



Department of Health

Puerto Rico Medicaid Program

AWARD NOTIFICATION

CENTRALIZED PROVIDER ENROLLMENT AND CREDENTIALING

2023-PRMP-MES-CPEC-001

Pursuant to Administrative Order Num. OA – 535¹, Act. No. 38/2017², as amended, and 45 CFR 74.327 – 329, the Puerto Rico Medicaid Program (hereinafter, PRMP), issued a Request for Proposal (hereinafter, RFP) for the purpose of selecting a vendor to provide necessary components to support healthcare provider screening, credentialing, enrollment, management, and operational support in support of its Medicaid Enterprise Systems (MES).

PRMP received a proposal from one (1) vendor: Enterprise Services Caribe LLC (hereinafter ESC). In accordance with Section 5.1: Evaluation Process of the RFP, the proposal was evaluated by a Puerto Rico Department of Health (PRDoH) appointed committee, across five aspects (global criterion), with each receiving a percentage of the overall total 1,100 points. The committee would recommend to the PRMP executive director the best-ranked evaluated vendor.

Based on the committee's determinations and scores given to the proposal, the Evaluation Committee recommended to the PRMP executive director that the Buena Pro and subsequent contract be awarded to ESC whose proposal scored a total of 870 points. Having agreed with and accepted the committee's recommendation, the executive director notifies this Award of Notification in favor of ESC.

The contract associated with this award will be based on a two (2) year contract, with two (2) optional two-year extensions (potential for six (6) years total). Prior to the formation of the contract, this award letter and ESC's proposal must be verified by CMS. Once approved, ESC shall submit all required documentation to the PRMP contract office. Furthermore, it is notified that no service should be provided by ESC until a copy of the contract is filed with the Puerto Rico Office of the Comptroller.

PROCEDURAL BACKGROUND

On March 7, 2023, PRMP published on several websites³ an RFP seeking competitive proposals from Provider Enrollment Systems Developers and Provider Credentialing Services

¹ Issued by the Department of Health of Puerto Rico.

² Known as the Uniform Administrative Procedures Act of Puerto Rico.

³ Medicaid website, Puerto Rico Department of Health website, Puerto Rico General Services Administration.

vendors to implement Provider Enrollment Modules and manage credentialing and re-credentialing services.

As part of the effort to increase vendor awareness and participation rate with this RFP, PRMP took the following steps:

1. Conducted market research analysis to identify and coordinate outreach to potential qualified vendors.
2. Reached out to bids websites⁴ that could help socialize the RFP across the vendor community.
3. Extended the RFP proposal submission due date to encourage increased vendor participation.
4. Provided clarity on proposal submission processes in a question-and-answer format.

Interested vendors had the opportunity to present questions and receive their correspondent answers that helped clarify instances of the RFP. PRMP received eight notices of intent to respond and received one proposal.

The Evaluation Committee proceeded with their analysis of the technical proposal over a period of seven weeks (May 3 – June 20, 2023). Members of the committee evaluated the proposal at an individual level, followed by a group session where they discussed individual's scores and reached a group score consensus. Up to this point in the process, the cost proposal remained sealed. At the end of this session, the cost proposal was opened, scored, and added to the scoring allocation.

Additional details regarding this RFP effort and associated milestones, beginning with the initial posting of the RFP and ending with the award recommendation can be found below.

1. On March 7, 2023, PRDoH, PRMP, published 2023-PRMP-MES-CPEC-001, for the purpose of selecting a vendor to provide necessary components to support healthcare provider screening, credentialing, enrollment, management, and operational support in support of its MES.
2. On April 2, 2023, PRMP responded to vendors' written questions via the vendor question and answer (Q&A) document. Additionally, PRMP posted updated RFP materials (RFP Amendment 1).
3. On May 3, 2023, one (1) vendor (ESC) submitted a proposal in accordance with Section 3.7: Proposal Submission and Section 3.11: Proposal Submittal and Instructions of the RFP.

⁴ The following bid websites were reached out: governmentbids.com; bidnet.com; govwin.com and bidprime.com.

4. On May 3, 2023, the Solicitation Coordinator completed the mandatory requirements review of the one proposal received in accordance with Section 5.2: Evaluation Criteria of the RFP. The Solicitation Coordinator determined that ESC's proposal met all the mandatory specifications, and the proposal was subsequently provided to the Evaluation Committee to complete their technical evaluations, per Section 5.2: Evaluation Criteria of the RFP.
5. On May 4, 2023, the evaluation committee began its evaluation of the technical proposal. Between May 4, 2023, and June 20, 2023, the evaluation committee conducted its evaluation of the technical proposal including key staff interviews, reference checks, and oral presentation. The oral presentation was held on May 31, 2023.
6. On June 20, 2023, the evaluation committee completed their evaluation of the technical proposal and signed a technical evaluation points summary, which summarized consensus technical evaluation scoring and confirmed the formula the evaluation committee would use to score the cost proposal.
7. On June 20, 2023, after the evaluation committee attested via signatures to the results of the technical evaluation, the evaluation committee opened the cost proposal for Proposal 1 (ESC). Once opened, the cost proposal was evaluated and scored.
8. On June 20, 2023, the evaluation committee signed an evaluation points summary attesting to the results of the technical and cost evaluations and identifying Proposal 1 (ESC) as the highest scoring proposal⁵.
9. After the conclusion of the evaluation stage, PRMP engaged ESC in pre-award negotiations to clarify elements of both the technical and cost proposals. The pre-award negotiations resulted in ESC submitting a best and final offer (BAFO) to PRMP on September 6, 2023.
10. The evaluation results, updated materials including the BAFO, and the evaluation committee's associated recommendations were then presented to the PRMP executive director for review and approval. The PRMP executive director reviewed and agreed with the evaluation results and associated recommendations, as per RFP Section 6.2: Contract Award Process of the RFP.

PROPOSAL SUMMARY

Enterprise Services Caribe (ESC)

ESC, a subsidiary of Gainwell, is an independent private company founded on October 1, 2020, but their origins go back to 1967. ESC is PRMP's current vendor for Medicaid Enterprise Solution (MES) Encounters, Financial Management and, Provider Enrollment and Screening (PEP). According to its proposal, ESC's CPEC solution is specifically configured for Puerto Rico, drawing upon local and corporate-wide Gainwell resources.

⁵ There was only one proposal.

ESC proposes a partnership with Verisys, a National Committee for Quality Assurance (NCQA) and Utilization Review Accreditation Commission (URAC) – certified Credential Verification Organization (CVO) to provide credentialing and recredentialing services as part of the ESC's CPEC solution. Verisys has been in business for over 31 years.

ESC's approach incorporates the business processes necessary for provider screening, credentialing, enrollment, management, and operational support. ESC's proposed solution builds on current interchange functionality and leverages commercial-off-the-shelf components for a modernized CPEC solution that meets expected needs and future enhancements. The solution should serve as the foundation for maturing provider management business processes in the future as PRMP executes its Medicaid Enterprise Roadmap.

Also, ESC's solution intends to provide the following benefits: eliminate unnecessary, duplicative credentialing requirements; improve access to broader sets of harmonized data for analytical and reporting purposes and data sharing across agencies; minimize disruption to stakeholders as modernization activities are implemented; improve provider access to real-time data through a secure, self-service portal; configures a rules engine that streamlines provider enrollment and credentialing and; add flexibility to accommodate future program needs and interface with multiple entities.

The cost of ESC's proposal for the full contract period (total of six years, two-year base term with two two-year optional terms) is **\$38,583,227.89**.

PROPOSAL EVALUATION – METHODOLOGY AND ANALYSIS

The purpose of this request for proposal was to solicit vendor proposals to implement a CPEC solution and select a vendor that can provide the necessary components to support healthcare provider, screening, credentialing, enrollment, management, and operational support. The selected vendor will provide a CPEC solution that aligns all associated functionality with the Centers for Medicare & Medicaid Services (CMS) guidance for Provider Management within a Medicaid Management Information System (MMIS).

According to OA-535 the proposal was scored by an Evaluation Committee appointed by the secretary of the Puerto Rico Department of Health. Section 3.11.4 of the RFP instructed vendors to submit proposals in two distinct parts sealed in separate envelopes: technical proposal and cost proposal. Prior to the opening of the cost proposal, the technical proposal was evaluated by each member of the committee at an individual level, followed by group sessions where members discussed their personal analysis and reached a consensus. Members were to assign a value from a scale of 1 through 5 to each criterion according to the following rubric:

- 5: Exceeds the specifications
- 4: Fully addresses the specifications

- 3: Addresses the requirements, but has some minor deficiencies
- 2: Partially addresses the specifications or is very limited
- 1: Fails to address the specifications

The rubric specified above correlates with the following scoring weights:

- 5: 100% of the applicable maximum points
- 4: 80% of the applicable maximum points
- 3: 60% of the applicable maximum points
- 2: 30% of the applicable maximum points
- 1: 0% of the applicable maximum points

The following evaluation criteria was stated in the RFP:

Scoring Area	Points Allocated
Criterion 1: Vendor Qualifications and Experience	100 points possible
Criterion 2: Project Organization and Staffing	100 points possible
Criterion 3: Approach to Statement of Work	450 points possible
Criterion 4: Initial Project Schedule	100 points possible
Criterion 5: Cost Proposal	300 points possible
Criterion 6: Oral Presentations	50 points possible
Total Points Possible	1,100 points

The following table portrays the Evaluation Committee's consensus score for each technical criterion:

Evaluation Item	Max Pts	ESC
		Score
Vendor Qualifications and Experience		
Overview	20.00	12.00
Existing Business Relationships with Puerto Rico	20.00	12.00
Business Disputes	20.00	12.00
References	40.00	24.00
Project Organization and Staffing		
Initial Staffing Plan	30.00	18.00
Use of PRMP Staff	40.00	12.00
Key Staff, Resumes, and References	30.00	18.00
Approach to Statement of Work		
<i>Approach to Business Specifications</i>		

Evaluation Item	Max Pts	ESC
		Score
• Provider Application	18.75	11.25
• Provider Eligibility	18.75	11.25
• Provider Enrollment	18.75	11.25
• Continued Enrollment	18.75	11.25
• Provider Information	18.75	15.00
• Provider Management	18.75	15.00
• Facility Oversight	18.75	15.00
• Provider Portal	18.75	15.00
<i>Approach to Technical Specifications</i>		
• Systems and Application	15.00	12.00
• Hosting	15.00	12.00
• PRMES Integration	15.00	12.00
• Technical Services	15.00	12.00
• Data Management	15.00	12.00
• Security	15.00	12.00
• Privacy	15.00	12.00
• User Interface	15.00	12.00
• User Documentation	15.00	12.00
• Reporting and Analytics	15.00	12.00
<i>Approach to Implementation Specifications</i>		
• Project Management	20.00	16.00
• CMS Certification	20.00	16.00
• Testing	15.00	9.00
• Training	20.00	16.00
<i>Approach to M&O Specifications</i>		
• M&O	20.00	16.00
• BC/DR	17.50	14.00
• Transition, Turnover, and Closeout	17.50	14.00
• Compliance	20.00	16.00
Initial Project Schedule		
Initial Project Schedule	100.00	80.00
Oral Presentations		
Did the vendor's presentation demonstrate extensive knowledge of managing a Provider Enrollment and Credentialing module and a CVO of the size requested in the CPEC RFP?	10.00	8.00
Did the vendor's presentation demonstrate a clear understanding of the specifications of the RFP?	10.00	6.00

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Evaluation Item	Max Pts	ESC
		Score
Did the vendor professionally present and manage their presentation, including time management?	10.00	8.00
Did the vendor fully respond to questions asked by the Evaluation Committee in a direct and applicable manner?	10.00	8.00
Was the overall impression of the strength and quality of the vendor's presentation positive?	10.00	8.00

After the technical evaluation exercise ended, the committee proceeded to add the cost proposal criteria to the equation. The highest possible score, 300 points, was automatically given to the proposal with the lowest cost, per the formula specified in the RFP:

$$\text{Lowest price of all proposal(s) / proposal price} \times 300 = \text{Price Score}$$

According to the vendor's cost proposal, scores are as follows:

$$\text{ESC: } \$38,583,227.89 / \$38,583,227.89 \times 300 = 300$$

The following table portrays the Evaluation Committee's consensus combined final scores (Technical and Cost):

Vendor	Technical	Cost	Total
<i>Maximum Response Points</i>	800	300	1100
ESC	568	300	868

As shown in the table above, ESC ended up a score of 868/1,000 points. It seems clear that in the opinion of the Evaluation Committee, ESC's proposal was of an acceptable quality and presents an approach capable of achieving PRMP's desired goals and outcomes, per the RFP. Further, ESC is the incumbent vendor and understands PRMP's business environment and needs. ESC's proposal indicates that PRMP will benefit from doing business with them as ESC has existing staff and technology in place to reduce onboarding timelines and, in some cases, costs.

PRMP DETERMINATION

Hereby it is notified that the Puerto Rico Medicaid Program executive director accepts the Evaluation Committee's recommendation to award the Good Pro in favor of ESC. As stated before, this award letter and vendor's proposal must be verified by CMS, prior to the signing of the contract. Once approved, ESC shall submit all required documentation to the PRMP contract office and prevent from providing any service until a copy of the signed contract is filed with the Puerto Rico Office of the Comptroller.

On February 6, 2024 in San Juan, Puerto Rico.



Dinorah Collazo-Ortiz, ESQ
Executive Director
Puerto Rico Medicaid Program

Administrative Revision/Judicial Review - Terms

Any person or party adversely affected or aggrieved by this award may, according to 3 LPRA § 9659, file a motion for reconsideration with the secretary of the Puerto Rico Department of Health (PRDoH) within a term of **ten (10) days** from the date of the notification of the award. The PRDoH must consider the motion for reconsideration within **ten (10) business days** of being filed. If any determination is made in its consideration, the term to request the appeal for judicial review will begin from the date on which a copy of the notification of the decision of the PRDoH is filed on record, according to the case, resolving the motion for consideration. If the filing date of the copy of the notification of the decision is different from that of the deposit in the ordinary mail of the sending by electronic means of said notification, the term will be calculated from the date of the deposit in the ordinary mail or sending by electronic means, as appropriate. If the PRDoH fails to take any action in relation to the motion for reconsideration within **ten (10) days** of its filing, it shall be understood that the motion was denied outright, and the time to request judicial review shall start to run from said date.

If the PRDoH accepts the reconsideration request within the term provided, it must issue the reconsideration decision or resolution within **thirty (30) days** following the filing of the motion for reconsideration. If the PRDoH accepts the motion for reconsideration but fails to take any action in relation to the motion within **thirty (30) days** of its filing, it will lose its jurisdiction and the term to request the judicial review will begin from the expiration of said term of **thirty (30) days**. The PRDoH may extend said term only once, for an additional period of **fifteen (15) days**.

Any person or party adversely affected by a final reconsideration or decision may file a petition for review with the Puerto Rico Court of Appeals within a term of **twenty (20) business days** of such final decision or determination being filed. See LPRA § 9672.

The mere presentation of a motion for reconsideration does not have the effect of preventing the PRMP from continuing with the procurement process within this request for Proposal.

I hereby certify that on February 6, 2024, copy of this award Notification has been sent via electronic mail to the vendor to the addresses provided for legal notices in the submitted proposal:

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