

Attachment H: Terms and Conditions Response

Puerto Rico Medicaid Program Contact Center Request for Proposals

2022-PRMP-MES-ContactCenter-004

Attachment H: Terms and Conditions Response

This section describes the Terms and Conditions of the RFP, the PRMPs expectations of vendors, and compliance with federal procedures.

1. Title Page The vendor should review Attachment H: Terms and Conditions Response signing each provided signature block using blue ink in order to note the vendor's acknowledgment and intent of compliance. The vendor should identify any exceptions to the Terms and Conditions. If exceptions are not noted in Attachment H: Terms and Conditions Response of the RFP but raised during contract negotiations, PRMP reserves the right to cancel the negotiation if, at its sole discretion, it deems that to be in the best interests of PRMP.
2. RFP Terms and Conditions RFP Terms and Conditions consist of provisions throughout this RFP. Moreover, these provisions encapsulate instructions, State and federal procedures, and PRMP's expectations of the vendor when submitting a proposal. The vendor should understand and strictly adhere to the RFP Terms and Conditions. Failure to follow any instructions within this RFP may, at PRMP's sole discretion, result in the disqualification of the vendor's proposal. Please provide an authorized signature stipulating the vendor's acknowledgment, understanding, and acceptance of these RFP Terms and Conditions.

Rosa H Maldonado



Printed Name / Signature of Authorized Personnel

Date may 10/2022

3. Customary Terms and Conditions The selected vendor will sign a contract with PRMP to provide the services described in the vendor's response. The following documents shall be included in any contract(s) resulting from this RFP:

- Appendix 2: Service-Level Agreements and Performance Standards
- Appendix 5: Proforma Contract Draft inclusive of Health Insurance Portability and Accountability Act (HIPAA) Business Associate Agreement Please provide a signature stipulating the vendor's acknowledgment, complete review, and acceptance of these documents.

Rosa H Maldonado/ 

Printed Name / Signature of Authorized Personnel

Date [may 10/2022](#)

If the vendor is NOT taking exceptions to any of PRMP Customary Terms and Conditions, then the vendor needs to provide a binding signature stipulating its acceptance of these documents. If the vendor is taking exceptions to any of PRMP Customary Terms and Conditions, then the vendor should write 'Taking Exceptions' on the line below and should follow the instructions for taking exceptions, as listed in Attachment H: Terms and Conditions Response, Section

6: Exceptions.

Price assumptions:

- All prices Do not include Taxes
- The prices are fix for 2 years
- For Year 3,4,5 should be applied the inflation rate from Puerto Rico
- All cost directly from Telcos or Outbound call are not included and must be charge as were consumed / used.

Contract Terms, We would like to discuss this points here our suggestions.

- Clause 11: Intellectual Property, Each Part should maintain their own intellectual property
- Clause 11: Early termination notice we suggest 90 days' notice for both parties
- Clause 22: liability is open and must be limited only to direct damage
- Clause 25: exclusivity clause Atento will not establish exclusivity by type of vertical business service or type of attention.

Rosa H Maldonado/ 

Printed Name / Signature of Authorized Personnel

Date. [may 10 2022](#)

Mandatory Requirements and Terms The following items are Mandatory Terms and Documents. Please be advised, the vendor should provide its affirmative acceptance of these items in order to move forward with consideration under this RFP.

- Attachment E: Mandatory Requirements
- Prior to the vendor submission of their proposal, the vendor must be registered with the “Registro Único de Proveedores de Servicios Profesionales” (RUP) from the Puerto Rico General Services Administration (ASG) and with the Puerto Rico Treasury Department (Hacienda) for the collection of sales and use tax (IVU) as a provider (if applicable) in the Unified System of Internal Revenue (SURI). PRMP shall not award a contract, unless the vendor provides proof of such registration or provides documentation from the Puerto Rico Treasury Department that the contractor is exempt from this registration requirement in the SURI system. The foregoing is a mandatory requirement of an award of a contract pursuant to this solicitation. For more information, please refer to the PR Treasury Department’s web site <http://www.hacienda.pr.gov>
- Prior to the Contract resulting from this RFP being signed, the successful vendor must provide a Certificate of Insurance issued by an insurance company licensed or authorized to provide insurance in Puerto Rico. Each Certificate of Insurance shall indicate current insurance coverages meeting minimum requirements as specified by this RFP. A failure to provide a current, Certificate of Insurance will be considered a material breach and grounds for contract termination.

A list of the Insurance policies that may be included in this Contract are provided in Appendix 5: Proforma Contract Draft.

- A performance bond may be required for the contract resulting from this RFP.
- Appendix 2: Service-Level Agreements and Performance Standards
- Appendix 5: Proforma Contract Draft inclusive of HIPAA Business Associate Agreement Vendors that are not able to enter into a contract under these conditions should not submit a bid.

Please provide an authorized signature stipulating the vendor’s acknowledgment, understanding, and acceptance of the Mandatory Requirements and Terms stipulated in this section.

Rosa H Maldonado/



Printed Name / Signature of Authorized Personnel

Date . may 10 2022