



Presented to Puerto Rico Medicaid Program

Technical Proposal

2022-PRMP-EE-Printing-Mailing-Services-001

April 21<sup>st</sup>, 2023

*Confidential*

**1. PART A – ATTACHMENT B: TITLE PAGE, VENDOR INFORMATION, EXECUTIVE SUMMARY, SUBCONTRACTOR LETTERS, AND TABLE OF CONTENTS**

April 21<sup>st</sup>, 2023

Mrs. Elizabeth Otero Martínez  
MES Project Coordinator  
RFP Solicitation Coordinator  
Puerto Rico Medicaid Program  
Puerto Rico Department of Health

Dear Mrs. Otero:

Evertec Group, LLC is grateful for the opportunity that Puerto Rico Medicaid Program (Medicaid) is giving us to present our proposal for Printing and Mailing Services.

The person with legal authority to enter contracts on behalf of Evertec Group, LLC is Mr. José A. Arroyo Pont, Vice President for Business Solutions. The person responsible for this solicitation is Mr. Carlos Rivera Virella ([carlos.rivera@evertecinc.com](mailto:carlos.rivera@evertecinc.com)), Sales Account Manager, and he can be located at his mobile phone (787) 462-6579.

After carefully examining the high-level specifications required, Evertec is committed to provide the products and services described in the attached proposal in a highly professional manner while meeting the requirements documented by Medicaid.

Thank you once again for the opportunity and the time devoted to the evaluation of our proposal. We look forward to serving Medicaid in this endeavor.

Cordially,



José A. Arroyo Pont  
PO Box 364527 San Juan PR 00936-4527  
Phone (787) 462-6579  
Fax (787) 250-7356  
[SalesManagementEvertec@evertecinc.com](mailto:SalesManagementEvertec@evertecinc.com)



Carlos Rivera Virella

Subject to acceptance by the PRMP, Evertec acknowledges that by submitting a response and signing in the space indicated below, Evertec is submitting a formal offer to meet that which is being requested within this RFP.



/ Apr 21, 2023

**Original signature** of Signatory Authorized to Legally Bind the Company / **Date**

Name (Typed or Printed) José A. Arroyo Pont

Title VP Business Solution

Company Name Evertec Group, LLC

Physical Address Ana G Méndez Ave. 176 KM 1.3 Cupey Bajo  
San Juan, PR 00926

State of Incorporation Commonwealth of Puerto Rico

By signature hereon, Evertec certifies that:

1. All statements and information prepared and submitted in response to this RFP are current, complete, and accurate.
2. Evertec's response meets the requirement of this RFP.
3. Evertec 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. Evertec 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. The 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. If a vendor provides a redacted copy of

their proposal along with an unredacted copy, PRMP will publish the redacted copy of the proposal. Refer to Attachment B of the RFP.

5. The company represented here is an authorized dealer in good standing of the products and services included in this response.
6. Evertec, 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 compliant 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 the award, Evertec affirms it will have all current approvals, licenses, or other qualifications needed to conduct business in Puerto Rico.

**1.1. VENDOR INFORMATION**

Payment Information			
Name:	Rafael Echevarría	Title:	Sr. Accountant Collections
Address:	PO Box 364527		
City, State, and ZIP Code:	San Juan, PR 00936		
Phone:	(787) 579-4714	Fax:	
Email:	Billing@evertecinc.com		

Legal Notice Information			
Name:	Manuel Quintana Puente	Title:	Sr Attorney – Commercial, Government & International Matters
Address:	PO Box 364527		
City, State, and ZIP Code:	San Juan, PR 00936		
Phone:	(787) 759-9999 Ext. 6051	Fax:	
Email:	SalesManagementEvertec@evertecinc.com		

## 1.2. EXECUTIVE SUMMARY

Headquartered in San Juan, Puerto Rico, Evertec has more than 2,300 employees in 11 countries throughout the Caribbean, and Latin America and serve businesses across 26 countries.

Medicaid provides healthcare coverage to eligible low-income individuals and families in the United States. Puerto Rico, as a territory of the United States, is also eligible for Medicaid coverage. The Puerto Rico Department of Health (PRDoH) is the State Medicaid Agency (SMA) within the Commonwealth of Puerto Rico. Within PRDoH, the Puerto Rico Medicaid Program (PRMP) is responsible for the management of the Medicaid Program and the Puerto Rico Medicaid Enterprise System (PRMES), both of which are multi-vendor, multi-agency environments. The PRMP seeks to engage a contractor to provide printing and mailing services for Medicaid beneficiary notices.

Evertec provides **integrated solutions** and the ability to provide a complete one stop shop solution for Medicaid, eliminating the need to require multiple vendors.

For this endeavor, Evertec Group, LLC (Evertec), as part of the Business Solutions segment, has more than 20 years of offering printing and mailing services to a vast variety of customers in different industries. With the acquisition of Accuprint in 2016, we were able to expand our services platform. Evertec, when compared to other companies, is able to provide an integrated, competitive, and more efficient solution.

Evertec prints ~25MM pages of variable data and processes ~5.5MM mail pieces per month and delivers mail pieces daily to the USPS. It is on this experience and knowledge that we base our ability to provide the best solution. Evertec has a dedicated Printing and Mailing Customer Service Team who serves as a single point of contact. Our team coordinates with Medicaid to manage any special requirements needed in each print cycle to ensure compliance with the services as described in the specifications of the RFP.

We believe in continuous improvement and in having an open and honest business relationship with our customers; Evertec will have periodic meetings with Medicaid designated key personnel to discuss progress or manage any situation that may arise to make the appropriate adjustments.

Our Printing and Mailing Team has eighty-two (82) full-time professionals with extensive experience in planning, managing, and executing processes associated with the operation of high-volume mailing printing services.

The preparation of this proposal is supported by the accumulated experience of our resources, which can only be gained from the direct delivery of the services. The proposal addresses each of the functional areas where Medicaid seeks processing solutions, which can be adjusted to meet your needs.

Our daily operation has given Evertec's professionals practical experience in the process and its functions. This experience allows us to anticipate difficulties and proactively react and assist Medicaid in its business and services to its clients.

At Evertec we understand the nature of information processing, its sensitivity to time windows specified by the market and regulating entities, as well as privacy matters.

Our goal is to be your best option for processing solutions. We are aware that we can only attain such a goal by providing Medicaid with the services and support needed for their beneficiaries. With this in mind, we have developed the proposal as follows.

Our combination of technical experience and knowledge gives us the competitive advantage of being able to offer the best and most complete solution that supports the scope of its objectives. To achieve these goals, we have put together a solution that includes the following services:

- Printing and Mailing Operations
- Validating Addresses

We believe our unique blend of project management experience, robust planning services, and technical expertise uniquely positions us to meet Medicaid requirements and time frame. We feel confident our company can meet your business requirements, as we understand them.

***We are the only printing and mailing service provider in Puerto Rico that does not have the need to subcontract in order to provide the full solution to the end customer. We can offer our customers competitive prices and solutions using top-of-the-edge technology.***

Our proposal follows.

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**1.3. DISCLOSURE OF RESPONSE CONTENTS**

By signing below, I certify that I have reviewed this RFP (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 Evertec to execute this bid or any documents related thereto on Evertec's behalf; that I am authorized to bind Evertec in a contractual relationship; and that, to the best of my knowledge, Evertec has properly registered with any Puerto Rico agency that may require registration.

Evertec Group, LLC

\_\_\_\_\_  
(Company)



Jose A. Arroyo Pont, VP Business Solutions

\_\_\_\_\_  
(Representative Name, Title)

(787) 462-6579 / (787) 250-7356

\_\_\_\_\_  
(Contact Phone/Fax Number)

Apr 21, 2023

\_\_\_\_\_  
(Date)

**2. PART A – ATTACHMENT C: VENDOR QUALIFICATIONS AND EXPERIENCE**

**2.1. ORGANIZATION OVERVIEW**

Vendor Overview	
Company Name	Evertec Group, LLC
Name of Parent Company (If Applicable)	Not Applicable
Industry (North American Industry Classification System [NAICS])	Not Applicable
Type of Legal Entity	Limited Liability Public Company
Company Ownership (e.g., Private/Public, Joint Venture)	Evertec is a public company EVTC (NYSE: EVTC)
Number of Full-Time Employees	2,300 Employees
Last Fiscal Year Company Revenue	\$618,409,000.00
Last Fiscal Year Company Net Income	\$238,869,000.00
Percentage of Revenue From State and Local Government Clients in the United States and its Territories	7%
Number of Years in Business	Over 30 years
Number of Years Vendor Has Been Providing the Type of Services Specified in the RFP	More than 20 years
Number of Employees Providing the Type of Services Specified in the RFP	Approximately 80 employees working on different shifts
Headquarters in the United States and its Territories	Ana G Méndez Ave. 176 KM 1.3 Cupey Bajo San Juan, PR 00926
Locations in the United States and its Territories	Ana G Méndez Ave. 176 KM 1.3 Cupey Bajo San Juan, PR 00926

**2.2. EXISTING BUSINESS RELATIONSHIPS WITH PUERTO RICO**

The business relationships listed below are related to information systems services.

- Administración de Desarrollo Socioeconómico de la Familia
- Administración de Servicios Generales de Puerto Rico
- Administración de Servicios Médicos de Puerto Rico
- Administración de Vivienda Pública
- Administración para el Cuidado y Desarrollo Integral de la Niñez
- Administración para el Sustento de Menores
- Autoridad de Edificios Públicos
- Comisión Industrial de Puerto Rico
- Compañía de Turismo de Puerto Rico
- Corporación del Fondo del Seguro del Estado
- Departamento de Desarrollo Económico y Comercio
- Departamento de Educación de Puerto Rico
- Departamento de Hacienda
- Departamento del Trabajo y Recursos Humanos
- Municipio de Guaynabo
- Oficina de Administración de los Tribunales
- Oficina del Contralor de Puerto Rico
- Universidad de Puerto Rico Administración Central
- Universidad de Puerto Rico en Cayey

**2.3. BUSINESS DISPUTES**

To the best of our knowledge, Evertec does not have existing business disputes related to the printing and mailing services.

**2.4. REFERENCES**

Vendor Information		
<b>Vendor Name:</b> Evertec Group, LLC	Contact Name:	Carlos Rivera Virella
	Contact Phone:	(787) 462-6579
Customer Information		
<b>Customer Organization:</b> Liberty Communications Puerto Rico	Contact Name:	Niki Kazumoto
	Contact Title:	Finance Department
<b>Customer Address:</b>	Contact Phone:	Tel. (787) 657-3050

279 Ponce de León Ave. San Juan, PR 00918		Contact Email:	kzumoto.niki@libertypr.com	
<b>Total Vendor Staff:</b>	More than 80			
<b>Objectives:</b> Document processing, printing and mailing of invoices and/or letters to their customers.				
<b>Description:</b> Receive and process data files to print, mail and electronically present invoice and/or letters communications.				
<b>Vendor's Involvement:</b> Development of automated solutions for document processing.				
<b>Key Staff</b>				
Name: Humberto Martin		Role: Sales Account Manager		
Name: Jessica Mora		Role: Operations Manager		
Name: Sandra Rios		Role: Project Coordinator		
Name: Zayra Rivera		Role: Sr. Lead, Applications Development		
<b>Measurements:</b>				
Estimated Costs: This information can be provided during the project discussion		Actual Costs: This information can be provided during the project discussion		
Reason(s) for change in cost: This information can be provided during the project discussion				
Original Value of Vendor's Contract: This information can be provided during the project discussion		Actual Total Contract Value: This information can be provided during the project discussion		
Reason(s) for change in value: This information can be provided during the project discussion				
Estimated Start and Completion Dates:	From:	5/2006	To:	Present
Actual Start and Completion Dates:	From:	5/2006	To:	Present
Reason(s) for the difference between estimated and actual dates: N/A				
If the vendor performed the work as a subcontractor, the vendor should describe the scope of subcontracted activities: N/A				

Vendor Information			
<b>Vendor Name:</b> Evertec Group, LLC		<b>Contact Name:</b>	Carlos Rivera Virella
		<b>Contact Phone:</b>	(787) 462-6579
Customer Information			
<b>Customer Organization:</b> MMM Holdings, LLC		<b>Contact Name:</b>	Gloria Brau
		<b>Contact Title:</b>	IT Project Manager
<b>Customer Address:</b> PO BOX 71114 SAN JUAN PR 00936-8014		<b>Contact Phone:</b>	Tel. 787-622-3000 ext. 8700
		<b>Contact Email:</b>	Gloria.Brau@mmmhc.com
<b>Total Vendor Staff:</b>	More than 80		
<b>Objectives:</b> Document processing, printing and mailing to the MMM Members			
<b>Description:</b> Medhok letters communications for Plan de Salud Vital del Gobierno de Puerto Rico			
<b>Vendor's Involvement:</b> Development of automated solutions for document processing			
Key Staff			
Name: Carlos Rivera		Role: Sales Account Manager	
Name: Jessica Mora		Role: Operations Manager	
Name: Sandra Rios		Role: Project Coordinator	
Name: Zayra Rivera		Role: Sr. Lead, Applications Development	
Measurements:			
Estimated Costs: This information can be provided during the project discussion		Actual Costs: This information can be provided during the project discussion	
Reason(s) for change in cost: This information can be provided during the project discussion			
Original Value of Vendor's Contract: This information can be provided during the project discussion		Actual Total Contract Value: This information can be provided during the project discussion	
Reason(s) for change in value: This information can be provided during the project discussion			
Estimated Start and Completion Dates:		From: 08/2022	To: Present

Vendor Information			
Actual Start and Completion Dates:	From:	08/2022	To: Present
Reason(s) for the difference between estimated and actual dates: N/A			
If the vendor performed the work as a subcontractor, the vendor should describe the scope of subcontracted activities: N/A			

Vendor Information	
<b>Vendor Name:</b> Evertec Group, LLC	Contact Name: Carlos Rivera Virella
	Contact Phone: (787) 462-6579
Customer Information	
<b>Customer Organization:</b> LUMA Energy	Contact Name: Melanie Jeppesen
	Contact Title: Director Of Billing Services
<b>Customer Address:</b> PO Box 363508 San Juan, PR 00936-3508	Contact Phone: Tel. 787 340-1058
	Contact Email: Melanie.Jeppesen@lumapr.com
<b>Total Vendor Staff:</b>	More than 80
<b>Objectives:</b> Document processing, printing and mailing to the clients	
<b>Description:</b> Invoice and letters communications	
<b>Vendor's Involvement:</b> Development of automated solutions for document processing	
Key Staff	
Name: Daniel Martínez	Role: Sales Account Manager
Name: Jessica Mora	Role: Operations Manager
Name: Sandra Rios	Role: Project Coordinator
Name: Zayra Rivera	Role: Sr. Lead, Applications Development
Measurements:	
Estimated Costs: This information can be provided during the project discussion	Actual Costs: This information can be provided during the project discussion
Reason(s) for change in cost:	

Vendor Information				
This information can be provided during the project discussion				
Original Value of Vendor's Contract: This information can be provided during the project discussion		Actual Total Contract Value: This information can be provided during the project discussion		
Reason(s) for change in value: This information can be provided during the project discussion				
Estimated Start and Completion Dates:	From:	11/2020	To:	Present
Actual Start and Completion Dates:	From:	11/2020	To:	Present
Reason(s) for the difference between estimated and actual dates: N/A				
If the vendor performed the work as a subcontractor, the vendor should describe the scope of subcontracted activities: N/A				

**3. PART A – ATTACHMENT D: VENDOR ORGANIZATION AND STAFFING**

**3.1. INITIAL STAFFING PLAN**

Once the contract is signed, a team of resources from Evertec and Medicaid will be assembled. Our proposal to Medicaid will provide implementation and configuration services. The team consists of information technology professionals, certified technical specialists, project management and network administrators. Each discipline represented in the team will ensure thorough project execution and continuous operation.

The following diagram presents the recommended implementation team.



The following procedure provides the process to follow when a resolution to a conflict during the implementation is required:

Whenever a conflict arises between Medicaid and Evertec, the Project team member(s) will strive to work out the problem internally.

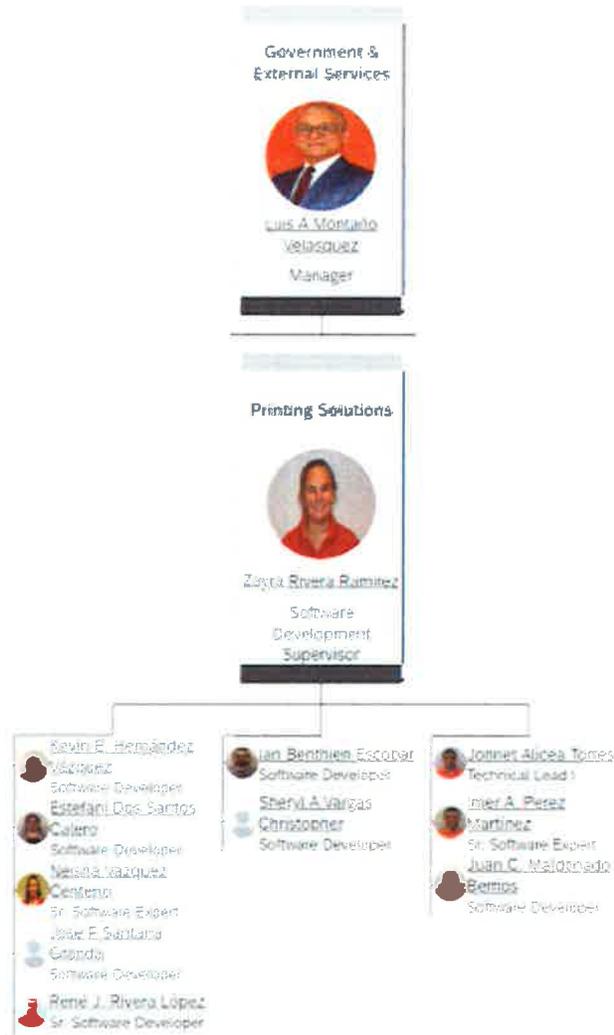
Level 1: If the project team cannot resolve the conflict within 3 working days, Medicaid's Project Manager and Evertec's Project Manager will meet to resolve the issue.

Level 2: If the conflict is not resolved within 5 working days after being escalated to Level 1, Medicaid's Relationship Owner will meet with Evertec's Account Manager to resolve the issue.

In terms of support:

- Internally, we have a dedicated group of programmers with knowledge and experience in the use of the document composition tool and are fully dedicated to the documents processing operation.

- The following diagram presents the Documents Processing Internal Support Group team composition.



Team Role Composition at Evertec:

Role	Description
Evertec Account Manager	In charge of the relationship with Medicaid, responsible of ensuring the communication between the stakeholders on both parties. Support Medicaid in providing solutions to identified needs and/or opportunities during the project's lifecycle and afterwards. First point of contact for Medicaid.
Project Manager	The PM will be responsible for the project planning and execution. The PM will prepare a high-level and detailed Project plans to monitor that activities are performed as agreed. The PM is responsible for communication, including status and escalation of issues. Produces project deliverables using a standardized methodology with high quality and on-time and ensures that Evertec project

Role	Description
	team adheres to the Project and Change Management methodologies agreed with the Medicaid
Sponsor	As needed, provide project focus, direction, and resources.
System Development SME	Create and/or modify programs according to requirements. Perform tests as specified.
Business Analyst	Lead the requirements management process and develop the alternative solutions proposed to Medicaid to meet identified needs.
Application SME	Provide expertise regarding applications functionality, data mapping, among others. Provide input to define requirements. Approve requirements and deliverables.
Operational SME	Provide Expertise regarding processes related to services and products. Provide input to define requirements. Approve requirements and deliverables.
Quality Control	Ensure the quality of deliverables and documentation. Ensures adherence to the process. Deploy to production.
Information Security	Provide support regarding Information Security issues and security considerations to be taken for the project implementation.
User Acceptance Tester	Responsible for executing the User Acceptance test and approve changes.

### 3.2. PROJECT TEAM RESPONSIBILITIES

1. *Project Coordinator's assignment and responsibilities* - Medicaid and Evertec will each provide a Project Coordinator to manage and serve as liaisons throughout the implementation of the proposed solution. We expect the Medicaid's Project Coordinator to schedule any required personnel for meetings, interviews, and tasks execution, among others. All contact between Medicaid and Evertec resources will be channeled through their respective Project Coordinators, who will provide task's status upon request. This includes activities with a Third Party, if any.
2. *Resources Availability* - Both Evertec and Medicaid are to be committed to the availability of resources that must be assigned to perform under this Proposal according to the dates established in the Project schedule, including support from Medicaid business users and Subject Matter Experts (SMEs) from both Evertec and Medicaid.
3. *Project Requirements* - **Medicaid will take primary responsibility for providing to Evertec's team the necessary requirements and any other key information and/or documentation related to this project.** Evertec's ability to execute the various services will be directly linked to the information, collaboration and support of management and IT Staff. Evertec will not be held liable for any failure to perform services if such failure is as a result of Medicaid documented inability to deliver appropriate resources.
4. *Deliverables Approval* - Medicaid is responsible for review and Project Acceptance including Infrastructure, deliverables, as well as the goods and services delivered by Evertec. Medicaid will provide Evertec with any clarification that is needed to allow Evertec to comply with the Project objectives. Any Change Request that requires executive approval must be signed within 48 hours/starting from the moment the Change Request is delivered to Medicaid.

5. Access to **relevant technical information or other Project-related information that is necessary for project completion, must be provided to Evertec's implementation team in a timely matter**. Any other responsibilities or duties that are generally a customer's responsibility in similar engagements apply.

### 3.3. IMPLEMENTATION DETAIL

Evertec Professional Services Team will deliver and implement the services for the products identified in this proposal. This document describes the scope of the services.

### 3.4. IMPLEMENTATION TASKS

Once the proposal has been approved, the following activities will be performed as the project scope:

#### 1. Kick-off

- a) Upon proposal approval, Medicaid will present Evertec with the detailed requirements relevant to the service requested.
- b) After the requirements analysis, Evertec and Medicaid, will perform the final planning in order to create a detailed Project plan to align all Project resources required.
- c) Participants' roles and responsibilities, planned timeline, and deliverables will be defined.

#### 2. Analysis & Design

- a) The Services to be implemented will be analyzed and reviewed with Medicaid Staff in order to confirm that the proposed solution meets Medicaid specifications.

#### 3. Solution Development Activities:

- a) The file formats and the information required to receive and send the files will be defined.
- b) All programs, interfaces and other configurations will be created/modified accordingly.
- c) Communications will be configured.
- d) Notifications will be configured.
- e) Evertec will perform unit and integration tests of the changes made.
- f) Medicaid will develop the User Certification Acceptance Test (UAT) Plan and related Test Cases. This UAT Plan will ensure the components implemented will be properly tested.
- g) Medicaid will perform the User Acceptance Test (UAT) as defined in the Test Plan.
- h) The designated Medicaid personnel must sign off the results of this test to ensure their correctness.
- i) A Deployment Plan will be created detailing the activities to be performed during the deployment to production.



**3.6. KEY STAFF, RESUMES, AND REFERENCES**

Key Staff Reference Form					
<b>Key Staff Name:</b>	Carlos Rivera Virella		<b>Proposed Role:</b>	Sales Account Manager	
<b>Reference 1</b>					
<b>Client Name:</b>	MMM Multi Health, LLC	<b>Client Address:</b>	PO BOX 71114 San Juan PR 00936		
<b>Contact Name:</b>	Héctor Jove Calderón	<b>Contact Title:</b>	Enrollment Department Manager		
<b>Contact Phone:</b>	(787) 622-3000 x. 3614	<b>Contact Email:</b>	Hector.jovecalderon@mmmhc.com		
<b>Project Name:</b>	Plan de Salud Vital – Notifications Letters		<b>Start Date:</b>	4/01/2020	<b>End Date:</b> Present
<b>Project Description:</b> Development of automated solutions for document processing, printing and mailing to the members of the "Plan de Salud Vital of the Government of Puerto Rico".					
<b>Project Role and Responsibilities:</b> <ul style="list-style-type: none"> <li>• Initial evaluation of the project concept</li> <li>• Collection of information related to volume, document types, and service expectations.</li> <li>• Proposal submission</li> <li>• Coordinate regular meetings with the client and internal groups to gather requirements for implementation.</li> <li>• Establish work plans for the different stages of the project.</li> <li>• Coordinate submission of samples for validation and certification</li> <li>• Attend regular meetings with the client to report on the progress of the project and address new changes.</li> </ul>					
<b>Reference 2</b>					
<b>Client Name:</b>	Island Finance, LLC.	<b>Client Address:</b>	70 Ponce de León Avenue Edificio PdL 70, 5to. piso San Juan, PR 00917		
<b>Contact Name:</b>	Hernan R. Nieves Torres	<b>Contact Title:</b>	Business Intelligence Manager   Marketing		
<b>Contact Phone:</b>	(787) 773-7526 Ext. 307526	<b>Contact Email:</b>	hernan.nieves@island-finance.com		
<b>Project Name:</b>	Direct Mail – Marketing		<b>Start Date:</b>	01/2021	<b>End Date:</b> Present
<b>Project Description:</b> Mass mailings of monthly campaigns to Island Finance clients and prospects					

Key Staff Reference Form	
<ul style="list-style-type: none"> <li>• <b>Project Role and Responsibilities:</b></li> <li>• Initial evaluation of the project concept</li> <li>• Collection of information related to volume, templates, and service expectations.</li> <li>• Proposal submission</li> <li>• Coordinate regular meetings with the client and internal groups to gather requirements for implementation.</li> <li>• Establish work plans for the different stages of the project.</li> <li>• Coordinate submission of samples for validation</li> <li>• Coordinate and discuss with the advertising agency and the client the templates for the different monthly campaigns.</li> <li>• Attend regular meetings with the client in order to report on the progress of the project and address new changes</li> </ul>	

Key Staff Reference Form					
<b>Key Staff Name:</b>	Jessica M. Mora		<b>Proposed Role:</b>	Operations Manager	
<b>Reference 1</b>					
<b>Client Name:</b>	Liberty Communications of Puerto Rico	<b>Client Address:</b>	279 Ave. Ponce de León San Juan PR 00917		
<b>Contact Name:</b>	Meredith Diaz Feliciano	<b>Contact Title:</b>	Retention and Churn Manager		
<b>Contact Phone:</b>	787-657-3050 ext. 4107	<b>Contact Email:</b>	meredith.diaz@libertypr.com		
<b>Project Name:</b>	Liberty	<b>Start Date:</b>	2006	<b>End Date:</b>	Present
<b>Project Description:</b> Printing and Mailing of Telecommunication Invoices, Letters and other documents					
<b>Project Role and Responsibilities:</b>					
1) Subject matter expert during the development and implementation of the different solutions in our systems 2) Overseeing operational activities of the Printing and Mailing Unit, managing quality assurance programs and strategizing process improvements to ensure delivery of documents on schedule.					
<b>Reference 2</b>					
<b>Client Name:</b>	LUMA PR	<b>Client Address:</b>	Ave. Ponce de Leon San Juan PR 00917		

<b>Contact Name:</b>	Melanie Jeppesen	<b>Contact Title:</b>	Director - Billing Services		
<b>Contact Phone:</b>	(787) 340-1058	<b>Contact Email:</b>	melanie.jeppesen@lumapr.com		
<b>Project Name:</b> LUMA		<b>Start Date:</b>	2021	<b>End Date:</b>	Present
<b>Project Description:</b> Printing and Mailing of Invoices and Letters					
<p><b>Project Role and Responsibilities:</b></p> <p>1) Subject matter expert during the development and implementation of the different solutions in our systems</p> <p>2) Overseeing operational activities of the Printing and Mailing Unit, managing quality assurance programs and strategizing process improvements to ensure delivery of documents on schedule.</p>					

Name	Proposed Role	Experience in Proposed Role
Carlos Rivera Virella	Sales Account Manager	More than 6 years as Sales Account Manager in Evertec
Jessica Mora Nieves	Operations Manager	More than 5 years as Operations Manager

# CARLOS J RIVERA VIRELLA

1 UPB LOS PROCERES COROZAL PUERTO RICO MOBILE (787) 462-6579  
E-mail: [carlosriveravirella@gmail.com](mailto:carlosriveravirella@gmail.com)

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## Objectives

Develop and maintain business relationships that foster professional growth to demonstrate my skills and abilities in an environment of challenges and opportunities.

## EXPERIENCE

**DECEMBER 16, 2016 – PRESENT**

### **SALES ACCOUNT MANAGER, EVERTEC GROUP, LLC**

- Responsible for developing business relations and identifying business opportunities for existing and potential customers
- Work effectively with Managers, Directors, and team members within the business to identify new growth opportunities
- Participate in meetings with clients to manage their expectations and achieve objectives
- Identify and present alternatives to improve customer's existing processes
- Stay up to date on processes related to Printing and Mailing Services with USPS

**JANUARY 2015 – DECEMBER 2016**

### **ACCOUNT RESENTATIVE, ACCUPRINT**

- Responsible for managing and developing a portfolio of assigned clients
- Develop new business opportunities
- Help to meet the company's financial objectives

**JANUARY 2000 – JANUARY 2016**

### **ACCOUNT RESENTATIVE, CARIBBEAN PRINTING GROUP**

- Responsible for managing and developing a portfolio of assigned clients
- Develop new business opportunities
- Help to meet the company's financial objectives

## EDUCATION

**AUGUST 1996 TO MAY 1998**

### **UNIVERSIDAD METROPOLITANA**

Business Administration - Marketing

## KEY SKILLS

- Maximizing business potential for each client relationship
- Actively promote knowledge sharing amongst colleagues
- Knowledge of Microsoft Office Tools

## PERSONAL SKILLS

- Enthusiastic
- Excellent interpersonal skills
- Focused
- Driven to work in order meet the company's mission and goals
- Strategic thinking

**JESSICA M. MORA NIEVES**

Cond. Suchville Park, Apt. D-101  
 Guaynabo, PR 00966-1800  
 (787) 605-1832

<b>EDUCATION</b>	<b>UNIVERSITY OF PUERTO RICO</b> <i>Bachelor in Business Administration, Major in Finance May 1997</i>	Rio Piedras, PR
<b>EXPERIENCE</b> 2018-Present	<b>EVERTEC, INC</b> <i>Document Processing Operations Manager, Operations &amp; Technology Division</i> <ul style="list-style-type: none"> <li>o Direct the Printing and Mailing Department.</li> <li>o Strategize process improvements to ensure the quality of our services and compliance with Service Level Agreements.</li> <li>o Oversee budgeting, reporting, planning, and auditing of our internal controls.</li> <li>o Ensure all legal and regulatory documents are filed and monitor compliance with laws and regulations.</li> <li>o Build alliances and partnerships with suppliers.</li> <li>o Support the Line of Business Owner in the design, selling and implementation of document processing solutions tailored for our internal and external customers.</li> </ul>	Rio Piedras, PR
2011-2018	<i>Item &amp; Cash Services Product Manager, Business Solutions Division</i> <ul style="list-style-type: none"> <li>o Direct the Cash Services Department and the PR Cash Depot.</li> <li>o Responsible for the profitability of the Cash and Item products and services.</li> <li>o Design, sell and implement Cash and Item processing solutions tailored for our internal and external customers.</li> </ul>	
2009-2011	<i>Manager, Transaction Processing Division Project Management Group</i> <ul style="list-style-type: none"> <li>o Responsible for the division projects portfolio.</li> <li>o Direct the High Complexity projects in the division.</li> <li>o Design, sell and implement new transaction processing solutions tailored for our internal and external customers.</li> </ul>	
2007-2009	<i>Team Leader, Transaction Processing Division Project Management Group</i> <ul style="list-style-type: none"> <li>o Establish and manage the new division's project management team and portfolio of initiatives.</li> <li>o Perform Business Analyst and Subject Matter Expert functions associated to the services performed within the division.</li> </ul>	
2005-2007	<i>Project Coordinator, Transaction Processing Division</i> <ul style="list-style-type: none"> <li>o Convert one of the leading banks in PR into the new item processing imaging platform solution.</li> <li>o Coordinate the development and implementation of a new web portal designed to process payments from our enterprise financial institution customers, having been appointed as Product Manager for this solution.</li> <li>o Support the implementation of the newly developed platform to process check imaging exchange between financial institutions as part of the Check 21 federal regulation.</li> </ul>	
2003-2005	<b>BANCO POPULAR DE PR</b> <i>Administrative Officer, Lockbox Department</i> <ul style="list-style-type: none"> <li>o Establish lockbox service to new customers and support existing customer's requests</li> <li>o Manage the department's budget and monitor the variances.</li> <li>o Oversee the departments equipment inventory</li> <li>o Overview the suppliers contracts</li> <li>o Coordinate internal and external audits, as well as industry standard SAS70</li> <li>o Review the disaster recovery plan and coordinate annual tests</li> </ul>	Hato Rey, PR
2000-2003	<i>Cash Management Officer, Corporate Banking Public Sector</i> <ul style="list-style-type: none"> <li>o Provide sales support to the Relationship Manager during the business negotiations of cash management solutions to government agencies and municipalities.</li> <li>o Continuous relationship interaction with public sector customers associated to the contracted services.</li> <li>o Implement payroll direct deposit solution on more than 30 municipalities.</li> </ul>	
1997-2000	<b>BANCO SANTANDER PUERTO RICO</b> <i>Corporate Services Officer</i> <ul style="list-style-type: none"> <li>o Provide cash management software solutions for small and medium corporate customers.</li> </ul> <i>Project Leader</i> <ul style="list-style-type: none"> <li>o Establish new cash management solutions customized for educational institutions</li> </ul> <i>Co-Project Leader</i> <ul style="list-style-type: none"> <li>o Development of Santander Healthlynx, an online billing software solution made for healthcare companies to facilitate payment to doctors.</li> </ul>	Hato Rey, PR
<b>PERSONAL</b>	Bilingual Spanish & English Member of the Postal Customer Council Extensive Computer Knowledge: MS Word, PowerPoint, Excel, Visio, Project	

#### 4. PART A – ATTACHMENT E: MANDATORY SPECIFICATIONS

##### 4.1. SUBMISSION REQUIREMENTS

The RFP includes multiple sections that specify proposal submission requirements including but not limited to **Part A – 1.3 RFP Timeline**, **Part A – 3.11 Proposal Submittal and Instructions**, and **Part A – 7. Attachments**. Evertec must meet or exceed all proposal submission requirements as part of this RFP, including but not limited to formatting, completeness, timeliness, and accuracy, as described in the aforementioned sections. Failure to meet any of the submission requirements of this RFP may result in disqualification of a proposal, in accordance with **Part A – 5.4 Failure to Meet Mandatory Specifications**.

  
\_\_\_\_\_  
Initial

##### 4.2. MANDATORY REQUIREMENTS

4.2.1. The vendor must provide the right of access to systems, facilities, data, and documentation to the PRMP or its designee to conduct audits and inspections as is necessary.

Evertec as a public company have policies in place to restrict the electronic or physical sharing of certain sensitive information for security or confidentiality reasons. When access to confidential information from Evertec is required, we suggest reaching out to their designated contact or department to schedule an appointment and follow the established procedures for reviewing the required information.

4.2.2. The vendor must support the PRMP's requests for information in response to activities including, but not limited to:

- Compliance audits
- Investigations
- Legislative requests

Evertec as a public company have policies in place to restrict the electronic or physical sharing of certain sensitive information for security or confidentiality reasons. When access to confidential information from Evertec is required, we suggest reaching out to their designated contact or department to schedule an appointment and follow the established procedures for reviewing the required information.

4.2.3. 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.

Not applicable, there is no such relationship.

4.2.4. The vendor must help ensure that all applications inclusive of internet, intranet, and extranet 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.

To the best of our knowledge, Evertec complies with Section 508 of the Rehabilitation Act that requires federal agencies to ensure that their information and communication technology (ICT) is accessible to people with disabilities unless certain exceptions apply.

4.2.5. 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 the PRMP. In making this determination, the PRMP will evaluate whether the vendor is meeting service levels as defined in the contract.

Evertec will allocate the corresponding resources as needed to comply with the PRMP requirements identified in this RFP. However, corresponding discussions must be conducted if requirements are significantly changed by the PRMP.

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

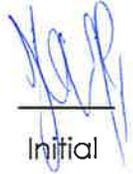
Evertec can provide proof that their staff have completed and signed all necessary forms before starting work on the project.

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

- Protected Health Information (PHI)
- Personally Identifiable Information (PII)
- Financial Transaction Information
- Federal Tax Information (FTI)
- Social Security Administration (SSA) data including, but not limited to family, friends, and acquaintance information

For Evertec is important to ensure that personal data is kept secure and confidential, and this includes limiting access to only authorized staff who require access to carry

out their job responsibilities. Policies and Procedures are in place to cover, but not limited to, the implementation of access controls, regular security training, and strict data handling controls, among others.

  
Initial

**4.3. MANDATORY QUALIFICATIONS**

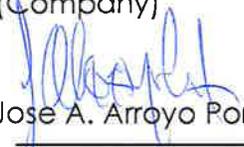
Mandatory Qualification Item(s)	Vendor Meets?	Provide A Brief Narrative to Demonstrate Fulfillment of Requirement
The vendor must have at least three years of experience in operating and managing printing and mailing services of similar size, scope, and complexity as described in this RFP.	YES	As part of the Business Solutions segment, Evertec has more than 20 years of offering printing and mailing services.
The vendor must demonstrate at least three years' experience in Health and Human Services including but not limited to handling of confidential health information including but not limited to PHI and PII.	YES	<b>Abarca</b> – Since 2012 - Printing & mailing service. <b>Humana</b> – Since 2014 - Printing & mailing service. <b>MCS</b> – Since 2013 - Printing & mailing service.
The vendor must include at least two references from projects performed within the last three years that demonstrate the vendor's ability to perform the scope of the work described in this RFP. The vendor must include references from two different projects/clients.	YES	<b>MMM Holdings, LLC</b> – Since 2022. Document processing, printing and mailing to the MMM Members  Contact Name: Gloria Brau Contact Title: IT Project Mgr Contact Phone: 787-622-3000 ext. 8700 Contact Email: Gloria.Brau@mmmhc.com  <b>LUMA Energy</b> – Since 2020 Document processing, printing and mailing to the clients.  Contact Name: Melanie Jeppesen Contact Title: Director Of Billing Services Contact Phone: 787 340-1058 Contact Email: Melanie.Jeppesen@lumapr.com

  
Initial

By signing below, I certify that I have reviewed these mandatory specifications in their entirety and agree that Evertec meets, and will continue to meet, each of these mandatory specifications in full.

Evertec Group, LLC

\_\_\_\_\_  
(Company)

  
Jose A. Arroyo Pont, VP Business Solutions  
\_\_\_\_\_  
(Representative Name, Title)

(787) 462-6579 / (787) 250-7356  
\_\_\_\_\_  
(Contact Phone/Fax Number)

Apr 21, 2023  
\_\_\_\_\_  
(Date)

**5. PART A – ATTACHMENT F: OUTCOMES TRACEABILITY MATRIX**  
**5.1. OUTCOMES TRACEABILITY MATRIX WORKBOOK**

Table in next page

Outcomes	Detailed Outcomes					Vendor Response			
	Measure	Metric	Target Setting	Performance Standard	Liquidated Damage	Vendor's Disposition	Attachment	Section	Page #
All beneficiary addresses are validated against USPS standards and known addresses.	Pieces of mail sent by the vendor with addresses that cannot be validated.	Number of mail sent by the vendor with addresses that cannot be validated.	No pieces of mail are sent with addresses that cannot be validated.	The vendor will validate, flag, and return to the PRMP any individual beneficiary printing and mailing file with an address that cannot be validated.	The PRMP shall assess up to \$5 per piece of mail that is sent to beneficiaries with an address that could not be validated.	Will Meet	Part A - Attachment G: Response to Statement of Work	6.1. Approach To Validating Addresses	32
	Weekly Activity Reports sent by the vendor to PRMP.	Number of Weekly Activity Reports sent by the vendor to PRMP per week.	One Weekly Activity Reports sent by the vendor to PRMP per week.	The vendor will provide the PRMP with one Weekly Activity Report per week. See Weekly Activity Report in the Deliverable Dictionary for further details.	The PRMP shall assess up to \$100 per business day for each business day after the due date that a complete Weekly Activity Report is not submitted.	Will Meet	Part A - Attachment G: Response to Statement of Work	6.1. Approach To Validating Addresses	31
Beneficiaries receive their mail timely.	Delivery time to provide mail to USPS.	Number of days it takes the vendor to provide mail with addresses that can be validated to USPS after the printing and mailing order is submitted.	The vendor provides mail with addresses that can be validated to USPS within 2 business days after the printing and mailing order is submitted.	The vendor must deliver mail with addresses that can be validated to USPS within 2 business days after the printing and mailing order is submitted.	The PRMP shall assess up to \$10 per business day for each piece of mail beyond two business days that mail with addresses that can be validated by USPS are not mailed.	Will Not Meet	Part A - Attachment G: Response to Statement of Work Exception #1	6.2. Approach To Printing and Mailing	32
Beneficiaries receive accurate correspondence.	Accuracy of the mailings content.	Number of beneficiaries who receive mailing content that is not compliant with the printing and mailing order issued through the source system.	All beneficiaries receive mailing content that is compliant with the printing and mailing order issued through the source system.	The vendor must ensure that mail sent to beneficiaries includes the mailing content specified in the validated printing and mailing order.	The PRMP shall assess up to \$100 for each piece of mail that is sent to a beneficiary but does not align with the printing and mailing order.	Will Meet	Part A - Attachment G: Response to Statement of Work	6.2. Approach To Printing and Mailing	33
Printing and mailing services are performed timely and in alignment with the PRMP needs.	Key staff turnover.	Number of key staff changes.	Key staff will not change without at least 30 business days notice.	During the entire duration of the contract, key staff commitments made by the vendor as part of its RFP response must not be changed without 30 business days prior written notice to PRMP unless due to legally required leave of absence, sickness, death, resignation, or mutually agreed-upon termination of employment of any named individual.	Up to a maximum of \$3,000 per occurrence shall be assessed for each key staff person proposed who is changed without proper notice and approval by PRMP for reasons other than legally required leave of absence, sickness, death, or termination of employment.	Will Meet	Part A - Attachment G: Response to Statement of Work	6.3. Approach To Managing Operations	34
	Key staff replacement.	Number of days to replace key staff.	Key staff will be replaced within 30 business days of turnover.	The vendor will replace key staff in a timely fashion. Replacement of key staff will take place within 30 business days of removal unless a longer period is approved by a PRMP-authorized representative.	The PRMP shall assess up to \$200 per business day for each business day after the initial thirty (30) business days allowed in which an acceptable replacement for that key staff position is not provided.	Will Meet	Part A - Attachment G: Response to Statement of Work	6.3. Approach To Managing Operations	34
	Monthly Printing and Mailing Operations Status Reports provided to the PRMP.	Number of days to provide the PRMP with a complete Monthly Printing and Mailing Operations Status Reports.	One Monthly Printing and Mailing Operations Status Report per delivery cadence specified in the Deliverables Dictionary.	The vendor must provide PRMP with the Monthly Printing and Mailing Operations Status Report. See Monthly Printing and Mailing Operations Status Report in the Deliverables Dictionary for further details.	The PRMP shall assess up to \$200 per business day for each business day after the due date that a complete Monthly Printing and Mailing Operations Status Report is not submitted.	Will Meet	Part A - Attachment G: Response to Statement of Work	6.3. Approach To Managing Operations	34
	Operations Management Plan provided to the PRMP.	Number of days to provide the PRMP with a complete Operations Management Plan.	One Operations Management Plan per delivery cadence specified in the Deliverables Dictionary.	The vendor must provide PRMP with an Operations Management Plan in the Deliverables Dictionary for further details.	The PRMP shall assess up to \$200 per business day for each business day after the due date that a complete Operations Management Plan is not submitted.	Will Meet	Part A - Attachment G: Response to Statement of Work	6.3. Approach To Managing Operations	34
	Turnover and Closeout Management Plan provided to the PRMP.	Number of days to provide the PRMP with a complete Turnover and Closeout Management Plan.	One Turnover and Closeout Management Plan per delivery cadence specified in the Deliverables Dictionary.	The vendor must provide PRMP with a Turnover and Closeout Management Plan in the Deliverables Dictionary for further details.	The PRMP shall assess up to \$200 per business day for each business day after the due date that a complete Turnover and Closeout Management Plan is not submitted.	Will Meet	Part A - Attachment G: Response to Statement of Work	6.3. Approach To Managing Operations	34
	Kickoff Meeting Materials provided to the PRMP.	Number of days to provide the PRMP with complete Kickoff Meeting Materials.	One set of kickoff meeting materials provided to the PRMP per contract period.	The vendor must provide PRMP with Kickoff Meeting Materials. See Kickoff Meeting Materials in the Deliverables Dictionary for further details.	The PRMP shall assess up to \$200 per business day for each business day after the due date that complete Kickoff Meeting Materials are not submitted.	Will Meet	Part A - Attachment G: Response to Statement of Work	6.3. Approach To Managing Operations	34
Beneficiary information is secure.	Beneficiary information accessed without authorization by a security breach attributed to be the fault of the vendor.	Number of beneficiaries whose information was accessed without authorization by a security breach attributed to a fault of the vendor.	0% of beneficiaries' information is accessed without authorization by a security breach attributed to a fault of the vendor.	The vendor must establish and maintain systems, processes, and security features to protect beneficiary information from unauthorized access according to PRMP policies and procedures.	The PRMP shall assess up to \$100 for each beneficiary whose information is accessed without authorization and is attributable to a fault of the vendor, according to PRMP policies and procedures. PRMP shall assess up to \$5,000 for each business day that a security breach attributed to the vendor goes unreported to PRMP.	Will Not Meet	Part A - Attachment G: Response to Statement of Work Exception #2	6.3. Approach To Managing Operations	35

## 6. PART A – ATTACHMENT G: RESPONSE TO STATEMENT OF WORK

The integrated solution proposed will consist of address validation, printing and mailing services. All of which, **end-to-end, occurs within a secured and controlled environment.**

### 6.1. APPROACH TO VALIDATING ADDRESSES

Evertec utilizes USPS CASS Certified software to validate addresses, which improves deliverability of the mail piece. Managing the quality of addresses by executing a correct standardization process is extremely critical to ensure that deliverability of the mail pieces utilizing the United States Postal Service (USPS).

The process initiates with the receipt of files transmitted by Medicaid and using Secure File Transfer Protocols ("SFTP"). The files will contain all the information required to generate the documents to be printed. Currently, Evertec uses GMC Inspire ("GMCi") software as its document composition tool. With this tool, we can manage and process the files received from the customer; to generate the corresponding statements, letters, invoices, checks, and others. With GMCi, Evertec has the ability to add any kind of message, according to the customer requirements, and we can manage to increase the number of pages according to the amount of information per beneficiary.

Aligned with GMCi, Evertec uses the following systems to support the documents processing workflow:

- **EZ Warehouse ("EZWH")** – is a service-oriented system that provides capabilities for interface program execution, file transfer, file re-format, generate notifications. This system is a process automation tool that manages the movement of the files and the logging of all the information related to the jobs processed.
- **EZ Manager** – is the tracking system manager for the job orders, where the operation has the capability to access all the information about the job (mailing pieces, number of pages, arrival date, mailing date, among others).
- **EZ Track** – is a webpage that the customer uses to access information related to the files processed by Evertec, view samples, authorize print jobs and access email status.

For weekly activity reporting status, the EZ Track webpage offers customers easy access to daily status reports of files processed and validated, printed and mailed. The result will also show the number of pieces validated with automatic address standardization, as well as those resulting non-compliant. As part of the implementation, we will offer an additional EZ Track feature by providing the list of beneficiaries resulting from those non-compliant addresses. All these reports can be downloaded from the site by the customer.

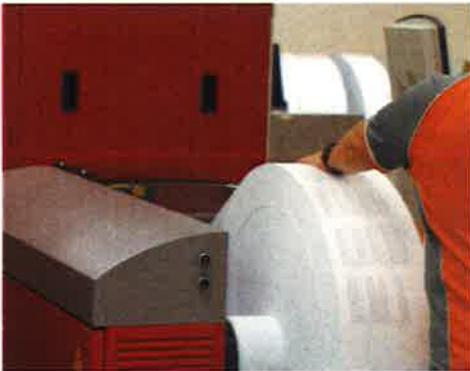
Additionally, to ensure higher visibility and reliability of the process, the EZ Track application offers clients the functionality to authorize print jobs after the pieces have been processed and validated. Once authorized by the client, the printing job starts.

- **Mail Manager (BCC)** – is a USPS CASS Certified software that will validate and standardize addresses. GMCi needs to extract addresses from the MEDIT3G PDF file. After extracting the addresses, GMCi will generate a file containing these addresses, which it will then share with BCC. Once BCC receives the file, it will proceed to validate each address and determine whether it complies with a particular standard. If an address does comply with the standard, BCC will return a flag to GMCi indicating that the address meets the requirements. If an address does not comply with the standard, BCC will return a different flag to GMCi indicating the address is non-compliant. BCC may also take corrective action to standardize the address if possible. The standardization process may involve correcting any typos or formatting errors in the address, converting abbreviations to their full form, and ensuring that the address includes all the necessary components such as street name, number, city, state, and zip code.

As an option, addresses that resulted as non-compliant, after BCC validation and standardization process is complete, can be validated in a second review performed manually. Corrective action to this manual address standardization will apply as well. Otherwise, pieces with addresses that resulted as non-compliant with the USPS standard requirements, will not be mailed, unless otherwise specified by the client.

The identification and escalation of security incidents will be managed by the corresponding group within Evertec. Therefore, weekly reporting of incidents can be sent via email to the customer as requested.

## 6.2. APPROACH TO PRINTING AND MAILING



Once the print files are generated, the printing and mailing process initiates. Evertec, on site, has all the highly efficient equipment required to perform the printing, mailing, and sorting part of the process. Important to mention that having our equipment in pairs provides the necessary redundancy to ensure compliance with the turnaround times agreed with Medicaid. In terms of printing, we also have a variety of equipment that provides us with the capability of (1) managing the printing process either using rolls (continuous feed) or loose sheets (cut sheet) and (2) color printing. The mailing equipment used in Evertec can manage up to 6

additional inserts per envelope, which can be inserted to all the mailings or can be inserted selectively as Medicaid's requirements.

If for any reason there is a need to prepare a certain amount of mailing pieces manually (i.e. invoice that contains 50 pages), Evertec has the necessary resources in place to perform that process.

An advantage to having a variety of equipment on site, Evertec has put in place agreements with its vendor to have technicians on site, aggressive response time, and an inventory of parts on site. All of this is to ensure the equipment is running at its best constantly.

Once the printing and insertion processes are completed, we will proceed to sort the mail. Using a high-speed USPS MASS Certified mail sorter ("MLOCR"), the mail pieces are zip code sorted for postal optimization and delivery to the United States Postal Service ("USPS"). This process follows the USPS standards and regulations.

Evertec is a Certified Mailer with the United States Postal Service, and as such, the USPS scores us daily on how well we are performing when processing mailings using USPS programs. Aware of the importance of keeping high scores, we are consistently monitoring the USPS Scorecard, which is the mail quality tool that the USPS provides us. That displays a summary of our mail preparation quality metrics that allows us to closely monitor the quality of our process.

This proposal is based on the receipt from Medicaid of a PDF ready to print file containing all the information needed to generate print files with beneficiary's name, mailing address, the notice to be printed and mailed, and selective inserts (if required), among others.

Evertec has robust capacity, nevertheless we do not have unlimited capacity. Therefore, to provide a two-business day delivery, we need a better understanding of the volume, priorities, and frequencies of such requests.

Configurations will be performed within our systems to develop the Medicaid solution with which everything will synchronize accordingly to the established criteria and, as a product, print files and PDF files will be generated. Internal processes will require quality certifications before passing the solution into a production environment. This process ensures that the solution designed complies with all the client's requirements and specifications. Once all tests are completed and the output is certified by Evertec and Medicaid, we will move to production.

The files associated with the entire process will be exchanged between the parties through secure electronic transmissions to be established between Medicaid and Evertec. Evertec uses SFTP applications that will allow Medicaid to obtain confirmation receipt of the transmission in real-time.

As a best practice, Evertec's process incorporates within its controls the balancing of mail pieces processed versus the mail pieces intended by customer to be managed. There are two options to comply with this: (1) customer can send a control file with totals information, or (2) use EZ Track to approve a print job.

During this process, we incorporate the already standardized addresses and will be generating the information to be printed.

After setting up the printers, the printing team will execute the print run using our high-speed printing systems. The availability of various printing devices provides the necessary redundancy to ensure the timely printing of Medicaid's output.

Once the printing process is complete, the output is delivered to the mail processing area. During this part of the process, the team will proceed to fold and insert the documents according to the agreed procedures for each mailing and using our high-speed inserting systems. The availability of more than one (1) machine gives Evertec and its customers the necessary redundancy to ensure the production is completed within the assigned timeframe, therefore meeting the agreed Service Level Agreements. Evertec has in place the necessary controls to ensure the mail piece's integrity.

After document insertion, we will proceed to sort the mail pieces for postal optimization and delivery to the United States Postal Service. Based on the contracted service levels, pieces may be delivered to the USPS on the same day they are processed.

Evertec's high mail volume allows us to extend a postage discount to mail pieces that do not exceed 2oz and that comply with USPS addressing standards.

Part of Evertec's offer to Medicaid is to keep the experience that we have within the printing and mailing industry. Besides that, we serve multiple industries, giving us the knowledge to manage different solutions and provide our clients with new ideas to help reduce their printing and mailing costs.



### **6.3. APPROACH TO MANAGING OPERATIONS**

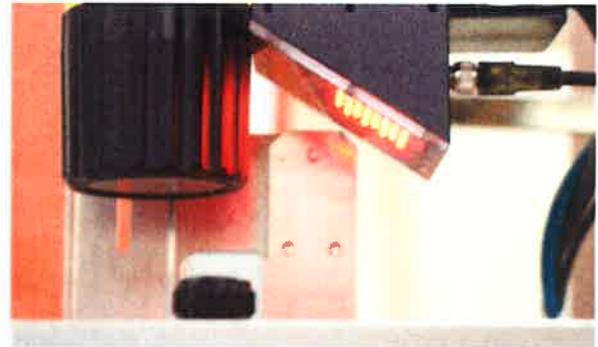
Evertec has extensive experience following the protocols and processes established by the United States Postal Service (USPS) for mail delivery. In the same way this works for regular mailing, our operation is able to adapt, with great flexibility and reliability, in order to handle special mailing and delivery processes with extraordinary characteristics (e.g., out of schedule jobs, among others). To achieve this reliability, Evertec has established several controls to ensure quality in the deliverables.

The following are the most relevant controls applicable to the proposed solution:

1. Our operators compare and confirm the production logs versus the total counted by the printing and mailing machines, and the order of printing cycles. This guarantees that the printing jobs are managed as established by the customer.
2. Printing and mailing systems work together to ensure continuous and error-free operation. In case of unexpected failure, our teams have methods in-place to identify the last correctly handled document and continue with the re-processing of affected items.

3. The service infrastructure components are periodically reviewed following our service and maintenance procedures. These procedures are aligned to the manufacturer's specifications.

4. Automated Matching Points - Our systems have automated matching points that are able to review particular elements printed for each document to ensure that the product is readable. The collected data is used to compare the total of items folded and enveloped.



5. We have a redundant operation at the primary site and an alternate site with the same capacity as the primary site.

6. We alternate the operation between the two printing and mailing zones of the primary production site to ensure the proper operation and maintenance of equipment.

7. We establish working areas labeled per customer to avoid mistakes.

8. We maintain communication with our customers about any event that could affect the proper delivery of any printing cycle.

Overall, Evertec has in place the corresponding procedures, politics and process to address and manage the following items:

- Key staff turnover
- Key staff replacement
- Kickoff Meeting Materials
- Operations Management Plan
- Monthly Printing and Mailing Services Operations Status Report
- Turnover and Closeout Management Plan

All of these are under the management of different groups such as Compliance, Service Level Management, Incident Management, Operations and Human Resources. The required procedures will be aligned with the PRMP business.

Regarding information security procedures, Evertec have in place exhaustive and consistently proven controls as required to protect all the information managed within our infrastructure. With this in mind, in the case that beneficiary information could be accessed without authorization we are willing to meet on a lower liquidated damage with an aggregate liability limit.



*Jose Acero* *[Signature]*

*4/21/23*

Printed Name/Signature of Authorized Personnel

Date

**If Evertec is NOT taking exceptions to any of the 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 the 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.**

**Taking exceptions**

**Apr 21, 2023**

Printed Name/Signature of Authorized Personnel

Date

**7.4. 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 Specifications**



**Gobierno de Puerto Rico**  
 Administración de Servicios Generales  
*Registro Único de Proveedores de*  
 Servicios Profesionales

**CERTIFICADO ÚNICO DE PROVEEDORES**

---

<b>FECHA DE EXPEDICIÓN</b>	<b>NÚMERO DE CERTIFICACIÓN</b>	<b>FECHA DE VENCIMIENTO</b>
15 de junio de 2022	202321901	15 de junio de 2023

Nombre del Proveedor: Evertec Group, LLC  
 Número de Proveedor: 1330  
 Dirección Postal: PO Box 364527 San Juan, PR 00936  
 Teléfono: (787) 759-0900  
 Correo Electrónico: Salesmanagementevertec@evertecinc.com

PERSONAS AUTORIZADAS A FIRMAR	
NOMBRE Y APELLIDOS	TÍTULO QUE OSTENTA
Paola Perez Sunillo	Vicepresidente Ejecutivo
José Arroyo Pont	Director Business Solutions & Payment Service
Miguel Vizcarrondo Carrion	Vicepresidente Ejecutivo

Será responsabilidad de cada Agencia Ejecutiva, Corporación Pública o Municipio validar la elegibilidad del proveedor antes de otorgar cualquier contrato. Así como el de garantizar que el proveedor pueda ofrecer los servicios profesionales conforme a las normas que lo regulan.

**ADVERTENCIA:** Cualquier alteración en este certificado y podrá ser sancionado criminalmente conforme a las disposiciones aplicables del Código Penal de Puerto Rico.



Validación: <https://validacion.pr.gov/>, debe usar el número de certificado como código de validación RUC20220720



## CERTIFICADO DE REGISTRO DE COMERCIANTE

**Nombre Localidad:**  
EVERTEC GROUP LLC  
CUPEY BAJO  
CARR 176 KM 1.3  
SAN JUAN PR 00926

**Nombre Legal:**  
EVERTEC GROUP LLC  
CARR 176 KM 1.3  
CUPEY BAJO  
SAN JUAN PR 00926

# 0210187-0145

### Agente retenedor

**Fecha de Emisión:**  
13-sep-2022

**Fecha de Expiración:**  
30-sep-2024

**Tipo de Certificado:** Comerciante

Código NAICS:	Actividad Comercial:
52232	Servicios de Procesamiento de Transacciones Financieras, Reserva y Cámaras de Compensación
44314	Tiendas de Dispositivos y Electrónicos
45299	Otras Tiendas de Mercancía en General
51821	Procesamiento Electrónico de Información, Hospedaje y Servicios Relacionados
54151	Servicios de Diseño de Sistemas de Cómputo y Servicios Relacionados

Certifico que este comerciante está inscrito en el Registro de Comerciantes del Departamento de Hacienda.

**Secretaria Auxiliar  
Área de Rentas Internas**

Este certificado no es transfrible y el mismo deberá exhibirse en todo momento en un lugar visible al público en la localidad indicada. Para verificar si este certificado es válido, acceda a <https://sun.hacienda.pr.gov> y presione el enlace "Valide certificados y licencias".



**L1818755392**

## SAM Registration:

This email was sent by an automated administrator. Please do not reply to this message.

Dear Luz Hernandez,

The registration for EVERTEC GROUP LLC / RZJ9KN6K5HA4 / 84YR9 is now active in the U.S. federal government's System for Award Management (SAM). If you did not provide a Commercial and Government Entity (CAGE) Code during the registration process, one has been assigned to you by the Defense Logistics Agency (DLA) CAGE Program.

To remain eligible to do business with the federal government, you must renew your entity's registration in SAM every year. The annual renewal date for the registration is 2023-10-03 08:54:27.379.

You may invite additional users to manage or review your entity registration by following these steps:

1. Go to

<https://nam10.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.sam.gov%2F&data=05%7C01%7CMa%20Rodriguez%40evertecinc.com%7Ca978ef9c5f484372148108daad53a05c%7C2b5b7d77f19b4c6db1805768c09ad43b%7C0%7C0%7C638012871928341227%7CUnknown%7CTWFpbGZsb3d8eyJWljiMC4wLjAwMDAilCJQljoiv2luMzliLjBTil6Ik1haWw%7C%7C%7C&reserved=0> and log in.

2. On the Workspace page, scroll down to the User Directory.

3. Enter the email address of the user you want to invite and select Enter or select the email address from the list.

4. On the next page, select the Assign Role button in the top right corner of the page.

5. On the Assign Role page, follow the instructions provided and then select Send Invitation at the bottom of the page.

6. The user will be notified.

All invitees will receive an email message from SAM with instructions on how to complete the process.

Remember, this process is entirely FREE to you. It is FREE to register and maintain your registration in SAM. It is FREE to get help with your registration. Contact our supporting Federal Service Desk at

<https://nam10.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.fsd.gov%2F&data=05%7C01%7CMagda.Rodriguez%40evertecinc.com%7Ca978ef9c5f484372148108daad53a05c%7C2b5b7d77f19b4c6db1805768c09ad43b%7C0%7C0%7C638012871928341227%7CUnknown%7CTWFpbGZsb3d8eyJWljiMC4wLjAwMDAilCJQljoiv2luMzliLjBTil6Ik1haWw%7C%7C%7C&reserved=0>, or by telephone at 866-606-8220 (toll free) or 334-206-7828 (internationally).

In addition, if you are located in the U.S. and its outlying areas, you can get FREE support from your local Procurement Technical Assistance Center (PTAC), an official resource for government contracting assistance. Go to

<https://nam10.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.aptac-us.org%2F&data=05%7C01%7CMagda.Rodriguez%40evertecinc.com%7Ca978ef9c5f484372148108daad53a05c%7C2b5b7d77f19b4c6db1805768c09ad43b%7C0%7C0%7C638012871928341227%7CUnknown%7CTWFpbGZsb3d8eyJWljiMC4wLjAwMDAilCJQljoiv2luMzliLjBTil6Ik1haWw%7C%7C%7C&reserved=0> to find your closest PTAC.

Thank you,

The System for Award Management (SAM) Administrator

<https://nam10.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.sam.gov%2F&data=05%7C01%7CMa%20Rodriguez%40evertecinc.com%7Ca978ef9c5f484372148108daad53a05c%7C2b5b7d77f19b4c6db1805768c09ad43b%7C0%7C0%7C638012871928341227%7CUnknown%7CTWFpbGZsb3d8eyJWljiMC4wLjAwMDAilCJQljoiv2luMzliLjBTil6Ik1haWw%7C%7C%7C&reserved=0>

- Prior to the vendor submission of its 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 Sistema Unificado de Rentas Internas (SURI). The 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 coverage 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 7: Proforma Contract Draft**.
- A performance bond may be required for the contract resulting from this RFP.

**Part A – Appendix 3: Service-Level Agreements and Performance Standards**

- **Part A – Appendix 7: Proforma Contract Draft** inclusive of HIPAA BAA

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.**

Jose Arroyo [Signature] 4/21/22  
Printed Name/Signature of Authorized Personnel Date

**7.5. COMMERCIAL MATERIALS**

The vendor should list any commercial and proprietary materials it will deliver that are easily copied, such as commercial software, and in which the PRMP will have less than full ownership (“Commercial Materials”). Generally, these will be from third parties and readily available in the open market. The vendor need not list patented parts of equipment.

Not applicable

**7.6. EXCEPTIONS (IF APPLICABLE)**

**Exception #1**

Document Title (Reference Specific Contractual Document and Section in Which Exception is Taken)	Vendor’s Explanation (Required for Any Rejection/Exception)	Vendor’s Proposed Alternative Language (If Applicable)  Cross-Reference to Specific Section of Vendor’s Terms, If Any Provided as Part of the RFP Response
<p><u>Title:</u> Part A – Appendix 3: SLAs and Performance Standards  <u>Service Area:</u> Printing and Mailing  <u>SLA Subject Area:</u> Timeliness of Printing and Mailing  <u>Contract Remedies:</u> The PRMP shall assess up to \$10 per business day for each piece of mail beyond two business days that mail with addresses that can be validated by USPS are not mailed.</p>	<p>Evertec has robust capacity, nevertheless we do not have unlimited capacity. Therefore, to provide a two business day delivery, we need a better understanding of the volume, priorities and frequencies of such request</p>	
<p><b>NOTES/COMMENTS: &lt;FOR PRMP USE ONLY&gt;</b></p>		

**Exception #2**

<b>Document Title</b> (Reference Specific Contractual Document and Section in Which Exception is Taken)	<b>Vendor's Explanation</b> (Required for Any Rejection/Exception)	<b>Vendor's Proposed Alternative Language (If Applicable)</b> Cross-Reference to Specific Section of Vendor's Terms, If Any Provided as Part of the RFP Response
<p><u>Title:</u> Part A – Appendix 3: SLAs and Performance Standards  <u>Service Area:</u> Managing Operations  <u>SLA Subject Area:</u> Security Breach  <u>Contract Remedies:</u> The PRMP shall assess up to \$100 for each beneficiary whose information is accessed without authorization and is attributable to a fault of the vendor, according to PRMP policies and procedures. PRMP shall assess up to \$5,000 for each business day that a security breach attributed to the vendor goes unreported to PRMP.</p>	<p>Will not be met. Nevertheless, as an alternative, we are willing to meet on a lower liquidated damage with an aggregate liability limit.</p>	
<p><b>NOTES/COMMENTS: &lt;FOR PRMP USE ONLY&gt;</b></p>		

April 21, 2023

**Re: Disclosure of Lobbying Activities  
for RFP**

To whom it may concern:

To the best of my knowledge, I hereby state that Evertec Group, LLC ("Evertec") does not engage in lobbying activities pursuant to 31 U.S.C. 1352. Evertec does engage in lobbying activities at Puerto Rico's Legislature and Executive branches.

Please do not hesitate to contact me at (787) 462-6579, if you have any questions.

Cordially,



Paola Perez Surillo  
Executive Vice President  
Head of Puerto Rico

## APPENDIX A – CORPORATE PROFILE

### Our PROFILE

*Evertec® (www.evertecinc.com), is a leading transaction processing services company in the Caribbean and Latin America, which provides a wide range of merchant acquiring, payment processing and business, process management solutions.*

#### Our Profile

We are differentiated, in part, by our diversified business model, which enables us to provide our varied customer base with a broad range of transaction processing services from a single source across numerous channels and geographic markets.

#### What we DO

- Package and provide our customers with a comprehensive range of services that other businesses must source from multiple vendors.
- Serve customers with distinct operations across the region with a single integrated technology solution that enables them to manage their business as a single enterprise.

Capture and analyze data along the transaction processing value chain, providing value-added services superior to those offered by vendors who, because of technology, capability, and product limitations, can only handle one

segment of the transaction processing value chain.

The largest merchant acquirer in the Caribbean and Latin America. Evertec serves 26 countries in the region from its base in Puerto Rico. The Company manages a system of electronic payment networks that process more than 2.1 billion transactions annually and offers a comprehensive suite of services for core bank processing, cash processing and technology outsourcing. In addition, Evertec owns and operates the ATH network, one of the leading personal identification number ("PIN") debit networks in Latin America. The Company serves a diversified customer base of leading financial institutions, merchants, corporations, and government agencies with "mission-critical" technology solutions.

We serve a broad and diversified customer base of leading financial institutions, merchants, corporations, and government agencies with a "critical mission" technology solution.



## Regional Presence

Puerto Rico  
Carr. # 176 k.m. 1.3 Cupey Bajo,  
Río Piedras PR 00926  
PO Box 364527 San Juan,  
PR 00936-4527

Brasil  
Al. Lorena, 638 3 ° Andar - cj.31  
Jardim Paulista CEP 01424-000  
São Paulo

Chile  
Londres 76, Santiago

Colombia  
Calle 11 # 68 - 39  
Bogotá  
Carrera 65 #45 - 20 oficina 430  
Medellín

Costa Rica  
Bo. Toumon Diagonal to  
La República Newspaper San José

Guatemala  
Av. La Reforma 7-62 zona 9  
Edificio Aristos Reforma, of. 404

México  
Jaime Balmes No. 11  
Torre C; Mezzanine. No. 4  
Col. Los Morales Polanco  
Miguel Hidalgo, 11510 CDMX

Panamá  
Edificio Torre de las Américas Torre B,  
piso 2, oficina 202 Boulevard Punta Pacífica  
Ciudad de Panamá

Perú  
Av. Víctor A. Belaunde 147,  
Vía Principal pal. 140, Edif. Real 6, piso 6,  
San Isidro, Lima, 27

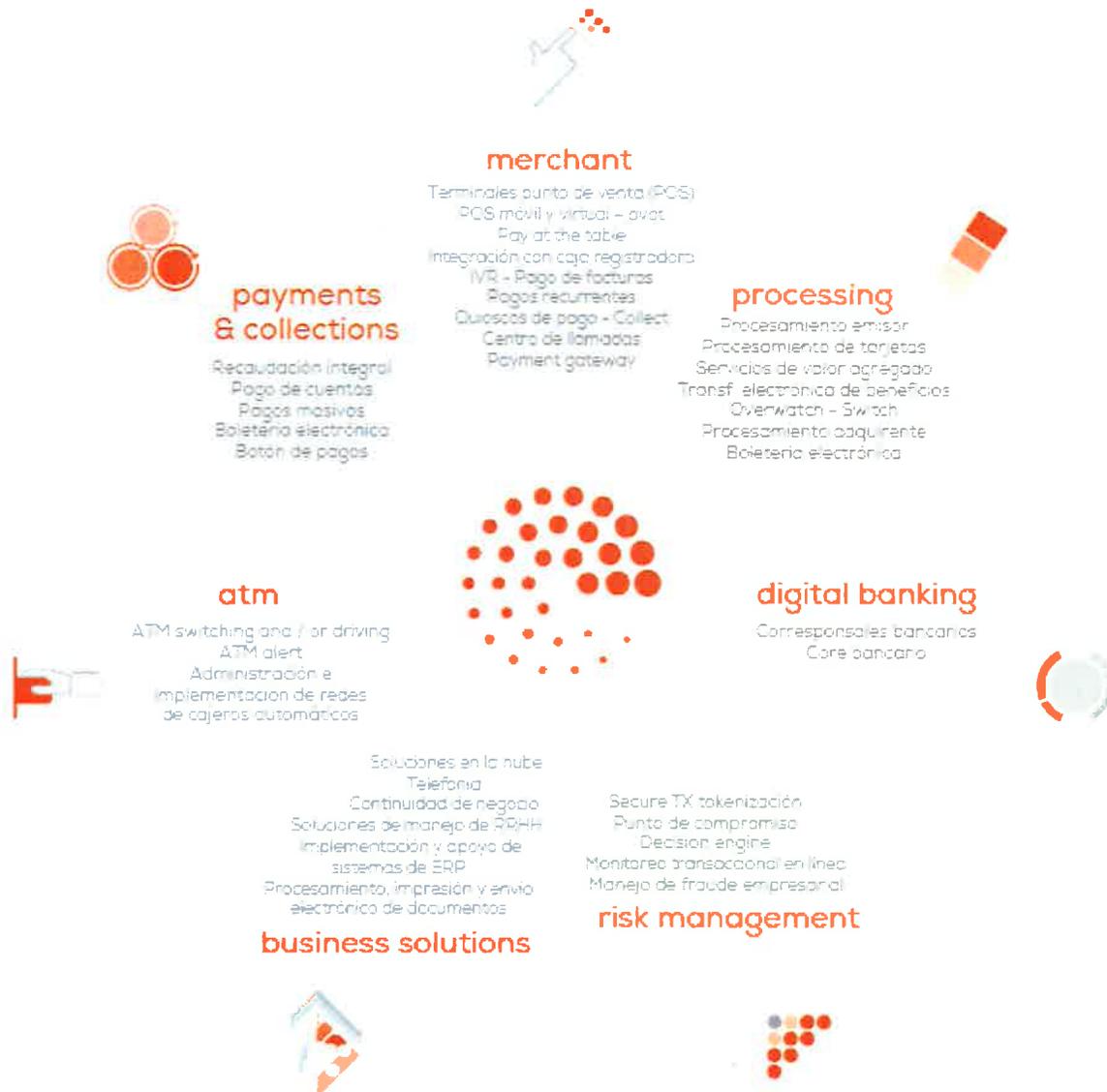
República Dominicana  
Ave. Gustavo Mejía Ricart #102  
esq. Ave. Abraham Lincoln,  
edif "Corporativo 2010", suite 802B  
Piantini, Santo Domingo

Uruguay



Av. Italia 6201 Parque Tecnológico LATU  
Edificio Los Sauces, PB. Montevideo

## Our OFFERING



## APPENDIX B – EVERTEC'S INFRASTRUCTURE

### Cupey Center Infrastructure

*Evertec is the main information technology and processing services company in Puerto Rico. We rely on systems and procedures that currently service several other clients throughout the island.*

Evertec's primary operations center is situated on 19.9 acres of property located in San Juan, Puerto Rico. This facility houses the primary computer systems and operation facilities as described below.

Our Cupey Data Center functions round the clock 24x7x365. Our electrical facilities include a high efficiency 38KV power substation. Due to the criticality of our services to the financial backbone of Puerto Rico and the other 19 countries that we service, in case of a disaster our incoming electrical feeds will receive the same priority as hospitals, police stations, etc.



**Cupey Campus:** 19.9 acres    5 Buildings    43,626 sq2 construction    1,978 parking

Cupey Campus boasts redundant communication using different carriers. We are connected to PRTC Fiber Optic (FO) ring with redundant connections with a bandwidth capability of OC92. The AT&T circuit bandwidth capability is OC48, while we also have access to PREPANET FO network now and Neptuno Networks.

## Our Facilities

For emergency power we are equipped with two 2,000 KW generators with N+1 redundancy.



operation. We also have 2 water wells on campus providing 30 GPM and 12 GPM.



For cooling purposes our facilities are equipped with a chilled water system comprised of 4 cooling towers of 350 tons each (N+3), 4 water pumps (N+3) and 4 water chillers of 350 tons each (N+3). This configuration provides 15 CRAH Units which represent up to 232 tons of cooling in the Data Center (85 watts/ft<sup>2</sup>). The system uses high efficiency filters and provides high availability for cooling in the data center.



The fire protection in the data center is provided by VESDA heat and smoke detection system and FM200 automatic fire suppression system. The data center consists of with 18,000 sq. /ft. of raised floors with sub floor water detection.

Our diesel fuel reserve has a capacity of 20,000 gallons which gives us up to 7 days of continuous operation.



At rack level our power is provided by dual independent UPS configured as parallel redundant. This power redundancy protects rack components from power outages. There are two 800KVA UPS in parallel for side A and two 800KVA UPS for side B.



Physical security is provided by a CCTV surveillance system supported by a network of over 450 digital cameras located in key points around the campus. This is complimented by electronic access control and a single point of entry for visitors.



*Our data processing center includes different platforms, these platforms include: Mainframes, RISC and CISC systems, UNIX, LINUX, Windows, High Density servers, Blade servers, multiple vendor SAN storages including IBM and EMC.  
DRS*

Evertec has established its Business Continuity Program based on the best practices of the industry as noted by the Disaster Recovery Institute. The program includes the policies for creation and maintenance of Business Continuity Plans for each critical unit of Evertec. These plans provide Evertec with the ability to recover and continue operations in case of an interruption. As part of these policies Evertec also has Disaster Recovery Plans for its critical systems and applications.

Evertec's Business Continuity policies regarding tests provide for disaster recovery test to be conducted, at least, once a year for critical applications. Evertec has an annual test itinerary that includes the different tests to be conducted during the year and the corresponding schedule. As part of the test coordination scenario, objectives, results, and other related information are properly documented for each test. During the test, incidents are also documented for proper follow up of corrective actions. When the test is completed a test, certification is signed indicating test results. All documentation is stored together on the test binder and provided to the customer and auditors. Our Tres Monjitas Recovery Data center is comprised of two areas. The area #1 is equipped with 2 redundant 350 KW

power generators with 4,000 gallons of diesel, 2 redundant 150KVA UPS, 110 ton & 120-ton redundant chillers, FM200 Fire suppression system and 4,000 ft<sup>2</sup> of raised floor. Security is provided by electronic access control, CCTV, and single point of entry. Area #2 is equipped with 350 KW and 250 KW generators, 100 KVA and 36 KVA UPS and 4,000 ft<sup>2</sup> of raised floors. Security is provided electronic access control, CCTV, and single point of entry.

#### **FACILITIES PHYSICAL SECURITY**

Evertec has built its systems around security features that guarantee that the information processed remains protected from unauthorized activity or damage. We undoubtedly recognize the importance of maintaining our System secure and running efficiently. In today's technological environment, it is crucial that companies protect their assets and information through dependable security technology and follow guidelines for facility directives. Additionally, our sites involved in the processing of data and/or housing of sensitive information are designed with a high degree of physical security elements. These physical security and access control systems monitor and regulate persons entering the site, detect unauthorized entry attempts and use control mechanisms to prevent unauthorized entry.

The securities of our operations centers contain logical as well as physical security. These systems monitor and control people entering the sites, detect unauthorized entry attempts and use control mechanisms to inhibit unauthorized entry. Our centers have sub-floor water detection and humidity alarms, and controlled access to facilities for employees and visitors. These controls are primarily accomplished through the use of 80 color closed circuit television (CCTV) cameras deployed throughout the data center, proximity reader access systems and intrusion detection alarm systems. The cameras are strategically positioned so that none of them can be compromised without detection by neighboring cameras. Moreover, both of our Primary Data Center and Back up Data Center are equipped with Liebert Air Handling Units to maintain a reliable operating environment and regulate temperatures and humidity levels in those critical areas.

### **ENTRANCE SECURITY**

Evertec's data processing and telecommunications facilities are secured 24x7x365. Security control begins at the main entrance to the Evertec facility with a monitored reception area and qualified personnel who maintain a sign-in log and camera-ready equipment to verify visitor identification carefully. A non-authorized individual must be positively identified, photographed and made to register via sign-in log upon entrance into the facility. The log must also reflect whom the visitor will be meeting and the purpose thereof.

All visitors are prohibited entry until an Evertec employee escorts the individual to their destination. While in the facility, the visitor remains under escort and wears a visitor's badge until departure. The badge must be returned by the individual upon leaving the facility.

The computer/control center is housed in a separate area within the main building. This area has a separate physical control system. The entrance is locked at all times by an electronic locking mechanism which is controlled by a card proximity system. The entrance door to the computer/control area is also secure against forced entry and monitored by personnel at all times. Closed Circuit Television (CCTV) cameras are used to monitor key areas inside and outside the buildings in which transaction data is processed. Entrance to these facilities is permitted only to authorized employees and escorted visitors.

### **LOCKS**

Evertec's facilities are manned 24 hours per day, 7 days per week. To provide an extra measure of security, Evertec always requires that the computer/control room be locked at all times and all areas with sensitive equipment and information also be locked. The main facility is always monitored by personnel and remains locked. Each door is monitored individually, and authorized access is recorded and documented by the access control system. This high level of security is maintained 365 days per year.

## **KEYS**

Evertec employs an electronic/card proximity system for entry into the computer/control area. Keys are never used. Our electronic/card proximity system is always active and ensures doors are locked. The operation at Evertec's facilities is in the form of 24 hours per day, 7 days per week therefore a secondary locking mechanism is not required. Access, which is authorized using the card, is recorded and documented with the time and date of the access and identification of the person entering or exiting an area.

## **CIPHER OR PROXIMITY/SWIPE CARD TYPE DEVICES**

Evertec recognizes the risk of relying on cipher locks. This type of lock does not allow entrance on an individual basis nor allows personnel monitoring capability. Evertec does not use this type of locking device in any of its facilities. As previously noted, Evertec uses a card proximity locking control system. Authorized entry is recorded and documented with the time and date of the access. These cards are programmed to admit personnel only to certain areas at specific times during the 24 hours of operation. If an employee loses their badge, they are treated as a regular visitor and made to sign the log and allowed entrance only by the security personnel.

## **WINDOWS**

There are no operable windows in Evertec's computer/control rooms. Any windows that may be part of an exterior wall of the building associated with the

computer and control areas are physically blocked with solid materials. All exterior doors are protected with magnetic contacts or sensors to announce and document any unauthorized access attempts. The facility is manned 24 hours per day, 365 days per year.

## **PERSONAL ACCESS CONTROL**

The main entrance to all operational sites where transaction data is processed is controlled by personnel at the main reception and/or operations desk. The computer/control room is a monitored area within this facility. This area is additionally secured by a card proximity electronic lock and an intrusion alarm system. This entrance/alarm system is programmed in such a manner that personnel are allowed into the facility only at those times for which they are authorized. All non-employee personnel in the building must sign in, identify themselves, and remain under escort, as must all non-authorized personnel within the computer/control area. The facility also has strategically placed security cameras.

It is mandatory that everyone wear a visitor's badge while in the facility and be escorted by an authorized staff person at all times. All authorized personnel using cards to enter controlled areas have their identification automatically logged with the time and date of entry.

Unauthorized accesses are also monitored and recorded. Reports with information of people trying to use their card to enter unauthorized areas are

monitored frequently. Measures are taken with those individuals demonstrating suspicious activity with their access card.

### **DATA STORAGE SECURITY**

All transaction data stored on any type of medium is kept in the controlled computer/control room, in the off-site backup data facility, or at an off-site storage vault. Access to these areas is strictly enforced and limited to authorized personnel only.

### **FIRE PROTECTION AND SUPPRESSION**

Evertec data centers utilize a multi-level fire and smoke detection/suppression system to detect and suppress fire in the early stages. Smoke detectors are located above and below floors, and heat detectors and monitors are placed throughout these data centers.

The system provides FM 200 Waterless Fire Protection systems to suppress fires. Alarms sound locally and remotely at the 24-hour manned control center upon smoke and/or fire detection. Alarms are also provided through visual signals for further support of the Americans with Disabilities Act (ADA).

The detection systems are interlinked so that false alarms are minimized. The fire suppression system can be hand-

triggered, should the automatic system fail. Hand-held fire extinguishers are placed in several areas in the data center, and their locations are clearly marked.

### **SECURITY AWARENESS TRAINING**

The Computer Security Act requires mandatory security training for everyone who will have access to sensitive information and the systems that support such information. Specifically, Section 5.a. clearly states: 'Each Federal agency shall provide for the mandatory periodic training in computer security awareness and accepted computer security practice of all employees who are involved with the management, use, or operation of each Federal computer system within or under the supervision of that agency. Furthermore, training must be customized to fit the specific program. Evertec has provided computer security training at four levels:

- Executives and Managers
- Systems and Software Developers
- Operations Personnel
- Ongoing Security Awareness

The ongoing efforts of the ongoing awareness program involve the periodic issuance of information about security risks, vulnerabilities and threats associated with operations.



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