



Original Proposal

May 4, 2022

Erick I Morales

Phone: 787-565-8760

PO Box 406  
Dorado, PR. 00646-0406

Email: [erick.ivan@intelvox.net](mailto:erick.ivan@intelvox.net)

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.

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

Erick I Morales  
Name: \_\_\_\_\_

CFO/GM  
Title: \_\_\_\_\_

Intelvox LLC  
Company Name: \_\_\_\_\_

Carr 189, Km 3.3, Rincón Ward, Gurabo, PR. 00778  
Physical Address: \_\_\_\_\_

Commonwealth of Puerto Rico  
State of Incorporation: \_\_\_\_\_

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**

### **2.1 Payment Address**

Name: Melanie Delgado  
Address: PO Box 406,  
Dorado, PR. 00646-0406

Title: Administrative Officer

Phone: 787-237-9792

Email: [melanie.delgado@intelvox.com](mailto:melanie.delgado@intelvox.com)

### **2.2 Legal Notice Address**

Name: Rafael Toro, Esa.  
Address: PO Box 11064  
San Juan, PR 00922

Title: Corporate Legal

Phone: 787-565-7459

Email: [rafa@toro-arsuaga.com](mailto:rafa@toro-arsuaga.com)

### **3. Executive Summary**

During the last two years, we have, consistently, serviced the PR Health Department providing orientations for TDF platforms, Executive Orders, and COVID-19 related issues, lately 24/7. Furthermore, since our very beginning, health related ventures have been, and still are, our core business accomplishing its growth via serious commitment with customer's needs and expectations. We have no doubt that the same commitment, attached to this venture with PRMP, will once again comply with the requirements described in this RFP.

There have been additions to our staff in the areas of Human Resources, Information Technology, Quality Assurance, and Certified Compliance Officer, among others, to make certain that a superior service is provided, and full regulatory compliance is achieved.

Administration members are of easy access, to allow optimum flow of communication, and our recently acquired offices provide ample growth space and untroubled strategic location for hiring processes which at present represent a tremendous asset for any business.

The software platform used since we commenced Intelvox has been the same, therefore, we have explored all possible solutions it provides and applied them successfully to accommodate specific customers' requirements. The IT department deserves acknowledgment for the tools developed to support serious guardianship over agent's performance and supervision.

The technology used at IntelVox has been proven to perform reliably over years. We have been repeatedly chosen by our existing clients for our passion to innovate in this area. With In-House developed software, we are continuously, and accurately supervising the entire workforce. Our clients sleep well knowing we have their back, at all times.

### **4. Subcontractor Letters – NOT APPLICABLE**

### **5. Table of Contents**

**Attachment A:-Cost Proposal and Cost Workbook**

**Attachment B:-Title Page, Vendor Information, Executive Summary, Subcontractor Letters, and Table of Contents**

**Attachment C:-Vendor Qualifications and Experience**

**Attachment D:-Vendor Organization and Staffing, Organization Chart**

**Attachment E:-Mandatory Requirements**

**Attachment F:-Requirements Traceability Matrix**

**Attachment H:-Terms and Conditions**

**Attachment G:-Response to Statement of Work, Value Added Service Items**

## 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 29 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.

Intelvox LLc

Erick I Morales, CFO/GM

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