

**ATENTO 's Proposal**

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

Proposal Date: 05/2022

**Attachment B:**

**Title Page, Vendor Information, Executive Summary, Subcontractor Letters, and Table of Contents.**

**Atento's Puerto Rico Intent to bid for:**

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

**1. Table of Contents**

The vendor should provide the following information regarding the person responsible for completing of the vendor response. This person should also be the person PRMP should contact for questions and/or clarifications.

The vendor should provide the following information regarding the person responsible for completing of the vendor response.

**Person responsible for completing of the vendor response.**

**Eduardo P. Galicia P.**  
**Commercial & Business Development Manager México**  
M: (+ 52) 55-4280-9242.  
eduardo.galiciap@atento.com

Av. Monterrey #100 Col. Roma Norte  
Delg. Cuauhtémoc CP 067000 CDMX, México  
atento.com



**Rubén Rivera.**  
**Commercial Regional Director - México**  
M: (+52)5568568723 // (+52) 5534331903  
ruben.rivera@atento.com

Av. Monterrey #100 Col. Roma Norte  
Delg. Cuauhtémoc CP 067000 CDMX, México  
atento.com

Subject to acceptance by PRMP, the vendor acknowledges that by submitting a response and signing in the space indicated below, the vendor is submitting a formal offer to meet that which is being requested within this RFP.

In addition to providing a signature to number 6: Disclosure of Response Contents in this section, failure to sign the Submission Cover Sheet or signing it with a false statement shall void the submitted response or any resulting contracts.



/ may10/2022

Original signature of Signatory Authorized to Legally  
Bind the Company / Date



**Rosa Maldonado Zabala**

rmaldonado@atento.com  
**Atento de PR Inc**  
Urb Industrial El troche carr 189 km 2.0  
Caguas PR 00725  
Direccion postal- P.O. Box 908  
Caguas PR 00726-0908

**By signature hereon, the vendor certifies that:**

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

**2. Vendor Information**

- Primary point of contact for any questions pertaining to the vendor's payment address
- Address to which PRMP should send legal notices for any potential future agreements

**Address ATENTO PUERTO RICO / Atento de PR Inc**  
**SITE \_Caguas**

**Address / Dirección:**

**Atento de PR Inc.**  
Urbanización Industrial El troche, Carr 189 km 2.0  
Caguas PR 00725  
Dirección postal- P.O. Box 908  
Caguas PR 00726-0908

**Main - Contact**



**Eduardo P. Galicia P.**  
**Commercial & Business Development Manager**  
**México**  
M: (+ 52) 55-4280-9242.  
eduardo.galiciap@atento.com

**Local: Puerto Rico - Contact**



**Rosa Maldonado Zabala**  
**Director – Puerto Rico**  
rmaldonado@atento.com

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**2.1 Payment Address**

Payment Information			
<b>Name</b>	Rosa Maldonado Zabala	<b>Title:</b>	Director PR
<b>Address:</b>	Urbanización Industrial El Troche. Carr 189 KM 2.0 Caguas PR 00725		
<b>City, State, Zip Code</b>	Caguas PR 00725		
<b>PHONE</b>		<b>e-mail:</b>	rmaldonado@atento.com

<b>Name</b>	Eduardo P. Galicia P	<b>Title:</b>	Commercial & Business Development Manager
<b>Address:</b>	Av. Monterrey #100 Col. Roma Norte		
<b>City, State, Zip Code</b>	Delg. Cuauhtémoc CP 067000 CDMX, México CP 067000		
<b>PHONE</b>	M: (+ 52) 55-4280-9242.	<b>e-mail:</b>	eduardo.galiciap@atento.com

**2.2 Legal Notice**

LEGAL NOTICE			
<b>Name</b>	Rosa Maldonado Zabala	<b>Title:</b>	Director PR
<b>Address:</b>	Urbanización Industrial El Troche. Carr 189 KM 2.0 Caguas PR 00725		
<b>City, State, Zip Code</b>	Caguas PR 00725		
<b>PHONE</b>	M:787-210-5285	<b>e-mail:</b>	rmaldonado@atento.com

<b>Name</b>	Eduardo P. Galicia P	<b>Title:</b>	Commercial & Business Development Manager
<b>Address:</b>	Av. Monterrey #100 Col. Roma Norte		
<b>City, State, Zip Code</b>	Delg. Cuauhtémoc CP 067000 CDMX, México CP 067000		
<b>PHONE</b>	M: (+ 52) 55-4280-9242.	<b>e-mail:</b>	eduardo.galiciap@atento.com

<b>Name</b>	Hector H. Sarcos	<b>Title:</b>	Legal Counsel US & Nearshore
<b>Address:</b>	Urbanización Industrial El Troche. Carr 189 KM 2.0 Caguas PR 00725		
<b>City, State, Zip Code</b>	Caguas PR 00725		
<b>PHONE</b>	M + (210)-891-6061	<b>e-mail:</b>	hector.sarcos@atento.com

## ATENTO 's Proposal

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### 3. Executive Summary

We are excited to be invited by Government of Puerto Rico to participate in the Request for Proposal (RFP) for Department of Health Medicaid Program.

With the mission of providing success to our customers, Atento has been developing differentiated services and solutions for the market, being integrated into each company's value chain, and through this proposal, we hope to prove our know how and show how much our services may support your business, we have in mind to consolidate a strategic partnership between Atento and Government of Puerto Rico.

Here we present our proposal, considering the requirements and information shared by Government of Puerto Rico, based on our experience and consultative assessment for optimizing business and increasing end user satisfaction.

**Technical Solution:** Our solution is based on a cloud supported, omnichannel platform, that has a contingency model for its four data centers, as well as for the Global Voice Media Server located in Brazil. Our solution is based on a hybrid scenario in which we combine on-site and remote stations, which allows us to count with a business continuity plan on any possible contingencies.

**EX:** guided by values such as Diversity and Social Responsibility, Atento will provide to the Government of Puerto Rico a positive pathway to support their continued professional development and careers.

**Performance:** high-performance teams will support the operation through digital media and tools. The goal of these teams is to provide the best service and KPIs at a higher level.

**Technology:** a robust and scalable technological platform allowing coherent management of the entire operation, as well as security policies that ensure the integrity of the environment and the mitigation of fraud.

**Modern facilities:** providing a more beautiful, digital, and collaborative environment to accommodate the operation, helping the client to stand out and retain talent.

### 4. Subcontractor Letters (If Applicable)

**NO APPLICABLE**

### 5. Table of Contents

Technical _ Folder	DESCRIPTION	FILE
	<b>Statement of Work SOW &amp; TECHNICAL PROPOSAL</b>	SOW_ PRMP Medicaid Program 2022
	Attachment B Vendor Information	Attachment B Vendor Information ATENTO
	Attachment C Vendor Qualifications and Experience	Attachment C Vendor Qualifications and Experience Atento RESUME & CV FILES
	Attachment D Vendor Organization and Staffing	Attachment D Vendor Organization and Staffing Atento
	Attachment E Mandatory Requirements	Attachment E Mandatory Requirements Atento
	Attachment F_ Requirements Traceability Matrix	Attachment F - ATENTO Requirements Traceability Matrix
Price & Cost_ Folder	DESCRIPTION	FILE
	Attachment A - Cost Proposal – Cost Workbook	Attachment A - Cost Proposal – Cost Workbook ATENTO
All Tables are included on each attachment		
All attachments are part from the ATENTO's Proposal.		

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**6. Disclosure of Response Contents**

All vendors, selected for negotiation by PRMP, will be given equivalent information concerning cost negotiations. All cost negotiations will be documented for the procurement file. Additionally, PRMP may conduct target pricing and other goods or services level negotiations. Target pricing may be based on considerations such as current pricing, market considerations, benchmarks, budget availability, or other methods that do not reveal individual vendor pricing. During target price negotiations, vendors are not obligated to reduce their pricing to target prices, but no vendor is allowed to increase prices.

All materials submitted to PRMP in response to this RFP shall become the property of the Government of Puerto Rico. Selection or rejection of a response does not affect this right. By submitting a response, a vendor acknowledges and accepts that the full response contents and associated documents will become open to public inspection in accordance with the laws of Puerto Rico. If a vendor determines there is a "Trade Secret" contained in the proposal, the vendor must send a written notification to the Solicitation Coordinator when submitting the proposal to prevent public disclosure of the "Trade Secret." A redacted version of the technical proposal must be provided to PRMP at the time of proposal submission if there are "trade secrets" the proposing Vendor wishes to not be made public.

A redacted proposal should be provided separately from the technical and cost envelopes and should be in addition to (not in place of) the actual technical or cost proposal. PRMP will keep all response information confidential, including both technical and cost information, during the evaluation process, except for the questions and answers before the submittal of proposals.

Upon completion of response evaluations, indicated by public release of a Notice of Award, the responses, and associated materials will be open for review on the website or at an alternative location as defined by PRMP. Any trade secrets notified by the vendor to the Solicitation Coordinator will be excluded from public release.

By signing below, I certify that I have reviewed this Request for Proposals (and all of the related Amendments) in its entirety; understand the requirements, terms, and conditions, and other information contained herein; that I am submitting this proposal for review and consideration; that I am authorized by the vendor to execute this bid or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that, to the best of my knowledge, the vendor has properly registered with any Puerto Rico agency that may require registration.



**Atento de PR Inc.**



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ROSA MALDOADO ZABALA  
rmaldonado@atento.com

**may 10 2022**

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May/09/2022  
Mayo /09/ 2022