ATTACHMENT C: Vendor Qualifications and Experience

1. Organization Overview

1.1 Organization Overview

Company name: Intelvox LLC

Name of Parent Company: N/A

Industry (North American Industry Classification System NAICS) 56142

Type of Legal Entity LLC Corporation

Company Ownership Private

Number of Full-Time Employees 175

Last Fiscal Year Company Revenue $3,852,269

Last Fiscal Year Company Net Income $620,728

Percentage of Revenue from State and Local Government Clients In the United States and its Territories 18.6%

Number of Years in Business 3

Number of Years Vendor has been Providing the Type of Services Specified in the RFP 2

Number of Employees Providing The Type of Service Specified in the RFP 75
2. Mandatory Qualifications: Table 9

<table>
<thead>
<tr>
<th>Mandatory Qualification Item(s)</th>
<th>Vendor Meets?</th>
<th>Provide A Brief Narrative to Demonstrate Fulfillment of Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
<td>YES</td>
<td>Year 1: 55 employees</td>
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<td>Year 2: 110 employees</td>
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<td>Year 3: 185 employees</td>
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<td>The vendor must demonstrate at least three (3) years’ experience in Medicaid, Medicare, and/or other federally regulated operations (e.g., CMS, Internal Revenue Services [IRS], FCC).</td>
<td>YES</td>
<td>Since 2019 we have been servicing Medicare y Mucho Mas (MMM)</td>
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<tr>
<td>The vendor must include at least three (3) references from clients within the last three (3) years that demonstrate the vendor’s ability to perform the scope of work described in this RFP.</td>
<td>YES</td>
<td>Medicare y Mucho Mas (MMM) Mrs. Erika Gandía -787-691-0418</td>
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<td>PR Health Dept. Mr. Esdras Vélez -0787-635-4714</td>
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<td>Dept. de la Familia: Mr. Juan Cana -787-923-6467</td>
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</tbody>
</table>

3. Existing Business Relationships with Puerto Rico

During the last two years, we have, consistently, serviced PR Health Department providing orientations for TDF platforms, Executive Orders, and COVID-19 related issues. Furthermore, during the same period, we have serviced Departamento de la Familia and its ACUDEN benefits.
4. Business Disputes: None

5. References:

Medicare y Mucho Mas (MMM); Mrs. Erika Gandía tel: 787-691-0418; email: erika.gandia@mmmhc.com

5.1 Vendor (Prime) References Form

Table 10: Vendor References

Vendor Information
Vendor Name: Intelvox LLC        Contact Name: Erick I Morales
Contact Phone: 787-565-8760

Customer Information
Customer Organization:        Contact Name: Erika Gandía
MMM
Contact Title: Member Engagement Director
Customer Address: PO Box        Contact Phone: 787-691-0418
7114, San Juan, PR 00939-0418
Contact Email: Erika.gandia@mmmhc.com
Total Vendor Staff: 48 avg

Objectives: Open Enrollment Period.
Description: New season to present medical plan coverages

Vendor Information
Vendor’s Involvement: Inbound/Outbound to affiliates

Key Personnel
Name: Hector Quiñonez        Role: Project Supervisor
Name: Aysha Serrano        Role: Project agent’s coordinator

Measurements:
Estimated Costs: $825k        Actual Costs: $848k
Reason(s) for change in cost: change in Minimum Salary rate
Original Value of Vendor’s Contract: $1.8mm
Actual Total Contract Value: $1.7mm

Reason(s) for change in value: change in calls volume
Estimated Start & Completion Dates:
From: October 1st To: December 31rst
Actual Start & Completion Dates:
From: October 15th To: December 31rst

Reason(s) for the difference between Estimated and Actual dates: Client’s strategy
If the vendor performed the work as a subcontractor, the vendor should describe the scope of subcontracted activities: N/A

5.2 Subcontractor References: N/A