



Attachment C: Vendor Qualifications and Experience

This section will provide instructions to vendors to complete information required for the organizational overview, corporate background, experience in the public sector, and certifications.

Vendor Response Framework

Vendors may partner with other vendors to submit a single proposal response to the RFP. If multiple vendors are submitting a joint proposal one vendor must be identified as the primary vendor for purposes of communications during the procurement process and for contract negotiations if the joint proposal is selected as the winning proposal. Puerto Rico will negotiate a single contract for the services in this RFP. Note, however, that contracts between vendors may be subject to CMS review as a condition for federal financial participation and to ensure compliance with federal procurement regulations.

Vendors may utilize sub-contractors to provide specific functions as part of the vendor’s response, or to augment expertise or staffing capacity. Puerto Rico will negotiate a single contract for the services in this RFP but contracts between vendors and their subcontractors may be subject to CMS review. Table 9 details the vendor response framework to provide information regarding partners and subcontractors.

Table 9: Vendor Response Framework - Partners and Subcontractors

Vendor Response Framework	
Company Name – Primary Vendor	Secure Health Information Technology Corp. (SecureHIT)
Company Name – Partner Vendor A	<Response>
Company Name – Partner Vendor B	<Response>
Company Name – Partner Vendor C	<Response>
Subcontractor A	Scientia, Inc.
Subcontractor B	RM Communications, Inc. (RMComm)
Subcontractor C	Interoperability BidCo, Inc. dba Rhapsody Health
Subcontractor D	<Response>
Subcontractor E	<Response>

Organization Overview

This section of the vendor’s technical proposal should include details of the vendor and subcontractor overview. The vendor’s technical proposal should include organization overview, corporate background, vendor’s experience in the public sector, and certifications.

1.1 Organization Overview

Provide all relevant information regarding the general profile of the vendor.

Secure Health Information Technology Corp. also known as SecureHIT was created in Toa Alta Puerto Rico, in 2018 with the purpose of serving as a Health Information Service Provider as part of a trusted network for sending and receiving health information in a safe and reliable way. SecureHIT is an individual and puertorrican company. We are Health Service Information Provider (HISP) accredited by Direct Trust. For more than 6 years this Platform as a Service provides Direct Trust Messaging as portal or as background technology, to send and receive health information, inside the Trusted Network for more than 1.8 million addresses in the United States and Puerto Rico. The only one with presence in Puerto Rico and members of DirectTrust, MaxMD and The Sequoia Project.

Among its staff, it has Engineers in Development and Information Technology, Infrastructure Architects and Certified Information System Auditors with more than 20 years of experience in the field of Health IT.

Customer service is staffed by highly qualified personnel from the company itself, observing all the accreditation requirements.

Rhapsody is on a mission to enable a connected healthcare ecosystem by creating adaptable interoperability solutions that unlock the potential of data for the benefit of people. Rhapsody seeks to inspire the community of healthcare stakeholders with our commitment to results and values through the power of information innovation. With over 1,700 healthcare customers around the globe, Rhapsody understands the complexity of connections within and across healthcare stakeholders, and we use this knowledge to build solutions that make a strong foundation for digital transformation.

Healthcare interoperability is our exclusive focus. Privately owned by Hg, a leading software and services investor, who is exclusively focused on changing how we all do business, you can count on our longevity and singular focus. Every investment that we make supports the goal of helping healthcare teams confidently integrate with any system.

Our technical approach is to make the hard things easier, and the routine things automated. With this philosophy, we help healthcare delivery organizations, healthcare technology solution providers, and public health agencies improve clinical, operational, and financial outcomes.

Rhapsody serves as a reliable foundation for health data exchange and data quality for teams of all sizes. We are proud to name Geisinger, OU Health, University of Louisville, Providence Health, and the Center for Disease Control, as organizations who use Rhapsody solutions to power data exchange and to prepare for and influence changes on the horizon.

The vendor is not to change any of the pre-filled cells in the following tables.

If multiple vendors are partnering in a combined response to the RFP replicate the following table (Vendor Overview) so that the response includes one table for each vendor participating in the joint response.

Table 10: Primary Vendor Overview

Vendor Overview	
Company Name	Secure Health Information Technology Corp. DBA SecureHIT as Primary Vendor.
Name of Parent Company (If Applicable)	N/A
Industry (North American Industry Classification System [NAICS])	54199, 54151
Type of Legal Entity	Domestic Corporation For Profit entity
Company Ownership (e.g., Private/Public, Joint Venture)	Private
Number of Full-Time Employees	7
Last Fiscal Year Company Revenue	\$ 101,303.00
Last Fiscal Year Company Net Income	\$ 58,840.00
Percentage of Revenue from State and Local Government Clients in the United States and its Territories	1%

Vendor Overview	
Number of Years in Business	Six years Since 2018
Number of Years/ Experience Vendor Has With this Type of Services Specified in the RFP	Six years Since 2018
Number of Employees Providing the Type of Services Specified in the RFP	7
Headquarters in the United States and its Territories	Toa Alta, PR
Locations in the United States and its Territories	Toa Alta, PR

1.2 Subcontractor Overview (If Applicable)

If the proposal includes the use of subcontractor(s), provide all relevant information regarding each subcontractor. This section may be duplicated in its entirety and a page created per subcontractor included.

The vendor is not to change any of the pre-filled cells in the following tables.

Rhapsody EMPI

BACKGROUND ON RHAPSODY IDENTITY (Enterprise Master Patient Index)

The Rhapsody EMPI is the result of over 30 years' experience deploying identity management solutions.

The EMPI creates a Single Best Record (SBR) for each patient in the database. The SBR contains the most current information for each patient, as well as historical information, such as previous names (aliases) addresses or phone numbers. Each of these SBR records include an Enterprise Unique Identification number or EUID. The SBR enables the Data Quality Management UI to automatically match new records to the EUID of existing patients records in the EMPI database to ensure that information is stored correctly, and duplicate records are not created.

The EMPI solution uses internal probabilistic algorithms and/or external matching modules to compare and match records from disparate systems in real-time, creates an index of curated patient data, and assigns an enterprise identifier to facilitate data exchange. The EMPI serves as the central single source of truth for patient data, including site specific data elements. The index enables data quality enhancements, geo-coding, detailed record management facilities, and simplifies the distribution of information to upstream and downstream systems.

- 100% Healthcare focused.
- 20+ years dedicated to patient identification management solutions
- Over 350 million patients in Rhapsody EMPIs worldwide.
- Scalable, reliable, based on open standard technologies.
- Source system and integration engine vendor agnostic.
- Leverages our 'best in KLAS' Rhapsody Integration Engine for data exchange

It is designed specifically for the workflows and technology of the healthcare environment, ensuring accurate and clean data are mastered, linked and shared for optimized safety and efficiency across applications. The EMPI provides advanced record matching across different systems to ensure that medical records are linked to the correct person and eliminate duplicate patient records.

The Data Quality Manager (DQM) is the end user's greatest tool in the EMPI. It is a web-based interface that allows them to access, review, and maintain the data stored by the EMPI. The DQM provides the ability to search, add, update, activate and deactivate, link, merge, and compare records. You can also view and resolve issues such as potential duplicate records, review transaction histories, and print reports to track and evaluate transactions. DQM is your primary tool to view and maintain the data stored in the EMPI database.

Subcontractor Overview	
Company Name	Interoperability BidCo, Inc. dba Rhapsody Health
Name of Parent Company (If Applicable)	NA
Industry – NAICS	511210 Y
Type of Legal Entity	Corporation
Company Ownership (e.g., Private/Public, Joint Venture)	Private, VC funded
Number of Full-Time Employees	Approximately 340
Last Fiscal Year Company Revenue	As a private company, Rhapsody does not share this information publicly. A meeting can be arranged to discuss the content.
Last Fiscal Year Company Net Income	As a private company, Rhapsody does not share this information publicly. A meeting can be arranged to discuss the content.
Percentage of Revenue from State and Local Government Clients in the United States and its Territories	As a private company, Rhapsody does not share this information publicly. A meeting can be arranged to discuss the content.
Number of Years in Business	6 years as Rhapsody (formerly Lyniate) but products have been in general release since 2000.
Number of Years Vendor Has Been Providing the Type of Services Specified in the RFP	6 years, since inception
Number of Employees Providing the Type of Services Specified in the RFP	Approximately 300
Headquarters in the United States and its Territories	100 HIGH ST STE 1560, BOSTON MA, 02110. USA
Locations in the United States and its Territories	Boston, MA and Frisco, TX

Table 11: Subcontractor Overview

Subcontractor Overview	
Company Name	RM Communications, Inc.
Name of Parent Company (If Applicable)	N/A
Industry – NAICS	541212, 541519, 541611, 541990
Type of Legal Entity	Domestic Corporation For Profit entity

Company Ownership (e.g., Private/Public, Joint Venture)	Private
Number of Full-Time Employees	49
Last Fiscal Year Company Revenue	\$ 6,000,000.00
Last Fiscal Year Company Net Income	\$ 4,000,000.00
Percentage of Revenue from State and Local Government Clients in the United States and its Territories	70%
Number of Years in Business	25
Number of Years Vendor Has Been Providing the Type of Services Specified in the RFP	25
Number of Employees Providing the Type of Services Specified in the RFP	49
Headquarters in the United States and its Territories	Cataño, PR
Locations in the United States and its Territories	San Juan, PR

Subcontractor Overview	
Company Name	SCIENTIA, PR INC
Name of Parent Company (If Applicable)	N/A
Industry – NAICS	54169, 54199
Type of Legal Entity	Private Corporation
Company Ownership (e.g., Private/Public, Joint Venture)	Domestic Corporation For Profit entity
Number of Full-Time Employees	12
Last Fiscal Year Company Revenue	\$ 1,300,000.00
Last Fiscal Year Company Net Income	- \$ 125,000.00
Percentage of Revenue from State and Local Government Clients in the United States and its Territories	80%
Number of Years in Business	13
Number of Years Vendor Has Been Providing the Type of Services Specified in the RFP	10

Subcontractor Overview	
Number of Employees Providing the Type of Services Specified in the RFP	8
Headquarters in the United States and its Territories	Mayaguez, PR
Locations in the United States and its Territories	San Juan, PR

Existing Business Relationships with Puerto Rico

Describe any existing or recent (within the last five years) business relationships the vendor or any of its affiliates or proposed subcontractors have with the PRMP, and/or Puerto Rico's municipalities.

<Response>

SecureHIT has no commercial relationship currently, nor in the past five years, with the PRMP or any municipality.

Business Disputes

Provide details of any disciplinary actions and denote any that are pending litigation or Terminated for Cause or Convenience and associated reasons. Also, denote any other administrative actions taken by any jurisdiction or person against the vendor. List and summarize all judicial or administrative proceedings involving your sourcing activities, claims of unlawful employment discrimination, and anti-trust suits in which you have been a party within the last five years. If the vendor is a subsidiary, submit information for all parent companies. If the vendor uses subcontractors, associated companies, or consultants that will be involved in any phase of this operation, each of these entities will submit this information as part of the response.

<Response>

None of these disputes mentioned above apply to SecureHIT or its subcontractors.

References

The vendor must provide references for similar services provided in the past. The PRMP may conduct reference checks to verify and validate the past performance of the vendor and its proposed subcontractors.

Vendor (Prime) References Form


Include at least three references from projects performed within the last three years that demonstrate the vendor's ability to perform the scope of work described in this RFP. The vendor must include references from three different clients/projects. If multiple vendors are submitting a joint proposal include a reference response for each of the vendors participating in the joint proposal.

The vendor should include a 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.

The vendor is not to change any of the pre-filled cells in the following tables. The vendor may add additional reference tables as necessary.

Table 12: Vendor References

Vendor Information		
	Contact Name:	Janet Ríos Colón

Vendor Information		
Vendor Name: Secure Health Information Technology Corp. (SecureHIT)	Contact Phone:	787-562-7036
Customer Information		
Customer Organization: Direct Trust www.DirectTrust.org	Contact Name:	Scott Stuewe
	Contact Title:	Direct Trust President and CEO
Customer Address: 1629 K Street NW, Suite 300 Washington, DC 20006	Contact Phone:	913-222-0630
	Contact Email:	Scott.stuewe@diretrust.org
Total Vendor Staff:	4	
Objectives: Achieve accreditation under the Health Information Service Provider (HISP) program, Privacy and Security		
Description: See attached letter		
 <p>Secure HIT Reference Letter from:</p>		
Vendor's Involvement: 4 deferments resources has being assigned to accomplish the attestation.		
Key Staff		
Name: Janet Ríos Colón	Role: Samuel Rivera Casanova	
Name: José A. Miranda Báez	Role: María J. Díaz	
Measurements:		
Estimated Costs:	Actual Costs:	
Reason(s) for change in cost:		
Original Value of Vendor's Contract:	Actual Total Contract Value:	
Reason(s) for change in value:		

Vendor Information				
Estimated Start and Completion Dates:	From:	July 2018	To:	Dec 2018
Actual Start and Completion Dates:	From:		To:	
Reason(s) for the difference between estimated and actual dates: SecureHIT took on the task of working on each of the points to be certified within the certification, successfully achieving it with 100% compliance in extraordinary time.				
If the vendor performed the work as a subcontractor, the vendor should describe the scope of subcontracted activities:				

Vendor Information	
Vendor Name: Secure Health Information Technology Corp.	Contact Name: María Díaz
	Contact Phone: 787-230-7130
Customer Information	
Customer Organization: IP PLUS LLC	Contact Name: Leonardo Nivar
	Contact Title: President
Customer Address: 144 Calle Benitez Cataño, San Juan, PR 00911	Contact Phone: 7879220539
	Contact Email: leo@ipppluspr.com
Total Vendor Staff:	4
Objectives: To perform external/internal vulnerabilities assessment by identifying, analyzing, and evaluating potential risks or uncertainties that may impact the exposure of ePHI within the target health organization in collaboration with Secure HIT and assist as SME in the implementation of the NIST Cybersecurity Framework.	
Description: IP PLUS worked on the risk assessment identifying, analyzing, and evaluating potential risks while Secure HIT review and updated policies regarding regulatory compliance with HIPPA in addition to the documentation regarding cybersecurity activities, reviews of controls, cybersecurity awareness training.	
Vendor's Involvement: Identify, assess, and prioritize cybersecurity risks while determining risk levels and target organization risk appetite to align cybersecurity framework with organizational goals and regulatory requirements.	
Key Staff	
Name: Leonardo Nivar, CRISC – Critical Assets Identification, Control evaluation and ePHI risk assessment	Role: José A. Miranda Báez CISA

Vendor Information				
Name: Esli Flores, C EH – External PT, Vulnerability Assessment		Role: María J. Díaz, Customer Officer and QA		
Measurements:				
Estimated Costs: 30k		Actual Costs: 30k		
Reason(s) for change in cost: No changes in cost.				
Original Value of Vendor's Contract:		Actual Total Contract Value:		
Reason(s) for change in value:				
Estimated Start and Completion Dates:		From: 11-16-21		To: 1-16-22
Actual Start and Completion Dates:		From: 11-16-21		To: 1-31-22
Reason(s) for the difference between estimated and actual dates: Holidays in between.				
If the vendor performed the work as a subcontractor, the vendor should describe the scope of subcontracted activities:				

Vendor Information		
Vendor Name: Secure Health Information Technology Corp.	Contact Name:	María Díaz
	Contact Phone:	787-230-7130
Customer Information		
Customer Organization:	Contact Name:	Joel Nieves

Vendor Information			
Caribbean Medical Center		Contact Title:	Corporate IT Director
Customer Address: Fajardo PR		Contact Phone:	787-522-3595
		Contact Email:	joel.nieves@caribbeanmedicalcenter.com
Total Staff:	Vendor	2	
Objectives: Achieve high security connectivity between hospitals.			
Description: Hospital Caribbean Medical Center, Fajardo, PR			
Vendor's Involvement:			
Key Staff			
Name: Samuel Rivera Casanova		Role: (Add more rows as needed)	
Name: Maria J. Díaz		Role: (Add more rows as needed)	
Measurements:			
Estimated Costs:		Actual Costs:	
Reason(s) for change in cost:			
Original Value of Vendor's Contract:		Actual Total Contract Value:	
Reason(s) for change in value:			
Estimated Start and Completion Dates:	From:		To:
Actual Start and Completion Dates:	From:		To:
Reason(s) for the difference between estimated and actual dates:			

Vendor Information
<p>If the vendor performed the work as a subcontractor, the vendor should describe the scope of subcontracted activities:</p>

Subcontractor References (If Applicable)

If the vendor's proposal includes the use of subcontractor(s), provide three references for each subcontractor. The PRMP prefers references that demonstrate where the prime and subcontractors have worked together in the past.

Table 13: Subcontractor References

Subcontractor Information		
Vendor Name: Rhapsody	Contact Name:	Norm Carnick
	Contact Phone:	+1 603.318.9595
Customer Information		
Customer Organization: CyncHealth	Contact Name:	For privacy and courtesy, we do
	Contact Title:	Not share this info at this stage.
Customer Address: Omaha, Nebraska	Contact Phone:	Details can be shared later in the
	Contact Email:	Selection process.
Project Information		
Total Staff:	Vendor	5 different resources were used for varying amounts of time at different stages of the project.
<p>Objectives: CyncHealth aims to consolidate 14 disparate technology systems and data for 5 million patients to establish a longitudinal health record using the Rhapsody Interoperability Suite. This consolidation seeks to enhance operational efficiency, reduce costs, and ensure seamless access to comprehensive health data for better patient care and outcomes.</p>		
<p>Description: CyncHealth, a health data utility serving Nebraska and Iowa, faces the challenge of consolidating diverse data sources to create a comprehensive longitudinal health record. The project involves integrating data from various healthcare facilities and community organizations, necessitating a robust interoperability solution. Rhapsody's involvement includes providing the Rhapsody Integration Engine and Rhapsody EMPI to streamline data integration, enhance scalability, and support infrastructure modernization in a cloud-based deployment.</p>		
<p>Vendor's Involvement: Rhapsody plays a pivotal role in CyncHealth's project by offering essential interoperability solutions to consolidate disparate data systems and create a unified health record. By leveraging the Rhapsody Integration Engine and Rhapsody EMPI, CyncHealth can achieve seamless data aggregation, identity matching, and transaction processing across a vast network of healthcare providers and organizations. Rhapsody's scalable and cloud-based infrastructure ensures reliability, security, and flexibility, aligning perfectly with CyncHealth's objectives of advancing interoperability and delivering value-driven healthcare services.</p>		
Key Staff		
Name:	Role: Project Manager	

Subcontractor Information			
Name:		Role: Solutions Architect	
		Role: Integration Engineer	
		Role: EMPI Engineer	
		Role: QA and Testing Engineer	
Project Measurements:			
Estimated one-time costs: Confidential		Actual one-time costs:	
Reason(s) for change in one-time cost:			
Original Value of Vendor's Contract: Under \$500K		Actual Total Contract Value:	
Reason(s) for change in value:			
Estimated Start and Completion Dates:	From:		To:
Actual Start and Completion Dates:	From:	6 months	To:
Reason(s) for the difference between estimated and actual dates:			

Subcontractor Information		
Vendor Name: Rhapsody	Contact Name:	Norm Carnick
	Contact Phone:	+1 603.318.9595
Customer Information		
Customer Organization: Utah Health Information Network (UHIN)	Contact Name:	For privacy and courtesy, we do
	Contact Title:	Not share this info at this stage.
Customer Address: Salt Lake City, Utah	Contact Phone:	Details can be shared later in the
	Contact Email:	Selection process.
Project Information		
Total Vendor Staff:	5 different resources were used for varying amounts of time at different stages of the project.	
<p>Objectives: Utah Health Information Network (UHIN) aims to replace legacy technology with a precise identity matching and data management solution to enhance its health information exchange (HIE) services. The project seeks to modernize patient matching capabilities to support the growing volume of providers and patients joining the network, thereby fostering effective collaboration and improving care coordination across its evolving network of 25,000 provider participants.</p>		

Description: UHIN, Utah's health information exchange, faces the challenge of replacing legacy technology to address issues of duplicate and incomplete patient records and manual administrative tasks. The need for a modernized enterprise-level patient matching solution became imperative due to the increasing number of EMR systems and applications entering the network. To overcome these challenges, UHIN selected the Rhapsody Enterprise Master Person Index (EMPI) on Amazon Web Services (AWS) to replace its existing data management solution and referential matching software.

Vendor's Involvement: Rhapsody plays a crucial role in UHIN's project by providing the Rhapsody EMPI on AWS, offering a scalable and cloud-based identity data management platform. The solution enables UHIN to automate patient record matching across all systems and sites of care, seamlessly integrate new and existing legacy applications, and ensure secure and accessible data exchange. By leveraging the Rhapsody EMPI, UHIN minimizes manual inputs, maximizes speed and performance, and enhances care decision-making while reducing errors and unnecessary costs.

Key Staff

Name: (Add more rows as needed)	Role: Project Manager
Name: (Add more rows as needed)	Role: Solutions Architect
	Role: Integration Engineer
	Role: EMPI Engineer
	Role: QA and Testing Engineer

Project Measurements:

Estimated one-time costs:	Actual one-time costs: Confidential
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Reason(s) for change in one-time cost:

Original Value of Vendor's Contract: Under \$500K	Actual Total Contract Value:
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Reason(s) for change in value:

Estimated Start and Completion Dates:	From:		To:	
Actual Start and Completion Dates:	From:	6 months	To:	

Reason(s) for the difference between estimated and actual dates:

Subcontractor Information

Vendor Name: Rhapsody	Contact Name:	Norm Carnick
	Contact Phone:	+1 603.318.9595

Customer Information

Customer Organization:	Contact Name:	For privacy and courtesy, we do
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KeyHIE		Contact Title:	Not share this info at this stage.
Customer Address: Danville, Pennsylvania		Contact Phone:	Details can be shared later in the
		Contact Email:	Selection process.
Project Information			
Total Staff:	Vendor		
<p>Objectives: Keystone Health Information Exchange (KeyHIE) aims to create an integrated network of accurate and accessible patient data to support coordinated, patient-centered care. The project seeks to improve identity management and patient record matching accuracy to enhance the reliability, speed, and completeness of data shared among its diverse network of 29 hospitals, 369 physician practices, and other healthcare facilities across Pennsylvania and New Jersey.</p>			
<p>Description: KeyHIE, one of the oldest and largest health information exchanges (HIEs), faces the challenge of replacing legacy technology to ensure precise identity management and seamless data exchange across its extensive network. The need for improved interoperability and patient record matching arises from the increasing number of data trading partners and the variety of electronic health record (EHR) applications, leading to duplicate and incomplete patient records. To address these challenges, KeyHIE selects the Rhapsody Enterprise Master Person Index (EMPI) and Corepoint Integration Engine as its interoperability solutions to reconcile patient records and provide on-demand access to millions of patient records.</p>			
<p>Vendor's Involvement: Rhapsody plays a vital role in KeyHIE's project by providing interoperability solutions, including the Rhapsody EMPI and Corepoint Integration Engine. The Rhapsody EMPI automates patient record matching across disparate systems and settings of care, ensuring accurate and reliable patient identity management. Additionally, the Corepoint Integration Engine facilitates seamless integration of new and existing legacy applications, enabling fluid data exchange without disrupting clinical or administrative workflows. By leveraging Rhapsody's solutions, KeyHIE minimizes manual inputs, maximizes data accuracy, and improves care decision-making, ultimately enhancing the quality of care delivery across its extensive network of healthcare providers.</p>			
Key Staff			
Name: (Add more rows as needed)		Role: Project Manager	
Name: (Add more rows as needed)		Role: Solutions Architect	
		Role: Integration Engineer	
		Role: EMPI Engineer	
		Role: QA and Testing Engineer	
Project Measurements:			
Estimated one-time costs:		Actual one-time costs: Confidential	
Reason(s) for change in one-time cost:			
Original Value of Vendor's Contract: Under \$500K		Actual Total Contract Value:	
Reason(s) for change in value:			

Estimated Start and Completion Dates:	From:		To:	
Actual Start and Completion Dates:	From:	3 months, and then additional projects	To:	
Reason(s) for the difference between estimated and actual dates:				

Vendor Information	
Vendor Name: SCIENTIA, PR INC	Contact Name: Carlos Rodriguez
	Contact Phone: 9392381314
Customer Information	
Customer Organization: Dorado Health, Inc.	Contact Name: Francisco Caceres
	Contact Title: CIO
Customer Address: 100 CARR 165 SUITE 508, CENTRO INTERNACIONAL DE MERCADEO GUAYNABO	Contact Phone: 7875085996
	Contact Email: fcaceres@mmc-pr.com
Total Vendor Staff:	14
Objectives: EHR implementation for all four (4) Dorado Health Institutions (Manati, Mayaguez, Bayamon and PRWCH).	
Description: SCIENTIA, PR has spearheaded all Health IT implementation for this site. From workflow design to data quality, from educational material to end user training. More importantly, PI3 and HIE configurations	
Vendor's Involvement: 100%	
Key Staff	
Name: Avigail Hernandez	Role: PM
Name: Abraham Medina	Role: Coordinator
Measurements:	
Estimated Costs: 600K	Actual Costs:600K
Reason(s) for change in cost: N/A	

Vendor Information				
Original Value of Vendor's Contract: 600K		Actual Total Contract Value:600K		
Reason(s) for change in value: N/a				
Estimated Start and Completion Dates:	From: Jun/20		To:Jun/22	
Actual Start and Completion Dates:	From:Jun/20		To: Jun/22	
Reason(s) for the difference between estimated and actual dates: N/A				
If the vendor performed the work as a subcontractor, the vendor should describe the scope of subcontracted activities: N/A				

Subcontractor Information		
Vendor Name: RM Communications (RMCOMM)	Contact Name:	Roberto Mojica
	Contact Phone:	787-374-4435
Customer Information		
Customer Organization: The Puerto Rico Department of Treasury	Contact Name:	Jose Rivera Mieles
	Contact Title:	CIO
Customer Address: Edificio Intendente Ramírez 10 Paseo Covadonga San Juan, 00901	Contact Phone:	787-685-6390
	Contact Email:	jose.Mieles@hacienda.pr.gov
Project Information		

Subcontractor Information

Total Vendor Staff: 9 Staff members

Project Objectives:

Implementing a comprehensive cybersecurity framework to ensure compliance with the latest federal regulations mandated by the IRS and NIST.

Project Description:

The Cybersecurity Team is responsible for safeguarding digital assets and sensitive information within an organization by identifying, analyzing, and mitigating cybersecurity threats. They monitor network traffic, conduct security assessments, implement security measures, and respond to security incidents to ensure the protection of data and systems from cyber attacks.

Vendor's Involvement:

RMCOMM recognizes the critical importance of enhancing its cybersecurity posture to safeguard sensitive financial data and uphold regulatory compliance.

RMCOMM will play a pivotal role in implementing a comprehensive cybersecurity framework tailored to the unique needs and requirements of the Department of Treasury. This framework will encompass a range of measures, including but not limited to:

- **Assessment and Analysis:** Conducting thorough assessments and analysis of existing cybersecurity practices, infrastructure, and vulnerabilities within the Department of Treasury's IT ecosystem.
- **Framework Development:** Collaborating with department stakeholders to develop a robust cybersecurity framework aligned with industry best practices and regulatory standards, such as those outlined by NIST and other relevant authorities.
- **Solution Implementation:** Deploying advanced cybersecurity solutions and technologies to strengthen the department's defenses against evolving cyber threats. This may include firewalls, intrusion detection systems, endpoint protection, encryption tools, and security information and event management (SIEM) solutions.
- **Training and Awareness:** Providing comprehensive training and awareness programs to educate department personnel on cybersecurity best practices, policies, and procedures to foster a culture of security awareness and vigilance.
- **Continuous Monitoring and Support:** Establishing mechanisms for continuous monitoring and proactive threat detection, as well as providing ongoing support and maintenance to ensure the effectiveness of implemented security measures.

Subcontractor Information				
Compliance Assurance: Assisting the Department of Treasury in achieving and maintaining compliance with relevant regulatory requirements, including but not limited to FISMA, FedRAMP, and other federal cybersecurity mandates.				
Project Benefits: Implementing a cybersecurity framework offers numerous benefits, including enhanced data protection, improved regulatory compliance, reduced cybersecurity risks, enhanced business continuity, strengthened customer trust, cost savings, efficiency gains, and proactive risk management. By prioritizing cybersecurity initiatives and investing in robust security measures, organizations can safeguard their assets, protect their reputation, and ensure long-term resilience against cyber threats.				
Key Staff				
Name: Addison Hall		Role: Cybersecurity Engineer		
Name: Eduardo Castro		Role: Network Security Engineer		
Name: Alexander Guzman		Role: Server Security Specialist		
Name: Juan Hernandez		Role: Firewall Administrator		
Name: Janitza Lucerna		Role: QRadar and Alienvault Administrator		
Name: Carlos Collazo		Role: Server Security Specialist		
Name: Luis Gotay		Role: CISA		
Project Measurements:				
Estimated one-time costs: \$1,200,000.00 Annually		Actual one-time costs: \$1,200,000.00 Annually		
Reason(s) for change in one-time cost: No Change				
Original Value of Vendor's Contract: \$1,200,000.00 Annually		Actual Total Contract Value: \$1,200,000.00 Annually		
Reason(s) for change in value: No Change				
Estimated Start & Completion Dates:	From:	12 Months	To:	12 Months
Actual Start & Completion Dates:	From:	12 Months	To:	12 Months
Reason(s) for difference between Estimated and Actual dates: No Change				
If the vendor performed the work as a Subcontractor, the vendor should describe the scope of subcontracted activities:				

Subcontractor Information	
N/A	

Subcontractor Information	
Vendor Name: RM Communications (RMMCOMM)	Contact Name: Roberto Mojica Contact Phone: 787-374-4435
Customer Information	
Customer Organization: Autoridad de Edificos Publicos	Contact Name: Ruben Medina Contact Title: CIO
Customer Address: Centro Gubernamental Minillas Torre Norte, Piso 17 Ave. José de Diego, Parada 22 Santurce San Juan, P.R	Contact Phone: 787-600-1335 Contact Email: ruben.Medina@aep.pr.gov
Project Information	
Total Vendor Staff:	13 Staff members
Project Objectives: Implementing a comprehensive cybersecurity framework to ensure compliance with the latest federal regulations mandated by PRITS and NIST.	
Project Description: The Cybersecurity Team is responsible for safeguarding digital assets and sensitive information within an organization by identifying, analyzing, and mitigating cybersecurity threats. They monitor network traffic, conduct security assessments, implement security measures, and respond to security incidents to ensure the protection of data and systems from cyber attacks.	
Vendor's Involvement: RMMCOMM acknowledges the paramount importance of fortifying its cybersecurity defenses to safeguard sensitive PII data and uphold regulatory standards. Our company is committed to spearheading the implementation of a tailored cybersecurity framework designed to meet the distinct needs and specifications of the AEP. This comprehensive framework will encompass a multifaceted approach, including: <ul style="list-style-type: none"> • Assessment and Analysis: Conducting thorough evaluations and analyses of the existing cybersecurity infrastructure, practices, and vulnerabilities within the AEP IT environment. 	

Subcontractor Information

- **Framework Development:** Collaborating closely with departmental stakeholders to devise a robust cybersecurity framework aligned with industry best practices and regulatory directives, such as those outlined by NIST and other pertinent authorities.
- **Solution Implementation:** Deploying cutting-edge cybersecurity solutions and technologies to bolster the department's resilience against evolving cyber threats. This may entail the deployment of firewalls, intrusion detection systems, endpoint protection, encryption tools, and security information and event management (SIEM) solutions.
- **Training and Awareness:** Delivering comprehensive training and awareness initiatives to educate departmental personnel on cybersecurity best practices, policies, and procedures. By fostering a culture of security awareness and vigilance, we aim to empower staff to actively contribute to the organization's cyber defense efforts.
- **Continuous Monitoring and Support:** Establishing robust mechanisms for ongoing monitoring and proactive threat detection, coupled with providing continuous support and maintenance to ensure the efficacy of implemented security measures.
- **Compliance Assurance:** Assisting the AEP in attaining and sustaining compliance with pertinent regulatory mandates, including but not limited to FISMA, FedRAMP, and other federal cybersecurity requirements.

By leveraging our expertise and resources, RMMCOMM is dedicated to fortifying the cybersecurity posture of the AEP, thereby enhancing its resilience against cyber threats and safeguarding its critical assets and operations.

Project Benefits:

Implementing a cybersecurity framework offers numerous benefits, including enhanced data protection, improved regulatory compliance, reduced cybersecurity risks, enhanced business continuity, strengthened customer trust, cost savings, efficiency gains, and proactive risk management. By prioritizing cybersecurity initiatives and investing in robust security measures, organizations can safeguard their assets, protect their reputation, and ensure long-term resilience against cyber threats.

Key Staff

Name: Lorgio Pagan	Role: Server Security Specialist
Name: Ramon Alvertorio	Role: WAN Network Engineer
Name: Renny Gonzalez	Role: Cybersecurity Engineer
Name: Yen Chaparro	Role: PMI - Project Manager

Subcontractor Information				
Name: Angel Velez		Role: Cybersecurity Engineer		
Name: Hector Pelaiz		Role: Help Desk Supervisor		
Name: Jose Nogue		Role: Security Specialist		
Name: Roberto Adorno		Role: Help Desk Technician		
Project Measurements:				
Estimated one-time costs: \$1,500,000.00 Annually		Actual one-time costs: \$1,500,000.00 Annually		
Reason(s) for change in one-time cost: No Change				
Original Value of Vendor's Contract: \$1,500,000.00 Annually		Actual Total Contract Value: \$1,500,000.00 Annually		
Reason(s) for change in value: No Change				
Estimated Start & Completion Dates:	From:	12 Months	To:	12 Months
Actual Start & Completion Dates:	From:	12 Months	To:	12 Months
Reason(s) for difference between Estimated and Actual dates: No Change				
If the vendor performed the work as a Subcontractor, the vendor should describe the scope of subcontracted activities: N/A				

Subcontractor Information		
Vendor Name: RM Communications (RMCOMM)	Contact Name:	Roberto Mojica
	Contact Phone:	787-374-4435
Customer Information		
Customer Organization: The Puerto Rico Aqueducts and Sewers Authority	Contact Name:	Angel Machado
	Contact Title:	CIO

Subcontractor Information		
Customer Address: 604 Avenida Barbosa, San Juan, PR	Contact Phone:	787-620-2277
	Contact Email:	angel.machado@acueductospr.com
Project Information		
Total Vendor Staff:	13 Staff members	
<p>Project Objectives:</p> <p>Responsible for overseeing the comprehensive maintenance of the entire network infrastructure, encompassing the design and configuration of core network equipment such as routers, switches, and firewalls. Additionally, spearheaded the implementation of a cutting-edge zero trust architecture tailored specifically for The Puerto Rico Aqueducts and Sewers Authority.</p>		
<p>Project Description:</p> <p>RMMCOMM takes charge of the daily management and maintenance of Cisco networks. Our dedicated team continuously enhances configurations on the customer's side, meticulously designing disaster recovery sites to ensure robustness and resilience in the face of unforeseen challenges.</p>		
<p>Vendor's Involvement:</p> <p>As the network manager's, RMMCOMM are accountable for the holistic maintenance and optimization of the entire network infrastructure, ensuring seamless operations across all components. This encompasses the design, configuration, and ongoing management of core network equipment, including routers, switches, and firewalls, to uphold optimal performance and security standards.</p> <p>Moreover, we have led the initiative to implement an advanced zero trust architecture, specifically customized to meet the unique needs and challenges of The Puerto Rico Aqueducts and Sewers Authority (PRASA). This cutting-edge security framework prioritizes strict access controls and continuous authentication mechanisms, effectively mitigating potential risks and bolstering the overall resilience of PRASA's network infrastructure.</p> <p>In addition to routine maintenance tasks, We actively collaborate with cross-functional teams to develop and execute strategic initiatives aimed at enhancing network reliability, scalability, and efficiency. By staying abreast of emerging technologies and industry best practices, We ensure that PRASA's network remains at the forefront of innovation and resilience in the face of evolving cyber threats and operational demands.</p>		
<p>Project Benefits:</p> <p>Benefits of choosing RMMCOMM to maintain the network of PRASA:</p> <ul style="list-style-type: none"> • Comprehensive Maintenance: RMMCOMM offers comprehensive maintenance services to ensure the smooth functioning of PRASA's network infrastructure. Our dedicated team 		

Subcontractor Information

conducts regular inspections, updates, and optimizations to prevent downtime and maximize operational efficiency.

- **Expertise in Network Management:** With years of experience in network management, RMMCOMM brings extensive expertise to the table. Our skilled professionals are well-versed in managing complex network environments and are equipped to handle any challenges that may arise.
- **Tailored Solutions:** We understand that each organization has unique needs and requirements. RMMCOMM works closely with PRASA to tailor our maintenance services to suit their specific network infrastructure, ensuring optimal performance and security.
- **Proactive Monitoring and Support:** Our proactive monitoring and support services enable us to identify and address potential issues before they escalate into major problems. With round-the-clock monitoring, PRASA can rest assured that their network is in safe hands.
- **Enhanced Security:** RMMCOMM prioritizes security in all aspects of network maintenance. We implement robust security measures, including firewalls, intrusion detection systems, and encryption protocols, to safeguard PRASA's sensitive data and protect against cyber threats.
- **Cost-Effectiveness:** By outsourcing network maintenance to RMMCOMM, PRASA can save on the costs associated with hiring and training in-house IT staff. Our flexible pricing plans ensure that PRASA gets the most value for their investment.
- **Focus on Core Activities:** By entrusting network maintenance to RMMCOMM, PRASA can free up valuable time and resources to focus on their core activities and strategic initiatives, leading to increased productivity and efficiency.

Overall, partnering with RMMCOMM for network maintenance allows PRASA to enjoy peace of mind knowing that their network infrastructure is in capable hands, allowing them to focus on achieving their organizational goals.

Key Staff

Name: Julio Padilla

Role: WAN Network Engineer / CCNP

Project Measurements:

Estimated one-time costs:	Actual one-time costs: \$1,500,000.00 Annually
\$1,500,000.00 Annually	

Reason(s) for change in one-time cost:

No Change

Subcontractor Information				
Original Value of Vendor's Contract: \$130,000.00 Annually		Actual Total Contract Value: \$130,000.00 Annually		
Reason(s) for change in value: No Change				
Estimated Start & Completion Dates:	From:	12 Months	To:	12 Months
Actual Start & Completion Dates:	From:	12 Months	To:	12 Months
Reason(s) for difference between Estimated and Actual dates: No Change				
If the vendor performed the work as a Subcontractor, the vendor should describe the scope of subcontracted activities: N/A				