



DEPARTMENT OF HEALTH GOVERNMENT OF PUERTO RICO MEDICAID PROGRAM

AWARD NOTIFICATION PROVIDER SERVICES SUPPORT 2024-PRMP-MES-PS-007

Pursuant to Administrative Order Num. OA-586¹, Act. No. 38/2017², as amended, and 45 CFR 74.327-329, the Puerto Rico Medicaid Program (PRMP) issued the request for proposal 2024-PRMP-MES-PS-007 (the RFP) with the purpose of evaluating responses and selecting a vendor to support PRMP's Medicaid Enterprise System (MES) and supporting community. The selected vendor will provide support to PRMP among three focus areas related to the provider services: General Support (overarching contract management activities); System, Processing, and Monitoring (SPM) Support (supporting provider enrollment and maintenance activities); and Advisory Services (providing subject matter expertise). The RFP provided for the selection of two vendors: one for General Support plus SPM Support services; and a different vendor for Advisory Services.

PRMP received proposals from three (3) vendors. In accordance with sections 5.1 and 5.2 of the RFP, proposals were evaluated by a Puerto Rico Department of Health (PRDoH) appointed committee in two parts using a weight/score methodology with a maximum overall total of 1,200 points. The first evaluation focused on the technical proposal and the second on the cost proposal. Section 5.1 of the RFP established that the committee was to "recommend for the contract to be awarded to the vendor who receives the highest overall point percentage of all eligible vendor and demonstrates that they meet all the mandatory specifications, meet at least the minimum acceptable technical score, and were selected to move forward to cost proposal evaluations."

The professional services acquired through this RFP will be based on a two (2) year contract, with two (2) optional one-year extensions (potential for four years total). Prior to the formation of the contract, this notice of award and the awarded vendor's proposal must be verified by Centers for Medicare & Medicaid Services (CMS). Once approved, the awarded vendor shall submit all required documentation to the PRMP contract office, including a briefed proposal. The awarded vendor must be registered with the *Registro Único de Proveedores de Servicios Profesionales (RUP)* of the Puerto Rico General Services Administration.³ Furthermore, it is notified that no service should be provided by the awarded vendor until a copy of the contract is filed with the Puerto Rico Office of the Comptroller.

¹ Issued by the Department of Health of Puerto Rico.

² Known as the Government of Puerto Rico Uniform Administrative Procedure Act.

³ See: Reglamento 9302E Sole Registry of Professional Service Providers, available in asg.pr.gov/publicacionesreglamentos.

PROCEDURAL BACKGROUND

On October 18, 2024, PRMP published on several websites⁴ the RFP seeking competitive proposals to procure the professional services of a vendor to support PRMP's Medicaid Enterprise System (MES) and supporting community and who could meet PRMP's goals and requirements. In addition, it defined the detailed response and minimum contract requirements and outlined PRMP's process for evaluating responses and selecting a vendor that could provide the necessary components to support the proposed work under the RFP by procuring the necessary services at the most favorable and competitive price.

Interested vendors had the opportunity to present questions and receive corresponding answers that helped clarify instances of the RFP. PRMP received a total of twenty-five (25) questions. Prior to the submittal of the proposals, PRMP issued five (5) Important Updates with the purpose of announcing events, corrections, and amendments related to the RFP.

PRMP received proposals from three (3) vendors. Enterprise Services Caribe, LLC (ESC/Gainwell) presented a proposal for services in the General Services plus SPM Support focus areas. Meanwhile, Intervoice Communications of Puerto Rico, Inc. (Intervoice), and South Caribbean Financial Services, Corp. DBA CredeMtia (CredeMtia), opted to present proposals for all three focus areas.

During the mandatory specifications analysis (prescreening), the procurement unit noticed the following incidents:

RECUG

First, Intervoice modified Table three (3) [*Vendor Overview*] in its proposal "*Number of Years Vendor Has Been Providing the Type of Services Specified in the RFP*" to read as "*Number of Years/Experience Vendor Has With this Type of Services Specified in the RFP*" to portray an employee combined number of years even when the RFP specifically instructed vendors in section 1.1 (*Organization Overview*) "*not to change any of the pre-filled cells in the following tables*", meaning that the vendor was previously warned about the inability to alter or modify the information provided in the cells. However, in the event of a patent modification by the vendor and said item not constituting a mandatory specification, but subject to evaluation, the response was considered non-responsive and, considering that said modification would not substantially undermine the reliability, transparency and fairness of the proposal evaluation process, this incident was considered a permissible variation that did not justify the disqualification of the vendor.

Second, ESC/Gainwell's proposal included a strikethrough on item nine (9) of Table one (1) related to the *Mandatory Requirements and Service Level Agreements (SLAs)* detailed in *Appendix 2: SLAs and Performance Standards* of the RFP as shown: "*The vendor must perform according to agreed upon SLAs and associated metrics in the areas listed in ~~Appendix 2: SLAs and Performance Standards.~~*" Nonetheless, ESC/Gainwell answered "Y" to the question and provided a narrative acknowledging the acceptance of agreed upon SLAs. Furthermore,

⁴ Medicaid website, Puerto Rico Department of Health website, and Puerto Rico General Services Administration website.

ESC/Gainwell signed *Attachment I: Terms and Conditions Response* where it acknowledged in sections three (3) and four (4) its conformity with *Appendix 2: SLAs and Performance Standards* indicating compliance with said mandatory requirement.

In its initial analysis, the Procurement Unit understood that when the vendor claimed compliance with the mandatory requirement, it was understood that the crossed-out section was referring to its own narrative explanation. On the other hand, the RFP in the “*Terms and Conditions Response*” section requested that a signature be provided to confirm the reading, recognition and consent regarding the *Service Level Agreements (SLAs)*, which are part of the crossed-out section. In addition, the Procurement Unit concluded that the vendor in the aforementioned parts effectively provided its consent by signature, which made them understand that the vendor accepted the negotiation of the included *SLAs* and, therefore, the Procurement Unit viewed the cross-out as not placed and considered this incident as a permissible variation.

Such an event does not cause serious harm to PRMP, since the vendor expressing⁵ its agreement with the included *SLAs* and willingness to negotiate them would not create a situation where PRMP is deprived of the basic tools related to the contracting of professional services or is subject to the contractual mercy of the vendors. Since the *SLAs* are not conditioned to what the vendor merely presents or accepts, PRMP would not be at a disadvantage either. The reasons for establishing the *SLAs* in advance are to speed up the contracting processes and to ensure that vendors are aware of the expected metrics.

RECUY
The above means that the vendor was willing to accept, negotiate and modify, if necessary, the *SLAs* along with the PRMP. However, it is worth mentioning that the *SLAs* included constitute a basis for the purposes of the RFP, the services to be provided and the future contract between the parties, so they cannot be discarded outright. Having said that, the Procurement Unit concluded that when the vendor answered “Y” and signed, it agreed with the *SLAs* regardless of having made a cross-out. Therefore, the vendor complied with this mandatory requirement and the Procurement Unit considered the incident a permissible variation that did not merit the possibility of the vendor being disqualified.

The Evaluation Committee proceeded with their analysis of the technical proposals over a period of three (3) weeks. Members of the committee evaluated each proposal at an individual level, followed by a group session where they discussed individual scores and reached a group score consensus. This process repeated itself for each proposal. This process was followed up by oral presentations from all three entities. Up to this point in the process, cost proposals remained sealed. At the end of the technical proposals analysis, the Evaluation Committee decided which proposals were to move forward to the cost proposals analysis according to the 70% threshold indicated in the RFP. The final stage of the evaluation process consisted of the opening, scoring and adding of those cost proposals to determine the overall best-ranked vendor.


⁵ As mutually agreed and deemed necessary, we will work with PRMP to modify the *SLAs* and *KPIs* contained in the RFP to reflect changes in business objectives, organizational objectives, and technology.

**SUMMARIES OF EVALUATED PROPOSALS
(listed in alphabetical order)**

South Caribbean Financial Services, Corp. DBA CredeMtia

South Caribbean Financial Services, Corp. DBA CredeMtia LLC (from now on “CredeMtia”), founded in 2009, is a domestic for-profit corporation based in Ponce, PR. CredeMtia is a healthcare software company that specializes in using industry-standard tools, best practices, local market knowledge, and a coordinated team to deliver cost-effective, tailored solutions to governments at the state and federal level. Moreover, CredeMtia considers itself a compound of digital platforms including an NCQA – Certified CVO, and other modules with the purpose of solving various complex problems for healthcare industry participants, including physician practices, medical institutions, and health plans.

CredeMtia states in their proposal that as the leading CVO in Puerto Rico and Florida, they currently cover most of the entire Puerto Rico provider market. They have assembled a team that includes exclusive partnerships with Provider Network Solutions of PR, LLC and RuleBridge LLC. In addition, CredeMtia has over fifteen (15) years of experience serving local, state, and federal agencies and in providing health and human related services. The experience brought forth by CredeMtia in their proposal has consisted of the following projects:

- 
1. Auxilio Salud Plus, Inc., San Juan, PR
 2. Ser de Puerto Rico, San Juan, PR
 3. Grupo Médico Menonita, Cidra PR

The vendor does have prior experience working in Puerto Rico and employs a bilingual team of thirty (30) full-time employees currently providing the types of services specified in the RFP, including but not limited to end-to-end support, project management, onboarding, processing, monitoring, and advisory services.

CredeMtia will provide the following key staff:

Account Manager	SPM Systems Oversight Lead
Program Manager	Advisory Services Lead
SPM Lead	Regulatory Compliance and Policy Lead
Field Representative Lead and Contact Center Oversight	Advisory Training and Outreach Lead
Provider Enrollment and Maintenance Lead	Advisory Services Systems Lead
SPM QA Lead	Advisory Services QA Lead
SPM Training and Outreach Lead	---

As stated in their proposal, CredeMtia’s approach and offering of key technology features include automated data processing, data governance and security, and modular adaptive systems. Lastly, all proposed running operations are divided as follows:

1. General Support:
 - a. Onboarding – Kick-Off and Knowledge Transfer (Q1-Q2)
 - b. Project Management – Project Plan, TOMP, OTM, IMP, SLAs, Staffing, and Weekly/Monthly Reporting (Q1-Q4)
 - c. Documentation Updates and Asset Transfer Plan/Closeout – Periodic Updates (Q1-Q4)

2. SPM:
 - a. Provider Enrollment Activities – Ongoing Review/Process Provider Applications, Screenings, Manual Checks, and Revalidations (Q1-Q4)
 - b. Screening Activities and Site Visits – Ongoing Site Visits, Follow-ups, and Summary Reports (Q1-Q4)
 - c. Provider Maintenance Activities – Ongoing Requests, Terminations, and Outreach (Q1-Q4)
 - d. System Automation and Improvements (Q1-Q4)
 - e. Training and Provider Communications – Ongoing and Periodic (Q1-Q4)
 - f. Reporting, Quality, and Compliance – Ongoing and Periodic Weekly Audits and Statistics Reports, Monthly Reports and Quarterly Newsletters (Q1-Q4)

3. Advisory Services:
 - a. Subject Matter Expertise Support – Ongoing Research Recommendations, SOPs and Stakeholder Outreach (Q1-Q4)
 - b. System Oversight Support – Ongoing Document System Findings, Prioritize CRs, and Review Test Results (Q1-Q4)
 - c. Reporting, Quality, and Compliance – Ongoing and Periodic Call Center Audits, System Changes, and Weekly/Monthly Status Reports (Q1-Q4)

Enterprise Services Caribe, LLC

Enterprise Services Caribe, LLC (from now on “ESC”), a subsidiary of Gainwell and founded in 2016, is a domestic for-profit limited liability company based in Guaynabo, PR. ESC has more than eight (8) years of Medicaid Program experience working with the Puerto Rico Department of Health (PRDoH) and Puerto Rico Medicaid Program (PRMP).

Gainwell Technologies LLC (from now on “Gainwell”), founded in 2020, is a for-profit limited liability company based in Irving, TX. Gainwell is a provider of digital and cloud-enabled services and solutions geared toward the administration and operation of public health and human services programs. With over fifty (50) years of experience, their main purpose and focus as a solutions provider are serving agencies, health plans, and MCOs with corresponding technologies that improve health outcomes and ensure an intuitive, human-centered experience, offering technology services such as provider enrollment, revalidation and demographic data update processing.

Gainwell has experience in the development of Medicaid product modules. The experience brought forth by Gainwell in their proposal has consisted of twenty-five (25) CMS Certifications projects and some of them are as follows: Connecticut MMIS, Florida MMIS, Wisconsin MMIS, Georgia MMIS, West Virginia MMIS and Pharmacy, Arkansas MMIS, Puerto Rico DSS/DW, Program Integrity, Encounter (interChange MMIS) – Phase 1, Vermont Provider Enrollment and Management, Puerto Rico Provider Enrollment and Case Tracking – Phase 2, and Ohio Pharmacy Module.

Thru ESC, Gainwell has prior experience working in Puerto Rico. Gainwell employs a team of 12,735 full-time employees globally and 278 constitute bilingual staff fluent in English and Spanish. ESC/Gainwell proposes a team of Medicaid-experienced professionals occupying the following roles:

Account Manager	Provider Enrollment and Maintenance Lead
Program Manager	SPM Quality Assurance (QA) Lead
SPM Lead	SPM Training and Outreach Lead
Field Representative Lead and Contact Center Oversight	SPM Systems Oversight Lead

Recs
As stated in their proposal referring to the timeframe for delivering goods and services, ESC/Gainwell offers an approach to transition management, enhanced by established and collaborative efforts with PRMP. They propose a (6) six-month transition. By then, “[a]t the completion of the Transition phase the Maintenance and Operations (M&O) phase begins. After contract award, we will meet with PRMP stakeholders to outline specific requirements, identify the work and define the value measurements critical to PRMP’s success.”

Lastly, ESC/Gainwell included an initial project schedule divided in multiple stages including all the following: Project Start Date (Execution Date – Work Begins), PR PSS Go Live – Maintenance and Operations Begins, Hypercare Complete, Deliverables, Project Monitor and Control, Project Initiation and Planning, General Support, Transition In – System Processing and Monitoring (SPM) Support, Transition In – Assessments and Knowledge Transfer, Audit Report Assessments Prep / Kaizen Event, Knowledge Transfer from Incumbents – KT and RVS Activities, Transition In Tasks, Gap Analysis based on KT and RFP, Update Transition and Operations Management Plan, Transition In Activities, Transition In Transition Tasks, Transition In Testing, Transition In Readiness Review, Client Go/No Go Decision, Assumption of Services, Notify that Transition In is Complete, Post Productions Tasks, Post Production Activities, Hypercare, Transition Out, and Project Completed.

Intervoice Communication of Puerto Rico, Inc.

Intervoice Communication of Puerto Rico, Inc. (from now on “Intervoice”), founded in 2009, is a domestic for-profit corporation based in San Juan, PR. Intervoice’s business model and practices focus on the development of custom project management methodologies based on industry standards (Project Management Institute’s® Standards and Frameworks) to ensure the

completion of large-scale government projects. Moreover, Intervoice oversees and coordinates various processes and activities within state programs funded by the federal government to ensure the achievement of established goals. Intervoice's subject matter experts and partners provide the following services: Grant Management, Business Process Strategy and Operations, and Advance Planning Document (APD) Processing, among others.

With fifteen (15) years of being in business, the experience brought forth by Intervoice in their proposal has consisted of two (2) projects which are the following: Puerto Rico Department of Health, Puerto Rico Medicaid Program - provider enrollment and maintenance operations and Puerto Rico Innovation and Technology Service (PRITS) - NAP to SNAP transition planning.

Intervoice does have prior experience working in Puerto Rico and employs a team of seventy-four (74) full-time employees where thirty (30) are currently providing the type of services specified in the Request for Proposals (RFP). The majority of proposed staff bilingual (fluent in English and Spanish), thus ensuring clear communications. Moreover, as conveyed by Intervoice in their proposal, each key staff member proposed has extensive experience in areas essential to PRMP, including provider enrollment, maintenance, operations, stakeholder communications, MCO/MAO support, and Provider Services Management.

Intervoice proposes an initial staffing plan and will provide a dedicated team to occupy the following roles:

Recs

Account Manager	SPM QA Lead
Program Manager	Advisory Services Lead
SPM Lead	Regulatory Compliance and Policy Lead
SPM Provider Enrollment and Maintenance Lead	Advisory Services Systems Oversight Lead
SPM Field Representative & Contact Center Oversight Lead	Advisory Services Training and Outreach Lead
SPM Training and Outreach Lead	Advisory Services QA Lead
SPM System Oversight Lead	---

Furthermore, as expressed by Intervoice, the proposed "structure promotes streamlined communication and accountability, ensuring a balanced workload distribution, a clear path for escalation, and issue resolution." In addition to the aforementioned key roles, Intervoice will retain a support team with additional roles such as: Training Team, Field Representatives, Enrollment and Maintenance Specialists (EMS), and Maintenance Analysts.

Intervoice's approach to delivering the services described in the RFP comprise the following approach:

1. *General Support*

- a. Onboarding and Kickoff: 30-60-90 Day Plan – outlines specific milestones and deliverables in a project schedule to support each phase of the transition.
- b. Project Management: Deliverables and SLAs and new scope – Project Management Methodology (Intervoice’s ePMO methodology aligns with PMI’s PMBOK® Guide), Risk and Issue Management, Resource and Quality Management, Stakeholder Engagement, Project Planning and Documentation, and Change Management.
- c. Transition to PRMP: Current state and methodology – Intervoice will use the Transition and Closeout Management Plan to ensure a smooth transition of documentation and assets to PRMP within six (6) months prior to contract expiration.

2. *System, Processing, and Monitoring (SPM)*

- a. Provider Enrollment – automated and manual screening service results and integration of Standard Operating Procedures (SOPs).
- b. Site Visits and Screenings – for providers categorized as moderate and high risk.
- c. Provider Maintenance – processing of provider maintenance requests, outreach, and record terminations; screening reports and monitoring NPPEs, Death Master, SAM, LEIE, MCSIS, DEA, CLIA expiration, Surety Bond expiration, and address inconsistencies.
- d. Inquiry Tracking – provider contact and inquiry resolution and provider inquiry reporting.
- e. MCO/MAO Support – streamlined inquiry resolution and proactive engagement; collaboration for data-driven enrollment reviews and process updates ensuring compliance.
- f. Training and Outreach Planning – training for providers and internal staff; interactive webinars, tailored workshops, and resource tools; collaboration with Contact Center for consistent communication.
- g. Reporting Management – metrics and continuous improvement through weekly, monthly and quarterly reports; monitoring to eliminate risks and maintain integrity.
- h. Quality Assurance Monitoring – comprehensive quality audits ensuring accuracy and compliance; monitoring to eliminate risks and maintain integrity.

3. *Advisory Services*

- a. Subject Matter Expertise – proven insights on compliance and process optimization.
- b. System Oversight – proactive monitoring and defect resolution.
- c. Cost Savings – strategic and cost-effective recommendations.
- d. Collaboration & Success – strong partnerships for seamless execution.

RECUS

Lastly, as stated in their proposal referring to the time frame for the delivery of goods and services, Intervoice, as the incumbent vendor, proposes an approach of zero downtime, no learning curve, and a seamless transition. Moreover, they propose adding staff as needed to support Project Management activities, elaborate new Service Level Agreements (SLAs) requirements and reporting as specified in the RFP, also expecting to be fully functional on day one.

PROPOSAL EVALUATION

A – METHODOLOGY AND ANALYSIS OF TECHNICAL PROPOSALS

The purpose of this request for proposals was to solicit vendor proposals to procure the professional services of a qualified vendor to support PRMP's Medicaid Enterprise System (MES) and supporting community. According to RFP's section 4.2, expected responsibilities and activities of the selected vendor would focus in three categories:

- RECEIVED
1. *General Support*: Focused on overarching contract management activities including but not limited to onboarding, project management, contract oversight, and transition/closeout.
 2. *System, Processing, and Monitoring (SPM) Support*: Focused on supporting provider enrollment and maintenance activities including processing applications/profiles and related support including training, reporting, and system support.
 3. *Advisory Services*: Focused on providing subject matter expertise and support for Medicaid provider rules, regulations, and policies.

The RFP allowed for the possibility to award the *Buena Pro* to two different vendors, consisting of one vendor providing the services described in categories 1 and 2 stated above, and a different vendor providing category 3 services.

According to OA-586, proposals were scored by an Evaluation Committee appointed by the Puerto Rico Department of Health secretary. Section 3.11.4 of the RFP instructed vendors to submit proposals in two distinct parts sealed in separate envelopes: technical proposal and cost proposal. Prior to the opening of the cost proposals, technical proposals were evaluated by each member of the committee at an individual level, followed by a group session where members discussed their personal analysis and reached a consensus score. Members of the Evaluation Committee had no access to cost proposals until all proposals were group-scored.

Members were to assign a value from a scale of 1 through 5 to each item -described throughout the RFP- of the evaluation categories according to the following rubric:

- 5: Excellent – exceeds the specifications
- 4: Good – fully addresses the specifications
- 3: Marginal – addresses the specifications, but has some minor deficiencies

- 2: Deficient – partially addresses the specifications or is very limited
- 1: Unacceptable – fails to address the specifications

The following evaluation criteria was stated in the RFP:

Evaluation Category	Points Allocated
Global Criterion: Mandatory Specifications	Pass/Fail
Global Criterion 1: Vendor Qualifications and Experience	
(General Support + SPM Support)	100 Points Possible
(Advisory Services, if applicable)	50 Points Possible
Global Criterion 2: Vendor Organization and Staffing	
(General Support + SPM Support)	100 Points Possible
(Advisory Services, if applicable)	50 Points Possible
Global Criterion 3: Approach to SOW and Outcomes	
(General Support)	100 Points Possible
(SPM Support)	200 Points Possible
(Advisory Services, if applicable)	200 Points Possible
Global Criterion 4: Initial Project Schedule	
(General Support + SPM Support)	50 Points Possible
(Advisory Services, if applicable)	25 Points Possible
Global Criterion 5: Cost Proposal	
(General Support + SPM Support)	200 Points Possible
(Advisory Services, if applicable)	50 Points Possible
Global Criterion 6: Oral Presentations	
(General Support + SPM Support)	50 Points Possible
(Advisory Services, if applicable)	25 Points Possible
Total Points Possible	1,200 Points

To come up with the *Points Allocated* in the RFP, a **weight/score formula** was implemented. With regards to each evaluation category, throughout the RFP vendors were solicited specific information. Proposals were evaluated based on their submitted responses. Each item had an assigned weight, which had to be multiplied by the consensus score given by the committee. The weights assigned to each *technical* criterion for focus areas General Support plus SPM Support multiplied by a score of 5 would give 600, while for Advisory Services focus area would give 350, the maximum available points for each area of the technical proposals.

The following table portrays the Evaluation Committee’s consensus score for each vendor’s *technical* category item and their respected allotted points (includes all focus areas):

Evaluation Category	Weight	Intervoice		ESC/Gainwell		CredeMtia	
		Score	Points	Score	Points	Score	Points
Vendor Qualifications and Experience	---	---	(100)	---	(100)	---	(100)
Organization and Subcontractor (If Applicable) Overview	8	4	32	4	32	4	32

Existing Business Relationships with Puerto Rico	4	5	20	4	16	2	8
Business Disputes	4	1	4	4	16	4	16
References (inclusive of vendor references and key staff references)	4	4	16	3	12	3	12
Subtotal	---	---	72	---	76	---	68
Vendor Qualifications and Experience-Advisory (Optional)							
Organization and Subcontractor (If Applicable) Overview	5	4	20	n/a	n/a	4	20
References (inclusive of vendor references and key staff references)	5	4	20	n/a	n/a	3	15
Subtotal	---	---	40	---	n/a	---	35
Vendor Organization and Staffing							
Initial Staffing Plan	5	4	20	5	25	4	20
Use of PRMP Staff	5	3	15	4	20	4	20
Collaboration with Incumbent Vendor Staff	5	4	20	4	20	1	5
Key Staff and Resumes	5	4	20	4	20	4	20
Subtotal	---	---	75	---	85	---	65
Vendor Organization and Staffing-Advisory (Optional)							
Initial Staffing Plan	4	4	16	n/a	n/a	4	16
Use of PRMP Staff	1	3	3	n/a	n/a	4	4
Collaboration With Incumbent Vendor Staff	1	4	4	n/a	n/a	1	1
Key Staff and Resumes	4	4	16	n/a	n/a	4	16
Subtotal	---	---	39	---	n/a	---	37
Approach to: General Support							
Onboarding	7	5	35	5	35	4	28
Project Management	7	4	28	3	21	4	28
Transition Support	6	4	24	4	24	4	24
Subtotal	---	---	87	---	80	---	80
Approach to: System, Processing, and Monitoring (SPM) Support							
Provider Enrollment	4	4	16	3	12	4	16
Screening and Site Visits	4	3	12	3	12	4	16
Provider Maintenance	4	4	16	5	20	4	16
Inquiry Tracking	4	4	16	4	16	4	16
MCO/MAO Support for Provider Issues	4	4	16	1	4	4	16
Automation and Process Improvement	4	5	20	4	16	3	12
System Oversight	4	4	16	4	16	4	16
Training and Provider Communication	4	4	16	4	16	4	16
Reporting	4	4	16	3	12	4	16
Quality and Compliance	4	4	16	4	16	4	16
Subtotal	---	---	160	---	140	---	156

READY

Approach to: Advisory Services (Optional)	---	---	(200)	---	(200)	---	(200)
Provide Subject Matter Expertise	10	4	40	n/a	n/a	4	40
System Oversight	10	4	40	n/a	n/a	4	40
Reporting	10	4	40	n/a	n/a	4	40
Quality and Compliance	10	4	40	n/a	n/a	4	40
Subtotal	---	---	160	---	n/a	---	160
Initial Project Schedule	---	---	(50)	---	(50)	---	(50)
	10	4	40	4	40	4	40
Subtotal	---	---	40	---	40	---	40
Initial Project Schedule – Advisory Services (Optional)	---	---	(25)	---	(25)	---	(25)
	5	4	20	n/a	n/a	4	20
Subtotal	---	---	20	---	n/a	---	20
Oral Presentations	---	---	(50)	---	(50)	---	(50)
1. Did the vendor’s presentation demonstrate extensive knowledge of managing the services required by the 2024-PRMP-MES-PS-007 RFP?	2	4	8	4	8	4	8
2. Did the vendor’s presentation demonstrate a clear understanding of the specifications of the RFP?	2	4	8	4	8	3	6
3. Did the vendor professionally present and manage their presentation, including time management?	2	4	8	4	8	4	8
4. Did the vendor fully respond to questions asked by the Evaluation Committee in a direct and applicable manner?	2	4	8	4	8	4	8
5. Was the overall impression of the strength and quality of the vendor’s presentation positive?	2	4	8	4	8	4	8
Subtotal	---	---	40	---	40	---	38
Oral Presentations-Advisory Services (Optional)	---	---	(25)	---	(25)	---	(25)
1. Did the vendor’s presentation demonstrate extensive knowledge of managing the services required by the 2024-PRMP-MES-PS-007 RFP?	1	4	4	n/a	n/a	2	2
2. Did the vendor’s presentation demonstrate a clear understanding of the specifications of the RFP?	1	4	4	n/a	n/a	2	2
3. Did the vendor professionally present and manage their presentation, including time management?	1	4	4	n/a	n/a	2	2
4. Did the vendor fully respond to questions asked by the Evaluation	1	5	5	n/a	n/a	5	5

Recay

Committee in a direct and applicable manner?							
5. Was the overall impression of the strength and quality of the vendor's presentation positive?	1	4	4	n/a	n/a	2	2
Subtotal	---	---	21	---	n/a	---	13
Technical Total	---	---	754	---	461	---	712

As stated in Section 5.1 *Evaluation Process* of the RFP, “[o]nly proposals which receive the minimum acceptable technical score (70% of applicable technical evaluation points) will be eligible to move forward to cost proposal evaluations.” That is, a proposal must achieve a score of **420 points** or more in the technical evaluation process for focus areas 1 and 2; and a score of **245 points** for focus area 3 to move to the respective cost analysis. As indicated before, ESC/Gainwell only participated in the General Support plus SPM Support focus areas.

All vendors that participated and submitted their proposals for evaluation were able to reach the corresponding threshold, meaning they all presented acceptable proposals, and all seemed capable of offering the required services. Across the board, proposals scores are mostly similar among most items.

Recall
 The above table positioned Intervice as the vendor with the highest overall technical score in both focus areas: General Support plus SPM Support, and in the Advisory Services focus area. ESC/Gainwell positioned in second place in General Support plus SPM Support focus areas while CredeMtia ended up in third place. In the Advisory Services focus area, CredeMtia positioned in second place.

In the categories of Vendor Qualifications and Experience and Vendor Organization and Staffing, ESC/Gainwell led all vendors, while in the Approach to Statement of Work category, Intervice ended up with the highest score.

Scores for General Support plus SPM Support focus areas:

Vendor	Technical Proposal Points
Intervice	474
ESC/Gainwell	461
CredeMtia	447

Scores for Advisory Services focus area:

Vendor	Technical Proposal Points
Intervice	280
CredeMtia	265

Significant scores include:

Intervoice score of 1 in the *Business Disputes* category, where Intervoice only disclosed as a business dispute their objection to another PRMP RFP's award was not necessarily considered by some members as a business dispute. The Committee's consensus was that the vendor did not address the issue mostly by remaining silent. Comments from members of the Committee included:

- *Fails to address the specification. Does not state if it has any business disputes except for an appeal process with PRDoH regarding RFP 2024-PRMP-MES-HIE-001.*
- *Failed to address the requirement.*
- *Vendor discloses a current "business dispute", but it does not elaborate on status, how it affects their participation in current RFP, etc. Vendor does not provide any information nor denial of any other business dispute (either administrative, judicial, any other forum).*

ESC/Gainwell score of 1 in the *MCO/MAO Support for Provider Issues* category, where ESC/Gainwell limited its response to a repeat of the RFP corresponding question. It is worth noticing that section 3.11.3 of the RFP stipulates: "*When a detailed response is required, simply repeating the RFP's requirement, and agreeing to comply may not be an acceptable response and may cause the proposal to be disqualified.*" Comments from members of the Committee included:

- REPLY
- *Answer does not address specifications of RFP.*
 - *Fails to address the specification. Limited response does not provide sufficient information.*
 - *Fails to address the specifications.*
 - *Limited response. RFP states that the vendor should address two areas regardless of the main task will transition to PRMP. Their response lacks information to meet the RFP requirement.*

CredeMtia score of 1 in the *Collaboration with Incumbent Vendor Staff* category, where vendor simply stated that it expects the incumbent vendor to follow all protocols and requirements for *Transition Support* outlined in the RFP, was considered poor by the Committee. Some members' comments described vendor's answers as:

- *No mitigation actions are defined. Fails to address the specifications outlined on the RFP.*
- *Vendor expects too much on Incumbent to provide material and access to information. The vendor does not specify a plan of action, in case that such access is not available.*
- *Don't provide details.*

Regarding oral presentations⁶, the Committee members concluded that all vendors displayed understanding of the services required in the RFP. The members also noted that even though CredeMtia opted to participate in the Advisory Services focus area of the RFP, they failed to demonstrate knowledge of the subject during the oral presentation, hence the scores provided in the corresponding category.

In terms of percentage, the difference between Intervice proposal scores and those of the competition are as follows:

Focus Areas General Services plus SPM Support: 3% vs. ESC/Gainwell, and 6% vs. CredeMtia
Focus Area Advisory Services: 5% vs. CredeMtia

B – METHODOLOGY AND ANALYSIS OF COST PROPOSALS

After the technical evaluations exercise ended, the Committee proceeded to add the cost proposals criteria to the equation. The highest possible scores, 200 points and 50 points, accordingly, were automatically given to the proposal with the lowest cost. The scores provided to the other cost proposals were assigned with the following formula:

$$\frac{\text{lowest offeror's cost}}{\text{the offeror's cost being scored}} \times \text{the maximum number of cost points available}$$

According to the vendors cost proposals, scores are as follows (rounded up to two decimal spaces):

Categories 1 and 2 – General Support + SPM Support:

CredeMtia
 $(\$16,527,328.88 / \$16,527,328.88) = 1 \times 200 = 200$

ESC/Gainwell
 $(\$16,527,328.88 / \$18,327,458.64) = .9018 \times 200 = 180.36$

Intervice
 $(\$16,527,328.88 / \$22,937,224.27) = .7205 \times 200 = 144.10$

Category 3 – Advisory Services:

CredeMtia
 $(\$3,021,198.63 / \$3,021,198.63) = 1 \times 50 = 50$

Intervice
 $(\$3,021,198.63 / \$5,500,377.71) = .5493 \times 50 = 27.47$

⁶ A member of the Evaluation Committee did not participate during CredeMtia's oral presentation due to a prior professional PRMP commitment. The rest of the members scored and reached a consensus for CredeMtia's oral presentation score.

The following table portrays the Evaluation Committee’s overall final points for categories 1 and 2: General Support and SPM Support (in descending order):

Vendor	Technical	Cost	Total
<i>Maximum Response Points</i>	600	200	800
CredeMtia	447	200	647
ESC/Gainwell	461	180.36	641.36
Intervoice	474	144.10	618.10

The following table portrays the Evaluation Committee’s overall final points for category 3: Advisory Services (in descending order):

Vendor	Technical	Cost	Total
<i>Maximum Response Points</i>	350	50	400
CredeMtia	265	50	315
Intervoice	280	27.47	307.47

Having reviewed the Evaluation Committee’s assessment and all relevant information pertaining the contract award, the interim executive director decided under section 6.2 (*Contract Award Process*), “...to award the contract to a selected vendor(s) other than the one receiving the highest evaluation process point percentage, then the executive director will provide written justification and obtain the written approval of the PRDoH secretary.” With the authorization of the PRDoH secretary, the interim executive director proceeded to provide the following determinations in accordance with sections 3.10, 5.1, 5.2, 5.5 and 6.2 of the RFP:

RCC

1. Technical Proposal of Enterprise Services Caribe, LLC

First, as identified in the technical proposal of the vendor, the latter presented three (3) references of projects performed for different clients in order to demonstrate ability and previous performance providing services similar to those described in the RFP. According to the RFP, in section three (3) of table fourteen (14) this *Mandatory Qualification* is included, which reads as follows: “The vendor must include at least two references from projects performed within the last five years that demonstrate the vendor’s ability to perform the scope of the work described in this RFP. The vendor must include references from two different projects/clients that provide details on the vendor’s experience supporting provider enrollment support services as outlined in **Section 4.0** of this RFP.”

The vendor was required to include two (2) references that were within a five (5) year time frame, this time frame being a required mandatory qualification. At the time of the commencement of the evaluation of the vendor’s proposal in its technical phase, the Evaluation Committee realized that the references provided fell outside the required time frame. The vendor provided a total of three (3) references. However, every one of them fell outside the five (5) year time frame since the completion dates of each project were 02/01/2008, 06/01/2010 and 04/30/2019.

References are required for the vendor to disclose its work experience carried out for its former clients. The primary purpose of establishing a time frame is to ensure that the references provided are relevant, verifiable, not remote and the vendor demonstrates the ability to perform the scope of work described in the RFP. In its proposal, the vendor made contrary statements guaranteeing its alleged compliance which could mislead an evaluator. Therefore, this incident and the failure to comply with a mandatory qualification cannot be considered a permissible variation.

Second, as identified in the vendor's technical proposal, the vendor failed to present the required documentation according to appendix five (5) of the RFP titled *Disclosure of Lobbying Activities*, which reads as follows: "*The vendor shall also disclose if any corporation was, or has been, hired to perform lobbying activities or notify if any partner or employees of the corporation are engaged in this type of activity. This disclosure must be delivered via a written certification by the legal representative of the vendor. If there were no lobbying activities, then a negative certification must be sent as part of the process. Failure to disclose this information will result in disqualification from the process.*" (emphasis added)

Recy
In Puerto Rico, legal representatives act as officers of the court. This is a doctrine established by our Supreme Court more than a century ago. As our Supreme Court pointed out at the beginning, the "*misión [de los abogados] en la sociedad es altamente noble, pues están llamados a auxiliar a la recta administración de la justicia. En ellos confían, no sólo las partes interesadas sino las cortes mismas*".⁷ Terminology such as "*legal representative*" can be distinguishable from other expressions used in the RFP when it mandates for a signature or act of validation. Thus, when terminology such as "*authorized signatory/authorized personnel*"⁸ is used, there is a clear distinction and the implications of the two can be established, forcibly concluding that such terms are neither synonyms nor interchangeable.

A certification is a procedure by which a third party guarantees in writing that the facts presented are accurate and reliable. The fact that a legal representative signs it translates into presumptions of integrity, veracity and legality of the information produced. The verification of the information and the guarantee are performed by an independent entity with no direct financial interest in the affairs of the corporate entity, thus ensuring impartiality and the absence of conflicts of interest.

The vendor failed to provide such disclosure through a written certification by its legal representative. The fundamental purpose of requiring a certification by the vendor's attorney on the existence or not of lobbying activities is to guarantee the veracity of the information provided, establish the competence and professional quality of the vendor and demonstrate the reliability of the services to be provided.

⁷ *In Re Díaz*, 16 DPR 82, 92 (1910) [See also *Martínez Rivera v. Sears, Roebuck*, 98 DPR 641, 652 (1970)].

⁸ Such terminology can be found in the RFP in pages 42, 44, and 66 to 68 respectively.

For the reasons stated above, it can be concluded that the instructions of the RFP were clear and failure to comply with the requirements and formalities established by the RFP leads to disqualification.

2. Technical Proposal of South Caribbean Financial Services, Corp. DBA CredeMtia

First, on multiple occasions, the RFP required vendors to provide a signature to confirm reading, acknowledgment, and consent to some portion or section of it. In this case, the vendor failed to provide a signature on most portions or sections where the RFP required it where the line provided for the vendor to place its signature clearly stated, "*Printed Name/Signature of Authorized Personnel*" and "*Date.*"⁹

Considering the totality of the circumstances, it can be concluded that the instructions of the RFP were clear and therefore this incident cannot be considered a permissible variation. The vendor failed to comply with this requirement and the formalities established by the RFP.

Second, the RFP requested from vendors that if they were to include subcontractors in their proposal, for each subcontractor, the vendor had to attach a letter from the subcontractor, signed in blue ink by an authorized signatory legally binding the subcontractor to the proposal. Regarding the above, the RFP indicated in part the following in its section titled *Subcontractor Letters (If Applicable)*: "*If applicable, for each proposed subcontractor the vendor should attach to Attachment B: Title Page, Vendor Information, Executive Summary, Subcontractor Letters, and Table of Contents a letter from the subcontractor, signed in blue ink by an authorized signatory legally binding the subcontractor, which includes the following information... The name, phone number, fax number, email address, and mailing address of a person who is authorized to legally bind the subcontractor to contractual obligations... A description of the work the subcontractor will perform... A statement of the subcontractor's commitment to performing the work if the vendor is selected... A statement that the subcontractor has read and understands the RFP and will comply with the requirements of the RFP...*" (emphasis added)

The two (2) letters provided failed to meet the aforementioned instructions. The signed subcontractor letter of intent is the only mean by which a subcontractor can guarantee its unequivocal commitment, which binds them to the vendor and provides PRMP with certainty of the subcontractor's pledge to the proposal submitted by the primary vendor. The language and effects of section 3.10 (*The PRMP Right of Rejection*)¹⁰ are clear and this incident cannot be considered a permissible variation. Given such evident non-compliance with the RFP

⁹ Such terminology and instructions can be found in *Attachment I: Terms and Conditions Response*, section 2. *RFP Terms and Conditions* of the RFP in pages 66 to 68 stating: *Please provide an authorized signature stipulating the vendor's acknowledgment, understanding, and acceptance of these RFP Terms and Conditions.*

¹⁰ *Subject to applicable laws and regulations, the PRMP reserves the right to reject, at its sole discretion, any and all responses. The PRMP will reject any response that does not meet the mandatory specifications listed in Attachment E: Mandatory Specifications. The PRMP will deem non-responsive and reject any response that does not comply with all terms, conditions, and performance requirements of this RFP. Notwithstanding the foregoing, the PRMP reserves the right to waive, at its sole discretion, minor variances from full compliance with this RFP. If the PRMP waives variances in a response, such waiver shall not modify the RFP requirements or excuse the vendor from full compliance, and the PRMP may hold any resulting vendor to strict compliance with this RFP.*

requirements and according to the sections mentioned above, the vendor's action is considered non-responsive.

Third, as can be seen from the vendor's technical proposal, the vendor failed to present nor sign the required documentation according to appendix five (5) of the RFP titled *Disclosure of Lobbying Activities*, which reads as follows: "*The vendor shall also disclose if any corporation was, or has been, hired to perform lobbying activities or notify if any partner or employees of the corporation are engaged in this type of activity. This disclosure must be delivered via a written certification by the legal representative of the vendor. If there were no lobbying activities, then a negative certification must be sent as part of the process. Failure to disclose this information will result in disqualification from the process.*" (emphasis added)

In Puerto Rico, legal representatives act as officers of the court, a well-established doctrine by our Supreme Court more than a hundred years ago. Our Supreme Court has pointed out that the "*misión [de los abogados] en la sociedad es altamente noble, pues están llamados a auxiliar a la recta administración de la justicia. En ellos confían, no sólo las partes interesadas sino las cortes mismas*".¹¹ The term "legal representative" is distinguishable from other expressions used throughout the RFP such as "authorized signatory/authorized personnel"¹².

Certifications are procedures by which a third party guarantees in writing that the facts presented are accurate and reliable. When a legal representative signs it translates into presumptions of integrity, veracity and legality of the information produced, act performed by a third party with no direct financial interest in the affairs of a corporate entity, thus ensuring impartiality and the absence of conflicts of interest.

Regarding the incident at hand, the vendor failed to disclose through a signed written certification by its legal representative its lobbying activities or the absence thereof. By requiring a certification by the vendor's attorney (legal representative) on the existence or lack of lobbying activities, is to guarantee the veracity and reliability of the information provided.

For the reasons stated above, it can be concluded that the instructions of the RFP were clear and failure to comply with such requirements leads to disqualification.

¹¹ *In Re Díaz*, 16 DPR 82, 92 (1910) [See also *Martínez Rivera v. Sears, Roebuck*, 98 DPR 641, 652 (1970)].

¹² Such terminology can be found in the RFP in pages 42, 44, and 66 to 68 respectively.

C – RECOMMENDATION

First, for the aforementioned reasons, Enterprise Services Caribe, LLC and South Caribbean Financial Services, Corp. DBA CredeMtia are disqualified for not meeting the RFP requirements and Intervoice, in accordance with the evaluation of the technical component, met the (70%) threshold.¹³ Since Intervoice obtained a score of four hundred and seventy-four (474) and two hundred and eighty (280) respectively in the aforementioned focus areas, it moved on to the second stage of cost evaluation. In the evaluation of the technical components in all focus areas, Intervoice scored the highest point percentage among all vendors. Intervoice, as the incumbent vendor, avoids related costs associated with processes and transition periods. In this way, PRMP saves on transition costs of six (6) months or more.

Second, regarding the contract award process and pending negotiations, Intervoice's rate is similar to the actual contract rate. Nonetheless, it would be in the best interest of the PRMP to examine and determine the number of necessary work hours to establish a limit in the contract and further negotiate terms, conditions, and a revised cost. Thus, it is recommended for the PRMP administration and the sponsor of this RFP to conduct such examination pertinent to pending negotiations.

Lastly, the recommendation is that considering all incidents, determinations, economic pros and cons and conclusions presented here, PRMP awards the *Buena Pro* to Intervoice Communications of Puerto Rico, Inc. The procedural reality reflected through this *Award Notification* guarantees transparency, equity and due process in the procurement of professional services for the benefit of the Government of Puerto Rico and Medicaid Program.

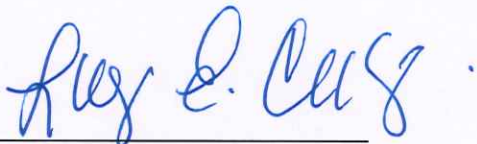
¹³ A proposal that achieved a score of four hundred and twenty (420) points or more in the technical evaluation process for focus areas 1 and 2; and a score of two hundred and forty-five (245) points for focus area 3.

PRMP DETERMINATION

Hereby it is notified that the Puerto Rico Medicaid Program interim executive director in accordance with section 6.2 of the RFP, Administrative Order Num. OA-586¹⁴, and with written approval of the Secretary of Health of Puerto Rico, awards the *Buena Pro* and subsequent contract to **Intervoice Communications of Puerto Rico, Inc.**, the highest technical scored vendor. Prior to the formation of the contract, this award letter and Intervoice's proposal must be verified by CMS. Once approved, Intervoice shall submit all required documentation to the PRMP contract office, particularly a briefed proposal.

Be advised that the awarded vendor must be registered with the *Registro Único de Proveedores de Servicios Profesionales (RUP)* of the Puerto Rico General Services Administration. Furthermore, no service should be provided until a copy of the contract is filed with the Puerto Rico Office of the Comptroller.

On March 20, 2025, in San Juan, Puerto Rico.



Luz E. Cruz-Romero, MBA
Interim Executive Director
Puerto Rico Department of Health
Medicaid Program
T: (787) 765-2929, ext. 6700
E: luz.cruz@salud.pr.gov

¹⁴ 9. La directora ejecutiva del Programa Medicaid queda facultada para firmar la notificación de adjudicación correspondiente tras la recomendación del Comité. En instancias en las que la directora ejecutiva no esté conforme con la recomendación del Comité, podrá emitir una notificación de adjudicación contraria a la recomendación del Comité. No obstante, deberá expresar sus motivos por escrito y contar con la autorización previa del secretario de Salud.

RECONSIDERATION/JUDICIAL REVIEW – TERMS

According to 3 L.P.R.A. § 9655, the party adversely affected by a partial or final resolution or order may, within twenty (20) days from the date of filing in the records of the notification of the resolution or order, file a motion for reconsideration of the resolution or order. The agency must consider it within fifteen (15) days of the filing of said motion. If it rejects it outright or does not act within fifteen (15) days, the term to request judicial review will begin to count again from the date of notification of said denial or from the expiration of those fifteen (15) days, as the case may be. If a determination is made in its consideration, the term to request judicial review will begin to count from the date on which a copy of the notification of the agency's resolution definitively resolving the motion for reconsideration is filed in the records. Such resolution must be issued and filed in the records within ninety (90) days following the filing of the motion for reconsideration. If the agency grants the motion for reconsideration but fails to take any action in relation to the motion within ninety (90) days of its filing, it will lose jurisdiction over it and the term to request judicial review will begin to count from the expiration of said ninety (90) day term unless the agency, for just cause and within said ninety (90) days, extends the term to resolve for a period that will not exceed thirty (30) additional days.

If the filing date in the records of the copy of the notification of the order or resolution is different from the one submitted through ordinary mail or sent by electronic means of said notification, the term will be calculated from the date of submission through ordinary mail or by electronic means, as appropriate.

READY

The party filing a motion for reconsideration must submit the original motion and two (2) copies either in person or by certified mail with return receipt to the Division of Administrative Hearings within the Legal Advisory Office of the Department of Health. The requesting party must also notify all other involved parties within the designated timeframe and include proof of this notification in the motion.

Submissions must be made as follows:

- **For personal delivery:** Monday through Friday (excluding holidays), between 8:00 a.m. and 4:30 p.m., at the following address:
Department of Health, Legal Advisory Office - Division of Administrative Hearings
1575 Avenida Ponce de León, Carr. 838, Km. 6.3,
Bo. Monacillos, San Juan, Puerto Rico 00926.
- **Alternatively, by certified mail with return receipt, to the following postal address:**
Legal Advisory Office - Division of Administrative Hearings
Department of Health
PO Box 70184
San Juan, Puerto Rico 00936-8184.

According to 3 L.P.R.A. § 9672, a party adversely affected by an agency's final order or resolution, and who has exhausted all remedies provided by the agency or the appropriate appellate administrative body, may file a request for judicial review with the Court of Appeals within thirty (30) days. This period begins from either the date the notification of the agency's final order or resolution is filed in the records or the applicable date provided under 3 L.P.R.A. § 9655, when the time limit for requesting judicial review has been interrupted by the timely filing of a motion for reconsideration.

The party requesting judicial review must notify the agency and all other involved parties of the filing simultaneously or immediately after submitting the request to the Court of Appeals. Notification to the agency must be sent to the same addresses designated for the filing of motions for reconsideration. The notification of the filing submitted to the Court of Appeals must include all annexes.

If the filing date of the copy of the notification of the agency's final order or resolution in the records differs from the date it was deposited in the mail, the time period for requesting judicial review will be calculated from the date of deposit in the mail.

The judicial review provided herein shall be the exclusive remedy for reviewing the merits of an administrative decision, whether it is of an adjudicative nature or of an informal nature issued under 3 L.P.R.A. § 9601 *et al.*

The mere presentation of a motion for reconsideration or request for judicial review does not have the effect of preventing the Puerto Rico Medicaid Program (PRMP) from continuing with the procurement process within this request for proposals, unless otherwise determined by a court of law.

Finally, any party adversely affected by this *Award Notification* that decides to file a motion for reconsideration according to 3 L.P.R.A. § 9655 and eventually files a request for judicial review according to 3 L.P.R.A. § 9672, must comply with a *Notice Requirement* meaning that they have the obligation to inform other participating parties to ensure transparency, fairness, and due process.

I hereby certify that on March 20, 2025, copy of this *Award Notification* has been sent via electronic mail to all vendors to the addresses provided for legal notices in the submitted proposals:

Mrs. Rosalba Scotto
Account Manager
Enterprise Services Caribe, LLC
Metro Office Park
Metro Parque 7, Street #1, Suite 204
Guaynabo, PR 00968
rosalba.scotto@gainwelltechnologies.com

 Mr. Carlos Ortiz
President
Intervoice Communication of PR, Inc.
1250 Ave. Ponce de León
San Juan, PR 00907
cortiz@intervoicepr.com

Mr. Salvador Rovira
Chief Operating Officer
South Caribbean Financial Services
DBA CredeMtia
2003 Road 506, Suite 20
Plaza San Cristobal Park
Coto Laurel, PR 00780
srovira@credemtia.com



Francisco Moreno Rodríguez
Acting Solicitation Coordinator
francisco.moreno@salud.pr.gov