

Attachment C: Vendor Qualifications and Experience

Puerto Rico Medicaid Program Contact Center Request for Proposals

2022-PRMP-MES-ContactCenter-004

1. Organization Overview: ATENTO

This section of the vendor's Technical Proposal should include details of the vendor and subcontractor overview. The vendor's Technical Proposal should include: Organization overview, corporate background, vendor's experience in the public sector, and certifications.

1.1. Organization Overview

Provide all relevant information regarding the general profile of the vendor. Vendors are NOT to change any of the pre-filled cells in the following tables.

Table 72. Vendor Overview	
Company Name	Atento de Puerto Rico Inc.
Name of Parent Company	Atento SA
Industry (North American industry Classification System [NAICS])	56142 Centro de llamadas Telefónicas
Type of Legal Entity	Corporation
Company Ownership (Private, Public, Joint Venture)	Private
Number of Full Time Employees	Global +150,000 FTE Local at Puerto Rico: +1500 FTE
Last Fiscal Year Company Revenues	Global: 1,449.2 USD M North America & Americas: 633 USD M WEB Financial REPORTS: Revised-Earnings-Press-Release-Presentation-FINALv1.pdf (q4cdn.com) atento_20f.pdf (q4cdn.com) 6-K A - Revised ATTO 4Q21 Earnings Press Release_FINAL#2[13][69][13][2] (q4cdn.com)
Last Fiscal Year Company NET Income	North America & Americas: 40 USD M
Percentage of revenue from State and local Governments Clients in the United States and its territories	North Americas & America 50% Puerto Rico 50% from US Nearshore Clients
Number of Years in Business	Since 1999 +20 years in Business
Number of years Vendor has been providing the type of Services Specified in the RFP	Since 1999 +20 years in Business
Number of Employees Providing the type of Services Specified in the RFP	+ 10,000 FTE word wide - global
Head quarters in the United States	Florida Miramar 3350 SW 148th Avenue, Miramar, FL 33027
Locations in the United States	<ul style="list-style-type: none"> • Texas 5959 Northwest Parkway San Antonio, TX, 78249 • Florida Miramar 3350 SW 148th Avenue, Miramar, FL 33027 • UTHA SLC 500 N. 2000 W. LINDON, UT 84042 • Puerto Rico: Caguas Urbanizacion Industrial El Troche Carr 189 esq. Ave. Luis Muñoz Marin Caguas PR 00725

1.2. Subcontractor Overview

NO APPLIES

2. Mandatory Qualifications

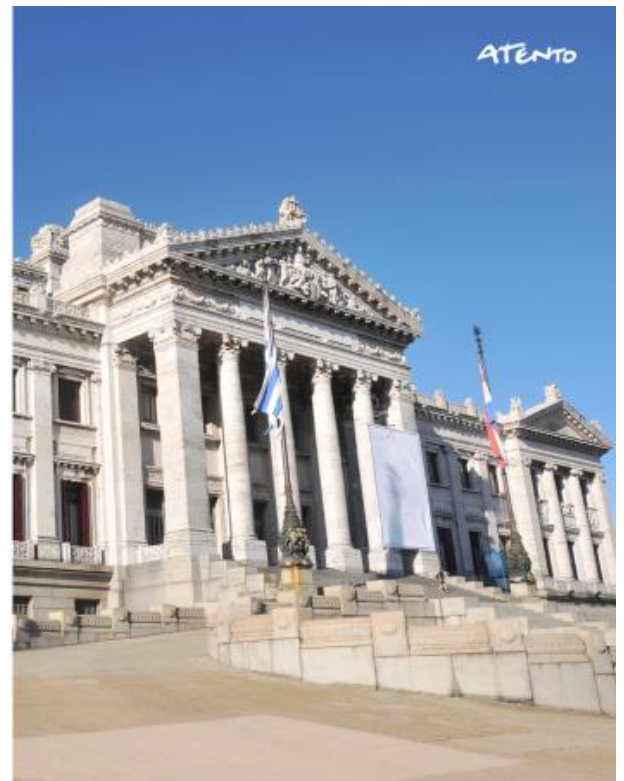
Table 9. Mandatory Qualifications		
Mandatory Qualifications Item(s)	Vendor Meets	Provide a Brief Narrative to Demonstrate Fulfillment of Requirement
The vendor must have at least three (3) years of experience in establishing and maintaining a contact center of similar size, scope, and complexity as described in this RFP	YES	<p>ATENTO Global: Has presence at 14 countries + 150,000 FTE, + 100 sites world wide, 80,000 FTE working in Remote WAHA services.</p> <p>ATENTO Puerto Rico: Operating in CAGUAS since 1999 + 1500 Workstations 50 % of revenues from US 70% Bilingual employees Spanish/English Main private employer in town Agents have been part of Atento for 5 years at least.</p>
The vendor must demonstrate at least (3) years' experience in Medicaid, Medicare, and other federally regulated operations (e.g., CMS, Internal Revenues Services IRS, FCC).	YES	<p>HEALTH CARE SERVICES</p> <p>COVID-19 Hotline STATE of Meryland Equitable Vaccination Distribution & Scheduling. Results</p> <ul style="list-style-type: none"> • 1.5M residents served on a monthly basis • 60% interactions handled on digital channels, freeing calls for those who needed human interaction. • 99% calls answered • 94% CSAT Rating • following the HIPAA guidelines. <p>COVID-19 Contact Tracing SPAIN Challenges Cities mount large-scale contact tracing efforts to identify and isolate those who have contracted COVID-19. According to Pew Research Center survey, 58% of US adults say they would be very or somewhat likely to speak with a public health official who contacted them by phone or text message to speak about the coronavirus outbreak</p> <p>Results</p> <ul style="list-style-type: none"> • 15 residents were helped per hour. • Healthcare professionals gained more time to take care of patients. • People at risk were able to get priority attention. • 7k residents traced by month <p>LINDE _PRAXAIR</p> <ul style="list-style-type: none"> • since 2020 with Atento • 68 Workstations. • Sales Medical Gases

<p>The Vendor must include at least three (3) references that demonstrate the vendor's ability to perform the scope of work described in this RFP</p>	<p>YES</p>	<p>Michelle Morales Michelle.Morales@T-Mobile.com TMOBILE PR Director, Customer Care Operations</p> <p>Anamir Flores FloresA@ascpr.biz ASC Operations Director</p> <p>Vilmari Garcia Morales Vilmari.Garcia@mmmhc.com MMM COO</p>
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Atento Puerto Rico

Leading company in customer experience solutions for the Caribbean and US Nearshore market.

- Operating in Caguas since **1999**
- +5,000 Office space** at El Troche industrial estate
- +1500 Workstations**
- Strategic country for providing Nearshore service, **50% of revenue from US Nearshore clients**
- 70% Bilingual employees.** Spanish/English
- Main private employer** in town: 600 employees
- On average, agents have been part of Atento for **5 years.**
- Installations adapted** to people with disabilities
- LED lighting** throughout the center and high-efficiency air conditioning for a lower footprint and sustainable practices



Revenue Mix by Service Type

	Fiscal 2019					Fiscal 2020					Fiscal 2021				
	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3	Q4	2021
Customer Service	51.7%	52.0%	53.0%	54.6%	52.8%	56.4%	60.9%	58.2%	59.5%	58.5%	61.7%	61.4%	60.6%	59.7%	60.9%
Sales	17.0%	16.9%	16.9%	15.6%	16.6%	13.3%	9.8%	12.6%	12.9%	12.3%	12.1%	12.7%	12.3%	11.7%	12.2%
Collection	7.9%	7.8%	7.4%	7.1%	7.5%	7.1%	7.0%	7.1%	6.6%	6.9%	6.2%	5.7%	5.5%	4.6%	5.5%
Back Office	12.8%	12.3%	12.8%	13.0%	12.7%	13.5%	13.0%	12.3%	12.8%	12.7%	11.8%	12.3%	12.0%	12.3%	12.1%
Technical Support	6.7%	7.1%	6.2%	5.9%	6.4%	6.1%	5.9%	5.5%	5.4%	5.8%	5.2%	5.2%	5.3%	5.1%	5.2%
Others	3.9%	3.9%	3.7%	3.8%	4.0%	3.6%	3.3%	4.3%	2.8%	3.8%	3.1%	2.7%	4.4%	6.5%	4.1%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Number of Workstations and Delivery Centers

	Number of Workstations		Number of Service Delivery Centers ⁽¹⁾		Headcount	
	2021	2020	2021	2020	2021	2020
Brazil	47,054	49,294	31	31	71,440	71,234
Americas	36,627	38,761	49	49	50,587	56,021
Argentina ⁽²⁾	3,051	4,025	10	12	6,590	6,636
Central America ⁽³⁾	2,896	2,842	3	3	5,397	5,290
Chile	1,329	2,310	3	4	4,757	5,246
Colombia	10,294	9,184	11	9	9,830	9,011
Mexico	11,554	10,179	15	15	14,029	17,656
Peru	5,613	8,918	2	3	8,134	11,084
United States ⁽⁴⁾	1,890	1,303	5	3	1,850	1,098
EMEA	6,607	5,253	17	14	12,921	12,457
Spain ⁽⁵⁾	5,253	5,253	17	14	12,921	12,457
Corporate	-	-	-	-	332	93
Total	90,288	93,308	97	94	135,280	139,805

(1) Includes service delivery centers at facilities operated by us and those owned by our clients where we provide operations personnel and workstations (2) Includes Uruguay (3) Includes Guatemala and El Salvador (4) Includes Puerto Rico. (5) Includes Morocco.



Atento USA

Operations in the United States started in 2005. We offer multi-channel offshore and nearshore services.



Operating in the us since 2009



On shore presence in San Antonio, TX and Puerto Rico and Nearshore services being provided from Mexico, Colombia, Guatemala and El Salvador



3,000 Workstations



100% Strategic country for the provision of Nearshores services, 100% of revenue from Nearshore clients



65% Bilingual employees Spanish/English bilingual customer service



7,000 employees serving the USNS region from onshore and nearshore locations



On average, agents have been part of atento for 2.6 years.



Installations adapted to people with disabilities



LED lighting throughout the center and high efficiency air conditioning in terms of electricity consumption



3. Existing Business Relationships with Puerto Rico

There is no other relationship for this RFP or Puerto Rico Government, besides from this RFP with PRMP

4. Business Disputes

We don't have final judgments against Atento Puerto Rico under the grounds requested. However, we currently have a litigation case: Carmen Rivera Reyes Vs Atento de Puerto Rico inc CIVIL NÚM. CG2020CV01422

5. References

The vendor must provide references for similar services provided in the past. PRMP may conduct reference checks to verify and validate the past performance of the vendor and its proposed subcontractors.

5.1. Vendor (Prime) References

Form Include at least three (3) references from projects performed within the last three (3) years that demonstrate the vendor's ability to perform the scope of work described in this RFP. PRMP prefers references from three (3) different clients/projects to demonstrate experience; however, this is a not a requirement. The vendor should include a project description, contract dates, and contact information (customer points of contact, addresses, telephone numbers, and email addresses). The vendor should explain whether it performed the work as a prime contractor or as a subcontractor.

Table 10. Vendor References				1
Vendor Information				
Vendor Name: ATENTO INC PUERTO RICO		Contact Name	Rosa H Maldonado	
		Contact Phone	787-210-5285	
Customer Information				
Customer Organization: TMOBILE PR		Contact Name	Michelle Morales Director, Customer Care Operations	
		Contact Phone	Michelle.Morales@T-Mobile.com	
Customer Address: B7 Tabonuco St. Suite 700 Guaynabo PR 00968		Contact Name	Michelle Morales Director, Customer Care Operations	
		Contact Phone	787-717-8071	
Total Vendor Staff:	300 FTE's including Supervisors			
Objectives:	AHT, SVLV, NPS and sales (conversion rate)			
Description:	Customer service inbound, retention, activations, collections and social media management (+ messaging)			
Vendor Information				
Vendor's Involvement	client has a dedicated resource on site. 100% client involvement			
Key Personal				
Name	Zuleika Morales	Role	Customer Service Manager	
Name	Jose Manuel Alicea	Role	Collections Manager	
Measurements				
Estimated Cost	confidential info	Actual Cost	confidential info	
Reason for Change in Cost				
Original value of vendor contract	confidential info	Actual contract Value	confidential info	
Reason for Change in Cost n/a				
Estimated Start & Completion Date: n/a		FROM:	TO:	
Actual Starts & Completion Date:		FROM:	TO:	
Reason(s) for the difference between Estimated and Actual dates:				

Table 10. Vendor References				2
Vendor Information				
Vendor Name: ATENTO INC PUERTO RICO		Contact Name	Rosa H Maldonado	
		Contact Phone	787-210-5285	
Customer Information				
Customer Organization: ASC		Contact Name	Anamir Flores Operations Director	
		Contact Phone	FloresA@ascpr.biz	
Customer Address: Ave. Felisa Rincon de Gautier, Las Vistas Shopping Center San Juan PR 00926		Contact Name	Anamir Flores Operations Director	
		Contact Phone	939-969-1741	
Total Vendor Staff:	50 FTEs			
Objectives:	Abandon rate, service level, quality score, AHT and productivity			
Description:	2 LOBs -inbound-: 1. claims 2. status			
Vendor Information				
Vendor's Involvement	100% client involvement			
Key Personal				
Name	Richard	Role	Claims Supervisor	
Name		Role		
Measurements				
Estimated Cost	confidential info	Actual Cost	confidential info	
Reason for Change in Cost				
Original value of vendor contract	confidential info	Actual contract Value	confidential info	
Reason for Change in Cost				
Estimated Start & Completion Date: n/a	FROM:	TO:		
Actual Starts & Completion Date:	FROM:	TO:		
Reason(s) for the difference between Estimated and Actual dates:				

Table 10. Vendor References				3
Vendor Information				
Vendor Name: ATENTO INC PUERTO RICO		Contact Name	Rosa H Maldonado	
		Contact Phone	787-210-5285	
Customer Information				
Customer Organization: MMM		Contact Name	Vilmari Garcia Morales COO	
		Contact Phone	Vilmari.Garcia@mmmhc.com	
Customer Address: 411 Calle Segarra, Bechara Ind Park, Marginal Ave. Kennedy San Juan PR 00920		Contact Name	Janice Quinones	
		Contact Phone	787-908-0766	
Total Vendor Staff:	330 FTEs			
Objectives:	AHT, Abandon rate, Quakity Score and HiPAA Compliace requirement compliance			
Description:	Customer service for Members, OTC LOB (enrollment and general assistance), Flexi Card and Plan Vital			
Vendor Information				
Vendor's Involvement	100% clent involvement. Governance includes WBR's and MBR's with the client. WFM processes are performed by both partners			
Key Personal				
Name	Christian A Cruz Santos	Role	VP of service operations	
Name	Janice Quinones	Role	AVP of service operations	
Measurements				
Estimated Cost	confidential info	Actual Cost	confidential info	
Reason for Change in Cost				
Original value of vendor contract		Actual contract Value		
Reason for Change in Cost				
Estimated Start & Completion Date: n/a	FROM:	TO:		
Actual Starts & Completion Date:	FROM:	TO:		
Reason(s) for the difference between Estimated and Actual dates:				