



DEPARTMENT OF HEALTH GOVERNMENT OF PUERTO RICO MEDICAID PROGRAM

AWARD NOTIFICATION THIRD-PARTY LIABILITY (TPL) 2025-PRMP-MES-TPL-002

Pursuant to Executive Order No. OE-2021-029¹, Circular Letter 013-2021², Administrative Order No. OA-581/586/603/614³, Act No. 38/2017⁴, as amended, and 45 CFR 74.327-329, the Puerto Rico Medicaid Program (PRMP) issued the Request for Proposals (RFP) 2025-PRMP-MES-TPL-002 to solicit vendor proposals for procuring the professional services of a qualified TPL solution vendor to perform design, development, and implementation (DDI) and subsequent maintenance and operations (M&O) for PRMP's Medicaid Enterprise System (MES).

one In response to the RFP, PRMP received proposals from two (2) vendors. In accordance with sections 6.1 and 6.2 of the RFP, proposals were evaluated by a Puerto Rico Department of Health (PRDoH) appointed committee⁵ [from here on, Evaluation Committee (EC)] in two parts using a weight/score methodology with a maximum overall total of 1,000 points. The first evaluation phase focused on the technical component of proposals and the second on their cost. Section 6.1 of the RFP established in part that *[t]he evaluation committee will recommend contract award to the vendor that receives the highest overall point score of all eligible vendors and demonstrates it meets all mandatory specifications, meets at least the minimum acceptable technical score, and was selected to move forward to cost proposal evaluations.*

The professional services acquired through this RFP will be based on two (2) base year contract and two (2) optional two (2)-year extensions with a potential for six (6) years total. Contract award is contingent upon Centers for Medicare & Medicaid Services (CMS), PRDoH, and other Commonwealth agencies' approval, to the formalization of an agreement between the PRDoH and selected vendor, and associated funding in place for the contract term. Prior to the formation of the contract, this *Award Notification* and the awarded vendor's proposal must be verified by CMS. Once approved, the awarded vendor shall submit all required documentation to the PRMP contract office, including a summarized proposal. The awarded vendor must be registered with *Registro Único de Proveedores de Servicios Profesionales (RUP)* of the Puerto Rico General Services Administration.⁶ Moreover, no services shall be provided by the awarded vendor until a copy of the official contract is filed with the Puerto Rico Office of the Comptroller.

¹ Issued by the Governor of Puerto Rico, Hon. Pedro R. Pierluisi.

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.

⁴ Known as the Government of Puerto Rico Uniform Administrative Procedure Act.

⁵ In accordance with Administrative Orders No. OA-581 and OA-586.

⁶ See: Reglamento 9302E *Sole Registry of Professional Service Providers*, available in asg.pr.gov/publicacionesreglamentos.

I. PROCEDURAL BACKGROUND

On April 23, 2025, PRMP published on several websites⁷ the RFP seeking competitive proposals to procure the professional services of a qualified TPL vendor that could implement a TPL solution that meets PRMP's vision, goals, and requirements and fulfills the stated scope of work. The RFP defined the detailed response and minimum contract requirements. In addition, it outlined PRMP's process for evaluating responses and selecting a vendor that could provide the necessary components to perform the proposed work under the RFP by procuring the necessary services at the most favorable and competitive price and to give all qualified vendors an opportunity to do business with PRMP.

Interested vendors had the opportunity to present questions and receive corresponding answers that helped clarify instances of the RFP. PRMP received a total of sixty-three (63) questions. Question responses were published by May 13, 2025, for the benefit of all participating vendors at <https://medicaid.pr.gov/Home/NotificacionServiciosProfesionales/>.

PRMP received proposals from two (2) vendors, Kunz, Leigh & Associates (from here on, KL&A) and Enterprise Services Caribe, LLC (from here on, ESC), a subsidiary of Gainwell Technologies LLC. The proposal submission deadline, in accordance with section 1.3 of the RFP, was May 30, 2025, at 3:00 pm Atlantic Standard Time (AST). KL&A's proposal was received on May 29, 2025, at 12:04 pm, and ESC's proposal was received on May 30, 2025, at 11:59 am. Therefore, all proposals submitted by participating vendors were received on time.

A – PRE-SCREENING EVALUATION PHASE

Proposals were evaluated based on the criteria stated in the RFP and information contained in the submitted responses of participating vendors. Furthermore, proposals were initially screened to assess whether they met or exceeded the mandatory specifications listed in the RFP.

If the Solicitation Coordinator (SC) determines that a proposal does not meet all the mandatory specifications, the proposal will be flagged for the EC members to review prior conducting individual reviews. Proposals failing to meet one or more mandatory specifications of the RFP will be disqualified and may not have the remainder of their technical or cost proposals components evaluated. However, proposals passing the pre-screening will then be eligible to be evaluated and scored across six (6) global criteria as listed in the RFP in section 6.2 *Evaluation Criteria*.

As stated above, the PRMP received two proposals on time. These proposals were pre-screened by the SC / Proposal Adjudication Unit (PAU). The pre-screening performed was focused on the compliance of the proponents with the mandatory specifications as they are presented in *Attachment E: Mandatory Specifications on Table 18: Mandatory Requirements and Table 19: Mandatory Qualifications* of the RFP. The method for the pre-screening consists of an evaluation of the Yes or No responses from vendors and the requested brief narrative that vendors must provide next to their response.

⁷ Medicaid website, Puerto Rico Department of Health website, and Puerto Rico General Services Administration website.

Out of the sixteen (16) mandatory requirements, both vendors fulfilled the requirements by attesting Yes or "Y" to all of them and providing a brief narrative to demonstrate understanding and fulfillment of the requirements. Once the pre-screening was completed and the answers to the *Mandatory Requirements* were evaluated, the SC / PAU evaluated the fulfillment of the *Mandatory Qualifications*. Both participating vendors also complied with the three (3) qualification requirements, by answering Yes or "Y" and providing the necessary narrative response. The SC / PAU deemed both proposals responsive, consequently the proposals were submitted for evaluation by the EC.

B – TECHNICAL PROPOSALS EVALUATION PHASE, ORAL PRESENTATIONS AND IMPORTANT UPDATE

The EC then proceeded with their analysis of the technical proposals over a period of six (6) weeks during the months of July, August, and September 2025. Members of the EC evaluated each proposal at an individual level, followed by multiple group sessions where they discussed individual scores and reached a group consensus on each evaluation criteria. At the end of the technical proposals analysis, the EC acknowledged which proposals were to move forward to oral presentations and cost proposal analysis according to the 70% threshold indicated in the RFP. In this RFP, the 70% threshold was equivalent to scoring 525 points. KL&A obtained a technical score of 593 points and ESC obtained a technical score of 597 points meaning that all participating vendors passed the threshold, would engage in oral presentations, and pass on to the cost evaluation phase.

After the evaluation of the technical component of proposals and before oral presentations, PRMP issued one (1) *Important Update* on September 3, 2025, with the purpose of informing participating vendors of established oral presentation guidelines and the specific applicable criteria for evaluating oral presentations, which was published at <https://medicaid.pr.gov/home/NotificacionServiciosProfesionales/>.

Such events were followed by oral presentations from the two (2) participating vendors. Up to that point, cost proposals remained sealed. Oral presentations were held on September 11, 2025, and scored accordingly by the EC. The final stage of the evaluation process held on September 12, 2025, consisted of opening, evaluating, scoring and adding scores of cost proposals to determine the overall best-ranked vendor.

II. SUMMARIES OF EVALUATED PROPOSALS (listed in alphabetical order)

A – ENTERPRISE SERVICES CARIBE, LLC

ESC proposes to leverage the proven, proprietary TPL solution of its associated company, Health Management Systems, Inc. (HMS), which has a nearly 40-year history as a leader in cost containment for government healthcare programs. The core objectives of the proposal are the implementation of a cost-effective TPL program and the successful obtainment of CMS certification for those TPL services. ESC will be the local entity providing the service, drawing on the immense scale and expertise of Gainwell and HMS.

1 – Technical Solution and Implementation Approach

ESC is offering a Software as a Service (SaaS) solution that utilizes HMS's comprehensive TPL system, which is actively used by over 40 Medicaid Agencies nationwide. This model is explicitly designed to minimize implementation risk and accelerate the timeline, with the team projecting completion of both implementation and CMS certification in less than one year.

Key features of the proposed solution include:

- *TPL Identification:* HMS's iMatch™ platform is the engine for TPL discovery, employing advanced analytics, graph analytics, and machine learning to match Medicaid member records with third-party coverage from HMS's proprietary National Eligibility Data Platform (NEDP). The NEDP contains data from over 1,700 carriers, which is generally twice as much as competitors, maximizing the chance of finding overlapping coverage.
- *Business Rules Management System (BRMS):* The solution includes a proprietary BRMS to set and manage Puerto Rico-specific business rules, ensuring that recovery work conforms precisely to PRMP's unique requirements, including claim types, claim age, and exclusions. This system maintains an audit trail to ensure transparency in billing decisions.
- *Recovery and Cost Avoidance:* HMS performs comprehensive Come Behind services—identifying and recovering payments where Medicaid paid first—and manages Pay-and-Chase operations. HMS recovers over \$400 million annually from its Come Behind efforts alone for clients. The system is designed to comply with CMS-mandated timeframes for recovery, such as the 180-day window for MCO recovery.
- *Case Management:* For casualty and tort recoveries, ESC offers access to the web-based, proprietary Maestro™ case management system, which supports automated alerts, task reminders, and integrated document management. ESC also offers an Accounts Receivable (A/R) Claim Tracker for PRMP staff to gain direct insight into all carrier billings and recoveries.

2 – Relevant Experience

The primary advantage of ESC's proposal is the unmatched breadth of experience and scale provided by Gainwell and HMS.

- *National Dominance and Scale:* HMS provides TPL services for over 40 Medicaid Agencies, covering roughly 80% of Medicaid lives in the U.S. In 2024 alone, HMS recovered over \$3 billion for its clients. This experience translates into economies of scale in technology, subject-matter expertise, and data resources.
- *Local and Institutional Knowledge:* ESC is PRMP's current vendor for core Medicaid Enterprise Solution (MES) services. ESC staff have over eight (8) years of Puerto Rico-specific Medicaid experience, having implemented the first Medicaid Management Information System

(MMIS) for the Commonwealth. This existing presence ensures immediate, seamless integration and alignment with current MES operations.

- *CMS Certification Expertise:* ESC and HMS have achieved dozens of CMS certifications for MMIS systems and TPL services. The team has a strong understanding of the thirteen (13) CMS TPL outcomes and possesses the reports and artifacts needed to accelerate PRMP's certification.
- *Financial Innovation:* Unlike competitors who charge labor hours for planning, HMS's compensation model is often based on the value returned to clients. Furthermore, HMS has a proven track record of recovering capitation overpayments in managed care environments, recovering over \$87 million in one state alone, demonstrating a focus on long-term cost containment beyond traditional claims recovery.

3 – Differentiators

ESC is proposing a leveraged staffing model, meaning key roles outside of the dedicated Project Manager are shared across HMS's national TPL practice. This model lowers PRMP's cost while providing access to a deep bench of specialists. Key staff include the Account Manager, and the Business Lead and Accountable Executive for TPL services in fourteen (14) states and Puerto Rico. The proposal emphasizes that all team members are accessible, knowledgeable, and dedicated to achieving project deadlines and quality metrics. ESC states they will commit to being a long-term cost containment partner, continually bringing national best practices and new ideas to PRMP to maximize savings and recoveries.

B – KUNZ, LEIGH & ASSOCIATES

KL&A is a Subchapter S Corporation in Michigan, in business for 33 years. The company is partnering with Truenorth Corp, a Puerto Rico-based corporation that brings local expertise for testing, training, and external stakeholder communications. The proposed implementation approach uses a Design, Development, and Implementation (DDI) model, leveraging the existing baseline system to accelerate the timeline for a full operational rollout within an anticipated 18-month timeframe. The project is led by a team of seasoned TPL experts, including the Account Manager, who served as the Michigan Medicaid TPL Division Director for 14 years. Truenorth's role, managed by key local resources, is to ensure that all training and public-facing deliverables are available in both English and Spanish as spoken in Puerto Rico. KL&A attests to no prior contract disputes, terminations, or litigation.

1 – Technical Solution and Implementation Approach

KL&A's core offering is a mature, production-tested TPL system built for scalability, automation, and accuracy. The solution is highly configurable, allowing PRMP staff to modify terminology and business rules with minimal IT development, a key factor in aligning with evolving policy and operational needs.

Key features of the proposed solution include:

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- *TPL Identification:* The system integrates with various data sources, including the MMIS and MEDITI3G, utilizing advanced, configurable matching logic to discover new TPL leads and flag potential tort recovery opportunities (e.g., claims with trauma/poisoning indicators). KL&A's extended matching logic uses policyholder and absent parent information to increase match precision beyond basic demographic fields.
- *Cost Avoidance & Pay-and-Chase:* The system supports Come Behind cost avoidance and Pay-and-Chase recovery operations. It automates the monitoring of Managed Care Organizations (MCOs) for compliance, identifies when MCOs fail to cost-avoid claims, and manages the handoff of recovery rights to PRMP after the 180-day MCO recovery window expires.
- *TPL Recovery and Case Management:* The solution includes a comprehensive, BPMN 2.0-compliant workflow engine and case management tool for tracking all recovery types, including health and legal liability. This centralized tool tracks claims, generates correspondence, logs activities, and automatically calculates appropriate recovery amounts.
- *Reporting:* The system provides comprehensive, customizable real-time dashboards and scheduled reports aligned with CMS metrics to ensure transparency and oversight of all TPL and MCO recovery efforts.

2 – Relevant Experience

KL&A's experience is highly focused on developing and managing Medicaid TPL solutions:

- *Michigan Third Party Liability:* KL&A has worked with the State of Michigan for over 30 years and developed the TED system, a full-service web application used to manage cost avoidance and all recovery activities for the State of Michigan TPL Division. This system has supported the state in recovering over \$470 million since 2006.
- *Illinois Third Party Liability:* In 2022, Illinois contracted KL&A to implement a customized version of the TED system, scheduled for production release in March 2026, demonstrating the system's multi-state applicability and ongoing evolution.
- *Truenorth's Local Experience:* The subcontractor, Truenorth, holds current contractual relationships with numerous Commonwealth entities, including the Puerto Rico Medicaid Program (PRMP), the Puerto Rico Department of Health (PRDoH), and the Puerto Rico Health Insurance Administration (PRHIA, aka ASES).

3 – Differentiators

KL&A differentiates itself by offering a fully functional, proven TPL software solution (TED) rather than proposing a new build or solely consulting services. This foundation minimizes implementation risk and time. Their team, which includes former state Medicaid TPL directors, brings real-world operational and policy-based insight directly into system design and customization. The

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strategic partnership with Truenorth addresses the critical need for local, bilingual resources capable of navigating Puerto Rico's specific regulatory and cultural landscape. This combination of tested technology, direct TPL expertise, and deep local integration is presented as the optimal path to maximizing PRMP's recoveries and modernizing its TPL infrastructure.

III. PROPOSAL EVALUATION

A – METHODOLOGY AND ANALYSIS OF TECHNICAL PROPOSALS

The purpose of this RFP was to solicit proposals to procure the professional services of a qualified TPL solution vendor to perform design, development, implementation, and subsequent maintenance and operations for PRMP's MES.

According to OA-586, proposals were scored by an EC appointed by the PRDoH secretary. Section 3.12 of the RFP instructed vendors to submit proposals in two distinct parts sealed in separate envelopes: technical proposal and cost proposal. Prior to the opening of the cost proposals, technical proposals were evaluated by each member of the EC at an individual level, followed by multiple group sessions where members discussed their personal analysis and reached a consensus score for each evaluation criteria. Members of the EC had no access to cost proposals. Not until all proposals were group-scored by the EC and oral presentations conducted, would the EC evaluate and score cost proposals.

EC members were to assign a value from a scale of 1 through 5 to each item -described throughout the RFP- of the evaluation categories according to the following rubric:

- 5: Excellent – exceeds the specifications
Likelihood of Success: Very High
- 4: Good – fully addresses the specifications
Likelihood of Success: High
- 3: Marginal – addresses the specifications, but has some substantial deficiencies
Likelihood of Success: Low
- 2: Deficient – partially addresses the specifications or is very limited
Likelihood of Success: Very Low
- 1: Unacceptable – fails to address the specifications
Likelihood of Success: None

The following evaluation criteria was stated in the RFP:

Evaluation Category	Points Allocated
Mandatory Specifications	Pass/Fail
Global Criterion 1: Vendor Qualifications and Experience	100 Points Possible
Global Criterion 2: Vendor Organization and Staffing	100 Points Possible
Global Criterion 3: Approach to SOW and Outcomes	500 Points Possible
Global Criterion 4: Initial Project Schedule	50 Points Possible

Global Criterion 5: Cost Proposal	200 Points Possible
Global Criterion 6: Oral Presentation	50 Points Possible
Total Points Possible	1,000 Points

To come up with the *Points Allocated* in the RFP, a weight/score formula was implemented. With regards to each evaluation category, throughout the RFP, vendors were solicited specific information. Proposals were evaluated based on their submitted responses. Each item had an assigned weight, which had to be multiplied by the consensus score given by the EC. The weights assigned to each *technical* criterion multiplied by a score of 5 would give 750, the maximum available points for the technical proposals.

The following table portrays the EC's consensus scores for each vendors' *technical* category item and the corresponding allotted points:

Evaluation Category	Weight	KL&A		ESC	
		Score	Points	Score	Points
<i>Vendor Qualifications and Experience</i>	---	---	(100)	---	(100)
Organization Overview	30	4	24	5	30
Existing Business Relationships with Puerto Rico	20	3	12	4	16
Business Disputes	10	4	8	4	8
References	40	4	32	4	32
Subtotal	---	---	76	---	86
<i>Vendor Organization and Staffing</i>	---	---	(100)	---	(100)
Initial Staffing Plan	40	3	24	5	40
Use of PRMP Staff	20	4	16	4	16
Key Staff and Resumes	40	4	32	4	32
Subtotal	---	---	72	---	88
<i>Approach to Scope of Work (SOW) and Outcomes</i>	---	---	(500)	---	(500)
Perform Project Management	10	4	8	4	8
Building Training Materials and Conduct Training	10	3	6	5	10
Support OCM	10	5	10	4	8
Establish Business Rules Engine (BRE)	10	4	8	4	8
Perform Integration and Establish Interfaces	10	4	8	4	8
Perform TPL Solution Testing	10	4	8	4	8
Manage Implementation and Acceptance	10	4	8	4	8
Plan and Execute CMS Certification Activities	10	4	8	5	10
Conduct Operations, Maintenance, and Configuration	10	4	8	4	8
Perform Project Turnover and Closeout Activities	5	4	4	3	3
Perform Data Management	10	3	6	3	6
Establish Interface with the MMIS	20	4	16	3	12

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Establish Interface with MEDITI3G	20	4	16	4	16
Identify Other TPL Data Sources	20	4	16	4	16
Perform Data Matches	20	4	16	4	16
Develop Reports (Identify TPL)	20	5	20	4	16
Conduct MCO Coordination and Reporting	40	5	40	4	32
Provide SME Support and Analysis (Cost Avoidance – Come Behind)	30	4	24	5	30
Provide SME Support and Analysis (TPL Pay-and-Chase)	25	4	20	5	25
Perform Come Behind Services and Recoveries	25	4	20	4	20
Identify Absent Parent's Insurance and Pursue Recovery	25	4	20	4	20
Develop MMIS Recovery Federal Reporting Process	25	4	20	4	20
Lump-Sum Recoveries Fund Code Assignment	25	3	15	4	20
Conduct Case Management and Tracking	25	4	20	3	15
Develop Reports (TPL Recovery)	15	4	12	4	12
Conduct Correspondence Management	20	4	16	3	12
Establish TPL Refund Process	20	4	16	2	8
Establish Workflow	20	4	16	2	8
Subtotal	---	---	405	---	383
Initial Project Schedule	---	---	(50)	---	(50)
Initial Project Schedule	50	4	40	4	40
Subtotal	---	---	40	---	40
Technical Total	---	---	593	---	597

As stated in section 6.1 *Evaluation Process* of the RFP, *[o]nly proposals that receive the minimum acceptable technical score (70% of applicable technical evaluation points) will be eligible to move forward to cost proposal evaluations.* That is, a proposal must achieve a score of **525 points** or more in the technical evaluation process to move to the respective cost analysis.

Vendors' total technical scores considering all focus areas and criteria are as follows (listed in alphabetical order):

Vendor	Technical Proposal Points
ESC	597
KL&A	593

All vendors that participated and submitted their proposals for evaluation were able to reach the corresponding threshold, meaning they all presented acceptable proposals, and all seemed capable of offering the required services. Across the board, proposals scores are mostly similar among most items.

The above table positioned **ESC** as the vendor with the highest overall technical score while **KL&A** positioned in second place. Since the vendors were able to reach the 70% threshold, by meeting at least the minimum acceptable technical score, these vendors were selected to move forward to oral presentations and cost proposal evaluations.

1 – Kunz, Leigh & Associates

Some notable scores regarding the vendor's technical proposal include:

KL&A's score of three (3) in the *Building Training Materials and Conduct Training* category. The EC's comments and rationale revolved around the fact that the main vendor response was partially deficient in addressing the eleven (11) RFP specifications. The vendor addressed some specifications but failed to do so in Coordination of Benefits (COB) training opportunities and developing training in TPL data sources criteria to identify additional TPL entities.

KL&A's score of five (5) in the *Support OCM*⁸ category. The EC's comments and rationale focused on establishing that the vendor exceeded specifications regarding policy and procedural updates to improve PRMP's TPL program. Moreover, the fact that the vendor will draft essential communication documents as part of new TPL initiatives, all was considered by the EC as added value.

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KL&A's score of three (3) in the *Perform Data Management* category. The EC's comments and rationale focused on establishing that the vendor's response for this category was partially deficient regarding some of the requirements specified in the RFP. For example, accept, maintain, store and display at least five (5) years of an individual's Medicare data, maintain all data sets identified by the HIPPA implementation guides to support and store all transactions required, and validate and verify that all data items that contain self-checking digits like NPI pass a specified check digit test.

KL&A's score of four (4) in the *Provide SME*⁹ *Support and Analysis* category. The EC's comments and rationale focused on acknowledging that the vendor addressed requirements regarding this category. The EC was emphatic on the fact that the vendor offered and would design, evaluate, and enhance TPL cost avoidance edits within MMIS and other integrated systems. Furthermore, conduct in-depth analyses to identify claims that third-party insurers should have paid before Medicaid payment and will flag instances where another payer should have been the primary payer. Finally, vendor's solution monitors coverage information using extraction maintenance data algorithms to research claim recovery leads. The extraction process allows MCOs to review paid encounter data comprehensively.

KL&A's score of four (4) in the *Conduct Case Management and Tracking* category. The EC's comments and rationale focused on acknowledging that the vendor addressed requirements regarding this category. The vendor's case management tool would ensure a seamless and efficient case management, enhancing accuracy and effectiveness of recovery processes. Moreover, the EC was

⁸ Organizational Change Management

⁹ Subject Matter Expert

emphatic on the fact that the tool would be accessible to PRMP and PIU staff. The solution was considered comprehensive, adaptable, and could be used to create free-form text notes or predefined comments.

2 – Enterprise Services Caribe, LLC

Some notable scores regarding the vendor's technical proposal include:

ESC's score of five (5) in the *Building Training Materials and Conduct Training* category. The EC's comments and rationale focused on acknowledging that the vendor addressed all eleven (11) specifications in the RFP for this category. Moreover, the mention of multiple workshops, videos, simulations, interactive modules, etc., although not required by the RFP, those proposal aspects can be considered as added value.

ESC's score of four (4) in the *Support OCM* category. The EC's comments and rationale focused on acknowledging that the vendor addressed the specifications. The vendor offered to support the OCM strategy and work in partnership with PRMP OCM team. Moreover, to develop an OCM plan with communication strategies, stakeholder engagement models, coordinate readiness assessments, and provide support for policy and procedures updates.

ESC ESC's score of three (3) in the *Perform Data Management* category. The EC's comments and rationale focused on acknowledging that the vendor's offerings and explanation addressed some RFP specifications. Regarding this category, vendor did mention that their solution supports safe data conversion, reporting, longitudinal tracking, data validation, error correction routines, full traceability per audit requirements, analytics, audit reporting tools, flexible archival, and search and retrieval mechanisms. Nevertheless, the EC though the response was vague, limited or deficient regarding some other requirements specified in the RFP.

ESC's score of five (5) in the *Provide SME Support and Analysis* category. The EC's comments and rationale focused on acknowledging that the vendor fully addressed RFP specifications regarding this category in a complete and detailed manner. The vendor will provide SME support and analytical insight to advance PRMP's pay-and-chase recovery objectives. Moreover, vendor will help PRMP navigate intricacies of federal P&C regulations, that policies are aligned with CMS MES certification conditions, and oversee configuration of business rules that filter paid claims eligible for recovery. Finally, the vendor will provide support training for PRMP staff and dashboards to fine-tune recovery strategies, negotiating with insurers, and reporting outcomes to CMS. The EC considered that the vendor fully addressed the specifications and was precise in the type of support and analysis provided to PRMP.

ESC's score of two (2) in the *Establish Workflow* category. The EC's comments and rationale focused on establishing that the vendor's response for this category was deficient regarding some of the requirements specified in the RFP. The vendor would indeed implement a modular TPL recovery workflow using BPMN 2.0 standards and configured with BPM platform. However, vendor's response was limited and partially addressed the RFP specifications. Finally, bullets 1-3 and 5-7 were not properly addressed regarding this specific category.

B – METHODOLOGY AND ANALYSIS OF ORAL PRESENTATIONS

In accordance with section 6.6 of the RFP, oral presentations were mandatory and all participating vendors passing the 70% threshold were to comply with this requirement as part of the evaluation process. To come up with the *Points Allocated* for oral presentations, a weight/score formula was implemented. With regards to each evaluation category listed below, those constituted the evaluation criteria established for oral presentation purposes and vendors were evaluated based on their performance. Each item had an assigned weight, which had to be multiplied by the consensus score given by the EC. The weights assigned to each criterion multiplied by a score of 5 would give 50, the maximum available points for oral presentations.

The following table portrays the EC's consensus score for each vendor's oral presentation category item and the corresponding allotted points:

Evaluation Category	Weight	KL&A		ESC	
		Score	Points	Score	Points
Oral Presentations	---	---	(50)	---	(50)
1. Did the vendor's presentation demonstrate extensive knowledge of managing the services required by the RFP?	10	4	8	5	10
2. Did the vendor's presentation demonstrate a clear understanding of the specifications of the RFP?	10	4	8	4	8
3. Did the vendor professionally present and manage their presentation, including time management?	10	4	8	4	8
4. Did the vendor fully respond questions asked by the Evaluation Committee in a direct and applicable manner?	10	5	10	5	10
5. Was the overall impression of the strength and quality of the vendor's presentation positive?	10	4	8	5	10
Subtotal	---	---	42	---	46
Total	---	---	42	---	46

Regarding oral presentations, the EC members concluded that all vendors, as well as subcontractors, displayed understanding of the services required in the RFP. The vendors' projection during presentations demonstrated professionalism and knowledge and were able to adequately manage the allotted time. The EC members also noted that vendors' overall experience (inclusive of subcontractors' experience) in previous projects of similar nature in other jurisdictions showed understanding and knowledge of required services. Finally, the general impression of the quality of the vendors' presentations was positive and were considered capable in providing the services specified in the RFP, hence the scores provided in the corresponding categories.

C – METHODOLOGY AND ANALYSIS OF COST PROPOSALS

After the technical evaluation phase ended, the EC proceeded to add the cost proposals criteria to the equation. The highest possible score, 200 points, were automatically given to the proposal with the lowest cost. The cost proposal scores provided were calculated using the following formula:

$$\frac{\text{lowest offeror's cost}}{\text{the offeror's cost being scored}} \times \text{the maximum number of cost points available}$$

According to vendors' cost proposals, scores are as follows (rounded up to two decimal spaces and listed in descending order by cost score obtained):

$$\begin{array}{c} \text{ESC} \\ (\$13,574,117.23 / \$13,574,117.23) = 1 \times 200 = \mathbf{200} \end{array}$$

$$\begin{array}{c} \text{KL\&A} \\ (\$13,574,117.23 / \$75,424,519.60) = .1799... \times 200 = \mathbf{36} \end{array}$$

The following table portrays the EC's overall final points (not inclusive of oral presentation scores and listed in ascending order by total score obtained):

Vendor	Technical	Cost	Total
<i>Maximum Response Points</i>	<i>750</i>	<i>200</i>	<i>950</i>
KL&A	593	36	629
ESC	597	200	797

Finally, KL&A's price point of \$75,424,519.60 for providing the totality of services specified in the RFP positions vendor way outside of serious consideration. Such an onerous amount in no way, shape or form conforms to PRMP's best interests nor is a viable option in terms of economic value.

IV. EVALUATION COMMITTEE RECOMMENDATION

First, for the reasons stated, since ESC obtained a technical score of five hundred and ninety-seven (597) and KL&A a technical score of five hundred and ninety-three (593), both vendors managed to move on to the oral presentations and cost analysis evaluation phases. In the oral presentation phase, ESC received forty-six (46) points and KL&A received forty-two (42) points. Moreover, in the final phase of evaluation, costs, ESC received two hundred (200) points and KL&A received thirty-six (36) points. After the culmination of all evaluation phases, ESC scored the highest point percentage among all vendors with an overall score of eight hundred and forty-three (843) points while KL&A obtained an overall score of six hundred and seventy-one (671) points.

Second, the recommendation is that considering all factors such as evaluated proposals, information submitted and presented, technical aspects, economic value, overall point percentages, and conclusions presented here, PRMP should award the *Buena Pro* to Enterprise Services Caribe, LLC, whose proposal is determined to be the most advantageous to the program.¹⁰

Lastly, the procedural reality reflected through this *Award Notification* guarantees transparency, equity and due process in the procurement of professional services for the benefit of the Government of Puerto Rico and Medicaid Program.

¹⁰ 45 CFR §75.329 (d) (4) Contracts must be awarded to the responsible firm whose proposal is most advantageous to the program, with price and other factors considered;...

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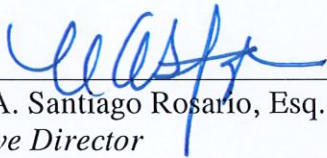
V. PRMP DETERMINATION

Hereby it is notified that the PRMP accepts the EC's recommendation to award the *Buena Pro* and subsequent contract to **Enterprise Services Caribe, LLC**, highest overall scoring vendor. All things considered, PRMP feels confident that this award is given to a responsible vendor whose proposal is advantageous to the program. This award is given in conformity with Executive Order 2021-029 and Administrative Orders No. OA-581, 586, 603, and 614.

Prior to the formation of the contract, this *Award Notification* and ESC's proposal must be verified by CMS. Once approved, ESC shall submit all required documentation to the PRMP contract office, particularly a summarized proposal.

Be advised that the awarded vendor must be registered with the *Registro Único de Proveedores de Servicios Profesionales (RUP)* of the Puerto Rico General Services Administration. Furthermore, no services shall be provided until an official copy of the contract is filed with the Puerto Rico Office of the Comptroller.

On October 9, 2025, in San Juan, Puerto Rico.



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VI. RECONSIDERATION / JUDICIAL REVIEW – TERMS

According to 3 L.P.R.A. § 9655, the party adversely affected by a partial or final resolution or order may, within twenty (20) days from the date of filing in the records of the notification of the resolution or order, file a motion for reconsideration of the resolution or order. The agency must consider it within fifteen (15) days of the filing of said motion. If it rejects it outright or does not act within fifteen (15) days, the term to request judicial review will begin to count again from the date of notification of said denial or from the expiration of those fifteen (15) days, as the case may be. If a determination is made in its consideration, the term to request judicial review will begin to count from the date on which a copy of the notification of the agency's resolution definitively resolving the motion for reconsideration is filed in the records. Such resolution must be issued and filed in the records within ninety (90) days following the filing of the motion for reconsideration. If the agency grants the motion for reconsideration but fails to take any action in relation to the motion within ninety (90) days of its filing, it will lose jurisdiction over it and the term to request judicial review will begin to count from the expiration of said ninety (90) day term unless the agency, for just cause and within said ninety (90) days, extends the term to resolve for a period that will not exceed thirty (30) additional days.

If the filing date in the records of the copy of the notification of the order or resolution is different from the one submitted through ordinary mail or sent by electronic means of said notification, the term will be calculated from the date of submission through ordinary mail or by electronic means, as appropriate.

one The party filing a motion for reconsideration must submit the original motion and two (2) copies either in person or by certified mail with return receipt to the Division of Administrative Hearings within the Legal Advisory Office of the Department of Health. The requesting party must also notify all other involved parties within the designated timeframe and include proof of this notification in the motion.

Submissions must be made as follows:

- **For personal delivery:** Monday through Friday (excluding holidays), between 8:00 a.m. and 4:30 p.m., at the following address:
Department of Health, Legal Advisory Office - Division of Administrative Hearings
1575 Avenida Ponce de León, Carr. 838, Km. 6.3,
Bo. Monacillos, San Juan, Puerto Rico 00926.
- **Alternatively, by certified mail with return receipt, to the following postal address:**
Legal Advisory Office - Division of Administrative Hearings
Department of Health
PO Box 70184
San Juan, Puerto Rico 00936-8184.

According to 3 L.P.R.A. § 9672, a party adversely affected by an agency's final order or resolution, and who has exhausted all remedies provided by the agency or the appropriate appellate administrative body, may file a request for judicial review with the Court of Appeals within thirty (30) days. This period begins from either the date the notification of the agency's final order or resolution is

filed in the records or the applicable date provided under 3 L.P.R.A. § 9655, when the time limit for requesting judicial review has been interrupted by the timely filing of a motion for reconsideration.

The party requesting judicial review must notify the agency and all other involved parties of the filing simultaneously or immediately after submitting the request to the Court of Appeals. Notification to the agency must be sent to the same addresses designated for the filing of motions for reconsideration. The notification of the filing submitted to the Court of Appeals must include all annexes.

If the filing date of the copy of the notification of the agency's final order or resolution in the records differs from the date it was deposited in the mail, the time period for requesting judicial review will be calculated from the date of deposit in the mail.

The judicial review provided herein shall be the exclusive remedy for reviewing the merits of an administrative decision, whether it is of an adjudicative nature or of an informal nature issued under 3 L.P.R.A. § 9601 *et al.*

one The mere presentation of a motion for reconsideration or request for judicial review does not have the effect of preventing the Puerto Rico Medicaid Program (PRMP) from continuing with the procurement process within this request for proposals, unless otherwise determined by a court of law.

Finally, any party adversely affected by this *Award Notification* that decides to file a motion for reconsideration according to 3 L.P.R.A. § 9655 and eventually files a request for judicial review according to 3 L.P.R.A. § 9672, must comply with a *Notice Requirement* meaning that they have the obligation to inform other participating parties to ensure transparency, fairness, and due process.

VII. CERTIFICATION OF NOTIFICATION

I hereby certify that on October 10, 2025, copy of this *Award Notification* has been sent via electronic mail to all participating vendors of the **Request for Proposals (RFP) No. 2025-PRMP-MES-TPL-002** to the addresses provided for legal notices or notification purposes in the submitted proposals:

Kunz, Leigh & Associates
Att. Justin Shaulis (KL&A Partner)
P.O. Box 70187
Lathrup Village, Michigan 48076
Tel: (517) 803-3217
Fax: (248) 559-8066
E-mail: j.shaulis@kunzleigh.com

One
Enterprise Services Caribe, LLC
Att. Rosalba Scotto (Account Manager)
Metro Office Park
Metro Parque 7, Street #1, Suite 204
Guaynabo, Puerto Rico 00968
Tel: (915) 726-3255
E-mail: rosalba.scotto@gainwelltechnologies.com



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