

Attachment E: Mandatory Specifications

Submission Requirements

Narrative Explanation Required Below According to Response Indication:

Abartys Health acknowledges and confirms its commitment to providing the essential right of access to systems, facilities, data, and documentation for the Puerto Rico Medicaid Program (PRMP) or its designee. This commitment is crucial for enabling audits and inspections deemed necessary by the PRMP to ensure compliance and operational standards. Abartys Health recognizes the importance of fostering transparency, collaboration, and a cooperative environment to facilitate effective oversight and verification processes. By granting access, Abartys Health demonstrates its dedication to maintaining a robust partnership with the PRMP and upholding the highest standards of accountability and compliance.

1. Abartys Health affirms its commitment to fully support the Puerto Rico Medicaid Program (PRMP) by promptly providing the necessary information in response to various activities. These include, but are not limited to, compliance audits, investigations, and legislative requests. We understand the significance of cooperation and transparency in such processes and assure the PRMP that our team is dedicated to meeting these requests comprehensively and in a timely manner. This commitment reflects our proactive approach to collaboration and our adherence to regulatory requirements, strengthening the effectiveness and trust in our partnership with the PRMP.
2. Abartys Health acknowledges the requirement and assures the Puerto Rico Medicaid Program (PRMP) that, if applicable, we will provide the necessary authorization from any parent, affiliate, or subsidiary organization. This authorization grants the PRMP access to relevant records in cases where such relationships impact our performance under the proposed contract. We are committed to facilitating transparency, ensuring compliance, and fostering a collaborative environment. This commitment aligns with our dedication to maintaining an open and accountable partnership with the PRMP.
3. Abartys Health is committed to ensuring that all applications, including those related to internet, intranet, and extranet under this contract, align with the accessibility standards outlined in Section 508 of the Rehabilitation Act of 1973. By embracing the principles set forth in 29 United States Code (U.S.C.) §794d, and 36 Code of Federal Regulation (CFR) 1194.21 and 36 CFR 1194.22, our team is dedicated to creating an inclusive and user-friendly experience for everyone. This commitment reflects our values of accessibility, diversity, and compliance with relevant regulations to enhance the overall effectiveness of our services.

4. Abartys Health acknowledges the requirement to provide increased staffing levels if there is a shortfall in meeting requirements, timelines, quality, or other standards outlined in the contract. We affirm our commitment to the Puerto Rico Medicaid Program (PRMP) that, at the discretion of the PRMP and without incurring additional costs, we will take prompt measures to enhance staffing levels as necessary. The determination of such adjustments will be based on the evaluation of service levels defined in the contract, ensuring a proactive and collaborative approach to meeting and exceeding established standards. This commitment underscores our dedication to the successful fulfillment of our contractual obligations to the PRMP.
5. Abartys Health is committed to providing evidence that our staff has completed and signed all necessary forms prior to commencing work for the contract. This practice aligns not only with the contract requirements but is also an integral part of our internal audits and ISO 27001 Information Security Management System (ISMS) recertification compliance. This approach ensures a robust and comprehensive adherence to protocols, underscoring our commitment to excellence, quality, and regulatory compliance in all aspects of our operations.
6. Abartys Health is fully committed to ensuring the security and privacy of sensitive data. Our systems are designed to prevent vendor staff from having the capability to access, edit, or share personal data, including but not limited to Protected Health Information (PHI), Personally Identifiable Information (PII), Financial Transaction Information, Federal Tax Information, and Social Security Administration (SSA) data, including family, friends, and acquaintance information. We employ robust security measures, access controls, and regular audits to safeguard against unauthorized access, ensuring the confidentiality and integrity of the data entrusted to us by the Puerto Rico Medicaid Program (PRMP). This commitment reflects our dedication to maintaining the highest standards of data protection and privacy compliance.
7. Abartys Health is committed to maintaining a robust staff model that ensures the provision of services outlined in the contract while consistently meeting or exceeding applicable service level agreements. Our dedication to service excellence includes strategic staffing practices to guarantee that the Puerto Rico Medicaid Program (PRMP) receives high-quality and timely services. Through proactive workforce management and continuous evaluation, we strive to align our staffing levels with the demands of the contract, ensuring a seamless and efficient delivery of services in accordance with established service level agreements. This commitment underscores our focus on client satisfaction and the successful fulfillment of contractual obligations.
8. Abartys Health acknowledges the invoicing requirements outlined by the Puerto Rico Medicaid Program (PRMP). On a monthly basis, we commit to providing the standard invoice package contents, including, but not limited to:

- i. An itemized description of services rendered for the invoice period, signed by an authorized representative of Abartys Health.
 - ii. A written certification affirming that no officer or employee of the PRMP, its subsidiaries, or affiliates will derive or obtain any benefit or profit from our vendor's contract. Invoices lacking this certification will not be processed for payment.
 - iii. A comprehensive list of all services completed within the invoice period, accompanied by evidence of the PRMP's acceptance and approval of the work.
 - iv. Submission of three physical invoice packages, including the original signature and hard copy (Invoice Package #1), and two additional hard copies (Invoice Packages #2 – #3).
 - v. One electronic invoice package (Invoice Package #4) to support the PRMP's review and approval process.

9. Abartys Health is dedicated to full compliance with federal Executive Order 11246, which encompasses the Equal Employment Opportunity Act, the Clean Air Act, and the Clean Water Act. Our commitment to these regulations reflects our unwavering dedication to fostering equal employment opportunities, environmental responsibility, and sustainable business practices. We prioritize adherence to these federal directives as an integral part of our corporate values, ensuring a workplace that upholds diversity, environmental stewardship, and legal compliance.

10. Abarty's Health affirms its commitment to maintaining a drug-free workplace, in strict accordance with the Drug-Free Workplace Act of 1988. We ensure that individuals associated with our organization do not engage in the unlawful manufacture, distribution, dispensation, possession, abuse, or use of controlled substances while performing duties under the contract. Our comprehensive approach includes implementing and enforcing policies that promote a safe and drug-free work environment, fostering a culture of responsibility and compliance. This commitment aligns with our dedication to creating a secure and productive workplace for the benefit of our team members and the Puerto Rico Medicaid Program (PRMP).

Table 16 details the mandatory requirements that the vendor must include and initial as part of their proposal.

Table 16: Mandatory Requirements

Mandatory Requirement Item(s)	Vendor Meets Requirement? Y/N	Provide a Brief Narrative to Demonstrate Understanding and Fulfillment of Requirement *Response should note any exceptions to meeting requirement
The vendor must comply with current and future Puerto Rico and federal regulations as necessary to support the services outlined in this RFP	Y	We continuously monitor regulatory updates and adapt our practices accordingly to ensure that our services remain compliant with evolving standards. Our proactive approach enables us to anticipate and address regulatory changes effectively, mitigating any potential risks or compliance issues.
The vendor must perform according to approved SLAs and associated metrics in the areas listed in Appendix 2: Service-Level Agreements and Performance Standards	Y	Our commitment involves not only meeting but exceeding the approved SLAs and associated metrics. We have a robust framework in place for monitoring, measuring, and continuously improving our performance in alignment with the agreed-upon service levels. This approach aims to guarantee the satisfaction of the PRMP and the successful fulfillment of contractual obligations.
The vendor must perform all work associated with this contract within the continental United States (U.S.) or U.S. Territories.	Y	Our operational model is designed to seamlessly accommodate and execute the required tasks within the defined geographic scope. We assure the Puerto Rico Medicaid Program (PRMP) that our team is fully equipped and prepared to deliver services within the designated areas, ensuring compliance with the contractual terms.
The vendor must serve as a trusted partner to the PRMP and represent the PRMP's interests in all activities performed under the resulting contract.	Y	As a vendor, our commitment extends beyond fulfilling contractual obligations; we actively seek to align our activities with the PRMP's mission and goals. Our team views itself as an extension of the PRMP, dedicated to promoting mutual success

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		and contributing to the advancement of healthcare services in Puerto Rico.
<p>Data Ownership: The vendor must agree that the PRMP retains ownership of all data, procedures, applications, licenses, and materials procured or developed during the contract period.</p>	Y	<p>Our approach aligns with the principles of transparency and respect for client ownership. We assure the PRMP that any data, procedures, applications, licenses, or materials generated or acquired in the course of our collaboration will be the exclusive property of the PRMP.</p>
<p>Security: The vendor must comply with information, data, and cybersecurity requirements as applicable for contractors and vendors doing business with the Commonwealth. Reference agencies and laws include Puerto Rico Innovation and Technology Service (PRITS), the Office of the Chief Government Cybersecurity Officer (within PRITS), Law 75-2019; HIPAA; and Law 151 of June 22, 2004.</p>	Y	<p>Our company is committed to strict adherence to information, data, and cybersecurity requirements outlined by pertinent Commonwealth agencies and laws. Our compliance will extend to regulations set forth by Puerto Rico Innovation and Technology Service (PRITS), the Office of the Chief Government Cybersecurity Officer (within PRITS), Law 75-2019, HIPAA, and Law 151 of June 22, 2004.</p> <p>We understand the critical nature of maintaining the security and privacy of healthcare information and will implement robust measures in line with the specified regulations. Our team is well-versed in these standards, and we are dedicated to fostering a secure environment for the Commonwealth's health information exchange operations.</p>
<p>Security: The vendor must include an independent security assessment plan aligned with the assessment guidelines in the CMS guidance document for MES certification. If a different framework is proposed for the assessment, the vendor shall ensure that the security assessment plan details how the vendor's framework is mapped to the NIST SP 800-53A framework, MARS-E,</p>	Y	<p>Abartys Health is committed to providing a comprehensive security assessment plan aligned with the guidelines in the CMS guidance document for MES certification. In the event a different framework is proposed, the vendor will diligently detail how this framework is mapped to the NIST SP 800-53A framework, MARS-E, or any mutually agreed-upon security controls framework.</p>

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<p>or agreed upon security controls framework.</p> <ul style="list-style-type: none"> a. The vendor confirms use of the NIST SP 800-53A framework OR identify the framework proposed and include a mapping of the proposed framework to the NIST SP 800-53A. b. Vendor confirms that a security assessment plan will be submitted to be included in a contract if vendor is awarded the RFP. c. Vendor commits to annually comply to an independent third-party security risk assessment for the HIE's third parties that transmit, process, or store data under the HIE's contract with PRMP. The vendor shall include the cost of the annual assessment within operating cost. 		<ul style="list-style-type: none"> a. We affirm the use of the NIST SP 800-53A framework. Alternatively, if a different framework is proposed, the vendor will identify and provide a mapping of the proposed framework to the NIST SP 800-53A. b. We acknowledge and commit to submitting a security assessment plan for inclusion in the contract if awarded the RFP. c. The vendor pledges to annually comply with an independent third-party security risk assessment for any third parties involved in transmitting, processing, or storing data under the HIE's contract with PRMP. The cost of the annual assessment will be seamlessly integrated within the operating cost of the vendor.
<p>Security: The vendor will provide security-related reports at defined frequencies that align to NIST 800-53a security control requirements, MARS-E, or agreed upon security controls framework.</p> <ul style="list-style-type: none"> a. The vendor confirms they can provide security-related reports. Report topics include: <ul style="list-style-type: none"> i. privileged account review ii. audit log review iii. continuous monitoring/security metrics report 	Y	<p>Abartys Health assures compliance with security-related reporting obligations, adhering to the stipulated frequencies aligned with NIST 800-53a security control requirements, MARS-E, or any mutually agreed-upon security controls framework. The vendor possesses the capability to furnish security-related reports on a variety of crucial topics, including but not limited to:</p> <ol style="list-style-type: none"> 1. Privileged account review 2. Audit log review 3. Continuous monitoring/security metrics report

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<ul style="list-style-type: none"> iv. Plan Of Action & Milestones (POAM) review v. Vulnerability assessment vi. system access review vii. roles review for separation of duties viii. contingency plan review/test ix. incident response plan review and training x. risk assessment; awareness training xi. review system security plan and update xii. disaster recovery presentation and review xiii. system wide security assessment xiv. Internal and External Penetration test xv. static/dynamic code analysis or peer review xvi. HIE governing board security policy review 		<ul style="list-style-type: none"> 4. Plan Of Action & Milestones (POAM) review 5. Vulnerability assessment 6. System access review 7. Roles review for separation of duties 8. Contingency plan review/test 9. Incident response plan review and training 10. Risk assessment; awareness training 11. Review system security plan and update 12. Disaster recovery presentation and review 13. System-wide security assessment 14. Internal and External Penetration tests 15. Static/dynamic code analysis or peer review 16. HIE governing board security policy review
<p>Federal Interoperability Policy Standards: All HIE services will comply with security, privacy, and interoperability policies as listed below.</p> <ul style="list-style-type: none"> a. The vendor confirms that the following identified policies are being followed: <ul style="list-style-type: none"> i. Federal Information Security Management Act (FISMA) ii. Health Insurance Portability and Accountability Act (HIPAA) 	Y	<p>Abartys Health affirms its commitment to adhering to the established security, privacy, and interoperability policies outlined below, ensuring compliance with federal standards and regulations:</p> <ul style="list-style-type: none"> 1. Federal Information Security Management Act (FISMA) 2. Health Insurance Portability and Accountability Act (HIPAA) 3. Health Information Technology for Economic and Clinical Health Act (HITECH)

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<ul style="list-style-type: none"> iii. Health Information Technology for economic and Clinical Health Act (HITECH) iv. Patient Protection and Affordable Care Act v. National Security Agency (NSA) Security Recommendation Guides vi. Office of the National Coordinator for Health Information Technology (ONC) Cures Act Final Rule on Information Blocking vii. Centers for Medicare and Medicaid Services (CMS) Interoperability and Patient Access Final Rule viii. Commonwealth regulations regarding privacy and security ix. TEFCA 		<ul style="list-style-type: none"> 4. Patient Protection and Affordable Care Act 5. National Security Agency (NSA) Security Recommendation Guides 6. Office of the National Coordinator for Health Information Technology (ONC) Cures Act Final Rule on Information Blocking 7. Centers for Medicare and Medicaid Services (CMS) Interoperability and Patient Access Final Rule 8. Commonwealth regulations regarding privacy and security 9. Trusted Exchange Framework and Common Agreement (TEFCA)
<p>Security – Hosting: The vendor confirms that hosting services are controlled and managed for access, information exchange, and identity authentication.</p> <p>a. The vendor confirms that:</p> <ul style="list-style-type: none"> i. Hosting services have controls in place to prevent unauthorized access, with automated monitoring of service availability and to detect potential intrusions in the production environment ii. Hosting Services support the exchange of SAML 2.0 (or supported version) security assertions with other systems, including eHealth 	Y	<p>Our hosting services, managed through AWS cloud infrastructure, meticulously adhere to security protocols, ensuring controlled access, secure information exchange, and robust identity authentication. Here's how we fulfill the outlined requirements:</p> <p>a.</p> <ul style="list-style-type: none"> i. Prevention of Unauthorized Access and Intrusion Detection: We employ stringent controls to prevent unauthorized access and intrusions. We utilize a multi-layered approach to authentication, including security tokens for API authentication, SSH public key exchange for SFTP file transfers, and enforced complex password requirements

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<p>Exchange and custom attributes. Vendor will use SAML attributes for logging and access control determination decisions</p> <p>iii. Hosting services support:</p> <ul style="list-style-type: none"> i. OAuth federated authentication for both web services as well as for browsers ii. OCSP x.509 certificate revocation detection (or supported version) iii. Other methods of x.509 certification revocation detection <p>b. Hosting services will support identity federation standards (SAML, SPML, WS-Federation, etc.) to authenticate and authorize users. The NIST SP 800-63 document suite provides technical requirements for federal agencies implementing digital identity services (4-volume set)</p> <p>c. Hosting services will provide strong (multi-factor) authentication options (digital certs, tokens, biometrics, etc.) for user access in keeping with the NIST SP in cited above.</p>		<p>for account access. Additionally, multi-factor authentication (MFA) is available for access to patient and provider web portals.</p> <p>ii. Support for SAML 2.0 Assertions: Our hosting services seamlessly integrate with Redox, a trusted partner in the healthcare interoperability space, to facilitate the exchange of SAML 2.0 security assertions with other systems, including eHealth Exchange. This integration extends to custom attribute integration, allowing for comprehensive data exchange and interoperability. SAML attributes provided by Redox are leveraged for logging and access control decisions.</p> <p>iii. OAuth Federated Authentication: We utilize AWS Cognito to enable OAuth federated authentication for both web services and browsers, ensuring secure and streamlined access for users.</p> <p>iv. OCSP Certificate Revocation Detection: We use AWS Certificate Manager (ACM), to support OCSP (Online Certificate Status Protocol) x.509 certificate revocation detection. This functionality ensures adherence to industry standards for maintaining the security of digital certificates, providing real-time</p>

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		<p>certificate status information.</p> <p>b. Identity Federation Standards: We currently support identity federation standards using SAML 2.0. Our approach aligns with the technical requirements outlined in the NIST SP 800-63 document suite, ensuring compatibility with federal agency digital identity services.</p> <p>c. Strong Authentication Options: For patient and provider web portals there is option for user to enable MFA authentication.</p>
<p>Security – Encryption: The vendor confirms that Encryption Services work to ensure that all health information in transit and at rest is unusable, unreadable, or indecipherable to unauthorized individuals through use of a technology or methodology specified by the Secretary of the Federal Department of Health and Human Services in the guidance issued under section 13402 (h)(2) of the American Recovery and Reinvestment Act of 2009 (P.L. 111-5), or any update to that guidance.</p>	<p>Y</p>	<p>All data is encrypted both in transit and at rest to ensure robust security measures. For data in transit, we employ SSL/TLS 1.2 for HTTPS connections and RSA-128 for SFTP endpoints, ensuring secure communication channels during transmission and file transfers. Regarding data at rest, we implement AES-256 encryption, recognized as one of the strongest block ciphers available. These encryption standards adhere to federal guidance, guaranteeing that health information remains protected and inaccessible to unauthorized individuals.</p>
<p>Security – Intrusion-Detection and Firewall Protection: The vendor confirms that hosting services will have aggressive intrusion-detection and firewall protection per NIST SP 800-53A Rev 5 SI-04(01) System Monitoring, System-wide intrusion detection systems.</p>	<p>Y</p>	<p>Our hosting services on AWS include robust intrusion detection and firewall protection, meeting NIST SP 800-53A Rev 5 SI-04(01) guidelines. Leveraging AWS Shield for DDoS protection, AWS WAF for web application security, and AWS GuardDuty for continuous threat monitoring, we ensure aggressive</p>

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		intrusion detection and firewall defense across our infrastructure.
<p>Security – Legal Compliance: The vendor confirms that all HIE services will cooperate completely with the Commonwealth's Chief Information Officer in the detection of any security vulnerability of the hosting infrastructure, reporting any security breach with conformance with PR laws.</p> <p>a. The vendor confirms awareness of PR laws and PRITS (Puerto Rico Innovation & Technology Service – the central agency driving technological advancements) policies for detecting and reporting vulnerabilities, including security breaches.</p>	Y	Absolutely. We pledge full cooperation with the Commonwealth's Chief Information Officer to detect any hosting infrastructure vulnerabilities. In case of a security breach, we promptly adhere to PR laws for reporting.
<p>Security – Reporting: The vendor must demonstrate that Hosting services will issue ongoing reports regarding HIE security audits and compliance activities in a format and frequency reasonably requested by the Commonwealth.</p>	Y	We commit to providing ongoing reports on HIE security audits and compliance activities in formats and frequencies reasonably requested by the Commonwealth.
<p>Security – Security Management: The vendor must demonstrate that industry-standard security management will be implemented and administered by the vendor.</p>	Y	We implement and administer industry-standard security management practices, aligning with ISO 27001 standards. Our adherence to ISO 27001 ensures the implementation of robust security controls, risk management processes, and continuous improvement mechanisms across our operations. By following these internationally recognized standards, we assure the Commonwealth of our commitment to maintaining the highest level of security in managing hosting services for HIE

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<p>Public Health: The vendor must provide local code mapping to improve the level of accurate reporting of disease reporting to improve population health.</p> <p>a. The vendor confirms that when local institutions use their own codes for reporting diseases, which still need to be mapped to industry standards, the HIE will match the reported codes to national standards, improving the accuracy of reports and supporting data aggregation of public health disease reporting data.</p>	Y	<p>Our extensive experience working with local laboratories has equipped us with deep insight into standardization challenges and the lack of consistent coding practices. Leveraging this expertise, we have developed custom solutions specifically designed to address these issues and enhance the accuracy of health data.</p> <p>Our solution excels at incorporating LOINC codes, standardizing units, repairing laboratory names, and more, ensuring that reported codes are mapped to national standards effectively. We believe our solution stands out as the most accurate and reliable in the market today for enriching and standardizing Puerto Rico's health data.</p>
<p>User Access and Management – User Account Management: The vendor confirms that they provide participants with access to IT Administrative access to manage end-user accounts, submit/edit requests for end-user accounts on their behalf, to alleviate provider burden for account management outside of password requirements.</p>	Y	<p>Abartys Health acknowledges and confirms its commitment to providing user access and management services, including IT administrative access. This entails managing end-user accounts, handling requests for account creation or modification on behalf of participants and ensuring a streamlined process that alleviates the burden on providers for account management. This commitment aligns with our dedication to facilitating efficient and secure user access within the HIE framework.</p>
<p>User Access and Management – End-User Authentication: The vendor confirms they use Security Assertion Markup Language (SAML) Single-Sign-On (SSO) authentication whereby EHR users can access HIE services efficiently</p>	Y	<p>We affirm the utilization of Security Assertion Markup Language (SAML) Single-Sign-On (SSO) authentication, enabling Electronic Health Record (EHR) users to access Health Information Exchange (HIE) services seamlessly and securely within their workflow</p>

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<p>and securely from within their workflow environment.</p> <ul style="list-style-type: none"> a. The vendor confirms support for federated identity management. b. The vendor confirms that integration with a variety of EHR system types is in place. 		<p>environments. Furthermore, the vendor confirms active support for federated identity management, ensuring a robust and interoperable authentication process. Additionally, through our partnership with Redox, our systems can integrate seamlessly with various types of EHR systems, emphasizing our commitment to interoperability and user-friendly access for healthcare providers.</p>
<p>User Access and Management – Provider Directory: The vendor must support for provider directory services for individuals and facilities:</p> <ul style="list-style-type: none"> a. The vendor confirms provider Directory support for Direct Secure Messaging. b. The vendor confirms that Provider Directory Services associate providers with facilities and health systems. 	Y	<p>We proudly affirm our comprehensive support for provider directory services, which extends to integrating Direct Secure Messaging functionality through our esteemed partnership with Redox and their robust Redox engine. Leveraging Redox's extensive support for over 85 electronic health record (EHR) systems, including renowned vendors such as Epic, Cerner, Allscripts, eClinicalWorks, Athenahealth, and more, we ensure seamless interoperability and data exchange across diverse healthcare organizations and systems. With our Provider Directory Services, we guarantee efficient linkage between providers, facilities, and health systems, underscoring our commitment to fostering streamlined communication and connectivity within the healthcare ecosystem.</p>
<p>User Access and Management: The vendor must support identity and access management services.</p> <ul style="list-style-type: none"> a. The vendor confirms that identity and access services include user profiles and contact information. 	Y	<p>Abartys Health affirms its commitment to supporting robust identity and access management services. This includes the management of user profiles and contact information, ensuring a comprehensive and secure approach to user access. Furthermore, the vendor acknowledges the role of identity and access services in effectively managing patient-provider</p>

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b. The vendor confirms that identity and access services manage patient-provider attribution.		attribution, contributing to the seamless operation of healthcare interactions within the HIE system.
User Access and Management – PRDoH Access: The vendor must confirm that PRDoH personnel will have access to the HIE through the Provider Portal.	Y	Abarty's Health confirms that PRDoH personnel will have authorized access to the Health Information Exchange (HIE) through the dedicated Provider Portal. This access ensures seamless collaboration and information sharing between the vendor's system and the Puerto Rico Department of Health (PRDoH) for efficient healthcare management.
The MPI technology solution must be an independent module of the HIE technology architecture. PRMP expects that the PRHIE employs a best-in-class MPI that is accessible to the overall solution and supports Patient Demographic Query, Patient Identifier Cross-Reference, and Cross Community Patient Discovery.	Y	Our EMPI solution stands as an independent module within the HIE architecture, ensuring seamless integration and accessibility. With robust features such as Patient Demographic Query, Patient Identifier Cross-Reference, and Cross Community Patient Discovery, it meets PRHIE's requirements for comprehensive functionality. Leveraging advanced probabilistic record linkage techniques and Apache Spark framework, our EMPI ensures accurate patient record linkage, scalability, and performance, addressing data fragmentation challenges. By facilitating accurate patient identification, reducing duplicates, and enhancing data integrity, it empowers care coordination, supports population health management, and ensures regulatory compliance.

Mandatory Qualifications

The vendor must complete this section to demonstrate that it has the experience needed to meet the requirements in this RFP. Table 17 below lists each mandatory qualification. The vendor must note whether it meets the qualification and provide narrative demonstrating fulfillment of the

requirement. If multiple vendors are submitting a joint proposal as a response to the RFP, the primary respondent should replicate the table and complete it for each vendor participating in the joint response.

Table 17: Mandatory Qualifications

Mandatory Qualification Item(s)	Vendor Meets Qualification? Y/N	Provide A Brief Narrative to Demonstrate Fulfillment of Requirement
<p>The technology services described in Section 4.2.2 must be provided by vendor(s) that have experience in health information exchange(s) of similar size and scope as described in this RFP.</p>	<p>Y</p>	<p>Abartys Health confidently meets the mandatory qualification criteria for Technology Services outlined in Section 4.2.2. With eight years of extensive experience in connecting Puerto Rico's major Laboratory Information Systems (LIS) - LabInfo and MisResultados - and processing clinical data from 800+ labs, our team is well-versed in health information exchanges of similar size and scope as specified in this Request for Proposal (RFP). We have successfully executed projects of comparable magnitude, showcasing our ability to deliver robust and scalable technology solutions tailored to the healthcare domain. Our proven track record, bolstered by our long-standing experience, aligns perfectly with the requirements of the Puerto Rico Medicaid Program (PRMP), ensuring the delivery of effective health information exchange services.</p>
<p>The vendor must have the ability to staff the organization and contract with subcontractors to meet PRMP's HIE program objectives and associated timelines.</p>	<p>Y</p>	<p>Abartys Health confirms its ability to meet the staffing requirements outlined by the Puerto Rico Medicaid Program (PRMP) for the Health Information Exchange (HIE) program objectives and associated timelines. Our organization is well-equipped to</p>

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		<p>allocate skilled and experienced personnel to ensure the successful execution of the HIE program. Additionally, we have the capacity to contract with qualified subcontractors when necessary, providing flexibility to meet dynamic project needs while adhering to established timelines. This staffing strategy enables us to deliver on the objectives outlined by the PRMP and contribute to the success of the HIE program.</p>
<p>The vendor must have demonstrated experience operating and managing health system services including the direct provision of services to the provider community.</p>	<p>Y</p>	<p>We possess a proven track record in operating and managing health system services, extending our expertise to direct provision to the provider community. With demonstrated experience in diverse healthcare environments, we have successfully implemented and managed health system services, ensuring seamless and effective support to healthcare providers. Notably, we are renowned for our provider web portal that enables providers to access their patients' lab results in real-time, complete with notifications. Additionally, providers can conveniently upload, manage, and securely share their credentials through this platform. This comprehensive experience uniquely positions us to meet the objectives outlined by the Puerto Rico Medicaid Program (PRMP) for the Health Information Exchange (HIE), delivering the necessary expertise to enhance service</p>

Mandatory Qualification Item(s)	Vendor Meets Qualification? Y/N	Provide A Brief Narrative to Demonstrate Fulfillment of Requirement
		delivery to the provider community.
<p>The vendor must include at least three references from projects performed within the last two years that demonstrate the vendor's ability to perform the scope of the work described in this RFP. The vendor must include references from three different projects/clients that provide details on the vendor's experience operating and managing a health information exchange or related services.</p>	Y	<p>Abartys Health is pleased to submit references from three distinct projects executed within the last two years that showcase our capability to perform the outlined scope of work in this RFP. These references provide detailed insights into our experience in operating and managing health information exchanges or related services. The projects highlight our commitment to delivering high-quality solutions and services, emphasizing successful collaborations and outcomes. The references are appended for the PRMP's thorough review, affirming our capacity to meet the specified requirements effectively.</p>
<p>The vendor must commit to staff and operate a place of business in the Commonwealth during any contract resulting from this procurement process and help ensure local support for outreach and onboarding, HIE participant education, representation on governance bodies, and help desk functions. Operations in Spanish and English are a part of meeting this requirement.</p>	Y	<p>Abartys Health commits to maintaining a local presence within the Commonwealth, specifically in collaboration with PRMP, throughout any resulting contract from this procurement process. We recognize the critical importance of local support for various functions, such as outreach, onboarding, participant education, governance representation, and help desk operations, all of which contribute to the success of the HIE program. Our commitment extends to providing these services in both Spanish and English, reflecting our dedication to effective communication and support for the local community and participants in close partnership</p>

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		with PRMP. This commitment is fundamental to fostering a strong and collaborative relationship with the Commonwealth.
The vendor must agree to meet all federal and local requirements related to the operation of a Medicaid Enterprise system and the management and distribution of private health information.	Y	Abartys Health commits to complying with all federal and local requirements pertaining to the operation of a Medicaid Enterprise system and the responsible management and distribution of private health information. We understand the sensitivity and regulatory intricacies associated with handling health information, especially within the Medicaid framework. Our commitment to adherence extends beyond mere compliance; it embodies our dedication to maintaining the highest standards of data security, privacy, and operational integrity. By aligning our practices with both federal and local mandates, we aim to ensure a seamless and compliant operation of the HIE program within the Commonwealth.

