



# DEPARTMENT OF HEALTH

## Puerto Rico Medicaid Program

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February 27, 2025

Robert F. Kennedy Jr.  
Secretary  
Department of Health & Human Services  
200 Independence Avenue, S.W.  
Washington, D.C. 20201  
Via Certified Mail: 7018 0360 0001 4721 7191

### **Contracts Certification – 4<sup>th</sup> Quarter 2024**

Dear Secretary Kennedy,

The Puerto Rico Department of Health (PRDoH), Puerto Rico Medicaid Program (PRMP) is pleased to submit the enclosed Fourth Quarter 2024 certification.

Pursuant to 42 U.S.C. 1308(g)(7)(A)(v)(II) and (III), the Commonwealth of Puerto Rico certifies that contracts listed in the attached certification were issued by the Puerto Rico Medicaid Program and the Puerto Rico Health Insurance Administration during the period of October 1, 2024 thru December 31, 2024, and to the best of our knowledge and efforts have met the procurement standards set forth in sections 75.327, 75.328 and 75.329 of 45 CFR, except as indicated.

For any questions you may have regarding this certification please feel free to contact me at (797) 765-2929, ext. 6784 or by email at [esdras.velez@salud.pr.gov](mailto:esdras.velez@salud.pr.gov).

Sincerely,

Esdras Velez  
Procurement Oversight Lead  
Puerto Rico Medicaid Program  
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# DEPARTMENT OF HEALTH

## Puerto Rico Medicaid Program

### CERTIFICATION

Pursuant to 42 U.S.C. 1308(g)(7)(A)(v)(II) and (III), the Commonwealth of Puerto Rico certifies to the honorable Robert F. Kennedy Jr., Secretary of the Department of Health and Human Services, that contracts listed below issued by the administration of the Puerto Rico Medicaid Program (PRMP) and the Puerto Rico Health Insurance Administration (PRHIA) during the period of October 1, 2024 thru December 31, 2024, to the best of our knowledge and efforts have met the procurement standards set forth in sections 75.327, 75.328 and 75.329 of 45 CFR, except as indicated.

The Puerto Rico Department of Health (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). The Puerto Rico Health Insurance Act created the Puerto Rico Health Insurance Administration (ASES by its Spanish acronym), which has a memorandum of understanding with the PRMP and is responsible for contracting with, and monitoring services provided by, the Managed Care Organizations (MCOs) and other carriers.

Puerto Rico Health Insurance Administration (PRHIA)				
Vendor	Contract number	Contract period	Amount	Note
Crum & Forster Specialty Insurance Company	2024/2025-L-376	November 18, 2024 to November 18, 2025	\$258,388.09	1
The Office Shop, LLC.	PO 2544002648	August 20, 2024	\$446,350.00	2
Mercer Health & Benefits LLC	2025-000049	October 18, 2024 to June 30, 2025	\$1,500,000.00	3
Puerto Rico Medicaid Program (PRMP)				
Vendor	Contract number	Contract period	Amount	Note
Health Gorilla Latin America, LLC	2025-DS5486	10/28/2024-01/31/2025	\$800,000.00	4
SAB Consulting, LLC.	2025-DS5600	12/15/2024 09/30/2025	\$537,860.00	5
ManpowerGroup, Inc.	2025-DS5228	10/01/2024 09/30/2025	\$20,064,032.00	6

Color indication:

- Contracts that have met procurement standards identified under sections 45 CFR §75.327 – 329.
- Extenuating circumstances prevented the compliance of these contracts with the standards identified under 45 CFR §75.327 – 329.

Notes:

1. Inadequate competition was determined after solicitation of several sources 45 CFR §75.329 (f)(4). The Public Insurance Office of the Puerto Rico Department of Treasury chose the broker insurance firm L. Campos & Asociados to identify the proper cybersecurity insurance for the Puerto Rico Health Insurance Administration (PRHIA), to protect and mitigate risks relating to Personal Health Information (PHI) managed by PRHIA's information systems. The firm's local market research identified three (3) local Insurance firms that provide the type of service needed and requested quotes from all of them. However, on the 7th and 10th of October, 2024, all three (3) insurance firms declined to present proposals. L. Campos & Asociados then proceeded to analyze the excess and surplus lines insurance market and sent solicitations to fifteen (15) non-local potential sources for this service, ten (10) Insurance companies declined to submit proposals, four (4) did not answer, and only Crum & Forster submitted a proposal. Considering these circumstances, PRHIA deemed that the market competition was inadequate and insufficient, and determined to acquire the cybersecurity insurance policy from Crum & Forster.
2. Sole Source Exceptional Acquisition held through Puerto Rico General Services Administration (PRGSA) pursuant to Articles 34 (M) of Act No. 73-2019, as amended and 45 § CFR 75-329(f). In 2022, PRHIA began updating and replacing their modular systems for various areas (Phase I). As part of the agency's organizational restructuring process two new divisions or areas were formed (Adjudication Procedures Area and Proposal Adjudication Area). These newly form areas created a need to acquire the necessary furniture and equipment. On March 2024 PRHIA requested three vendors registered in the PR ASG's Bidders Register to provide price information. The vendor with the lowest price did not have the office equipment available for visual inspection nor did it provide additional detailed information requested by PRHIA, despite the numerous attempts made. As a result, PRHIA's Administration Office recommended acquiring the equipment from the second vendor with the best price, furthermore, the vendor is also the exclusive distributor of the modular system acquired during the Phase I of PRHIA's equipment update on June 30, 2022 through ASG. The experience with the equipment acquired and the vendor during Phase I, plus the economy involved in maintain uniformity in multiple units because they can be easily interchanged without the need to

acquire new equipment or waiting for repairs, were the basis in first instance for the solicitation of authorization. After several procedural steps, the requisition was authorized by PR ASG on August 20, 2024, under Article 34 (M) of Law No. 73-2019, as amended. ASES submitted the certification regarding this Purchase Order on November 22, 2024, within the deadline corresponding to the period beginning June 1, 2024, through September 30, 2024.

3. This contractor has been instrumental in the design, development, and implementation of COMP (Comprehensive Oversight & Monitoring Plan) modules for the Government Health Plan (GHP) and Medicare Advantage (Platino). Given the contractor's experience, highly specialized expertise, as well as its profound knowledge of the COMP, its services are still needed for the design, development, and implementation of the Pharmacy Benefit Manager (PBM) module, which is necessary to guarantee reliable monitoring metrics and ensure the PBM's accountability in efficiency and quality control in its services. Furthermore, given that the implementation of the supplemental rebates program is currently ongoing, and that it must consider new services such as genetic therapy, the contractor's expertise is crucial in the development of the Scope of Work of the Request for Proposal (RFP) for the GHP, which is due in summer of 2025. The contractor is also in the process of analyzing the mental health services needs of the GHP in light of the Centers for Medicare & Medicaid Services (CMS) initiatives related to behavioral health strategies. This requires the development of a strategic plan and effective coordination of all ongoing projects or PRHIA operations that may be impacted by these initiatives. ASES certified that the contract was justified under the single source exemption as per Section 75.329 (f) (1) of Title 45 of the Code of Federal Regulations, and informed that it has an active Request for Proposals process for the provision of healthcare federal regulation and public policy consultive professional services.
4. Contract No. 2025-DS5486 has on October 17, 2024 CMS authorization in accordance with 45 § CFR 75-329(f)(3). Puerto Rico's contract amendment with Health Gorilla will allow time for transition activities after the new competitively procured HIE vendor is onboarded.
5. Contract No. 2025-DS5600, which was preceded by RFP 2024-PRMP-NNPS-PACSS-002 awarded on November 14, 2024. The RFP provided for a one (1) year base-contract with two (2) optional one (1) year extensions, subject to the availability of funds. The Puerto Rico Medicaid Program is responsible for the



management of the Medicaid and Puerto Rico Medicaid Enterprise System (PRMES), both of which are multi-vendor, multi-agency environments. The contractor performs several highly technical tasks such as assisting in the reconciliation of subsidies regarding Medicaid Assistance Payment (MAP), Children's Health Insurance Program (CHIP), Medicaid Management Information System (MMIS), Eligibility & Enrollment (E&E); technical assistance in the analysis, revision and validation of data reported in Forms CMS-64 and CMS-37.

6. Contract No. 2025-DS5228, provides temporary staffing needs and payroll services to PRMP. The contract was preceded by RFP 2023-PRMP-TR-002 awarded on March 15, 2024. The RFP provided for a one (1) year base-contract with four (4) optional one (1) year extensions, subject to the availability of funds. The contract provides for covering PRMP temporary staffing needs.

Given today February 27, 2025, in San Juan, Puerto Rico.



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Esdras Velez, ESQ  
Procurement Oversight Lead  
PRMP