



PUERTO RICO DEPARTMENT OF HEALTH

NOTICE FOR PROFESSIONAL SERVICES CONTRACTING: To
conduct an Internal Control Assessment of projects
implemented under the Coronavirus Relief Fund (CRF)
Telemedicine Program and provide Sub awardee Technical
Assistance

August 23, 2021

**PUERTO RICO DEPARTMENT OF HEALTH
AUXILIARY SECRETARIAT OF PLANNING AND DEVELOPMENT**

**INTERNAL CONTROL ASSESSMENT AND TECHNICAL ASSISTANCE FOR SUB
AWARDEES OF CRF TELEMEDICINE PROGRAM**
NOTICE PRDOH_20210823

The Puerto Rico Department of Health (PRDOH) is seeking to contract professional services from qualified individuals or firms/organizations (Proponents) to conduct an internal control assessment of all projects subsidized by the Coronavirus Relief Fund (CRF) Telemedicine Program under the CARES Act between October 2020 and December 2021. The contracted services will focus on ensuring programmatic, administrative, and financial compliance with federal regulation applicable to use of CRF funds and all applicable regulations and parameters of the Government of Puerto Rico pertaining to the CRF Telemedicine Program. Selected Proponent will audit the management and execution of CRF emergency funds by evaluating each project implementation, spending, milestones and outcomes, among other key criteria, and issue a report with relevant findings and corrective action plans (CAPs) to address each finding. In addition, services will include providing Technical Assistance to up to 15 CRF Telemedicine Sponsored Entities (Sub awardees) to support timely identification of areas to address and successful implementation/execution of CAPs to prepare Sub awardees for any federal or state audit.

Period of Performance: The term of the service is from **October 1 to December 30, 2021**, subject to formalization of an agreement between the PRDOH and the selected Proponent and the availability of funds.

Questions or requests for information must be directed to:

NAME: Lisa A. Soto-Torres, MA, PCC
TITLE: Auxiliary Secretary (Acting) of Planning and Development
E-MAIL: documentosplanificacionds@salud.pr.gov
PHONE: 787-765-2929, ext. 3711
MOBILE: 787-784-1785

Service proposals must be submitted via e-mail (documentosplanificacionds@salud.pr.gov).
Deadline for submission of proposals is September 1, 2021 by 5:00 p.m. AST.

Background

Faced with the emergence of the global pandemic generated by COVID-19, the Government of Puerto Rico, through the Office of the Puerto Rico Fiscal Agency and Financial Advisory Authority (AAFAF, by its Spanish acronym), regulated the use of funds destined for Puerto Rico from the Coronavirus Relief Fund (CRF), established by virtue of the Coronavirus Aid Relief and Economic Security Act (CARES Act)". These funds are part of the assistance package to manage the emergency and mitigate the effects of the pandemic on our population. One of the strategic components of these initiatives includes the promotion of Telehealth (including telemedicine), to ensure citizens' access to health services during the COVID-19 emergency

and limit exposure to the coronavirus. For this reason, it is necessary to implement measures to reduce personal contact and avoid contagion, between patients and health professionals. Telehealth facilitates public health mitigation strategies during this pandemic by increasing social distancing, allowing doctors to evaluate their patients in real time and offer follow-up with the use of telecommunications technology, bringing the experience of doctor-patient interaction closer to the experience of a face-to-face consultation.

According to the CRF Telemedicine guidelines, the PRDOH and the AAFAF are responsible for the oversight of the CRF funds awarded to entities selected to implement Telehealth (including telemedicine) projects to improve health services and treatment access for the Puerto Rican population during the pandemic. Conducting this initiative through an external party fosters transparency with relevant stakeholders. In addition, this effort will enable Sub awardees to address and correct any identified deficiencies in a proactive and structured manner that will, in turn, facilitate the process for required official audits.

Scope of Work

The PRDOH is seeking to contract with an individual/organization with proven expertise in auditing, compliance evaluation, financial management, management consulting or other related field to develop and execute an internal control assessment of up to 15 Telemedicine projects subsidized by the CRF Telemedicine Program and provide technical assistance to each Sub awardees. This process will occur towards the closing of the performance period for CRF funds; therefore, support will include review of reports and other CRF Telemedicine Program requirements.

Specifically, the proposal shall focus on the following objectives:

- Develop a CRF Telemedicine Program pre-intervention toolkit (e.g., protocol, guidelines, templates, and any other relevant resource/material) to support proposed analysis and to facilitate sub awardee compliance with formal audits.
- Conduct a compliance assessment/evaluation to validate the financial, administrative, and programmatic operations of each sub awardee pertaining to the CRF Telemedicine project, including:
 - Project Implementation Analysis – evaluation of:
 - Project Plan execution
 - Milestones/deliverables/outcomes
 - KPIs definitions and progress
 - Project performance and impact
 - Administrative/Financial Analysis – assessment of:
 - Review of materials and reports submitted per Program guidelines
 - Project efficiency and effectiveness
 - Evaluation of project financial statements
 - Spending analysis – applicability of incurred expenses (personnel, equipment, among others)
- Provide Technical Assistance to Sub awardees, including:
 - Assess compliance of each sub awardee/project and of the CRF Telemedicine Program/PRDOH with applicable regulations, in particular the CRF Telemedicine Program Guidelines developed by AAFAF.
 - Provide expert opinion regarding compliance with the CRF Telemedicine Program and develop recommendations by key findings.
 - Recommend a Corrective Action Plan (CAP) for each Sub awardee for findings and provide follow-up for implementation with sub awardees, as needed.

Deliverables for this service include:

- CRF Telemedicine Program Pre-Intervention Toolkit;
- CRF Telemedicine Program improvement report with three proposed action plans to address key findings;
- Sub awardee report, including:
 - Project Implementation findings and recommendations
 - Financial/Administrative findings and recommendations
 - Proposed Corrective Action Plan (CAP)

Responsibilities include:

- **PRDOH:**
 - Establishing a Project Manager/team for project oversight
 - Providing guidance and feedback during the project
 - Providing requirements, priorities, concerns, relevant data, among others
- **Proponent/Contractor:**
 - Assigning a Project Manager/Point of Contact to communicate with PRDOH
 - Developing relevant project aspects, such as: proposed methodology, tools, protocols, among others
 - Conducting data collection activities, analyses, and reporting
 - Sustain constant communication with PRDOH and PM Team to ensure project flows efficiently and feedback is addressed, among others

Proponents' Minimum Qualifications and Experience

To be considered for award, a proponent must provide **ample evidence of their experience** and proven capacity to produce the required outputs and outcomes in a competent manner, including:

- Demonstrate substantial experience in conducting assessments, evaluations, and/or audits related to federally funded projects and efforts. This includes extensive knowledge of regulations from the US Treasury Department, and other federal and local agencies.
- Submit two (2) case studies where similar services were rendered, including the development and implementation of compliance evaluations, audits, financial management studies, and/or any other relevant project in the public sector.
- Provide evidence of compliance with all requirements by law to operate in Puerto Rico and contract with Puerto Rico Government, including relevant licensing by professional field.
- Show compliance with data privacy and other relevant regulation.
- Submit CV/resumes of Key Personnel to demonstrate evidence of relevant qualifications and experience necessary according to the Scope of this service request.

Time Execution

The proposed project must be executed in a maximum of **12 weeks** after contract signing. To do this, a calendar with deliverables as listed above is required.

Service Proposal Overview and Evaluation Process

Proposal Format

Proposals shall include the following sections (section rating scores are included in parenthesis):

- (60) Project Proposal – Detailed description of proposed project per Scope of Work, including:
 - (n/a) Executive summary – High level summary (2-3 pages max.)
 - (30) 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
 - (30) Description of proposed internal control assessment and technical assistance
 - Detailed rationale/concept model
 - Description of Methodology and approach to scope of services
 - Work Plan, activities, and milestones
 - Detailed Timeline
 - Level of effort needed to complete each phase of timeline
 - Complete description of work performed during each phase
- (30) Cost/Budget
 - Detailed description of estimated expenses by line item/schedule
- (10) Appendices
 - Statement of Work
 - (2) Case Studies
 - Organizational Chart
 - Qualifications of Team / Resumes/CVs of Key Personnel

Proposal Style Requirements include:

- Times New Roman, 12-point font; 1.5 spacing
- One-inch margins
- 8.5' x 11' Letter Paper size/portrait orientation
- No page minimum or maximum

Questions and Requests for Clarification

Individuals and firms/organizations interested in responding to this Notice shall examine this document thoroughly and familiarize themselves with any applicable Federal or Local laws, regulations, and standards, among others, that might affect provision of services.

Any questions or concerns that arise after evaluating the current Notice and related documentation, shall be addressed to the PRDOH Point of Contact, Lisa Soto-Torres, Auxiliary Secretary (Acting) of Planning and Development, electronically via the following e-mail: documentosplanificacionds@salud.pr.gov. **Any information or clarification request must be submitted to the PRDOH by August 27, 2021, 5:00 p.m. AST.**

Proposal Submission

Proponents shall submit the proposal with all supporting documentation, electronically via the following e-mail: documentosplanificacionds@salud.pr.gov, by the **due date, September 1, 2021, 5:00 p.m. AST**. All documents must be submitted in PDF. Proposals received after the due date shall not be evaluated.

Within 24 hours of submission, the Proponent shall receive an e-mail to confirm receipt of the proposal/supporting documents by the PRDOH.

Proposal Evaluation and Selection

Proposals that comply with all requirements will be evaluated by a PRDOH-appointed panel, according to requirements/scoring mentioned in previous sections. Proposals that fail to comply with requirements will not be reviewed/rated. Attempts to contact or influence selection process will result in disqualification.

To be evaluated, proposals must be:

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

Evaluation criteria:

- Maximum possible total combined score for proposals = 100 points
 - Proponent Qualifications and Experience = 0 – 30 points
 - Proposed Service = 0 – 30 points
 - Detailed Cost Proposal = 0 – 30 points
 - Supporting information = 0 – 10 points

Notification to Proponents

The Successful Proponent as well as proponents whose Proposals have not been selected will be notified **via email by September 8, 2021**.

Process Schedule

- Notice Released: August 23, 2021
- Q&A Period: August 27, 2021, 5:00 p.m. AST
- Proposals Due: September 1, 2021 5:00 p.m. AST
- Award Decision (tentative): September 8, 2021
- Project period (tentative): October 1 to December 30, 2021

Full Acceptance of Terms and Conditions

By submitting a proposal in accordance with this Notice, the Proponent acknowledges that:

1. At its sole discretion, PRDOH or its designee may communicate with the proponents to clarify any doubts or coordinate an in-person or virtual interview and presentation, without requiring the presence of the other proponents.
2. The foregoing notice is not an opening to a competitive process (formal or informal), therefore, the legal precepts and resources provided by the system for competitive processes are not applicable.
3. The Notice is intended to disseminate that the Government of Puerto Rico has a service need that will potentially result in the contracting of professional services. In no way should this release be construed as opening a competitive process.
4. As a result of this process, no right is generated that results in obliging the Government of Puerto Rico to sign a professional services contract.
5. Has the power to be bound and comply with all the parameters and requirements applicable to government contracting of professional services.
6. As part of this process, the signing of a nondisclosure agreement may be required.