Puerto Rico Department of Health

Asset Verification System

Request for Proposal (RFP)

2024-PRMP-MES-AVS-005

September 19, 2024

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Acronyms

Acronym	Definition
ABD	Aged, Blind and Disabled
ADA	Americans with Disabilities Act
ADL	Activities of Daily Living
ASES	Administración de Seguros de Salud State Health Insurance Administration
AVS	Asset Verification System
CHIP	Children's Health Insurance Program
CMS	Centers for Medicare and Medicaid Services
CRIM	Municipal Revenue Collection Center Centro de Recaudaciones de Ingresos Municipales
CV	Curriculum Vitae
DTOP	Department of Transportation and Public Works Departamento de Transportación y Obras Públicas
FCRA	Fair Credit Reporting Act
FI	Financial Institutions
HIPPA	Health Insurance Portability and Accountability Act
MCO	Managed Care Organization
MMIS	Medicaid Management Information System
MPPIPR	Medicaid Program Promoting Interoperability of Puerto Rico
NIST	National Institute of Standards and Technology
NTSP	Bureau of Transportation and other Public Services Negociado de Transporte y otros Servicios Públicos
PL	Project Lead
PMO	Project Management Office
POCs	Points of Contact
PRDoH	Puerto Rico Department of Health
PRMP	Puerto Rico Medicaid Program
Q&A	Questions and Answers
RFP	Request for Proposal
SLA	Service Level Agreement
WBS	Work Breakdown Structure

1. Summary of the RFP

Background and Purpose:

PRDoH is the State Medicaid Agency (SMA) within the Commonwealth of Puerto Rico. Within PRDoH, the 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 Puerto Rico Health Insurance Administration Act (PRHIA) created the Administración de Seguros de Salud (ASES), which has a Memorandum of Understanding (MOU) with the PRMP and is responsible for contracting with, and monitoring services provided by, the Managed Care Organizations (MCOs) and other carriers.

The Puerto Rico Department of Health (PRDoH) Puerto Rico Medicaid Program (PRMP) issues this Request for Proposal (RFP) to define minimum contract requirements; solicit responses; detail response requirements; and outline PRMP's process for evaluating responses and selecting a vendor to provide an Asset Verification System (AVS) that will provide comprehensive verification and reporting of Medicaid applicants and beneficiaries' assets efficiently and cost-effectively. The 42 U.S. Code §1396w- requires all states to implement an electronic system for verifying disclosed and undisclosed assets to determine and re-determine Medicaid eligibility. Such systems must obtain authorization from applicants and collect records from financial institutions and state agencies that PRMP can use in determining eligibility. The Secretary shall require Puerto Rico to implement an asset verification program under this subsection by January 1, 2026.

By procuring the services, the Puerto Rico Medicaid Program will:

a) Provide enrollment integrity by verifying the assets and real property of the population applying for or receiving Medicaid in accordance with federal requirements.
b) Provide flexibility, security and automation that allows Medicaid to manage and act upon verification results in a timely manner.
c) Reduce Medicaid fraud and abuse.

Using AVS efficiently in the application and renewal process can greatly benefit state agencies and applicants. An AVS can eliminate the need for applicants to go through the burdensome process of obtaining and submitting paperwork for their application to be processed. An AVS can also decrease the agency time spent processing the application and making an eligibility determination.

The Puerto Rico Medicaid Program (PRMP) requests proposals from responsible contractors that are experienced in working with Medicaid eligibility files or the equivalent and have the capability to provide implementation and operation services of a Medicaid

Asset Verification System (AVS) to identify assets held at various Financial Institutions by Medicaid applicants and beneficiaries.

E&E

In 2018, PRMP partnered with RedMane Technology to help modernize its Medicaid eligibility process. The goal of the modernization effort was to develop technology that would help streamline access to care and improve the accuracy of eligibility determinations. RedMane used the IBM® Social Program platform (Cúram Software) to create PRMP's E&E system known as MEDITI3G. The development of this new technology allowed for a simplified application process for citizens, electronic processing of applications, renewals, and change of circumstances (CoCs), and improvement in the accuracy of eligibility determinations by allowing data to be verified using local and federal agencies. MEDITI3G has undergone multiple enhancements since it went live on June 1, 2021. The current functionality includes:

a) Caseworker portal application, renewal, and CoC processing
b) Citizen portal for submission of new applications
c) Data verification with the FDSH
d) Forms and notices, appeal processing, audit and quality control functions, case management, and CMS-required certification metric reporting

Since go-live, MEDITI3G has also deployed new functionality allowing for connection to additional interfaces, including local agencies for verification of additional eligibility factors, citizen portal for submission of renewals and CoCs, automated "Ex-Parte" renewal processing, and additional rules and functionality enhancements. MEDITI3G was successfully certified by CMS under the new Streamlined Modular Certification (SMC) in February 2023. Following certification activities, MEDITI3G has undergone various updates to align with the unwinding of the Medicaid continuous eligibility requirements under the COVID-19 PHE.

The following diagram shows that MEDITI3G (formerly referred to as PREE) is composed of the Cúram framework and the Integration Layer:

Figure 3: MEDITI3G High-Level Architecture
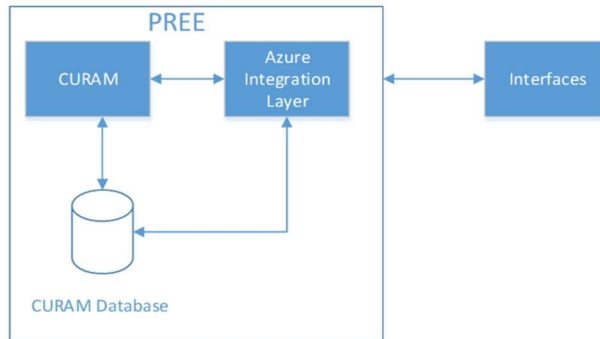
The following diagram provides a sampling of the MEDITI3G (formerly referred to as PREE) interfaces. This figure is meant to provide some context into MEDITI3G's interfaces; however, there are other required interfaces that are not fully referenced in the graphic.

Figure 4: MEDITI3G Context Diagram
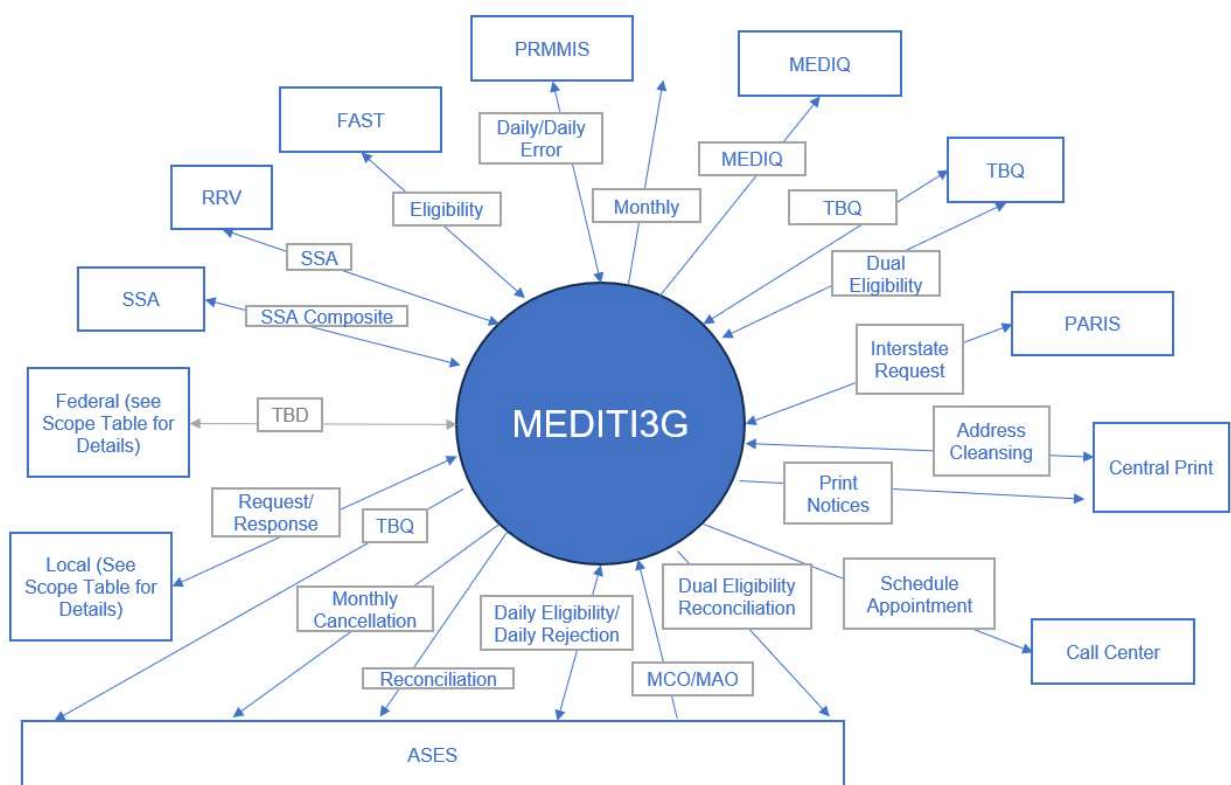
1.1 Period of Performance

The contract term is two (2) years, with an option of two 2-years extensions for a maximum possible contract period of six (6) years; subject to formalization of an agreement between PRDoH and the selected vendor and the availability of funds.

1.2 RFP Process Schedule

RFP Released to Public 9/19/2024
Notice of Intent to Respond ………………………………………………….. 9/30/2024
Vendor's Written Questions Submission Deadline ....10/4/2024 *(3:00pm)*
Questions Responses Posted 10/11/2024
Proposal Submission Due Date...10/31/2024 *(3:00pm)*
Technical Proposal Opening ………………………………………………. 11/8/2024
Oral Presentations *(if applicable)*………………………………………………….. TBD
Cost Proposal Opening ……………………………………………………………… TBD
Notice of Intent to Award .... TBD
Contract Signature and Distribution…………………………………………………… TBD

1.3 RFP Communications

Vendors must direct communications concerning this RFP to the following person designated as the Solicitation Coordinator and the email address for all solicitation communications: Nereida Montes-Meléndez: Medicaid.procurement@salud.pr.gov.

Only the Puerto Rico Department of Health (PRDoH) official written responses and communications with vendors are binding regarding this RFP. Oral communications between a PRDoH official and one or more vendors are unofficial and non-binding. Vendors must ensure that PRDoH receives all questions and comments via email, including questions and requests for clarification, no later than the questions submission deadline detailed above.

1.4 Proposal Submission

Vendors should submit proposals in two distinct parts: technical and cost. Technical proposals should not contain any cost information relating to the services. Cost proposals should contain all cost information and be sealed separately from the technical proposal to facilitate a secondary cost proposal opening. In addition to printed copies of the technical and cost proposals, the vendor should submit **two (2) electronic copies of their technical proposal (PDF and Microsoft Word, as appropriate) and cost proposal (as appropriate). Please submit separate USBs or other electronic media for the technical and cost proposals for four (4) USBs (two technical proposals and two cost proposals).** Please submit two (2) printed copies of both the technical and cost

proposals and be sure the technical and cost proposals **are packaged separately. One of the technical proposals should be redacted.**

Proposals should be submitted to the address below:

> Puerto Rico Department of Health
> Medicaid Program, ATTN: Nereida Montes-Meléndez
> 268 Luis Muñoz Rivera Ave.
> World Plaza – 5th Floor
> San Juan, Puerto Rico 00918

2. Asset Verification System

2.1 Scope of Work

Objective

The objective of this RFP is to engage a specialized company to provide the asset verification system (AVS) of the Puerto Rico Medicaid Program (PRMP). The vendor will be responsible for providing all the necessary services to ensure the system operates effectively and efficiently through the duration of the contract.

The Puerto Rico Medicaid Program requires the selected Vendor to establish an Asset Verification System (AVS), which will search for and provide verification of assets and real property that are owned by Medicaid applicants and recipients and/or their spouses, in compliance with section 1940 of the Social Security Act. Additionally, PRMP and the AVS vendor will collectively ensure that the asset verification process, once implemented, complies with the requirements of the Fair Credit Reporting Act 15 U.S.C. § 1681 (FCRA).

The AVS must electronically verify accounts and assets held in financial institutions and conduct searches on real property and vehicles (cars, boats, motorcycles, etc.) owned by the applicant or recipient and/or the applicant recipient's spouse for the month of the application and a 60-month retroactive period. The vendor will utilize one integrated system to find and verify assets and real property resources. The solution will utilize secure web-based techniques to identify assets and real property that might otherwise not be discovered or are not disclosed through the Medicaid application or recertification process. The vendor is expected to process all asset and property verification requests and deliver the search results instantly.

2.1.1 To implement and effectively operate the AVS system the Vendor shall:

a) Establish a robust network of Financial Institutions (FIs), and real property data sources.
b) Develop tracking tools and report on verification activity.
c) Account for levels of system flexibility to accommodate current Medicaid eligibility data systems and future changes to those systems.
d) Process high-volume transaction requests accurately and timely and accommodate approximately 300 system users.

1. Lease of System License

It is the intent of PRMP to lease the system license to the vendor. The vendor will be responsible for managing, maintaining, and updating the system to ensure its full operation and compliance with all applicable regulations.

2. Services to be included

The system license rental includes the following, but it is not limited to:

a) Initial implementation and configuration of the system.
b) Training and ongoing technical support for program personnel.
c) Periodic system upgrades and enhancements.
d) Preventive and corrective maintenance of the system.
e) Technical assistance and troubleshooting.

3. License Purchase Right

PRMP has the option to obtain the system license at the end of the contract term. This option can be exercised by sending a written notice to the vendor ninety (90) days before the contract expires.

4. Terms and Conditions for License Purchase

If PRMP chooses to exercise its right to purchase, the parties will negotiate in good faith the terms and conditions of such purchase.

2.2 Vendor requirements

1. The vendor must have successfully implemented and obtained CMS approval for an AVS for Medicaid applicants in at least two (2) states.
2. Vendors must have a commercially available AVS product compliant with the FCRA.
3. Vendors should be available to conduct a live demonstration of the AVS, if invited to do so. **Vendors should be prepared to demonstrate both:**
   a) An integrated solution that electronically receives verification information from the eligibility system and returns responses electronically to be displayed on the eligibility system screens.
   b) A stand-alone web portal. As part of the stand-alone web portal demo, it is requested that workflow be suggested and demonstrated to support a shared group of workers soliciting AVS and receiving responses on behalf of client eligibility determination.

2.3 Requirements

1. The Vendor shall ensure the highest level of security and shall comply with the Health Insurance Portability and Accountability Act (HIPAA); the AVS must meet at a minimum the following standards: SAS 70, National Institute of Standards and Technology (NIST) guidelines, Mars-E 2.0 framework.
2. The AVS must meet all the requirements in Section 1940 of the Social Security Act (42 U.S.C § 1396w.

3. The AVS must be able to interface with PRMP Eligibility System, in a format approved by PRMP.
4. The AVS shall be a secure web-based Vendor hosted solution. Cannot utilize paper-based verification. The system must have the capability to provide for both electronic submission and receipt responses.
    a) Allow for secure electronic transmission of requests and responses from and to PRMP.
    b) Ability to send secure verification inquiries electronically via the Internet or similar means from PRMP to the Financial Institution.
    c) Accept requests from PRMP and responses from FIs electronically via internet or similar means.
5. The AVS and customer service support will be available to all users for utilization and accommodate any transaction volume during business hours.
6. The Vendor shall ensure seamless coordination between Medicaid, FIs, state agencies and other systems, as necessary.
7. The Vendor must provide training and customer support to Medicaid and FI staff.
8. The AVS shall match information concerning both open and closed accounts for a five-year (60-month) lookback period from the date determined by PRMP and will report the open/close dates if applicable.
    a) The AVS shall match identifying information, including a cross-reference from other customer names provided by the state, to determine if any such information appears or appears on any account as a single or joint owner.
    b) The AVS shall include all possible accounts that a person has a connection to by the recipient's name or SSN, including checking, savings, investment accounts, individual retirement accounts, treasury notes, certificates of deposit, annuities and any other assets that may be held or managed by a FI specified by regions in geographic search requests.
    c) The AVS shall allow state-initiated verification requests to be sent to FIs other than those identified by the applicant or recipient. The AVS must provide an option for state staff to submit and receive a response for specified FI requests.
    d) The AVS shall provide for the matching of assets to include FIs located outside Puerto Rico.
9. The Vendor shall have an established network of FIs and state agencies who will participate in the AVS and have arrangements with the FIs; including any entity that accepts direct payment from an established private company, state or federal agency such as types of investment firms for IRA's, annuities, mutual funds, etc. The network shall include matching FIs located outside Puerto Rico. The vendor shall have an established system for recruiting FIs and will be able to communicate with PRMP whether or not they accept.
10. FI verifications used to determine and or redetermine eligibility must be available for inspection and produced for administrative purposes to include subpoenas,

hearings and supervisory review during the contract period as well as after completion of the contract.

11. The AVS shall allow for verification requests to be sent to disclosed FIs or possible undisclosed FIs as determined by the state.
12. At a minimum, the AVS must support a peak load of no fewer than 300 sessions.
13. The AVS system must receive regular maintenance, including security and "bug fixes" in a non-intrusive fashion during normal Medicaid business hours.
14. The Vendor must implement any changes to the secure web portal solution that are required by CMS or law, which <u>must be done at no cost to PRMP.</u>
15. The vendor-hosted solution facility must be secure and redundant.

2.3.1 <u>To implement and effectively operate the AVS the Vendor must:</u>

a) Establish a robust network for FIs.
b) Establish a robust network with state agencies.
c) Develop tracking tools and report on verification activity.
d) Account for levels of system flexibility to accommodate current Medicaid eligibility data systems and future changes to those systems.
e) Process high volume transaction requests accurately and timely.
f) Ensure that each financial institution and state agency responds electronically.

2.3.2 <u>Financial Institution Verification:</u>

1. The AVS must have the capacity to provide electronic submission of requests to financial institutions and electronic receipts of responses from financial institutions. The AVS must include:
   a) Checking
   b) Savings
   c) Investment accounts
   d) Individual Retirement accounts (IRA)
   e) Roth IRA's
   f) Treasury notes
   g) Certificates of deposit (CDs)
   h) Annuities
   i) Other assets that may be held or managed by any Financial Institution.
2. The System shall allow verification requests to be sent to financial institutions and state agencies other than those identified by the applicant or recipient.
3. The system shall provide an option for the Department or its designees to specify the financial institution(s) and state agencies to be included in the query.
4. The system shall provide for cross-state matching of assets to include financial institutions outside of Puerto Rico.
5. The system shall analyze the information gathered from the financial institutions to determine if the eligibility threshold was exceeded and or if a transfer of assets has potentially occurred based on criteria provided by Medicaid.

6. The system shall flag occurrences that meet the criteria in the system and electronically notify Medicaid through the AVS portal and through the eligibility data system.

7. The AVS must have the capability to search for and provide verification of assets that are owned by Medicaid applicants and recipients and/or their spouses. The AVS must electronically verify accounts held in financial institutions owned by the applicant or recipient and/or the applicant/recipient's spouse for the month of the application and 60-month retroactive period.

8. For individuals applying for Medicaid coverage of ABD the verification system must:

   a) Verify the individual and the spouse's accounts held in financial institutions for the month of the application and the 60-month look-back period, and the months between the application date and the request date, including accounts that were closed during this period. The information must include the account balance as of the first minute of the first day of the month, the average daily balance, and interest earned for each month of the look-back period.

   b) Identify months in which a potential transfer of assets is detected as determined based on criteria approved by the State.

2.3.3. **Property Verification:**

A. **Real Property Verification:**

- Shall be able to search and verify real property by a combination of names, dates of birth or Social Security Numbers.
- Shall conduct searches on real property owned by the individual and or the individual spouse during the month of the application, including any property that was sold or transferred during this period.
- Shall be able to use the data from the Municipal Revenue Collection Center (*Centro de Recaudaciones de Ingresos Municipales, CRIM*) as a source of information that identifies the properties reported in the applicant's name. Similarly, use financial institutions for the same purpose through mortgage loans.
- The system shall flag occurrences that meet the criteria in the system and electronically notify Medicaid through the AVS portal, and through the eligibility data system.

B. **Vehicles:**

- Shall be able to search and verify transportation property by a combination of names, dates of birth or Social Security Numbers.

- Shall conduct searches on vehicles owned by the individual and or the individual spouse during the month of the application, including any vehicles that were sold or transferred during this period.
- Should be able to use the relevant data from the Department of Transportation and Public Works (*Departamento de Transportación y Obras Públicas, DTOP*) to corroborate vehicles registered in the applicant's name.
- Should use the relevant data to identify navigation vehicles, through the Office of the Commissioner of Navigation under the Puerto Rico Department of Natural Resources (DRNA).
- Should use the data provided by the Bureau of Transportation and other Public Services (*Negociado de Transporte y otros Servicios Públicos, NTSP*), to identify motor vehicles connected to a transportation network company, such as Uber. The Code of Regulations of the Bureau of Transportation and Other Public Services requires persons driving a vehicle connected to a transportation network company, such as Uber, to obtain authorization issued by that agency.
- The system shall flag occurrences that meet the criteria in the system and electronically notify Medicaid through the AVS portal, and through the eligibility data system.

C. Other System Requirements:

- The AVS shall accommodate and implement system access and rights, including restrictions to functionalities by categories of users, roles and/or permissions based on criteria provided by Medicaid.
- The Vendor shall maintain system flexibility to accommodate any Department system changes adequately and efficiently.
- Shall accept requests at any frequency which includes batch files, or "ad-hoc" requests from the Department or its designees. The ad-hoc requests may involve the Departments direct access into the AVS at any given time.
- The AVS shall attempt to limit the summary response to a single page and shall be made available to the Department or its designees as needed through the AVS portal, in a format and method approved by PRMP.
- The Vendor shall propose a response process to ensure requests and results are correct and instantly routed to the appropriate location/person, which is subject to approval by Medicaid.
- The AVS must provide documentary evidence that the search was conducted, and the specific financial institutions included in the query <u>even if no assets **or** real property resources are found.</u>

D. Transition:

Upon termination or expiration of the contract the parties agree to cooperate in good faith to effectuate a smooth secure transition of other services from the

vendor to PRMP. Ninety days prior to the end of the contract or unless otherwise specified by PRMP, the vendor must begin working with PRMP to develop a Data Transition Plan (DTP).

2.3.4   Asset Verification System Process

1. Individual applies for Medicaid: Someone that applies for Medicaid must answer questions about their bank accounts and other assets. They typically must list the name of the financial institution and their current balance on the application; and sign the application attesting that the information is accurate.
2. Caseworker submits inquiry: The caseworker must submit the individual's information.
3. The AVS searches for records at financial institutions: The system sends out inquiries to national banks and local financial institutions based on the individual's address. The system may also search for specific banks outside its normal criteria fi the caseworker specified an institution where the applicant disclosed assets.
4. The AVS returns results: AVS results contain the name and address of the financial institution and the balance of the account on the first day of the month.
5. Result: The eligibility worker acts based on AVS results.

3. Response to Statement of Work

3.1 System Functionalities and Capabilities

1. Please detail your company's compliance with the AVS Requirements. Please clearly describe how each requirement is met.
2. Describe how identifying information such as name, date of birth, social security number, and current and previous address must be submitted to and returned from an AVS electronically.
3. Describe the security implementation of the proposed solution, to include user access authentication methodology.
4. Provide examples of previous engagements implementing bank account validation.

3.2 Security

1. Describe how the proposed solution will implement security to protect sensitive HIPPA and privacy data.
2. The vendor must comply with CMS security regulations, for example MARS-E, ARC-AMPE etc.
3. Must support PRMP Security Assessment Requests. It may include Penetration Tests and also make available any system documentation required in support of any security assessment.

3.3 Identifying Information

1. Describe the proposed methodology to request information concerning both open and closed accounts including balances and date of closure on accounts closed with the five-year (sixty-month) lookback period.
2. Describe the proposed methodology to determine if the identifying information appears or appeared on any account as single or joint owner during the five-year (sixty month) lookback period.
3. Describe the proposed methodology to match individuals to accounts.
4. Describe the proposed methodology to include at a minimum checking, savings, investment accounts, individual retirement accounts, treasury notes, certificates of deposit, annuities and any other assets that may be held or managed by a FI.
5. Describe the proposed method to allow for verification requests to be sent to FIs other than those identified by the applicant or recipient.
6. Describe the proposed methodology to provide for matching of assets to include FIs located outside of Puerto Rico.
7. Describe the maximum timeframe for matching of assets to include FIs located outside of Puerto Rico for the proposed solution.

3.4 Network, methodology and reporting

1. Describe the established network of FI who will participate in the AVS.
2. Describe the current arrangements or plan for arrangements with the FIs.
3. Describe the proposed methodology to establish a system for recruiting FIs.
4. Describe the proposed methodology to maintain FIs in the network.
5. Describe the proposed methodology to make FI verifications available for inspection, and how to modify a request that has already been submitted for corrections, such as SSN.
6. Describe any AVS reporting capabilities available to the state.
7. Describe the proposed methodology to make available FI verifications to the state after completion of contract.
8. Describe the proposed methodology to allow for verification requests to be sent to disclosed FIs.
9. Describe the proposed methodology to allow for verification requests to be sent to undisclosed FIs as determined by the state.

3.5 Users

1. Describe the maximum number of concurrent user sessions for the proposed solution.
2. Describe any performance degradation that may result from additional concurrent user sessions for the proposed solution.
3. Please describe available help services for eligibility workers and IT program staff.
4. Please describe available customer service options (including for any FCRA-related inquiries) for applicants and beneficiaries with regard to asset verification.
5. Please detail available training options and reference materials for system users. Please provide a recommendation for a training program for initial implementation of the AVS and further on an ongoing basis.

3.6 Maintenance

1. Describe the on-going maintenance strategy for the AVS solution.
2. Describe the maintenance strategy to ensure non-intrusive maintenance.

3.7 Training

1. Describe how the proposed training provides training and customer support to both state and FI staff.
2. Describe the proposed training approach and methodology.
3. Describe the proposed training plan.
4. Describe the role and experience of the proposed Key Trainers.
5. Describe the training on any necessary tools and methodologies used and provide a sample curriculum and user guide.
6. Provide sample training materials.

7. Provide a sample of training survey.

3.8   Network Security and Operations

1. Describe the vendor hosted solution facility physical security features, including intrusion prevention/detection.
2. Describe the Vendor hosted solution facility's data and network security features including intrusion prevention/detection.
3. Describe the vendor hosted solution facility's backup power capabilities, including the timeframe for restoration of normal AVS processing.
4. Describe the Vendor hosted solution's disaster recovery/ continuity of Operations capabilities, including the timeframe for restoration of normal AVS processing.
5. Describe the Vendor hosted solution's facility's redundant communications capabilities, including timeframe for restoration of normal AVS processing.
6. Describe the notification process, including maximum timeframe, to be used in case of an event.

3.9   Management Plan

1. Include a chart showing how the project will be organized, including all tasks and deliverables and the overall leadership, business management, task or team leader and staff for each part.
2. Include a timeline or schedule of task and subtask starts, endings and milestones.
3. Include a brief overview of how the project will be managed.

3.10   Post-Implementation Support

Provide details on vendor SLA technical support that will be provided post go-live including but not limited to response and resolution time for issue severity and Points of Contac (POCs).

3.11   Project Deliverables

Project deliverables are a comprehensive guide for managing the Asset Verification System, ensuring smooth functioning and alignment with the organization objectives.

A.   Implementation Plan and Timeline:

Vendors must detail an implementation plan that aligns with the milestone's dates. A graphic version of the plan may be included as an attachment. The Implementation Plan and Timeline should be based upon initial approval of this deliverable by PRMP. At minimum, the Implementation Plan and Timeline should be delivered within the first 30 days of the contract. Please provide those tasks that are on the critical path and provide the tasks that will require assistance from PRMP resources.

The Implementation Plan and Timeline should be provided as an attachment to the vendor's proposal and tabbed as such in the submission.

At a minimum, the vendor's proposed Initial Project Schedule should include the following:

    a) Detailed tasks and timelines, outlining the major tasks planned by the vendor.
    b) The Work Breakdown Structure (WBS).
    c) The project schedule for all project deliverables and milestones.
    d) Identification of resources assigned as the responsible entity for each deliverable within the WBS to the level at which control will be exercised.
    e) Dependencies to task should be identified.

B. Updated Implementation Plans and Timelines:

The Contractor must submit an updated implementation plan and timeline each month. Submitted with each Implementation Plan and Timeline should be a document that details the changes made to the Implementation Plan and Timeline since the prior submitted version. This Implementation Plan and Timeline should show all task details with responsibilities, timelines, durations, milestone dates, deliverable dates, and vendor personnel hours by deliverables for each phase, personnel hours necessary by phase and deliverable, and all critical dependencies for the project's milestones and deliverables.

C. Operations Phase Plan:

Vendors must submit an Operations Phase Plan that includes:

1. Outline the deployment process, installation, configuration, and integration with existing system.
2. Detail the allocation of personnel, equipment and budget required for operations.
3. Identify potential risks and mitigation strategies to minimize disruptions to operations.
4. Describe how the system will be monitored for performance, reliability, and security.
5. Describe the procedures for regular maintenance and updates.
6. Provide plan for training users on system operation and troubleshooting.
7. Include ongoing support mechanisms.
8. Outline procedures for data storage, backup, and protection to ensure compliance with federal and state regulations and safeguard against unauthorized access.
9. Include a communication plan, establish the communication channels and protocols for internal and external stakeholders. Include escalation procedures for addressing issues and concerns.
10. Detail procedures for ensuring the accuracy, reliability, and integrity of the data that is processed by the system.

11. Establish mechanisms for collecting feedback, analyzing performance data, and implementing improvements to enhance system functionality and effectiveness over time.
12. Include milestones, key performance indicators and metrics for evaluating effectiveness.

D. **Turnover Phase Plan:**

The Turnover Plan must include the following:

1. Proposed approach to turnover
2. Tasks and subtasks for turnover
3. Schedule for turnover
4. Detailed chart illustrating the Vendor's total operation.
5. Transfer of PRMP documents.
6. Turnover Results Reports.

The Vendor must provide the Turnover Plan within the specified date and time.

E. **Reports:**

The AVS must meet the requirements of the Centers for Medicare and Medicaid Services (CMS) in the sending and receiving of inquiries and verifications. Monthly documentary reports would provide, but not limited to, the following:

1. Weekly summary of requests, responses and amounts (disclosed and undisclosed). Identified by institution and by applicant.
2. Monthly summary of data collected for each applicant from all respondents.
3. Response rate analysis by institution.
4. Report of period of ineligibility based on asset verification results.
5. Ad hoc reports as requested by PRMP.

The format of the reports will be discussed with the winning Vendor.

3.12   **Vendor's Minimum Qualifications and Experience**

Vendors shall provide **information regarding the firm/organization** so PRDoH can evaluate the vendor's ability to provide the services requested herein. At its discretion, PRDoH may require vendors to provide additional information and clarify information.

To be considered for award, a vendor must provide **evidence of their experience, including**:

1. Description of the firm/organization and/or personnel assembled to complete the project.
2. List of the advisors that will be part of the services.

3. Submit at least two (2) project descriptions where similar services were rendered and included:
   a) Provide samples of graphs, charts and other visuals.
4. Demonstrate experience working with tight timelines.
5. Provide evidence of compliance with all requirements by law to operate in Puerto Rico and contract with Puerto Rico Government.
   a) Before the contract, the winning 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 Unified Internal Revenue System (*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 vendor 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.
   b) Certificate of good standing of the Department of State of Puerto Rico.
6. Show compliance with other relevant Commonwealth and federal regulations.

3.13 Qualifications and Experience of Key Personnel

Vendors shall submit resumes for proposed Key Personnel to demonstrate evidence of relevant qualifications and experience necessary according to the scope of this RFP. Some personnel should be fully bilingual so they can communicate effectively and without delay.

3.13.1 Staff Qualifications

The Contractor shall warrant that all persons assigned shall be employees of the Contractor (or specified Subcontractor) and shall be fully qualified to perform the work required. The Contractor shall include a similar provision in any contract with any Subcontractor selected to perform work under this contract. Failure of the Contractor to provide qualified staffing at the level required by the contract specifications may result in termination of this contract or damages.

3.13.2 Subcontractors

The Contractor shall be the primary vendor for the contract. PRDoH will not subcontract any work under the contract to any other firm and will not deal with any subcontractors. The Contractor is solely responsible for all actions and work performed by its

subcontractors. All terms, conditions, and requirements of the contract shall apply without qualification to any services performed or goods provided by any subcontractor.

3.13.3 Ownership

PRDoH shall own all data, forms, procedures, and work products developed or accumulated by the Vendor under this contract. The Vendor may not release any materials without the written approval of PRDoH.

3.13.4 Proof of Insurance

Upon request, the Vendor shall present an affidavit of Worker's Compensation, Public Liability, and Property Damage Insurance to the Division of Purchases.

3.13.5 Conflict of Interest

The Vendor shall not knowingly employ, during the period of this contract or any extensions to it, any professional personnel who are also in the employ of the Commonwealth and providing services involving this contract or services similar in nature to the scope of this contract to the Commonwealth. Furthermore, the Vendor shall not knowingly employ, during the period of this contract or any extensions to it, any Commonwealth employee who has participated in the making of this contract until at least two years after his/her termination of employment with the State.

3.13.6 Right of Inspection

If any auditing agency prior-approved by PRMP, or their authorized representative shall, at all reasonable times, have the right to enter onto the Vendor premises, or such other places where duties under this contract are being performed, to inspect, monitor, or otherwise evaluate (including periodic systems testing) the work being performed. All inspections and evaluations shall be performed in such a manner as to not unduly delay work. Refusal by the Vendor to allow access to all documents, papers, letters, or other materials, shall constitute a breach of contract.

3.13.7 Licenses, Patents and Royalties

PRMP does not tolerate the possession or use of unlicensed copies of proprietary software. The vendor shall be responsible for any penalties or fines imposed as a result of unlicensed or otherwise defectively titled software. If the Vendor uses any design, device or materials covered by letters, patent or copyright, it is mutually agreed and understood without exception that the proposed prices shall include all royalties or costs arising from the use of such design, device, or materials in any way involved in the work.

3.13.8 Award according to PRMP best value

The Buena Pro will be awarded in favor of the proposal that represents the best value for PRDoH and the government of Puerto Rico. Cost, although it is a core factor, is not decisive to award the good pro in favor of a participant.

3.13.9 Reference Checks

Please see sections eight (8) and nine (9), and Attachments B and C for more information.

4.   Evaluation of Proposals

4.1   Evaluation Process

Evaluation Process Proposals will be evaluated in two parts by a committee of five or more individuals. The first evaluation will be of the technical proposal and the second is an evaluation of the cost proposal. Only proposals which receive the minimum acceptable technical score (70% of applicable technical evaluations points) will be eligible to move forward to cost proposal evaluations. The evaluation committee may further refine the selection of proposals that meet the minimum acceptable technical score and will move forward to cost proposal evaluations by identifying those proposals with the highest technical scores. The number of proposals that the evaluation committee moves forward from technical evaluations to cost evaluations may be relative to the total number of proposals submitted and subject to the discretion of the evaluation committee. Those proposals that are not moved forward from technical evaluations will not have their cost proposals scored. The evaluation committee reserves the right to revisit proposals if a technical and/or cost deficiency is discovered during the evaluation. If the evaluation committee determines that a proposal is non-responsive and rejects it after opening cost proposals, the solicitation coordinator will recalculate scores for each remaining responsive cost proposal to determine (or redetermine) the apparent best-ranked proposal. The evaluation committee shall recommend for the contract to be awarded to the vendor who receives the highest overall point score of all eligible vendor and demonstrates that they meet all the mandatory specifications, meet at least the minimum acceptable technical score, and were selected to move forward to cost proposal evaluations.

4.1.1   Evaluation Criteria

Proposals will be evaluated based on criteria in the solicitation and information contained in the proposals submitted in response to the solicitation. Proposals passing the initial review will then be eligible to be evaluated and scored across four global criteria, with each receiving a percentage of the overall total (395) points. Cost will remain 80 of the 475 total points.

Criteria	Points
Vendor qualifications and Experience	**20**
Project Organization and staffing	**35**
Initial Staffing Plan	5
Key Staff Resumes and References	30
Response to Statement of Work	**225**
System functionalities and Capabilities	20
Security	5
Identifying Information	35
Network Methodology and Reporting	45
Users	25
Maintenance	10

Training	35
Network Security and Operation	30
Management Plan	15
Post-Implementation Support	5
Plans	**115**
Implementation Plan and Timeline	25
Operation Phase Plan	60
Turnover Phase Plan	30
Cost	**80**
Total Points	475

<u>To be evaluated, proposals must be:</u>

- Received by the due date/time.
- Meet proposal style requirements.
- Follow proposal format.
- Be complete and have all supporting documents required.

5.   Proposal Response Instructions

5.1   Proposal Format

Proposals shall include the following sections. Make sure to include in the cover letter the contact person name, title, and contact information.

- Project Proposal – Detailed description of proposed project per Scope of Work, including:

    - Proposal summary:
        - A brief summary of the proposal.
    - Executive summary – High level summary (1-2 pages max.) The vendor should include a title page stating the vendor's intent to bid for this RFP, signed in blue ink by an authorized signatory legally binding the vendor and include it in the labeled "Original Proposal."
    - Firm/organization information
        - Purpose, Mission, and Vision.
        - Description of relevant qualifications and experience.
        - Evidence of organizational capacity (e.g., leadership CVs, structure).
            - Leadership
            - Key project staff
            - Subcontractors (specify their roles and if offshore) as applicable.
            - References
  - Scope of services:
      - Approach to statement of work - Detailed scope of services as referenced in 3.4 (page 10).
- Cost/Budget
    - Detailed description of estimated expenses. (**Attachment A**). See section 6 of the RFP.

5.2   Proposal Style Requirements
- Arial, 12-point font; 1.5 spacing.
- One-inch margins.
- 8.5' x 11' Letter Paper size/portrait orientation.
- No page minimum or maximum.

5.3   Administrative and Judicial Review Process

Any person or party adversely affected or aggrieved by an award made regarding this Request for Proposal proceeding may, according to 3 L.P.R.A. § 9659, file a motion for reconsideration with the Puerto Rico Department of Health (PRDoH), within a term of ten (10) business 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 reconsideration. If the filing date of the copy of the notification of the decision is different from that of the deposit in the ordinary mail or 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 Department of Health may extend said term only once, for an additional period of fifteen (15) days.

Any person or party adversely affected by a final reconsideration decision or resolution 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 3 L.P.R.A § 9672.

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

Challenges must be submitted using the form and according to the instructions in **Attachment D: Terms for Filing a Review** of this RFP and shall be considered waived and invalid if the objection has not been submitted as instructed in **Attachment D.**

6. Attachment A: Cost Proposal

Instructions: Attachment A: Cost Proposal

The vendor should complete **Attachment A: Cost Proposal** with a detailed description of estimated expenses. Include a detailed description of all costs.

The Cost Proposal **must** be submitted separately from the Technical Proposal. **Be advised, PRMP may reject any proposal with a Cost Workbook that is reformatted and/or not separately sealed.**

The vendor's cost proposal should provide sufficiently detailed information to allow PRMP to assess the reasonableness of the vendor's cost for each defined component of the project.

7. Attachment B: Vendor Reference Form

PRDoH may conduct reference checks to verify and validate the past performance of the vendor and its proposed subcontractors.

Include at least two (2) references from projects performed within the last five (5) years that demonstrate the vendor's ability to perform the scope of work described in this RFP. The vendor should provide two (2) different clients/projects in order to demonstrate their experience.

Vendors should include project description, contract dates, and contact information (customer points of contact, addresses, telephone numbers, and email addresses). The vendor should explain whether it performed the work as a prime contractor or as a subcontractor.

Please see **Attachment B** for the Vendor Reference Form.

8. Attachment C: Subcontractor Reference Form

Subcontractor References (if applicable):

If the vendor's proposal includes the use of subcontractor(s), provide one (1) reference for each subcontractor. **PRDoH prefers references that demonstrate where the Prime and Subcontractors have worked together in the past.**

Please see **Attachment C** for the Subcontractor Reference Form.

9. Attachment D: Terms for filing an Administrative Review 3 / LPRA Section 9659

To file an application for administrative review according to 3 L.P.R.A Section 9659, the respondent must fill out and submit this form during the period established in Section 1.3: RFP Schedule of Events. If the form is not received during the period established in Section 1.3: RFP Schedule of Events, the application for review will not be considered.

Please see **Attachment D** for the Terms for filing an Administrative Review Form.

10. Attachment E: SLA's, Performance Standards and Contract Remedies

The SLAs contained herein cover the SOW stipulated in this RFP and the resulting Contract. The vendor should consistently meet or exceed performance specifications classified as SLAs between the vendor and PRMP. The section of the RFP contains expectations related to SLAs and implications of meeting versus failing to meet the SLAs, as applicable. In addition, this section contains minimum service levels required for the duration of the Contract.

SLAs and associated KPIs may be added or adjusted by mutual agreement during the term of the Contract to align with business objectives, organizational objectives, and technological changes. The vendor will not be liable for any failed SLAs caused by circumstances beyond its control and that could not be avoided or mitigated through the exercise of prudence and ordinary care, provided that the vendor immediately notifies PRMP in writing, takes all steps necessary to minimize the effect of such circumstances, and resumes its performance of the services in accordance with the SLAs as soon as possible.

The vendor should deduct any amount due as a result of the SLAs from their future payments, and those deductions should be made from the invoice total dollar amount. Each invoice should also be accompanied by an SLA Report detailing those SLAs that were triggered within the invoice period. Each invoice should detail the total invoice amount, the amount deducted due to the associated contract remedy, and the final invoice amount less the contract remedy. **PRMP reserves the right to seek any other remedies under the Contract.**