



Department of Health

Puerto Rico Medicaid Program

AWARD NOTIFICATION

NOTIFICATION OF NEED OF NON-PROFESSIONAL SERVICES

2025-PRMP-NNNPS-SSS-001

(Security Surveillance Services for the Period of July 2025 to September 2027)

Pursuant to Executive Order 2021-029¹, Circular Letter 013-2021², Administrative Order No. 581/586³, Contracting & Procurement Standard Operating Procedure⁴, and 45 CFR 74.327-329, the Puerto Rico Medicaid Program (PRMP) solicited proposals for security surveillance services for its program offices. The goal is to seek and fulfill security surveillance services needs that may arise during the length of the contract at local and regional PRMP offices. Due to the nature of the services provided by PRMP, the security surveillance services are required island wide.

In response to the Notification of Need for Non-Professional Services (NNNPS), PRMP received proposals from seven (7) vendors: Airborne Security Services, Inc., Genesis Security Services, Inc., O'Neill Security and Consultant Services, Inc., Ranger American of Puerto Rico, LLC, US Guard LLC, AGMA Security Service, Inc., and Sheriff Security Services, Inc.

SUMMARIES OF EVALUATED PROPOSALS (listed in alphabetical order)

Airborne Security Services, Inc.

Airborne Security Services, Inc. (from now on "Airborne"), founded in 2003, is a domestic for-profit corporation based in San Juan, PR. Airborne is a corporation dedicated to providing security, surveillance, and protection services in both private and public sectors across Puerto Rico. It is a firm with over twenty (20) years of experience in the security industry. The experience brought forth by Airborne in their proposal has consisted of providing similar services to the following entities:

Oficina del Contralor de Puerto Rico, San Juan, PR	Autoridad para el Redesarrollo de Terrenos y Facilidades de la Estación Naval Roosevelt Roads, San Juan, PR
Administración de Servicios de Salud Mental y Contra la Adicción (ASSMCA), Bayamón, PR	Oficina Central de Recuperación, Reconstrucción y Resiliencia (COR3), San Juan, PR
Corporación del Fondo del Seguro del Estado CFSE Isla/Oeste, San Juan, PR	LUMA Energy Serv. Co., San Juan, PR
DDEC – Comercio y Exportación, San Juan, PR	---

¹ Issued by the Governor of Puerto Rico.

² Issued by the Office of Management and Budget of the Government of Puerto Rico.

³ Issued by the Department of Health of Puerto Rico.

⁴ Issued by the Department of Health of Puerto Rico.

Their mission and vision consist of guaranteeing the security of personnel as well as the security and protection of private, commercial, and governmental facilities or property by designing personalized strategies according to the need of clients thus meeting all security expectations. Moreover, Airborne provides 24/7 services to the entire island through an operational staff that is qualified to meet security needs including but not limited to security guards, both armed and unarmed.

Airborne will provide the following key staff:

President	Executive Advisor
Executive Director	Security Supervisor (Captain)
Director of Operations	Executive of Human Resources and Administration Affairs

Airborne, in the interest of protecting the life and property of its clients, proposed the following plan: a) security officers will exercise their duties responsibly, protect life, property and maintain order within the premises; b) develop and maintain a system for the purpose of coordination, property protection against vandalism and theft prevention; c) 24/7 patrolling; d) and collaborate in studies of vulnerability and risk analysis of physical facilities with the State and Municipal Police of Puerto Rico.

As stated in their proposal, Airborne maintains a training program for the development of its employees focusing on the following topics and areas: a) Duties and Responsibilities of Security Officers; b) Rules of Criminal Procedure; c) Health Insurance Portability and Accountability Act of 1996 (HIPAA); d) Arms and Explosives Laws; e) Drug Use and Management; f) Report Writing; g) Self-Defense; h) Constitutional Law; i) and Conflict Mediation Techniques.

Airborne offers a series of special and electronic security services such as but not limited to the safety and protection of dignitaries, escort services, business research, strategic plan consulting, camera and motion sensor surveillance, alarm systems and access control, mobile security units, video analytics, GPS tracking systems and monitoring systems. All electronic security services are integrated with real-time connectivity to the Public Safety Department Monitoring System (DSP).

Finally, Airborne covered features and programs which are offered to enhance the firm's ability to effectively manage a project. Such features include years of experience providing security services for hospitals, government facilities, and private institutions. Security solutions include access control, patrol services, emergency response, and incident management. Furthermore, licensed armed and unarmed officers receive training in crisis intervention and de-escalation, emergency medical solutions, and continuous education on health-related security requirements. Airborne also offers island-wide 24/7 response capabilities, real-time surveillance, facial recognition, digital platforms for incident reporting, and a centralized operations command center for rapid deployment of personnel.

AGMA Security Service, Inc.

AGMA Security Service, Inc. (from now on "AGMA"), founded in 2010, is a domestic for-profit close corporation based in Hormigueros, PR. AGMA is a corporation that specializes

in the provision of armed and unarmed security guards for security, surveillance, and protection purposes for government facilities and private sector clients across Puerto Rico, including the municipalities of Vieques and Culebra. It is a corporation with over fourteen (14) years of industry experience, specializing in providing physical and electronic security services. The experience brought forth by AGMA in their proposal has consisted of providing similar services across multiple state and federal agencies as follows:

Federal Emergency Management Agency (FEMA)	Automobile Accident Compensation Administration (ACAA)
911 Emergency Management System	Authority Port of Mayaguez (MPD)

Their mission and vision are achieved through a workforce that consists of a reserve of experienced and trained security officers prepared to safeguard life, property and assets while upholding a standard of professionalism and compliance with regulatory requirements. Moreover, AGMA's organizational structure includes four core divisions which are the executive, operations, technology, and administration divisions, all working collaboratively to deliver security services. Furthermore, it operates three main offices located in PR, FL, and VA to ensure rapid response and reliable coverage.

AGMA will provide the following key staff:

President & Chief Executive Officer	Regional Manager and Supervisor
Chief of Operations	Security Guard Supervisor and Instructor – South Region
Director of Human Resources	Senior Lead Advisor and Quality Control Manager
Director of Federal Proposals and Licensing	Senior Technology Technician

AGMA, in the interest of aligning with the Puerto Rico Department of Health and Medicaid Program expectations, all employees must: a) be physically and mentally fit to perform duties; b) meet all US immigrations and employment requirements; c) demonstrate sound judgment; d) possess all required training, certifications, licenses and permits; e) and exhibit professionalism in all interactions with clients or the public.

As stated in their proposal, AGMA maintains an in-house training center located in Hormigueros, PR as a development strategy focusing on the following topics and areas: a) use of force and de-escalation techniques; b) active shooter response; c) crisis and emergency management protocols; d) use of intermediate weapons; e) handcuffing and restraint methods; f) CPR/First Aid Certification (HSI); g) Emergency Medical Response (HSI); h) sexual harassment and discrimination prevention; i) and radio communication protocols. Moreover, AGMA incorporates an employee replacement protocol which includes the activation of a talent pool, the use of roving security officers and the use of internal temporary staffing to either permanently or temporarily fill vacancies.

Finally, AGMA covered added value features such as their Quality Control Plan (QCP) process. Refers to the implementation of a process to ensure compliance with all technical requirements of offered services. The QCP encompasses all aspects of a project including oversight in its execution, daily operations, personnel training, equipment management, communications, reporting, documentation, inspections and adherence to safety protocols.

Genesis Security Services, Inc.

Genesis Security Services, Inc. (from now on "Genesis"), founded in 1997, is a domestic for-profit corporation based in Carolina, PR. Genesis is a corporation dedicated to providing security surveillance services delivering solutions to both government agencies and the private sector across Puerto Rico. It is a corporation with over twenty-eight (28) years of experience in the security industry.

Genesis does have prior experience working in Puerto Rico with offices located in Carolina, San Juan and Yauco municipalities. Moreover, it employs a team of five thousand plus (5,000+) private security guards and one hundred plus (100+) supervisors currently providing similar services to those specified in the NNNPS. They offer a broad range of security services including but not limited to Armed & Unarmed Security Officers, Special Response Teams (SRT), Close Circuit Television (CCTV) Systems, Facial Recognition, Access Control Systems for Residential and Commercial Areas, Advanced Security, Alarm Systems, Networks, Vehicle Tracking System (GPS), and Security Consulting Services.

The experience brought forth by Genesis in their proposal has consisted of providing similar services to the following entities:

Asociación de Residentes de Paraíso de Carolina, Inc., Carolina, PR	Red Rooster Team
Asociación de Propietarios de Vistas del Océano, Lofza, PR	Autopistas Metropolitanas de Puerto Rico (metropistas an-Abertis company)
Asociación de Industriales de Puerto Rico	Hospital Universitario Dr. Ramón Ruiz Arnau, Bayamón, PR
Decanter Hotel, San Sebastián, PR	Municipio Autónomo de San Juan, San Juan, PR
Fernando L. Sumaza & Company, Inc. (Lofza Garden Apartments), Lofza, PR	Fernando L. Sumaza & Company, Inc. (La Inmaculada Elderly Center), Santurce, PR
PMI Retail Property Management Corp., Cataño, PR	Integrated Security Services, Inc.
Lufthansa Technik Puerto Rico LLC	Puerto Rico Ports Authority, San Juan, PR
Departamento de Educación de Puerto Rico	Departamento de la Familia de Puerto Rico
Departamento de Salud de Puerto Rico	General Services Administration
Departamento del Trabajo y Recursos Humanos de Puerto Rico	Public Buildings Authority
Alturas de Monte Verde Apartments, Vega Alta, PR	Los Arabes Tire Distributors, Carolina, PR
Villa Rincón Apartments, Rincón, PR	Electric Power Authority

Their mission and vision consist of providing reliable integrated protection and surveillance services for the well-being of clientele and expand such services by integrating technology alongside human resources. For example, the importance of SRTs is to assist the district agent in any request for a tactical police response while such security services are backed up by a fleet of vehicles exceeding seventy-six (76) units particularly equipped with features such as GPS Systems, Individual Identification Sensors, Cameras, Fully Labeled Patrols with Mountain Breakers, Sirens and Warning Lights, and Radio Communication Systems.

Genesis will provide the following key staff:

President	Technical Team
Chief Information Officer (CIO)	Supervisors
Director of Operations	Officials
Human Resources Director	Recruitment Team
Project Manager	Employee Care Team
Operations Manager	Fleet
Inspector	Reserve
Auditor	Captains
Investigations Team	Lieutenants
Administrative Assistants	Sergeants

As stated in their proposal, Genesis provides training both in-person and online for the purpose of continuous improvement of their staff's performance focusing on the following tactics, topics, and areas: a) Defensive Tactics; b) Baton Handling; c) Arrest Techniques; d) Use and Handling of Long and Short Weapons; e) Use of Chemical Pepper Spray; f) Use of Tasers; g) Basic Medical Care (CPR); h) Law 108 - Regulating the Professions of Private Detectives and Security Guards in Puerto Rico; i) Customer Service; j) Conflict Management; k) Strength Level l) Radio Communications; m) Special Laws - Puerto Rico Weapons Act of 2020; n) Shooting Practice; o) Preparation of Written Reports; p) Patrolling and Surveillance; q) Use of Force/Deadly Force; r) Self-Defense/Self-Protection; s) Research and Interviews; t) Interventions; u) Judicial Proceedings; v) Fire Control and Response; w) Bomb Threat Procedures; x) Disaster Control and Response; y) Civil Rights; z) and Narcotics and Dangerous Drugs.

Genesis covered added value features such pertaining to their technical capacity closely related to the services and needs specified in the NNNPS. First, the need for a work plan for which Genesis' Operations Division would take over coordinating all security aspects as well as all relevant strategies, including the implementation of a Contingency Plan, to assist in case of emergencies. Second, a clients' preferred work plan starts with an on-site visit on Genesis' behalf to assess position requirements, expectations and human resources to be used alongside required equipment. Moreover, and as a further added value, Genesis' would implement *Tractik*, a system that provides real-time visibility for resource management proving tools such as checkpoint reading, geographical positioning of security officers, real-time online field data collection for the purposes of reports and incidents, and constant communications.

Finally, Genesis has island-wide coverage thus achieving successful communication between its operations. In emergencies, Genesis uses satellite phones to ensure effective communications during power outages. All official communications with clients, whether through text messages or chats, are stores in privately owned servers in addition to being physically stored in files. Also, the use of a Digital Patrol System to monitor staff, patrols, and activities in real time translate into responding quickly to any incident. To guarantee compliance with relevant employment and workplace safety regulations, all supervisors will conduct preventive rounds per shift in their units to ensure service delivery and client expectations are met.

O'Neill Security and Consultant Services, Inc.

O'Neill Security and Consultant Services, Inc. (from now on "OSCS"), established in 2003, is a domestic for-profit corporation based in Guayama, PR. OSCS is a security and surveillance company with main offices in Guayama and Caguas, Puerto Rico, founded by a retired four-star Colonel from the Puerto Rico Police Department, it aims to provide a safe and peaceful environment by protecting people, property, and goods. Their services include surveillance, security, customer service, and crime prevention for educational institutions, industrial facilities, government agencies, public corporations, private businesses, malls, and gated communities. The corporation emphasizes tailored security solutions, 24/7 availability, regulatory compliance, and continuous supervision.

According to their proposal, OSCS offers a diverse range of security services, including access control for restricted areas, monitoring and patrolling of facilities (such as hospitals and university campuses), emergency management, and first aid response. They also coordinate with local law enforcement when necessary. OSCS highlights its highly trained personnel in emergency management, access control, and customer service.

unc As stated in their proposal, OSCS is duly incorporated in Puerto Rico and is an authorized bidder for both State and Federal Agencies. They maintain public responsibility insurance coverage and comply with city taxes, Department of Labor bonds, Workers' Compensation Fund (C.F.S.E.), and all operational licenses and certifications. OSCS enforces a drug-free workplace with strict protocols against sexual or workplace harassment. All new hires undergo drug tests, background checks, and receive training based on industry best practices and law enforcement standards. Their human resources department continuously evaluates candidates to maintain a talent pool for immediate hiring.

RE OSCS has extensive experience providing surveillance and security projects to various clients, including industries, government agencies, corporations, private companies, educational institutions, commerce, hospitals, shopping centers, and residential access control. Notable clients include the Puerto Rico Department of State (Integrated Services Centers across multiple municipalities), LUMA Energy Management Co, LLC (various technical schools and customer experience centers), Adult University Hospital, University of Medical Sciences UPR, University Puerto Rico Botanical Garden, University of Puerto Rico Utuado Campus, Electric Power Authority (numerous substations and technical stations across different regions), Autonomous Municipality of Caguas (all its dependencies), Autonomous Municipality of Bayamón (various parks and sports complexes), Puerto Rico Tourism Company, Office of Socioeconomic and Community Development, Comprehensive Health Council, Huertas Junior College, Inc., Criollo Center for Science and Technology, Cashex Pawn Shop, Hyatt Place Hotel, Céntrico Mall, Hotel Villa Arcoiris, Prisa Group, Rexachandri, Inc., Boneville Contracting and Technology Group, Inc., Access Control - Phi Delta Beach & Resort, Access Control Savannah Real, Inc., West Pharmaceutical Services, Inc., 4 Contractors JV, and Econo Supermarkets.

OSCS will provide the following key staff:

President	Operations Manager
Accountant	Human Resources
Legal Counsel Team	Administrative Assistants
Lieutenants (8x)	Trainer

Private Detective / Security Guards	Route and Post Supervisor
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OSCS distinguishes itself through its proven experience with public and private entities, highly trained personnel, 24/7 availability, and adherence to strict security standards. They offer customized security plans and a commitment to quality through audits and continuous training. OSCS emphasizes its strong recruitment and selection process, which includes drug tests, background checks, and adherence to federal, state, and local law enforcement standards. They also prioritize continuous professional development and training through partnerships like with the Puerto Rico Law Enforcement Academy, Inc., which offers a wide range of specialized courses. OSCS also highlights its social responsibility through community involvement, including sponsoring radio shows, government activities, and contributing to sports teams and individuals needing health treatments.

Ranger American of Puerto Rico, LLC

Ranger American of Puerto Rico, LLC (from now on "Ranger"), founded in 1982, is a domestic for-profit limited liability company based in Río Piedras, PR. Ranger is a company whose objective is to provide customers with professional security service solutions and appropriate levels of protection in both private and public sectors across Puerto Rico. With over forty-three (43) years of experience in the security industry, Ranger relies on the expertise of their personnel and leaders in both physical and electronic security to ensure property or clientele protection.

Ranger does have prior experience working in Puerto Rico and employs a team of two thousand five hundred plus (2,500+) permanent employees currently providing similar services to those specified in the NNNPS, including but not limited to alarm monitoring and response, electronic security and remote virtual services, investigations and security consulting services, security guard and patrol services, transportation of valuables, and implementation of integrated security systems and programs.

The experience brought forth by Ranger in their proposal has consisted of providing similar services to the following entities:

First Bank of Puerto Rico	Servicios Médicos Universitarios Hospital UPR Dr. Federico Trilla
Viatris Pharmaceutical Barceloneta and Vega Baja Sites	Tropical Fruit LLC
Kimco Realty	Ashford Presbyterian Community Hospital
Plaza Las Américas	Others: bank, shopping malls, retailers, hotels, private education institutions, medical facilities, medical insurance providers, industries, and residential areas or complexes.

The security division at Ranger is organized under a Command Structure responsible of overseeing the proper implementation and execution of the client's security program. Ranger will provide the following key staff:

Director of Operations	Regional Operations Managers
Internal Affairs & Investigations	Field Supervisors

Sub Director of Operations	Security Officers
Compliance Officer	---

Ranger, in the interest of recruiting qualified officers, all potential employees must go through criminal checks and training as part of the recruitment process. All personnel are required to solicit a Security Guard License authorized by the Puerto Rico Police Department under Law 108.

As stated in their proposal, Ranger offers mandatory in-house training to its employees in the following topics and areas: a) Positive Image and Projection; b) Patrolling; c) Radio and Telephone Communications; d) Incident and Accident Management; e) Petty Theft; f) Arrests; g) Discrimination and Sexual Harassment; h) Intervention and Use of Force; i) Report Writing; j) CPI, HIPAA and OSHA; k) Civil Rights; l) Constitution of US and PR; m) Civil and Penal Codes; n) Felonies; o) Rules of Criminal Procedure; p) Law 54 - Domestic Abuse Prevention and Intervention Act; q) Law 246 (57) - Well-being and Safeguarding of Children, r) Law 4 - Puerto Rico Controlled Substances Act; s) Special Laws - Puerto Rico Weapons Act of 2020; t) Scene of the Crime and Measures to Prevent the Loss of Evidence; u) Branches of Government; v) and Roles of a Security Officer.

Finally, Ranger covered added value features such as their Quality Assurance Program. In general, it refers to the processes of training, internal reviews and ongoing performance inspections to determine the overall quality and performance of staff to ensure compliance with requirements related to offered services and client needs. Moreover, Ranger has implemented a Taser – Xcel Division (150 officers with taser devices), Ranger Virtual Services (video surveillance and live monitoring of facilities), GPS for Patrol Vehicles (for tracking purposes), and a Corporate Aircraft (for passenger and cargo transportation).

Sheriff Security Services, Inc.

Sheriff Security Services, Inc. (from now on "Sheriff"), founded in 2009, is a domestic for-profit intimate corporation based in Río Piedras, PR. Sheriff was originally established with the purpose of providing security, surveillance, protection, and private investigation services. It is a corporation with over sixteen (16) years of experience in the security industry providing services in both private and public sectors across Puerto Rico. Nowadays, Sheriff is not only dedicated to providing personal, commercial and industrial security but advisory services as well.

Sheriff does have prior experience working in Puerto Rico. It employs a team of armed/unarmed officers and provides similar services to those specified in the NNNPS, including but not limited to 24/7 surveillance, virtual monitoring, assessment and logistics, emergency and evacuation plans, crowd control, personal/VIP protection, GPS tracking, research, investigations, and consulting services.

The experience brought forth by Sheriff in their proposal has consisted of providing similar services to the following entities:

Municipio de Aibonito	Centro de Recaudación de Ingresos Municipales (CRIM)
Municipio de San Juan	Departamento de Recreación y Deportes (DRD) Parques Nacionales

Río Mar Village	Autoridad de Desperdicios Sólidos (Toa Baja, Hormigueros, Aguadilla y Edificio Cruz A. Matos)
CDT de Lares y Quebradillas	Hospital Menonita de Caguas
Oficina del Contralor de Puerto Rico	Villas del Amanecer
Banco de Desarrollo Económico para Puerto Rico	Roosevelt Roads Naval Base Puerto Rico

Their mission and vision consist of meeting all requirements when providing security personnel services and offer customers a service of excellence related to personal, commercial and industrial security within established parameters by agencies or those that regulate the industry. Moreover, their primary objective is for its clientele to be fully satisfied with services by providing a safe environment for customers and visitors, offer full employee involvement and continuous improvement, and perform studies to further identify clients' needs.

Sheriff will provide the following key staff:

President	Sales Manager
Executive Vice-President	Sales Representatives
Payroll Officer	Trainer and Occupational Safety
General Manager of Operations Inspector	Epidemiologist Nurse
Supervisors – Captain – Lieutenants – Sergeant	Administrative Assistants - Accounting
Armed and Unarmed Guards	Executive Administrative Assistants

Finally, as stated in their proposal, Sheriff employees are trained in the following core competencies: a) Crowd Control; b) Logistics; c) Worker Conflicts; d) Protection of Crime Scenes; e) Evidence Handling; f) Emergency and Evacuation Planning; g) Personal Protection; h) Safety Plans and VIP Protection; i) Consulting Services and Research; k) and 24-hour Protection of Commercial and Industrial Businesses. Moreover, Sheriff also offers in-house training to its employees in the following topics and areas: a) Domestic Violence; b) LGBTQIA+; c) Sexual Harassment; d) HIPAA; e) COVID-19; f) and Workplace Harassment.

US Guard LLC

US Guard LLC (from now on "US Guard"), founded in 2019, is a domestic for-profit limited liability company based in Aguadilla, PR. US Guard has over fifteen (15) years of experience providing security services in both private and public sectors across Puerto Rico, including but not limited to schools, public and private universities, federal agencies, and manufacturing industries.

US Guard does have prior experience working in Puerto Rico. It employs a team of officers with military background, knowledge, and skills which currently provide similar services to those specified in the NNNPS.

The experience brought forth by US Guard in their proposal has consisted of providing similar services to the following entities:

Universidad Interamericana de Puerto Rico (Aguadilla, Barranquitas, Ponce, Fajardo, Guayama y Recinto Metropolitano)	HGL Hydro Electric (DOE)
Aguadilla Medical Services, Inc., Aguadilla, PR	Tanu Impex, Inc.

Farmacia Mi Sueño, Aguadilla, PR	Infosys BPM Limited, Aguadilla, PR
Estación Experimental Agrícola (UPR), Isabela, PR	Lifestyle Footwear, Inc., Moca, PR
MHL Custom, Inc., Aguadilla, PR	JP Transport, Inc., Aguadilla, PR
Policlínica Dr. Rodríguez, San Sebastian, PR	Conexión Laboral, Arecibo, PR

Their vision is becoming the leading company in quality and service, offering the most capable and well-supervised security officers, focused on preventive security functions. As for their mission, is to provide peace of mind and security to clients through the physical presence of trained officers equipped with the necessary tools to deliver effective service, while maintaining records for evidence and accountability.

US Guard will provide the following key staff:

Administrators (3x)
Commanders (2x)
Administrative Assistant

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US Guard also offers physical security and surveillance services for offices, hospitals, universities, manufacturing industries, and private companies. Services include armed and unarmed officers, events security, island-wide escort services, patrol rounds, coordination with local authorities, and provision of equipment (radios, patrol vehicles, and digital time clock systems). Moreover, it maintains structured supervision, real-time incident reporting, and continuous personnel training. In addition, it follows strict recruitment processes including background checks, psychological evaluations, and compliance with Law 300 and other legal requirements.

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As state in their proposal, US Guard proposes a staffing plan for the program that entails the assignment of unarmed officers, regular supervision, backup personnel and ongoing training that focuses on the following topics and areas: a) security protocols, b) customer service, c) emergency response, d) law compliance, e) use and handling of baton, g) riot control, h) special laws (Sexual Harassment & Law 54 – Domestic Violence), i) report writing, j) contingency plans, k) and CPR.

Finally, US Guard covered added value features such as their military background and discipline combined with private sector experience. Also, they offer advanced technology for supervision, provide all necessary equipment at no extra cost, ensure flexible and tailored services to meet client special needs, and coordination with security agencies.

PROPOSAL EVALUATION

A – METHODOLOGY AND ANALYSIS OF TECHNICAL PROPOSALS

The purpose of this NNNPS was to solicit vendor proposals for security surveillance services for local and regional PRMP program offices.

According to Administrative Orders No. 581 & 586, proposals were scored by an Evaluation Committee appointed by the Puerto Rico Department of Health secretary. The *Proposal Submissions* section of the NNNPS 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 of the Evaluation Committee were to assign a value from a scale of 1 through 5 to each item -described throughout the NNNPS- 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 substantial deficiencies
- 2: Deficient - Partially addresses the specifications or is very limited
- 1: Unacceptable - Fails to address the specifications

In accordance with the evaluation parameters and processes outlined in the NNNPS, proposals were evaluated by the Evaluation Committee across the following criteria:

Evaluation Category	Points Allocated
Global Criterion 1: Vendor Overview	20
Global Criterion 2: Vendor References	20
Global Criterion 3: Staffing Plan	20
Global Criterion 4: Key Staff Resumes	15
Global Criterion 5: Added Value Features	10
Global Criterion 6: Cost Proposals	15
Total Points	100

To come up with the *Points Allocated* in the NNNPS, a *weight/score formula* was implemented. With regards to each evaluation category, throughout the NNPS 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 Evaluation Committee. The weights assigned to each *technical* criterion multiplied by a score of 5 would give 85, 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):

SCORE SUMMARY

Evaluation Category	weight	Airborne		AGMA		Genesis		O'Neill	
		score	points	score	points	score	points	score	points
Vendor Overview	---	---	---	---	---	---	---	---	---
A.	5	4	4	3	3	4	4	4	4
B.	5	2	2	3	3	4	4	4	4
C.	5	4	4	4	4	4	4	1	1

D.	5	4	4	1	1	5	5	4	4
Subtotal	---	---	14	---	11	---	17	---	13
Evaluation Category	weight	Airborne		AGMA		Genesis		O'Neill	
		score	points	score	points	score	points	score	points
Vendor References	---	---	---	---	---	---	---	---	---
E.	20	3	12	4	16	5	20	4	16
Subtotal	---	---	12	---	16	---	20	---	16
Evaluation Category	weight	Airborne		AGMA		Genesis		O'Neill	
		score	points	score	points	score	points	score	points
Staffing Plan	---	---	---	---	---	---	---	---	---
F.	5	4	4	4	4	4	4	3	3
G.	5	4	4	3	3	5	5	4	4
H.	5	2	2	4	4	5	5	3	3
I.	5	4	4	4	4	4	4	2	2
Subtotal	---	---	14	---	15	---	18	---	12
Evaluation Category	weight	Airborne		AGMA		Genesis		O'Neill	
		score	points	score	points	score	points	score	points
Key Staff Resumes	---	---	---	---	---	---	---	---	---
J.	15	4	12	4	12	4	12	1	3
Subtotal	---	---	12	---	12	---	12	---	3
Evaluation Category	weight	Airborne		AGMA		Genesis		O'Neill	
		score	points	score	points	score	points	score	points
Added Value Features	---	---	---	---	---	---	---	---	---
K.	10	3	6	4	8	4	8	3	6
Subtotal	---	---	6	---	8	---	8	---	6
Technical Total	---	---	58	---	62	---	75	---	50

Evaluation Category	weight	Ranger		Sheriff		US Guard	
		score	points	score	points	score	points
Vendor Overview	---	---	---	---	---	---	---
A.	5	4	4	3	3	4	4
B.	5	3	3	2	2	2	2
C.	5	4	4	2	2	3	3
D.	5	4	4	4	4	1	1
Subtotal	---	---	15	---	11	---	10
Evaluation Category	weight	Ranger		Sheriff		US Guard	
		score	points	score	points	score	points

Vendor References	---	---	---	---	---	---	---
E.	20	4	16	3	12	3	12
Subtotal	---	---	16	---	12	---	12
Evaluation Category	weight	Ranger		Sheriff		US Guard	
		score	points	score	points	score	points
Staffing Plan	---	---	---	---	---	---	---
F.	5	5	5	2	2	3	3
G.	5	3	3	4	4	3	3
H.	5	4	4	2	2	2	2
I.	5	4	4	2	2	3	3
Subtotal	---	---	16	---	10	---	11
Evaluation Category	weight	Ranger		Sheriff		US Guard	
		score	points	score	points	score	points
Key Staff Resumes	---	---	---	---	---	---	---
J.	15	4	12	2	6	2	6
Subtotal	---	---	12	---	6	---	6
Evaluation Category	weight	Ranger		Sheriff		US Guard	
		score	points	score	points	score	points
Added Value Features	---	---	---	---	---	---	---
K.	10	4	8	2	4	4	8
Subtotal	---	---	8	---	4	---	8
Technical Total	---	---	67	---	43	---	47

Legend for Score Summary:

Vendor Overview

- A. The vendor must provide a brief company history and mission statement.
- B. The vendor's technical proposal should include organization overview, corporate background and vendor's experience in the public sector.
- C. The vendor must provide brief biographical information regarding the personnel who would be directly responsible for the management and local supervision of this project.
- D. The vendor should include any certifications relevant to the services required by the NNNPS.

Vendor References

- E. The vendor must provide two (2) references for similar services provided in the past whose facilities are comparable in size, profile and security service hours to those required by this NNNPS.

Staffing Plan

- F. Vendor must identify key staff and roles of each key staff.
- G. Describe how recruitment and selection, and replacement of staff is accomplished.
- H. Describe in detail the training programs in place to support this project.

I. Vendor must identify the experience and qualifications of key staff.

Key Staff Resumes

J. Key staff consist of the vendor's core team for this engagement. The vendor must provide resumes for each key staff member.

Added Value Features

K. Indicate features or programs not covered elsewhere in the response which are offered to enhance your firm's ability to effectively manage this project.

As stated in the *Evaluation Process* section of the NNNPS, "[o]nly proposals that 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 **59.5 points** or more in the technical evaluation process to move to the respective cost analysis.

Not all vendors that participated and submitted their proposals for evaluation were able to reach the corresponding threshold, meaning not all presented acceptable proposals, and not all seemed capable of offering the required services as specified in the NNNPS. Across the board, some proposals scored similarly, but a greater amount were dissimilar among most items.

The above table positioned **Genesis** as the vendor with the highest overall technical score. **Ranger** positioned in second place while **AGMA** ended up in third place. Moreover, the aforementioned vendors were the only ones able to reach the threshold of 70%. By meeting at least the minimum acceptable technical score, only these vendors were selected to move forward to cost proposal evaluations.

B – METHODOLOGY AND ANALYSIS OF COST PROPOSALS

After the technical evaluations exercise ended, the Evaluation Committee proceeded to add the cost proposals criteria to the equation. The highest possible score, 15 points, were automatically given to the proposal with the lowest cost rate. Cost proposals were graded using the following formula:

$$\frac{\text{lowest offeror's cost}}{\text{the offeror's cost being scored}} \times \frac{\text{the maximum number of cost points available}}{15}$$

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

$$\begin{array}{c} \text{Ranger} \\ (\$15.18/\$15.18) = 1 \times 15 = 15 \end{array}$$

$$\begin{array}{c} \text{Genesis} \\ (\$15.18/\$15.21) = .9980 \times 15 = 14.97 \end{array}$$

$$\begin{array}{c} \text{AGMA} \\ (\$15.18/\$15.35) = .9889 \times 15 = 14.83 \end{array}$$

The following table portrays the Evaluation Committee's overall final points (in descending order):

Vendor	Technical	Cost	Total
<i>Maximum Response Points</i>	85	15	100
Genesis	75	14.97	89.97
Ranger	67	15	82
AGMA	62	14.83	76.83

C – EVALUATION COMMITTEE RECOMMENDATION

First, for the reasons stated, Airborne Security Services, Inc., O'Neill Security and Consultant Services, Inc., US Guard LLC, and Sheriff Security Services, Inc. are disqualified for not meeting the NNNPS requirements. AGMA Security Service, Inc., Ranger American of Puerto Rico, LLC, and Genesis Security Services, Inc., in accordance with the evaluation of the technical components, met the (70%) threshold.⁵ Since AGMA, Ranger, and Genesis obtained scores higher than 59.5 in general regarding all focus areas, they moved on to the second stage of cost evaluation.

Second, according to the *Award* section of the 2025-PRMP-NNNPS-SSS-001, the award will be given to a responsible vendor whose bid, conforming with all the material terms and conditions of the Notification, scores the highest amount of points out of a possible 100. As shown in the evaluation points summary table, the vendor with the highest overall score was Genesis Security Services, Inc.

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The Evaluation Committee concluded that Genesis provided the best proposal overall. Genesis scored higher than the second highest scoring vendor, Ranger, in multiple categories and equally in some. The Evaluation Committee thus recommends to the program's interim executive director and secretary of the Department of Health that the *Buena Pro* be awarded to Genesis Security Services, Inc.

Lastly, the recommendation is that considering all needs, requirements, economic pros and cons and facts presented here, PRMP awards the *Buena Pro* to Genesis Security Services, Inc. The procedural reality reflected through this *Award Notification* guarantees transparency, equity and due process in the procurement of non-professional services for the benefit of the Government of Puerto Rico and Medicaid Program.

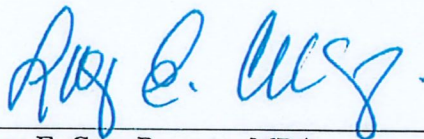
⁵ A proposal that achieved a score of fifty-nine point five (59.5) points or more in the technical evaluation process.


PRMP DETERMINATION

Hereby it is notified that the Puerto Rico Medicaid Program (PRMP) accepts the Evaluation Committee's recommendation to award the *Buena Pro* and subsequent contract to **Genesis Security Services, Inc.**, highest overall scoring vendor. All things considered, PRMP feels confident that this award is given to a responsible vendor whose proposal is advantageous to the program. This award is given in conformity with Executive Order 2021-029 and Administrative Order 2023-581, specifically the section identified as "SEGUNDO".


Before any services can be provided by the selected vendor, the contract must be filed with the Puerto Rico Office of the Comptroller.

On August 12, 2025 in San Juan, Puerto Rico.



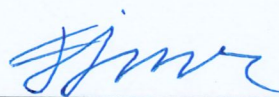

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I hereby certify that on August 14, 2025, copy of this *Award Notification* has been sent via electronic mail to all vendors to the addresses provided for notices in the submitted proposals:

Airborne Security Services, Inc. Att. Ángel L. Ortiz Acevedo Urb. Roosevelt c/ Rafael Lamar #376 Hato Rey, San Juan, PR 00919-1794 Tel: (787) 765-1226 / (787) 765-3581 E-mail: info@assipr.com	US Guard LLC Att. Luis A. Cruz Acevedo Bo. Caimital Alto PR-2 Km. 119.3 Aguadilla, PR 00603 Tel: (787) 551-4846 E-mail: usguardllc@gmail.com
Genesis Security Services, Inc. Att. Jose González / Valerie Carrasquillo Urb. Villa Carolina c/ 40 - #12 Carolina, PR 00985 Tel: (787) 776-2381/1053/1054/1055 E-mail: subastas@genesissecuritypr.com	AGMA Security Service, Inc. Att. Edgardo J. Toro Amagon Industrial Park c/ 345 Km 1.5, Suite B Hormigueros, PR 00660 Tel: (787) 849-4872, ext. 2001 E-mail: etoro@agmasecurity.com
O'Neill Security and Consultant Services, Inc. Att. O'Neill Gonzalez Berrios Urb. Villa Rosa III Ave. Los Veteranos #B-6 Guayama, PR 00784 Tel: (787) 864-0807 / (787) 462-8510 E-mail: oneillsecuritypr@gmail.com	Sheriff Security Services, Inc. Att. José A. Acobe Román Urb. Los Pelicias c/ General del Valle #1011 Río Piedras, PR 00924 Tel: (787) 291-8181 E-mail: asistente@sheriffpr.com
Ranger American of Puerto Rico, LLC Att. Yaneza A. Bravo Najul Urb. Villa Capri c/ Lodi #605 San Juan, PR 00924 Tel: (787) 999-6060 E-mail: yaneza@rangeramerican.com	---


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