



Department of Health

ASSISTANT SECRETARIAT FOR THE COORDINATION OF SERVICES AND HEALTH ASSISTANCE
Division of Medical Assistance (Medicaid)

NOTIFICATION OF NEED OF PROFESSIONAL SERVICES 2024-PRMP-NNPS-SOC-001 PROFESSIONAL SERVICES FOR THE OPERATION OF A SATELLITE OPERATIONAL CENTER TO ASSIST IN THE RECERTIFICATION PROCESS OF MEDICAID BENEFICIARIES

Pursuant to Executive Order 2021-029¹, Circular Letter 013-2021², Administrative Order Num. OA-581³, and 45 CFR 74.327-329, the Puerto Rico Medicaid Program (PRMP) is soliciting proposals for professional assistance in the recertification process of Medicaid beneficiaries. The goal is to alleviate the burden on PRMP operational centers in processing recertification applications submitted via regular mail, online, and the backlog from PRMP regional offices by evaluating and determining eligibility so that beneficiaries can continue to receive health services.

BACKGROUND

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

The PRMES encompasses the Puerto Rico Medicaid Management Information System (PRMMIS), Provider Enrollment Portal (PEP), Eligibility & Enrollment (E&E) system known as Medicaid Information Technology Initiative, Third Generation (MEDITI3G), the Commonwealth's Health Information Exchange (HIE), and the staff, vendors, and interfaces supporting the PRMES.

There are over 1.4 million beneficiaries in the Medicaid program and approximately 1,700 individuals enroll in Medicaid each month. MEDITI3G is PRMP's eligibility determination system used for Medicaid eligibility determination and verification. Operation Centers agents handle inquiries from beneficiaries about the Medicaid program and eligibility, recertification, enrollment, and verification activities. On average, workers complete the evaluation process of ten (10) cases per day.

¹ Issued by the Governor of Puerto Rico.

² Issued by the Office of Management and Budget of the Government of Puerto Rico.

³ Issued by the Department of Health of Puerto Rico.

The purpose of this notice is to publicize that PRMP has a need for services that will potentially result in the contracting of the following professional services:

1. Provide professional assistance to the PRMP in the process of evaluating and determining eligibility of beneficiaries so that they can continue to receive health services.
2. The evaluation process will consist of applications submitted through regular mail, online, and the backlog from PRMP operational centers.

PROPOSALS SUBMISSION

Proposals must be submitted to PRMP central office at the below address on sealed envelopes on or before 3:00 pm (AST) on Friday, July 19, 2024. Must include one original printed proposal, one printed copy and one copy in an electronic format (USB). The envelope must include in the subject line the reference number of this Notice (2024-PRMP-NNPS-SOC-001) and be addressed to the attention of **Nereida Montes Melendez, Solicitation Coordinator**. PRMP will not accept proposals received outside the established date and time. PRMP physical address is:

268 Luis Muñoz Rivera Ave.
World Plaza – 5th Floor (Suite 501)
San Juan, PR 009618

QUESTIONS

All questions and concerns regarding this request must be made exclusively in writing to the attention of Nereida Montes Melendez, Solicitation Coordinator, at the email address nmontes.melendez@salud.pr.gov and include the reference number of this Notice (2024-PRMP-NNPS-SOC-001) in the subject line. The questions must be submitted From Monday, July 8, 2024 to Wednesday, July 10, 2024. Questions made by the vendors will be answered by Friday, July 12, 2024.

REQUIREMENTS

1. The proponent is responsible for providing the location, personnel and all necessary equipment and material, to assist with the recertification applications submitted online or through the Puerto Rico Medicaid Program citizen portal, as well as the current backlog. Personnel must include, at minimum, the following positions:
 - a. Case worker/recertification lead (1 employee)
 - b. Case workers/recertification specialists (suggested minimum: 30 employees)
 - c. Quality control specialist (1 employee)
 - d. Reporting analyst (1 employee)

2. The proponent must have the location fully operational, and employees ready to start within 30 days of the signature of the contract.
3. The proponent will submit a weekly report of services rendered, progress and planned activities.
4. The proponent must submit with the proposal a section describing its business history, capacity and the technical expertise and experience to provide the required professional services.
5. The proponent must demonstrate the availability of sufficient resources to perform the tasks described in this notice.
6. The proponent must demonstrate availability of resources with both Spanish and English written and spoken proficiency to support operations when required.

TERMS AND CONDITIONS

1. Quotes shall be provided in terms of hourly rates, number of staff and total hours, according to the positions indicated above, and any other personnel that proponent considers necessary to provide the required services.
2. Services will commence once the satellite office is fully operational and will have a validity of six (6) months.
3. Services rendered will be billed monthly once the satellite office is fully operational and employees ready to start.
4. Once the satellite office is fully operational and employees ready to start, PRMP will provide on-site (vendor's satellite office) training.
5. By submitting the proposal, the proponent acknowledges and agrees that: (1) Has the power to bind and comply with all parameters and requirements applicable to government procurement of professional services; (2) All information submitted is true and verification may be requested; and (3) The proposal containing any false or incorrect information will be discarded.
6. If the selected vendor is a legal entity, as part of the documents to be delivered prior to the formation of a contract, a certification will be required in which the names of the owners, shareholders, and officers of the corporation to be hired are declare.
7. PRMP reserves the right to accept or reject any one or all proposals, as well as to cancel this process.

8. The selected vendor must comply with the entire government procurement process and requirements, particularly with the Sole Registry of Professional Service Providers of the General Services Administration (ASG). Vendors must provide evidence.
9. The Proposed SLAs will be included in a separate attachment (A).

SELECTION CRITERIA

Bids will be evaluated by the Evaluation Committee appointed by the Secretary of the PRDoH. Vendors will be evaluated according to the following factors and relative importance (1 being the lowest; 5 being the highest). It is expected that vendors will express in depth their approach to these subjects in their proposal.

- 1) Vendor Qualifications and Experience (43%)
 - a) Overview (5 points)
 - b) Existing business relationships with Puerto Rico (5 points)
 - c) Business disputes (5 points)
 - d) Experience providing similar services (5 points)
 - e) References (5 points)
 - f) Economic capacity (5 points)
- 2) Vendor Proposed Organization and Staffing (28.5%)
 - a) Staffing plan (5 points)
 - b) Offered facility/equipment (5 points)
 - c) Starting schedule (5 points)
 - d) Key staff resumes and references (5 points)
- 3) Cost (28.5%)

(20 points determined by formula)

The award will be given to the responsible bidder whose bid, conforming with all the material terms and conditions of this Notice, scores the highest amount of points out of a possible 70. Vendors must comply with all applicable laws and regulations. An award notification should be expected by July 30, 2024.

For further details regarding the Department of Health Notices of Necessity of Professional Services, see DOH Administrative Order Num. 58, Section Two, 1-5, available on: salud.pr.gov/CMS/DOWNLOAD/8381.