



Department of Health

Puerto Rico Medicaid Program

AWARD NOTIFICATION

NOTIFICATION OF NEED OF NON-PROFESSIONAL SERVICES

2025-PRMP-NNNPS-OCS-002

(Office Cleaning Services for the Period of July 2025 to September 2027)

Pursuant to Executive Order 2021-029¹, Circular Letter 013-2021², Administrative Order No. 581³, and 45 CFR 74.327-329, the Puerto Rico Medicaid Program (PRMP) solicited proposals for office cleaning services. The goal is to seek to fulfill general and constant cleaning needs of the local and regional PRMP offices. Due to the nature of the services provided by PRMP, the office cleaning services are required island wide.

In response to the Notification of Need for Non-Professional Services (NNNPS), PRMP received proposals from three (3) vendors: Mangual's Office Cleaning Service, Inc., Total Quality Maintenance, Inc., and Xpert's LLC.

In accordance with the evaluation parameters and processes outlined in the NNNPS, proposals were evaluated by an Evaluation Committee across the following criteria:

Vendor Overview
Vendor References
Staffing Plan
Key Staff Resumes
Added Value Features

Each criteria had its own subdivisions which the Evaluation Committee scored using the following rubric:

- 5: Excellent - Exceeds the specifications
4: Good - Fully addresses the specifications
3: Marginal - Addresses the specifications, but has some substantial deficiencies
2: Deficient - Partially addresses the specifications or is very limited
1: Unacceptable - Fails to address the specifications

Cost proposals were graded using the following formula:

$$\frac{\text{lowest offeror's cost}}{\text{the offeror's cost being scored}} \times \frac{\text{the maximum number of cost points available}}{\text{the maximum number of cost points available}}$$

¹ Issued by the Governor of Puerto Rico.

² Issued by the Office of Management and Budget of the Government of Puerto Rico.

³ Issued by the Department of Health of Puerto Rico.

PROPOSALS SUMMARIES (listed in alphabetical order)

Mangual's Office Cleaning Service, Inc.

Mangual's Office Cleaning Service, Inc. is a privately held, 100% Puerto Rican-owned company with over 55 years of experience in commercial and industrial maintenance and cleaning. Established in 1965 as a family-run service, it formalized operations in 1970 and gained significant public sector experience with a long-term contract at Luis Muñoz Marín International Airport in 1978. The company's vision is to set the standard of excellence in cleaning services, with a mission to transform spaces by combining expertise, innovation, and professionalism to foster long-term client partnerships and enhance environmental safety, cleanliness, and functionality.

Expertise: Mangual's offers a broad range of cleaning and maintenance services, including standard office and physical plant cleaning, green area maintenance, parking lot upkeep, and specialized services like emergency response and certified disinfection. They utilize professional-grade cleaning products and chemicals tailored to client needs and maintain an extensive inventory of specialized equipment, including tractors, sky masters, and sand sweepers⁵. Their operations cover all 78 municipalities of Puerto Rico, including Vieques and Culebra, supported by strategically located mini-warehouses and a robust inventory control system ensuring consistent availability of supplies. The company's personnel are trained in daily general cleaning, restroom sanitation, carpet care, glass cleaning, trash collection, floor maintenance, kitchen sanitation, dusting, and exterior upkeep⁷.

Administrative Capabilities: Mangual's employs approximately 2,500 workers, including administrative professionals, certified technicians, field supervisors, operations directors, agronomists, and safety managers, enabling efficient management of large-scale contracts and quality assurance⁸. Their operational strategy includes customized work plans for each agency, a Quality Assurance Program, customer satisfaction objectives, personnel metrics, and an ongoing risk management program compliant with OSHA standards⁹. Management and supervision are highly structured with regional coverage, daily oversight, and real-time issue resolution. The company is fully responsible for recruitment, background checks, training, and ongoing evaluation of all cleaning personnel, ensuring professionalism, safety, and compliance.

Relevant Experience: With over 55 years of experience, Mangual's has extensive public sector experience, serving numerous government agencies, municipalities, and public institutions across Puerto Rico¹². Their active clients include the General Services Administration, Puerto Rico Ports Authority, Puerto Rico Department of Education, Department of Health, and the Puerto Rico Medicaid Program, among others. They manage comprehensive services for central offices, satellite offices, administrative divisions, parking structures, and exterior areas, providing all necessary materials, equipment, and trained personnel.


Differentiators: Mangual's is a wholly Puerto Rican-owned company with over five decades of continuous operation and a proven track record in high-profile public sector work. Their island-wide coverage, extensive workforce, and structured operational and training programs, including OSHA and ISSA certifications, enable consistent quality and rapid response. They emphasize ethical business practices, operational excellence, and a commitment to transforming environments through their services.

Total Quality Maintenance, Inc.

Total Quality Maintenance, Inc. (TQM) is a company founded in 1991, offering over 30 years of experience in general construction, cleaning, maintenance, and green area services. TQM is committed to providing high-quality, safe, and efficient services using premium materials, innovative technology, and a highly trained team, aiming to deliver comprehensive solutions that meet client needs and contribute to sustainable development. They aspire to be a leading industry reference, expanding their market presence with efficient and personalized solutions that exceed client expectations.

Expertise: According to their proposal, TQM provides commercial and industrial cleaning and maintenance services, including deep cleaning and disinfection of interior and exterior areas, as well as green area maintenance. They conduct facility evaluations to tailor services to client needs, accurately estimating time and processes for efficient task completion. TQM's personnel are proficient in hygiene techniques, cleaning procedures, and risk identification. Their certifications include ASG certification for government maintenance and cleaning services, CIMS from ISSA, U.S. Green Building Council, EPA Toxic Substances Control Act compliance, and specialized training in Bloodborne Pathogens, Hazard Communications, Personal Protection Equipment, SARS-COVID-2 cleaning, and OSHA regulations.

Administrative Capabilities: According to their proposal, TQM operates with a robust organizational structure designed to achieve strategic objectives focused on high-quality service. Their team includes cleaning and maintenance technicians, green area technicians, Safety Officers, engineers, architects, chemical advisors, disinfection specialists, carpenters, masons, service coordinators, customer service specialists, area supervisors, and human resources and accounting personnel. The company implements a comprehensive recruitment and selection process to identify and onboard qualified personnel, including background checks and drug testing. TQM maintains a continuous training and development system for its staff, covering hygiene techniques, equipment uses, safety protocols, and risk management, with ongoing managerial support and performance evaluations. They have a structured and proactive replacement plan to ensure uninterrupted service in case of absences or vacancies.



Relevant Experience: TQM offers services to a diverse clientele including state government agencies, municipalities, public and private schools, medical/hospital offices, universities, and commercial entities. Their experience extends to comprehensive cleaning, maintenance, and disinfection contracts for various government entities like the 9-1-1 System Bureau and the Municipality of San Juan, as well as significant projects such as mold mitigation programs in public schools for the Infrastructure Financing Authority. Key personnel, such as President Ovidio Hernández, possess over 20 years of experience in managing general services projects in both governmental and private facilities.

Differentiators: TQM distinguishes itself through its long-standing operational history, diverse service offerings beyond standard cleaning to include construction and green area maintenance, and a strong commitment to regulatory compliance and safety through various certifications. Their robust staffing and training programs ensure high-quality service delivery and operational continuity.

Xpert's LLC

Xpert's LLC is a family-owned corporation with over 38 years of experience in office maintenance, construction, and disaster recovery services across Puerto Rico, the U.S. Virgin Islands, and the Southern United States. Their extensive experience includes providing satisfactory services to numerous government agencies and private entities. Xpert's is committed to delivering services in full compliance with relevant regulations, including the Build America Buy America Act.

Expertise: According to their proposal, Xpert's provides a diverse range of services beyond janitorial maintenance, encompassing vegetation management, fumigation (holding license 0241 from the Department of Health), emergency management, mold cleaning and inspection, and asbestos and lead-based paint inspection under EPA regulations. They are the exclusive contractor for the U.S. Army Corps of Engineers (USACE) for natural disaster response in Puerto Rico and work with the National Oceanographic and Atmospheric Administration (NOAA) for sunken vessel removal. Their technical capacity has driven over 25% annual growth in their maintenance business line. Xpert's also holds Commercial Applicator Licenses for herbicides and a Non-Hazardous Waste Hauling Permit.

Administrative Capabilities: According to their proposal, Xpert's boasts an extremely strong financial capacity, with operational lines of credit totaling \$62 million from Banco Popular de Puerto Rico and Merrill Lynch, and over \$40 million in "Treasury Bills" to fund large projects. They also have a bonding capacity of \$300 million from Travelers Surety. The company employs over 4,000 personnel distributed island-wide, including Vieques and Culebra, ensuring rapid mobilization and service continuity. Their Human Resources Department, comprising eleven professionals, manages a rigorous hiring process, including pre-screening, background checks, drug/alcohol testing, and comprehensive training. Xpert's implements a digital platform (Raken) for daily field work reporting, capturing client information, task details, and photos, and operates a 24/7 call service for urgent client needs. They guarantee a 15-day warranty for maintenance work and assure properly trained, uniformed, and identified personnel using appropriate equipment. A structured complaint resolution system ensures prompt investigation and corrective action.

Relevant Experience: Xpert's has a history of providing janitorial services to major government agencies in Puerto Rico, including the Departments of Health, Education, Natural and Environmental Resources, and Labor and Human Resources, as well as several municipalities. They have managed large-scale disaster recovery efforts, including Hurricane Maria, administering over \$170 million in operations, hiring over 4,000 employees, and removing millions of cubic yards of debris. Their experience also includes significant construction and demolition projects. Xpert's operates under the General Service Administration (GSA) Multiple Selection Contract for Office Cleaning and Green Area Maintenance.

Differentiators: Xpert's distinguishes itself through its exceptional financial capacity, extensive experience in large-scale disaster recovery and diverse environmental services, and its proven ability to manage vast workforces across complex projects. Their integrated service model, which includes janitorial, fumigation, vegetation management, and emergency response, provides added value and economies of scale. They are officially registered with SAM.gov and hold numerous corporate awards for their past performance.

SCORE SUMMARY

Evaluation Category	weight	Mangual		TQM		Xperts	
		score	points	score	point s	score	point s
Vendor Overview	---	---	---	---	---	---	---
A.	5	4	4	4	4	4	4
B.	5	5	5	3	3	5	5
C.	5	4	4	4	4	4	4
D.	5	5	5	5	5	5	5
Sub total	---	---	18	---	16	---	18
Evaluation Category	weight	Mangual		TQM		Xperts	
		score	points	score	point s	score	point s
Vendor references	---	---	---	---	---	---	---
E.	20	5	20	4	16	5	20
Sub total	---	---	20	---	16	---	20
Evaluation Category	weight	Mangual		TQM		Xperts	
		score	points	score	point s	score	point s
Staffing Plan	---	---	---	---	---	---	---
F.	5	5	5	5	5	4	4
G.	5	4	4	4	4	4	4
H.	5	4	4	4	4	4	4
I.	5	5	5	4	4	4	4
Sub total	---	---	18	---	17	---	16
Evaluation Category	weight	Mangual		TQM		Xperts	
		score	points	score	point s	score	point s
Key Staff Resumes	---	---	---	---	---	---	---
J.	15	5	15	4	12	2	6
Sub total	---	---	15	---	12	---	6
Evaluation Category	weight	Mangual		TQM		Xperts	
		score	points	score	point s	score	point s
Added Value Features	---	---	---	---	---	---	---
K.	10	4	8	2	4	5	10
Sub total	---	---	8	---	4	---	10
Technical Total	---	---	79	---	65	---	70

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Legend for Score Summary:

Vendor Overview

- A. The vendor must provide a brief company history and mission statement
- B. The vendor's technical proposal should include organization overview, corporate background and vendor's experience in the public sector.
- C. The vendor must provide brief biographical information regarding the personnel who would be directly responsible for the management and local supervision of this project.
- D. The vendor should include any certifications relevant to the services required by the NNNPS.

Vendor References

- E. The vendor must provide two (2) references for similar services provided in the past whose facilities are comparable in size, profile and cleaning service hours to those required by this NNNPS.

Staffing Plan

- F. Vendor must Identify key staff and roles of each key staff
- G. Describe how recruitment and selection, and replacement of staff is accomplished
- H. Describe in detail the training programs in place to support this project.
- I. Vendor must Identify the experience and qualifications of key staff

Key Staff Resumes

- J. Key staff consist of the vendor's core team for this engagement. The vendor must provide resumes for each key staff member.

Added Value Features

- K. Indicate features or programs not covered elsewhere in the response which are offered to enhance your firm's ability to effectively manage this project.

Cost Score Summary:

Mangual's

\$17.70/\$17.19 x 15 points = 14.5

TQM, Inc.

\$17.99/\$17.19 x 15 points = 14.5

Xpert's LLC

\$17.19/\$17.19 x 15 points = 15



Evaluation Points Summary

Vendor	Technical	Cost	Total
<i>Maximum Response Points</i>	<i>85</i>	<i>15</i>	<i>100</i>
Mangual's Office Cleaning Service, Inc.	79	14.5	93.5
Total Quality Maintenance, Inc.	65	14.3	79.3
Xpert's LLC	70	15	85

EVALUATION COMMITTEE RECOMMENDATION


According to the *Award* section of the 2025-PRMP-NNNPS-OCS-002, the award will be given to the responsible vendor whose bid, conforming with all the material terms and conditions of this Notice, scores the highest amount of points out of a possible 100. As shown in the *Evaluation Points Summary*, the vendor with the highest overall score was Mangual's Office Cleaning Service, Inc. The Evaluation Committee concluded that Mangual's provided the best proposal overall. Mangual's scored higher than the second highest scoring vendor, Xpert's LLC, in two categories and equally in two others, only scoring less in the added value features. The Evaluation Committee thus recommends to the program executive director that the *Buena Pro* be awarded to **Mangual's Office Cleaning Service, Inc.**

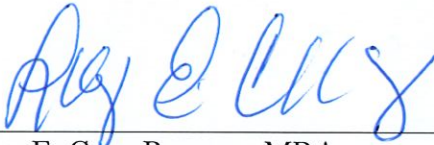


PRMP DETERMINATION

Hereby it is notified that the Puerto Rico Medicaid Program (PRMP) accepts the Evaluation Committee's recommendation to award the *Buena Pro* and subsequent contract to **Mangual's Office Cleaning Service, Inc.**, highest overall scoring vendor. All things considered, PRMP feels confident that this award is given to a responsible vendor whose proposal is advantageous to the program. This award is given in conformity with Executive Order 2021-029 and Administrative Order 2023-581, specifically the section identified as "SEGUNDO".

Before any services can be provided by the selected vendor, the contract must be filed with the Puerto Rico Office of the Comptroller.


 On June 16, 2025 in San Juan, Puerto Rico.



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I hereby certify that on June 16, 2025, copy of this *Award Notification* has been sent via electronic mail to all vendors to the addresses provided for legal notices in the submitted proposals:

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