

Attachment E: Mandatory Requirements

Puerto Rico Medicaid Program Contact Center Request for Proposals

2022-PRMP-MES-ContactCenter-004

Instructions: The mandatory requirements must be met by the vendor as a part of the submitted proposal. Failure on the part of the vendor to meet any of the mandatory requirements may result in their disqualification of the proposal at the sole discretion of PRMP. The term "must" stipulates and identifies a mandatory requirement.

The vendor is to demonstrate compliance with mandatory requirements in their proposal. If the vendor's proposal meets the mandatory requirements, the vendor's proposal may be included in the cost evaluation of this RFP.

For mandatory requirements that involve documentation, vendors should include that documentation with their technical proposal. Any documentation for mandatory requirements not supplied with their technical proposal must be submitted before contract execution. When appropriate, the vendor's proposal must provide narrative responses addressing the area listed below:

1. The vendor must provide the right of access to systems, facilities, data, and documentation to PRMP or its designee to conduct audits and inspections as is necessary.
2. The vendor agrees to relinquish any published toll-free telephone numbers established for Medicaid support.
3. The vendor must support PRMP's requests for information in response to activities including, but not limited to: a. Compliance audits b. Investigations c. Legislative requests
4. The vendor must provide authorization from a parent, affiliate, or subsidiary organization for the PRMP to have access to its records if such a relationship exists that impacts the vendor's performance under the proposed contract.
5. The vendor must agree to comply with current and future PRMP and federal regulations as is necessary to support the services outlined in this RFP.
6. The vendor must help ensure that all applications inclusive of internet, intranet, and extranet applications associated with this contract are compliant with Section 508 of the Rehabilitation Act of 1973, as amended by 29 United States Code (U.S.C.) §794d, and 36 Code of Federal Regulation (CFR) 1194.21 and 36 CFR 1194.22.
7. The vendor must perform according to approved SLAs and identified KPIs with associated metrics in the areas listed in Appendix 2: Service-Level Agreements and Performance Standards.
8. The vendor must provide a drug-free workplace, and individuals must not engage in the unlawful manufacture, distribution, dispensation, possession, abuse, or use of a controlled substance in the performance of the contract. (Drug-Free Workplace Act of 1988)
9. The vendor must comply with federal Executive Order 11246 related to Equal Employment Opportunity Act, the Clean Air Act, and the Clean Water Act.
10. The vendor must establish and maintain the contact center in Puerto Rico.
11. The vendor must serve as a trusted partner to PRMP and represent PRMP's interests in all activities performed under the resulting contract.
12. The vendor must, at a minimum, include the standard invoice package contents for PRMP, including, but not limited to:
 - a. An authorized representative of the contracted party must sign an itemized description of services rendered for the invoice period. Additionally, the vendor must include a written certification stating that no officer or employee of PRMP, its subsidiaries, or affiliates, will derive or obtain any benefit or profit of any kind from this vendor's contract. Invoices that do not include this certification will not be paid
 - b. Provide PRMP with a list of all services completed within an invoice period, as well as evidence that the PRMP has accepted and approved the work.

c. Provide PRMP with three (3) physical and one (1) electronic invoice packages in support of the PRMP's review and approval of each invoice

i. Invoice Package #1 – Original Signature

ii. Invoice Packages #2 - #3 – Hard Copy

iii. Invoice Package #4 – Electronic

13. The vendor must provide increased staffing levels if requirements, timelines, quality, or other standards are not being met, based solely on the discretion of and without additional cost to PRMP. In making this determination, PRMP will evaluate whether the vendor is meeting service levels as defined in the Contract.

14. The vendor must agree that PRMP retains ownership of all data, procedures, applications, licenses, and materials procured or developed during the contract period, when applicable.

15. The vendor must provide evidence that staff have completed all necessary forms prior to executing work for the contract.

16. The vendor staff must not have the capability to access, edit, and share personal information data, with unauthorized staff, including but not limited to:

a. Protected Health Information (PHI)

b. Personally Identifiable Information (PII)

c. Financial Transaction Information

d. Federal Tax Information (FTI)

e. Social Security Administration (SSA) data including, but not limited to: family, friends, and acquaintance information By signing below, I certify that I have reviewed these Mandatory Requirements in their entirety and agree that the vendor meets, and will continue to meet, each of these Mandatory Requirements in full.



Atento de PR Inc.



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may 10 2022

(Date)