategic views for new market presentation.
- Managed P&L, financial analysis, budget, and expenditures.
- Trained and developed key players in the development, research, and implementation of product strategies.
- Participated in local and United States events to generate leads and name recognition.
  - ✓ **Operational growth:** Managed top line growth of \$10MM in contracts with Puerto Rico Medicaid Program, Humana, MAPFRE, Island Finance, Puerto Rico Electric Authority, Veyo LLC, Puerto Rico Housing and others. Redirected company strategy from an Outbound Call Center to a full service, and business services outsourcing firm BPO.
  - ✓ **Consistent Top sales performer**

# Jorge D. Flores Rivera

Role: Network & Computer System Administrator

## RELEVANT SKILLS

### Relevant Experience

High performing professional with more than 15 years of experience in Computers and Networks. In charge of maintaining networks, software, and computers in good condition, who seeks to work in a company in which I can develop new skills, knowledge and grow professionally. Demonstrate my knowledge, skills, and experience for the growth of the company.

### COMPUTERS

- Assemble, install, configure, and maintain computers, peripherals.
- Manage Windows and Servers operating systems.
- Diagnose and repair problems with the "software" and / or the "hardware"
- Make backup copies ("back up") on tapes and recover lost files, manage antivirus programs, eliminate unwanted file systems.
- Maintain maintenance records, equipment inventories and authorization licenses.
- Sophos Endpoint and Email Gateway administrator.

### NETWORK

- Install, configure, and maintain network equipment.
- Structured cabling (CAT5, CAT5e, CAT6 & Fiber Optics).
- Knowledge in Active Directory, DHCP Server, DNS Server, Mail Server, Media Server, Hyper V, Print Server.
- Maintain Cisco Switches & Routers, FortiGate 100E, Unifi Wi-Fi Networks.
- VOIP (Genesis & InContact)
- IP Phones (Cisco & Avaya)
- Install and configure radio and telecommunications equipment.

### SUPPORT

Support users that experience problems with their computers, printers and / or network systems. By phone, physical or remotely operated. Up to 500 user systems. Call Center experience (Remote and on site)

## MANAGEMENT SKILLS

### LEADERSHIP

I am currently working as an IT Network Specialist for Telecontacto Contact Center, which is composed of a main administrative building and two sites. My priority task is administrating and manage servers and network systems. Previously work as Coordinator of Technology for the Puerto Rico Police Department in Caguas, which is composed of a main administrative building and six districts.



## **EDUCATION**

CERTIFICATION | MAY  
2006 | IBC · Computer &  
Network Technician

## **RELEVANT EXPERIENCE**

### Professional Summary

Network & Computer System Administrator | Telecontacto | 2018 – Present

- Administration of Sophos Endpoint, Exchange 2016 server, Domain Controller server, Media server, NAS server, Veeam Backup server, Hyper V server, Unifi Network.
- Work with Cisco and FortiClient systems.
- Solve any technical problems that an employee or client has.
- Monitor the server room alarm systems.
- Plan and give training on the Company's applications.
- Prepare training room or conferences with computers, telephones, and Wi-Fi equipment in a short time according to the demands.
- Do structured cabling for the administrative office and over five call centers □ In charge of monitoring various systems, networks, and software.
- In charge of maintaining more than 500 computers in good condition.
- Installed CCTV cameras in the administrative office and over five call centers.

# Carmen R. Sanchez-Rivera

Role: Project Manager

## RELEVANT SKILLS

### Relevant Experience

Highly accomplished Business Analyst / Project Manager with a verifiable track record of managing IT and Healthcare projects. Practiced in clarifying business requirements, performing analysis between goals and existing procedures, and designing processes and system improvements to increase productivity and reduce time. Strong interpersonal skills, highly adept at diplomatically facilitating discussions and negotiations. Recognize project management skills. Computer literate: PeopleSoft (human resources management database), Microsoft Office (Word, Excel and PowerPoint), Visio, Access, Project, Apex II, Appraisals programs, Mailview, Outlook, Printshop, HR Complete program, BOSANOVA, PrintArtist and Orgplus (Organizational Chart Software), Lotus Notes, Microsoft Project, Travis, iVantage.

- Process Analysis
- Management of Cross of Functional Teams
- Project Methodologies
- Projecte Management and Tracking
- Obamacare Health Reform
- Medicare Eligibility
- Communication Programs
- Policies and Procedures
- Web Content Management

## TRAINING AND SEMINARS

- Project Management Overview Course
- Project Management Course – Pre-course for PMP Certification
- Hewitt Six Sigma Green Belt
- Total Management

## HEALTH & WELFARE PROJECTS MANAGEMENT & OTHER PROJECTS INVOLVEMENT

- Walgreens, Co. (Healthcare)
- Cintas (Health care benefits)
- Becton Dickinson (Health and Welfare)
- Small Companies – iVantage 3.6 Migration
- Novartis – MCS New Carrier Change
- Merck – Cigna and Delta Dental Eligibility Files
- Teradata – Website and iVantage Migration
- GSK – Website and Payroll Deduction File
- COBRA – Second Phase Temporary Extension
- NCR – New Indicative Data File
- Teradata New Indicative Data File
- Hewlett Packard – LOA Interim Process and Documentation
- GSK – Triple S Eligibility File
- Lilly Caribbean – Health Outsourcing Implementation
- Hewlett Packard – Website
- IPR Pharmaceuticals, Inc. Full Outsourcing
- BASF – Full Outsourcing
- Amgen Manufacturing, Ltd – STD / LTD changes
- Annual Enrollment Project Coordinator
- Pall Life Sciences
- Actavis - AbbVie
- Aon Hewitt Exchange
- GSK – Workday Migration
- Aon Hewitt – Workday & Payroll Migration
- Legacy Forest and Actavis Harmonization
- Walgreens ESG Group
- Creation of the Requisition Tracking Tool

- Automatic Payment Slip
- Financial Reports Project Re-Engineering
- “Digesto” Web documentation
- ASA – Performance Assistance
- Training Survey – Dashboard Design
- Obamacare Healthcare Reform changes in systems and eligibility

## **EDUCATION**

- 2001 - 2003      UNIVERSITY OF PHOENIX – Guaynabo, PR**  
 Master degree in Business Administration  
 Major in Human Resources
- 2000 - 2001      SUMA, Inc. – Hato Rey, PR**  
 Personnel Administration Certification
- 1985 - 1991      INTERAMERICANA UNIVERSITY – Río Piedras, PR**  
 BS – Computer Science

## **RELEVANT EXPERIENCE**

### Professional Summary

Project Manager Telecontacto: 2019 to present

- Determine and define project scope and objectives
- Predict resources needed to reach objectives and manage resources in an effective and efficient manner
- Develop and manage a detailed project schedule and work plan
- Provide project updates on a consistent basis to various stakeholders about strategy, adjustments, and progress
- Manage contracts with vendors and suppliers by assigning tasks and communicating expected deliverables
- Utilize company’s best practices, techniques, and standards throughout entire project execution
- Monitor progress and make adjustments as needed
- Measure project performance to identify areas for improvement
- Coordinating with cross-discipline team members to make sure that all parties are on track with project requirements, deadlines, and schedules.
- Meeting with project team members to identify and resolve issues.
- Submitting project deliverables and ensuring that they adhere to quality standards.
- Establishing effective project communication plans and ensuring their execution.
- Coordinating the development of user manuals, training materials, and other documents as needed to enable successful implementation and turnover of the process or system to the clients.
- Identifying and developing new opportunities with clients.
- Obtaining customer acceptance of project deliverables.
- Managing customer satisfaction within the project transition period.
- Conducting post-project evaluation and identifying successful and unsuccessful project elements.

# Nanette Flecha Martínez

Rol: Ejecutiva de Cuenta

## DESTREZAS RELEVANTES

### Experiencia Relevante

Laborar en una agencia que pueda utilizar mis quince años de experiencia en el área de crédito, préstamos personales, consumo, tarjetas de crédito y servicios al cliente. Entre mis destrezas más sobresalientes se encuentra la comunicación verbal y escrita, organización, trabajar con múltiples tareas a la vez, capacidad para trabajar bajo presión y adaptarme fácilmente a los cambios. Dominio en el manejo de computadoras con los programas Word, Excel y Power Point.

## PREPARACIÓN ACADÉMICA

1993 – 1995                    *Técnico Paralegal*

San Juan City College, San Juan, Puerto Rico

1991 – 1993                    *Administración de Empresas, concentración en computadoras*

Universidad Central de Bayamón, Bayamón, Puerto Rico

1991                              *Oficinista General - Certificación*

Escuela Superior Jaime A. Collazo del Río, Morovis, Puerto Rico

## EXPERIENCIA RELEVANTE

### Resumen Profesional

Ejecutiva de Cuentas para Servicio al Cliente – Telecontacto: 2012 al presente

**Ejecutiva de cuentas para Servicio al Cliente:** Supervisión de personal (45 a 110 empleados). Se realiza análisis y monitoreo de reportes, elaboración de planes de trabajo para equipo de supervisión, planes estratégicos de proyectos, trabajos de proyecciones de llamada para asegurar la calidad de servicio y satisfacción del cliente. Establecer y mantener fuertes relaciones con clientes de cuentas asignadas a través de comunicación efectiva y constante a través de reuniones presenciales, telefónicas, y de manera electrónica.

Supervisor de Servicio al Cliente & Supervisor de Ventas – Telecontacto: 2012 al 2018

**Servicios al Cliente:** Supervisión de personal (10 empleados), analizar reportes, monitoreo de llamadas para asegurar la calidad del servicio y satisfacción del cliente.

**Supervisor de Ventas:** Supervisión de personal (8 empleados), analizar reportes, crear estrategias para aumentar las ventas, planes de trabajo, monitoreo para asegurar la calidad del servicio y cumplimiento legal de la venta telefónica

# Jean Paul Villegas Neptune

Rol: Facilitador & Coordinator de Calidad

## DESTREZAS RELEVANTES

### Experiencia Relevante

Ser parte de una empresa donde pueda ayudar en el desarrollo integral de la misma, que brinde la opción de trabajo y por consiguiente, nuestro propio crecimiento personal y profesional.

## HABILIDADES

Bilingüe, conocimiento en programas de computadora: MS Office, MS Excel, Power Point y Outlook. Cuento con experiencia en servicio al cliente, liderazgo de grupo y ventas a través de llamada.

- Análisis de información escrita
- Habilidad para la toma de decisiones
- Habilidad para trabajar con poca o ninguna supervisión
- Excelentes destrezas de comunicación verbal y escrita
- Excelentes destrezas en relaciones interpersonales

## EDUCACIÓN

Bachillerato en Diseño Gráfico – 2000 a 2004  
Atlántico College

Cuarto Año de Escuela Superior – 1988 a 2004  
Academia Santa Mónica

## EXPERIENCIA RELEVANTE

### Resumen Profesional

Quality Assurance Coordinator / Trainer – Telecontacto: 2014 al presente

### Quality Assurance Coordinator - Responsabilidades

- Realiza monitoreos continuos a los Representantes de Servicio para medir y garantizar que poseen los conocimientos necesarios y requeridos por el proyecto o campaña.
- Alinear los objetivos del monitoreo con las metas del programa establecidas por la empresa y el cliente. • Identificar las áreas de mejoras y áreas críticas para la atención de las mismas.
- Participar en todo adiestramiento y/o readiestramiento ofrecido por el cliente a los representantes.
- Recomienda los readiestramientos necesarios en el área de mayor dificultad.
- Dirige las reuniones de calibración con los Ejecutivos y Supervisores.
- Establece los aspectos principales que serán trabajados en la calibración.
- Documenta los monitoreos realizados para expediente de personal.
- Asiste en la preparación de módulos de adiestramiento en el área de Control de Calidad de ser necesario.
- Responsable de realizar otras tareas que le sean asignadas de acuerdo a las necesidades de la empresa.

### Trainer / Facilitador Responsabilidades

- Preparar módulos de adiestramiento para las áreas de producto, ventas, servicio al cliente, sistemas de utilización diaria, tanto internos como externos y, políticas y normas de la empresa.

- Ofrecer adiestramientos en las áreas de: Nueva Campaña, producto y servicios a los candidatos de nuevo ingreso según solicitado.
- Preparar planes de trabajo relacionados a los adiestramientos. Estos planes deben ser con frecuencia mensual.
- Trabajar “recoachings” en las áreas de oportunidad identificadas a base de monitoreo y evaluaciones identificadas por las áreas de supervisión y “Quality Control”.
- Desarrollar métricas para medir la efectividad de los adiestramientos y trabajar recomendaciones a la gerencia para aumentar efectividad.
- Facilitar y coordinar talleres para el desarrollo y mejoramiento del personal.
- Organizar la colaboración con los supervisores y pares en todas las localidades para asegurar consistencia en los procesos de servicio.
- Demostrar de manera efectiva técnicas de motivación e inspiración de empleados.
- Enfoque en cumplimiento, resultados y eficiencia.
- Demostrar buen juicio y liderazgo a la hora de toma de decisiones

# Angélica del Mar Román Dávila

Rol: Gerente de Recursos Humanos

## DESTREZAS RELEVANTES

### Experiencia Relevante

Profesional orientada al Servicio al Cliente y con experiencia y a cargo del Departamento de Recursos Humanos. Que busca trabajar en una compañía en la cual pueda desarrollar nuevas destrezas, conocimientos y crecer profesionalmente. Demostrar mis conocimientos, habilidades y experiencias para el crecimiento de la compañía.

- Excelentes destrezas de comunicación oral y escrita en español e inglés.
- Diestra en los programas Word, Power Point, Excel, Adobe, Outlook y otros.
- Orientada al servicio al cliente y al servicio público.
- Conocimiento en el uso de computadoras.
- Capacidad para trabajar bajo presión y con un mínimo de supervisión.
- Diversidad en realizar varias tareas y dispuesta aprender en nuevas áreas.
- Responsable, puntual, atenta, cordial y respetuosa con los clientes y público en general.
- Conocimiento de las leyes laborales de Puerto Rico.

## EDUCACIÓN

**Colegio San Antonio – Río Piedras 16 de mayo de 2014**

Graduada con honores.

**Universidad de Puerto Rico Recinto de Río Piedras. Mayo 2021**

Bachillerato en Recursos Humanos

## EXPERIENCIA RELEVANTE

Resumen Profesional

**Gerente de Recursos Humanos, Telecontacto-Telecontact Inc.; San Juan, P.R – 2016 al presente**

- Encargada de realizar nómina de más de 600 empleados.
- Encargada de actualizar el Manual de Empleado
- Crear políticas nuevas en la Empresa
- Manejar casos de Covid-19
- Manejar terminaciones de empleados en periodo probatorio y permanentes
- Manejar acciones disciplinarias para empleados administrativos y gerenciales

## Mandatory Requirements

---

1. The vendor must provide the right of access to systems, facilities, data, and documentation to PRMP or its designee to conduct audits and inspections as is necessary.
2. The vendor agrees to relinquish any published toll-free telephone numbers established for Medicaid support.
3. The vendor must support PRMP's requests for information in response to activities including, but not limited to:
  - a. Compliance audits
  - b. Investigations
  - c. Legislative requests
4. 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.
5. The vendor must agree to comply with current and future PRMP and federal regulations as is necessary to support the services outlined in this RFP.
6. The vendor must help ensure that all applications inclusive of internet, intranet, and extranet applications 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.
7. The vendor must perform according to approved SLAs and identified KPIs with associated metrics in the areas listed in Appendix 2: Service-Level Agreements and Performance Standards.
8. 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)
9. The vendor must comply with federal Executive Order 11246 related to Equal Employment Opportunity Act, the Clean Air Act, and the Clean Water Act.
10. The vendor must establish and maintain the contact center in Puerto Rico.
11. The vendor must serve as a trusted partner to PRMP and represent PRMP's interests in all activities performed under the resulting contract.
12. The vendor must, at a minimum, include the standard invoice package contents for 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 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 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 PRMP with three (3) physical and one (1) electronic invoice packages in support of the PRMP's review and approval of each invoice
    - i. Invoice Package #1 – Original Signature
    - ii. Invoice Packages #2 - #3 – Hard Copy
    - iii. Invoice Package #4 – Electronic
13. 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 PRMP. In making this determination, PRMP will evaluate whether the vendor is meeting service levels as defined in the Contract.
14. The vendor must agree that PRMP retains ownership of all data, procedures, applications, licenses, and materials procured or developed during the contract period, when applicable.



15. The vendor must provide evidence that staff have completed all necessary forms prior to executing work for the contract.
16. The vendor staff must not have the capability to access, edit, and share personal information 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 (FTI)
  - e. Social Security Administration (SSA) data including, but not limited to: family, friends, and acquaintance information

By signing below, I certify that I have reviewed these Mandatory Requirements in their entirety and agree that the vendor meets, and will continue to meet, each of these Mandatory Requirements in full.

---

Company

---

Representative Name, Title

---

Contact Phone / Fax Number

---

Date

# Requirements Traceability Matrix

## A. Systems and Technology

		Vendor Response		
REQ #	Requirement Description	Requirement Met	Vendor Proposed Response	Clarifying Comments
A.1	The contractor must provide network services (e.g., voice over IP [VOIP], internet, etc.) and other technology sufficient to handle operations in accordance with Commonwealth policies and security protocols.	Yes		
A.2	The contractor must provide telephony equipment sufficient to handle call volumes (within generally acceptable industry standards), maintain calls in queue with auto-route according to first in/first out, and play automated messages while callers are on hold.	Yes		
A.3	The contractor must provide phone system technology that includes a programmable interaction voice response (IVR) with pre-recorded messages and menu option features. The navigation tree will use pre-approved language and options that can be changed as needed.	Yes		
A.4	The contractor must provide automatic call distribution (ACD) services, as part of the telephony system, to route specific calls to qualified agents to avoid long wait times in queue and should be programmed by type of inquiry (complexity level).	Yes		
A.5	The contractor must supply all equipment (e.g., computers, monitors, ACD System, IVR/telephones, headphones, chat application, TTY, etc.) necessary to provide services as detailed in the contract.	Yes		
A.6	Contact center staff must be able to route phone calls and chat interactions that cannot be resolved by the agent to a supervisor or specialist.	Yes		
A.7	The contractor must be able to send automated reminders (e.g., appointment date and time).	Yes		
A.8	The contractor is responsible for initial configuration of computers, hosting the platform, and providing technical support for the contact center operations.	Yes		
A.9	The contractor must provide services for outbound campaigns, both automated (e.g., outbound notifications) and agent assisted (e.g., those that require an interaction with the contact center agent).	Yes		
A.10	The contractor must provide the capability to broadcast text messages to those who have opted for text message receipts. Text message broadcasts shall include items that reduce the number of contacts to the contact center, such as application received, application status/ application approved as well as other communications which can help reduce the contact volume for the contractor.	Yes		

		Vendor Response		
REQ #	Requirement Description	Requirement Met	Vendor Proposed Response	Clarifying Comments
A.12	The contact center staff must be able to access the PRMP PEP via the web via Virtual Private Network (VPN).	Yes		
A.13	The contact center staff must be able to access the PRMP Call Center management System (CCMS) via VPN.	Yes		
A.14	The contact center staff must be able to access PRMMIS via VPN.	Yes		
A.15	The contact center staff must be able to access MEDITIG3 via VPN.	Yes		
A.16	The contact center staff must be able to access LMS via the internet.	Yes		
A.17	The contact center staff must be able to access email.	Yes		
A.18	The contractor must be able to send automated reminders (e.g., appointment date and time).	Yes		
A.11	The contractor must establish and maintain a Disaster Recovery Plan.	Yes		
A.19	The contractor must conduct a full disaster recovery test at least once a year and report the results to PRMP.	Yes		

## B. Operations

		Vendor Response		
REQ #	Requirement Description	Requirement Met	Vendor Proposed Response	Clarifying Comments
B.1	The contractor must establish and maintain the contact center, and all operations of the contact center, locally in Puerto Rico.	Yes		
B.2	The contractor must provide a fully operational contact center with all services no later than July 31, 2022.	Yes		
B.3	Contact center staff must be fluent in Spanish and proficient in English.	Yes		
B.4	Contact center agents must be able to handle inquiries in both Spanish and English.	Yes		
B.5	The contractor's contact center operations must be physically separated from the contractor's other clients/accounts.	Yes		
B.6	The contractor must have contact center agent staff that is solely located in the Medicaid contact center designated area within the contractor's facility, or as stated in the Business Continuity Plan when needed.	Yes		
B.7	The contractor must provide space, computer, and phone systems within the contractor's facilities for one Medicaid representative. Advanced notice of arrival will be provided by PRMP.	Yes		
B.8	The contractor will provide access to PRMP to listen to calls remotely.	Yes		

		Vendor Response		
REQ #	Requirement Description	Requirement Met	Vendor Proposed Response	Clarifying Comments
B.9	Contact center employees must have Puerto Rico Negative Criminal Record certificate and be screened through the OIG exclusion lists.	Yes		
B.10	The contact center must be open Monday through Friday from 8:00 a.m. to 6:00 p.m. local time for beneficiaries and 8:00 a.m. to 5:00 p.m. for providers, except for some holidays (to be determined at the start of each calendar year).	Yes		
B.11	The contractor must provide a message to callers when the contact center is not open (e.g., after business hours, holidays), emergency notifications such as inclement weather, hurricanes, or other situations that might impact operations.	Yes		
B.12	The contractor must notify PRMP within 30 minutes in the event phone lines are down and an estimated time of recovery to normal operations, for regulatory purposes.	Yes		
B.13	The contractor must maintain a sufficient staff model to provide the services outlined in the contract while meeting or exceeding the applicable service level agreements.	Yes		
B.14	The contractor must establish and maintain a Business Continuity Plan to include the ability for agents to work remotely in the event of an emergency.	Yes		
B.15	The contractor must have internal controls, policies, and procedures in place in compliance with Medicaid policies and procedures.	Yes		
B.16	The contractor must develop and maintain electronic versions of operating policies and procedure manuals for each function identified in the contract. These manuals shall be approved post contract award, and prior to use by the contractor.	Yes		
B.17	The contractor must develop, implement, and maintain a facility security plan that details all elements of security, procedures, security for equipment, controlled access to all Contractor areas, and measures to safeguard the confidentiality of Medicaid information.	Yes		
B.18	The contractor must log all calls.	Yes		
B.19	Contact center agents must log all email inquiries including the date and time of the email, reason for inquiry, resolution reached, agent ID, status, etc.	Yes		
B.20	Contact center agents will respond to email messages, voicemails, and chats, as defined in the service level agreements outlined in the contract.	Yes		
B.21	The contractor will track the number of cases referred to a PRMP case worker/specialist.	Yes		
B.22	The contractor must immediately report to PRMP any personal health information (PHI) breach or HIPAA violation within 24 hours of the incident.	Yes		

		Vendor Response		
REQ #	Requirement Description	Requirement Met	Vendor Proposed Response	Clarifying Comments
B.23	The contractor must provide a transition plan to PRMP six months prior to the end of the contract to help ensure there is a seamless transition from the contractor to another entity.	Yes		

### C. Reporting

		Vendor Response		
REQ #	Requirement Description	Requirement Met	Vendor Proposed Response	Clarifying Comments
C.1	The contractor will report the maximum occupancy rate of agents.	Yes		
C.2	The contractor will report on contact center operational activities and performance metrics. Reports may include, but will not be limited to:	Yes		
C.2a	Total number of inquiries by type	Yes		
C.2b	Total number of calls by type	Yes		
C.2c	Average call abandonment rate	Yes		
C.2d	Average time calls are in queue	Yes		
C.2e	Percentage of calls that were blocked or received a busy tone	Yes		
C.2f	Average handle time for calls	Yes		
C.2g	Number of cases referred to a PRMP case worker/specialist and what percentage of the total call volume represent transferred calls	Yes		
C.2h	Quality results of monitored calls	Yes		
C.2.i	First contact resolution (FCR) by agent, defined as the percentage of inquiries the agent can address without transferring, escalating, or returning the call	Yes		

### D. Quality and Training

		Vendor Response		
REQ #	Requirement Description	Requirement Met	Vendor Proposed Response	Clarifying Comments
D.1	The contractor will record calls and must inform callers that inquiries may be monitored in real time and may be recorded for training and quality assurance purposes.	Yes		
D.2	The contact center ACD will use pre-approved scripts to ensure quality delivery of services.	Yes		
D.3	The contractor must establish a training program to ensure that staff is adequately trained to handle inquiries from beneficiaries and/or providers.	Yes		
D.4	After initial implementation of the contact center, the contractor must monitor 100% of calls handled by new agents during the first week of the agent taking calls.	Yes		
D.5	The contractor must follow the quality measures for completeness of records, as established by PRMP.	Yes		
D.6	Contact center staff must complete all applicable privacy and security trainings (e.g., HIPAA, etc.) both before implementation of the contact center	Yes		

		<i>Vendor Response</i>		
REQ #	Requirement Description	Requirement Met	Vendor Proposed Response	Clarifying Comments
	and ongoing, based on Commonwealth and federal requirements.			
D.7	The contractor will develop and submit a corrective action for sub-par performance identified in the prior month.	Yes		

**E. SLAs**

		<i>Vendor Response</i>		
REQ #	Requirement Description	Requirement Met	Vendor Proposed Response	Proposed Liquidated Damages for Non-Compliance
E.1	Average wait time, prior to the call being answered by an agent, must be less than 30 seconds for 80% of calls received	Yes		
E.2	Abandon rate must be 5% or less	Yes		
E.3	FCR must be at least 70% for all calls and chats received from providers	Yes		
E.4	100% of emails must be acknowledged within 2 business days	Yes		
E.5	100% of emails received must be responded to within 5 business days	Yes		
E.6	80% of chats received must be responded to by an agent in less than 30 seconds	Yes		
E.7	Calls must have a quality score of 90% or higher	Yes		
E.8	Call recordings will be provided to PRMP within 5 business days, when requested	Yes		

# Response to Statement of Work

---

## Approach to Systems and Technology

### **World-Class Technology**

Telecontacto features the latest technology for contact centers: Genesys – Pure Connect® Customer Interaction Center® – winner of multiple awards and industry recognition of contact centers worldwide, recognized for the past 10 consecutive years by world renowned market research firm Gartner as one of the four leaders (within about 15 companies evaluated) in the “Magic Quadrant for Contact Center Infrastructure 2019”.

### **Dialer for outbound calls campaign**

Interaction Dialer, a key component of the multichannel outbound capability of PureConnect, is a set of client-server extensions that add predictive dialing or manual calling along with campaign management features to the Customer Interaction Center (CIC) platform

### **ACD**

Customer Interaction Center’s ACD intelligently routes telephone calls, chat calls, email messages, social media conversations and direct messages, and generic objects (collectively referred to as interactions). ACD routing is based on agent availability, skill levels, costs, priority, and any other attribute you choose.

### **Email**

Telecontacto’s PureConnect supports and integrates with various email platforms to provide access to customers’ email channels. Agents can respond to queued email messages and supervisors can report on and track email interactions (by media type). Email routing follows similar rules and requirements as calls, and you can customize email handling using Interaction Attendant, handler modifications in Interaction Designer, and ICWS APIs.

### **Live web chat**

Chat sessions are online, real-time, typed conversations between agents or between an agent and a customer browsing your company’s website

### **Social media**

Telecontacto’s PureConnect and/or Nice InContact support capturing Social Media messages (i.e. Facebook, Twitter, WhatsApp, Instagram, YouTube)

### **Digital recording**

Telecontacto’s Interaction Recorder client is an add-on module for IC Business Manager that allows you to build searches, display stored recordings, and score recordings, for policy-based recordings and Snippet Recordings

### **Workforce management**

Telecontacto currently uses Workforce Management platforms such as Genesys Optimizer and ADP Workforce Solutions.

- WFM Historical extracts historical information. Use such information to plan workloads and staffing levels. WFM Historical collects historical statistics about the workgroups you select, such as calls handled, average talk time, and abandons. It collects the statistics at intervals

### **Chatbots**

The integration with Genesys Intelligent Automation allows easy integration of chatbots and voice bots with on-premises and cloud implementations of PureConnect. Capabilities Directed dialog-based IVR with Nuance Visualization of directed dialog-based IVR Voice bots powered by speech-to-text and natural language processing Chatbots based on directed dialog Chatbots with natural language processing overlay. Same is available in Nice InContact platform.

### **Artificial Intelligence**

Telecontacto can integrate the use of Artificial Intelligence tools and “Bots” to manage receipt and response to Text Messages from clients.

## Approach to Operations

### General Objectives:

- Telecontacto will serve as PRMP Contact Center and will answer incoming calls and emails from the community and will return provider calls for follow-up.
- Telecontacto agents will be fluent Spanish and English.
- Telecontacto agents will have PR Negative record certificate and drug panel screening.
- Telecontacto working hours are Monday to Friday from 8:00am to 5:00pm except for the following holidays: New Years' Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.
- Telecontacto will provide a voice message to callers stating the hours of operation.
- Telecontacto will provide access to a toll free telephone number to PRMP and will release and transfer it back to PRMP if such matter is necessary.
- Telecontacto will provide PRMP with state-of-the-art Automatic Dialing System Control, Automatic Contact Distributor (ACD), Call Recording System and Systematic and Real-Time monitoring tools to ensure quality standards of authorized agents.
- PRMP will provide the initial operational training to all personnel of Telecontacto performing services, will be in charge of all customer service best and phone etiquette training. After that, Telecontacto trainer will be in charge of future needed trainings to new personnel. PRMP and Telecontacto will develop any agent script.
- Telecontacto will provide PRMP with access to a web based panel of metrics with real-time reports on the contacts received, attended, abandoned, average contact duration and average waiting time, among others, 24 hours and 365 days of the year.
- Telecontacto will provide a disaster recovery plan acceptable to PRMP and all appropriate regulatory organizations.

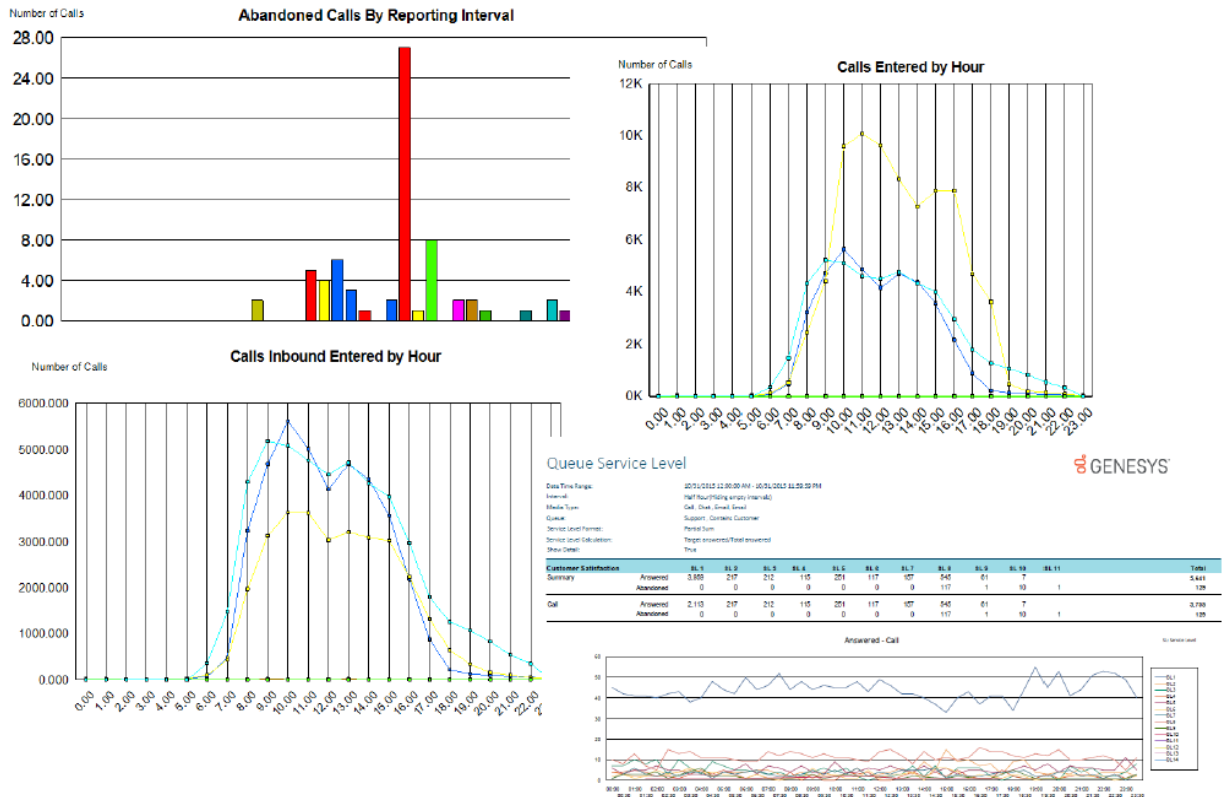


## Approach to Reporting

Telecontacto will submit the reports required by PRMP with the frequency and in the manner that has been established in the RFP.

We will develop a secure web portal through the Internet so PRMP staff responsible for overseeing the Service Center can have real-time access to all the statistics and KPI necessary and requested.

We believe and live in complete transparency. Therefore, all our reports are available in real time. We encourage all our customers to not settle for reports “at the end of the day” or “at the end of the month” or manual formats, which can yield multiple errors due to faulty processed of data entry.



## Approach to Quality and Training

Telecontacto knows that first impressions and a positive sale or service experience are key factors for customer loyalty. That is why we operate under an integrated approach in which quality assurance plays a golden role. Our trainers and Quality Assurance (QA) Managers have established specific procedures to ensure that all of our Customer Service or Sales Representatives (CSR) provides a consistent and effective contact handling.

Our QA department monitors all our CSR and digitally record calls for quality assurance purposes and ongoing training.

**Methodologies:** Monitoring, Coaching, Pop-up Messages, Remote Control, Side by side, Peer Monitoring, Calibrations, Evaluations, Audio and Video re-coaching. Education portal for test, evaluation and reinforcement.

An evaluation sheet that measures the vital criteria of the call, the orientation process and the quality of service provided is used: opening of the call, call management, information management and closing of the call are some of the aspect evaluated. A score of 90% to 100% is considered excellent (exceeding the target) 85% to 89% is considered satisfactory (meets the objective), 70% to 84% is considered low average and 69% or less is considered unsatisfactory.

The contact recording is shared with a service representative in order to perform a self-assessment prior to the discussion with the QCD. Identification and discussion of the rising points in the evaluation take place, and recommendations are given to improve them. The evaluation sheet is signed by the supervisor, the representative of the QCD and the service representative, and is filed in his personal record for future reference. In addition, if the representative gets a score of 84% or less, a rigorous retraining process is established with a 48-hour intensive monitoring. If after the period established the representative does not improve scores, the supervisor continues with the corresponding disciplinary process.

### **Training**

Telecontacto has a team of 12 Trainers at this time. Our Training team has been carefully selected for within our own pool of agents and quality control personnel. We require a minimum of 6 months' hands on experience on any area of the project. During their work they must have acquired an average evaluation score of 95% or higher on their individual scorecard. Successfully complete a Train the Trainer course with our client or our team, our client's choice. Our trainers must be dynamic, analytic, creative, empathic, bilingual and organized. Trainers must be natural multitaskers, organized, able to handle and capture both small and large groups, articulate, professional, and must have proven to be responsible and punctual on their time in our company. Finally, they must meet our client's specific criteria where required and pass their approval process when this applies.

All training curriculums in Telecontacto are client driven. Our highly skilled training team works with each individual client to ensure complete integration with our client's existing curriculum or to develop a curriculum that is capable of producing the most goal oriented and knowledgeable team of agents possible. Our training time tables vary from client to client and currently can go anywhere from 2 days to 45 days depending on the client's needs and specifications. We work hard to provide a completely customizable experience for each and every Account we service.

# Terms and Conditions Response

---

## RFP Terms and Conditions

RFP Terms and Conditions consist of provisions throughout this RFP. Moreover, these provisions encapsulate instructions, State and federal procedures, and 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 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.**

---

Printed Name / Signature of Authorized Personnel

Date

## Customary Terms and Conditions

The selected vendor will sign a contract with 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:

- **Service-Level Agreements and Performance Standards**
- **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.**

---

Printed Name / Signature of Authorized Personnel

Date

**If the vendor is NOT taking exceptions to any of 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 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.**

---

Printed Name / Signature of Authorized Personnel

Date

## 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.

- **Mandatory Requirements**
- Prior to the vendor submission of their 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 Unified System of Internal Revenue (SURI). 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 contractor 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 coverages 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.
- **Service-Level Agreements and Performance Standards**
- **Proforma Contract Draft** inclusive of HIPAA Business Associate Agreement

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.**

---

Printed Name / Signature of Authorized Personnel

Date

## Commercial Materials

Genesys Pure Connect® - Contact Center Platform

## Exceptions

### Exception #1 Call Volume Forecast

<b>Document Title (Reference Specific Contractual Document and Section in Which Exception is Taken)</b>	<b>Vendor's Explanation (Required for Any Rejection/Exception)</b>	<b>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</b>
Appendix 5: Proforma Contract Draft	Call Volume Forecast: We are not objecting to any language in the document. We only have one suggestion.	PRMP should provide or agree with vendor a Quarterly Call Volume Forecast so that the vendor can adequately plan and train necessary resources. Any change to Forecast should be provided or agreed upon 45 days prior to such Forecast ending into effect.
NOTES/COMMENTS: <FOR PRMP USE ONLY>		

# Level Agreements (SLAs) and Performance Standards

## SLAs and Performance Standards

Through our trained managers, supervisors, quality coordinators, our real-time KPI's monitoring tools and weekly team meetings. Telecontacto ensures we comply with agreed service level parameters. If program adjustments are needed to meet SLA's our management team establishes corresponding written action plans. If changes in project scope are needed, prior client discussion are performed and necessary approvals are dully obtained.

Out proposal will meet or exceed the following service level parameters:

Standards	Results	Proposed Liquidated Damages
Availability of services	Monday to Friday 8:00AM to 5:00PM including selected holidays	
Acceptable wait time to be connected to agent	30 seconds	\$100 per month if 30ss avg if exceeded
Percentage of calls to be answered within 30ss	80%	\$100 per month for every 1% below target
Average Handling Time	Unknown	
Call Recording	100%	\$100 per month for every 1% below target
Abandon rate	Less than 5%	\$100 per month for every 1% below target
First Call Resolution	70%	\$100 per month for every 1% below target
Quality	90%	\$100 per month for every 1% below target
Email inquiries	Less than 2 business days	
All Email inquiries	Within 5 business days	

## Corrective Action Plan (CAP)

When an SLA is not met, the vendor should submit for approval to PRMP a written CAP no later than ten (10) business days from the date PRMP requests the CAP. PRMP will consider extensions to the ten (10) day timeline on a case-by-case basis. The CAP will include, at a minimum:

1. Deficient SLA(s)
2. A full description of the issue
3. A root-cause analysis
4. Impact of the issue and related risks
5. The resolution, including any failed solutions implemented before the resolution
6. The proposed corrective action to avoid missing the SLA in the future

The contractor will implement the proposed corrective action only upon PRMP approval of the CAP. Please note that the SLA related CAPs differ from those CAPs provided in response to issues.

## **Performance Standards**

PRMP will monitor the vendor's performance based on the contractor's reported performance against each SLA. Each SLA presented in this RFP establishes the performance level expected by PRMP in a given area. KPIs are identified within each SLA and are to be measured and reported each month by the contractor. The contractor shall agree that failure to perform in accordance with established SLAs results in a loss to PRMP. If the contractor fails to meet the SLAs and associated KPIs, PRMP may reduce the contractor's monthly payment by a percentage of the total monthly invoice as identified in each SLA. PRMP, in its sole discretion, will decide to enforce the associated contract remedies. If PRMP chooses to not enforce remedies at any given time, it does NOT set precedence for future enforcement actions, does NOT limit PRMP's enforcement authority in any way, and does NOT imply acceptance or approval of performance below the agreed level.