



# DEPARTMENT OF HEALTH

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## Puerto Rico Medicaid Program

### AWARD NOTIFICATION ELIGIBILITY AND ENROLLMENT SYSTEM TAKEOVER 2024-PRMP-MES-EE-004

Pursuant to Administrative Order Num. OA-586<sup>1</sup>, Act. No. 38/2017<sup>2</sup>, as amended, and 45 CFR 74.327-329, the Puerto Rico Medicaid Program (PRMP) issued the request for proposal 2024-PRMP-MES-EE-004 (the RFP) with the purpose of evaluating responses and selecting a vendor to perform a system transition/takeover and subsequent operations and enhancements for PRMP's existing Cúram Eligibility and Enrollment (E&E) system.

PRMP received proposals from three (3) vendors. In accordance with section 5.1 of the RFP, proposals were evaluated by a Puerto Rico Department of Health (PRDoH) appointed committee in two parts using a weight/score methodology with a maximum overall total of 1,000 points. The first evaluation would be of the technical proposal and the second is an evaluation of the cost proposal. The committee shall recommend for the contract to be awarded to the vendor who demonstrates the highest overall point score of all eligible vendors.

Based on the committee's determinations and scores given to the proposals, the Evaluation Committee recommends to the PRMP executive director that the Buena Pro and subsequent contract be awarded to D2SOL, Inc, whose proposal score a total of 794.62 points. RedMane Technology, LLC scored 772 points while Trillian Technologies, Inc., did not pass the threshold of 70% (the minimum acceptable technical score), hence its proposal did not qualify for the cost and final analysis. Having agreed with and accepted the committee's recommendation, the executive director notifies this Notice of Award in favor of D2Sol, Inc.

The professional services acquired through this RFP will be based on a two (2) year contract, with two (2) optional two-year extensions (potential for six years total). Prior to the formation of the contract, this Notice of Award 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. The awarded vendor must be registered with the Registro Único de Proveedores de Servicios Profesionales (RUP) from the Puerto Rico General Services Administration.<sup>3</sup> Furthermore, it is notified that no service should be provided by the awarded vendor until a copy of the contract is filed with the Puerto Rico Office of the Comptroller.

### PROCEDURAL BACKGROUND

On July 22<sup>nd</sup>, 2024, PRMP published on several websites<sup>4</sup> the RFP seeking competitive proposals to procure a qualified Cúram vendor who can take over the existing system and can meet PRMP's goals and requirements. The RFP provided interested vendors the opportunity to do business with the PRMP. In addition, it defined the detailed response and minimum contract requirements and outlined PRMP's process for evaluating responses and selecting a vendor that could provide the necessary components to support the proposed work under the RFP by procuring the necessary services at the most favorable and competitive prices.

<sup>1</sup> Issued by the Department of Health of Puerto Rico.

<sup>2</sup> Known as the Government of Puerto Rico Uniform Administrative Procedure Act.

<sup>3</sup> See: Reglamento 9302E sole registry of Professional Service Providers, available in [asg.pr.gov/publicaciones/reglamentos](http://asg.pr.gov/publicaciones/reglamentos).

<sup>4</sup> Medicaid website, Puerto Rico Department of Health website, and Puerto Rico General Services Administration website.

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-eight (68) questions. Prior to the submittal of the proposals, PRMP issued six (6) Important Updates with the purpose of announcing events and amendments related to the RFP.

PRMP received proposals from three (3) vendors. The Evaluation Committee proceeded with their analysis of the technical proposals over a period of five (5) weeks. Members of the committee evaluated each proposal at an individual level, followed by a group session where they discussed individual's scores and reached a group score consensus. This process repeated itself for each proposal. Up to this point in the process, cost proposals remained sealed. At the end of the technical proposals analysis, the Evaluation Committee decided which proposals were to move forward to the cost proposals analysis according to the 70% threshold indicated in the RFP. The final stage of the evaluation process consisted of the opening, scoring and adding of those cost proposals to determine the overall best-ranked vendor.

### **SUMMARIES OF EVALUATED PROPOSALS (listed in alphabetical order)**

#### **D2Sol, Inc.**

D2Sol, Inc, founded in 2012, is a for profit corporation. This vendor is based in Morrisville, North Carolina. D2sol is a software and services company, that specializes in providing social service solutions to governments, be it state, federal or provincial. D2sol is a certified minority and woman owned business.

D2Sol states in their proposal that they have assembled a team that includes an exclusive partnership with Cúram by Merative (Cúram). Merative is currently the platform provider for Puerto Rico Medicaid Program's (PRMP) MEDITI3G system. The vendor presents a team which collectively has over 40 years of experience serving local, state, and federal agencies and providing health and human services program management, analytics, and IT services support. For their part Merative, as the product owner for Cúram, states that they trust that D2Sol offers the best implementation, operations, and modernization strategies to strengthen their product implementations.

The experience brought forth by this vendor in their proposal consists of the following projects:

1. North Carolina Families Accessing Services through Technology (NC FAST)
2. Minnesota Eligibility Technology System (METS)
3. South Carolina - Member Management Replacement Program (MMRP)
4. District of Columbia Access System (DCAS) – R1, R2, and R3
5. New York Health Homes (NYHH)
6. Economic Social Development of Canada (ESDC)
7. Missouri Eligibility Determination and Enrollment System (MEDES)
8. Clark County, Nevada
9. South Dakota Benefits Eligibility and Enrollment System (SD BEES)

These experiences involve both D2sol and Merative in partnership with each other in different capacities. The vendor does not have any prior experience working in Puerto Rico; however, they do state the following: "Since 2022, D2Sol, Inc. has provided as many as four (4) Cúram specialists to the current incumbent. Merative is the product owner of the Cúram software deployed within PRMP's MEDITI3G Eligibility and Enrollment system. Merative provides annual Cúram Subscription and Support Services to the incumbent vendor and their designee,

under the terms of the Cúram Subscription and Support agreement. Between September 2023 through February 2024, Merative performed limited part-time staff augmentation services to PRMP's incumbent vendor to assist with the Cúram software upgrade from v7.x to v8.x. Merative also provides limited Cúram advisory service support to Intervoice Communication of Puerto Rico, Inc., under a staff augmentation contract to assist Intervoice in reviewing Cúram software product deliverables documentation." Which the vendor says gives them lessons learned in how the current MEDITI3G system functions, and the issues the system may have. These experiences combined with the fact that the subcontractor Merative is the Cúram product owner, give credit to the statement "The indirect role we have played on MEDITI3G has provided us insight on lessons learned and where we can excel to achieve your goals."

D2Sol employs a team of 171 full time employees all of them Cúram certified. Merative has over 2210 full-time employees, however only 370 currently providing the types of services specified in the RFP. The high number of Cúram certified employees comes directly from the constant cooperation these two vendors appear to have across the projects they presented PRMP as their similar work experience.

D2Sol will provide the following key staff:

Account Manager	Project Manager
Business Lead	Quality Assurance Manager
Documentation Management Lead	Technical Lead
Information Security Architect/Privacy Data Protection Officer	Testing Manager
Operations Manager	Training Manager

About their key staff D2Sol states the following "The D2Sol team consists of highly skilled, Cúram knowledgeable professionals, all of whom exceed the Qualifications defined in the Eligibility and Enrollment System Takeover RFP. D2Sol and Merative have provided staff to every successful Cúram project in the United States and to every Cúram vendor. We have provided limited staff to your incumbent vendor and can now provide our skilled professionals directly to Puerto Rico. D2Sol is the leading provider of staff, and the strategic services partner to Merative, the Cúram software owner and support organization."

D2sol provided a comprehensive transition schedule which spans 282 days. The transition process is divided in the following stages:

1. Project Initiation and Planning
  - Deliverables - Project Management
  - Domain: Onboarding Activities
  - Knowledge Transfer Sessions
    - Deliverables – for Onboarding Activities
2. System Setup Activities
  - Domain: Data Management
    - Deliverables – Data Management
  - Domain: Integration and Interfaces
    - Deliverables - Integration and Interfaces
  - Domain: Training
    - Deliverables – Training
  - Domain: User Interface Activities

- Domain: System Configuration
  - Deliverables - System Configuration
- 3. System Deployment/Go-Live Activities
  - Domain: Testing and Operational Readiness
  - Domain: Roll Out the System and Go-LIVE
    - Deliverables - Testing and Operational Readiness
  - Domain: Hosting and Licensing
  - Domain: User, System, and Product Documentation
    - Deliverable - User, System, and Product Documentation

The payment milestones are divided as follows:

1. Payment Milestone 1: PRMP Acceptance of D01-D10
2. Payment Milestone 2: PRMP Acceptance of D11-D23
3. Payment Milestone 3: PRMP Acceptance of D24-D31

The vendor includes two more phases in their project schedule, Operations and modernization and Turnover and contract closeout, those two phases compose the remainder of the contract years including the option years.

### **RedMane Technology LLC**

RedMane Technology LLC, founded in 2000, is a for-profit limited liability company based in Delaware, USA. Moreover, RedMane is a software solutions and systems integration firm that helps health and human services organizations address their most complex challenges by providing software solutions to simplify enrollment and eligibility determination for various assistance programs, including but not limited to Medicaid, SNAP, TANF, and more. As conveyed by RedMane, they are the leading Cúram and Merative's most experienced and successful business and implementation partner.

As stated in their proposal, RedMane has over 20 years of experience as a prime contractor in operating and managing E&E systems. Overall, RedMane considers their experience to be unmatched, with four successfully operating Cúram-based Medicaid eligibility projects for which they currently provide maintenance and operations services as the prime contractor, including:

1. The State of Louisiana's Medicaid Eligibility Determination System (MEDS).
2. The State of Missouri's Eligibility Determination and Enrollment System (MEDES).
3. The United States Virgin Islands (USVI) Virgin Islands Benefit Eligibility System (VIBES).
4. The State of Alaska's Resource for Integrated Eligibility Services (ARIES).

RedMane employs a team of professionals with diverse backgrounds and expertise. The total number of employees working full-time amounts to three hundred and seventy-four (374) where one hundred and six (106) are currently providing the type of services specified in the Request for Proposals (RFP).

The proposed initial staffing plan included some RedMane team members which were added to the project to align with specific roles identified in the RFP.

RedMane will provide the following key-staff:

Account Manager	Project Manager
Business Lead	Quality Assurance Manager

Documentation Management Lead	Technical Lead
Information Security Architect/Privacy Data Protection Officer	Testing Manager
Operations Manager	Training Manager

RedMane stresses in their proposal that “[a]n important consideration for PRMP is the availability of proposed resources to successfully provide required services.” RedMane states that it has their people on board and in place to fill key roles. In addition to those key positions, RedMane has proposed two technical teams for maintenance and operations (M&O) support beginning in year two: an operations team and an application team. Much of the proposed staff has already been working with PRMP on MEDITI3G.

Additionally for this project, RedMane is partnering with one subcontractor, On Point Strategy LLC, a for-profit limited liability company based in Caguas, PR with 4.5 years of experience providing services to numerous agencies within the government of Puerto Rico.

As stated in their proposal, “[t]hrough our Cúram partnership and relationship of over 20 years, RedMane not only has the depth of knowledge and experience with the product, but we also have full access to the Merative product team, allowing us to carefully consider new offerings and modules that can provide new capabilities and enhance the citizen and Medicaid worker experiences in the context of the MEDITI3G Cúram implementation.”

RedMane mentions in their proposal that the last six (6) years of experience have allowed them to understand the business processes in Puerto Rico and the relationships between key partner agencies, including PRDoH, ASG, FOMB, ASES, PRITS, and Familia. Moreover, RedMane managed to successfully deliver the MEDITI3G system and has been supporting it over the past six (6) years and MEDITI3G was certified by CMS using Outcomes-Based Certification (OBC) in February 2023. RedMane expresses that it “will continue to support PRMP with maintaining its CMS certification status and its alignment with Commonwealth and federal regulations throughout the duration of the contract.”

As conveyed by RedMane in their proposal, the RedMane and PRMP partnership allowed, through joint design sessions and collaboration, the implementation of “new capabilities and provided for more automated processes, freeing field eligibility workers to focus on helping people instead of entering data.” Moreover, RedMane states that it “established a proven maintenance and operations (M&O) capability that not only supports critical operation service, monitoring, and maintenance of the solution, but also provides for appropriate enhancement services so that the system continues to meet the needs of the people of Puerto Rico.”

RedMane included a comprehensive schedule for Phase I and its deliverables divided in seven (7) stages: Project Start, Onboarding and Kick Off Preparation, Conduct Kick Off Meeting, Payment Milestone 1: Project Initiation and Planning Complete, Payment Milestone 2: System Setup Complete, Payment Milestone 3: System Deployment/Cutover Complete, and Milestone Phase I Complete. Furthermore, RedMane recommended in their proposal that opting for continuity reduces risks and much of Phase I activity and associated costs would be eliminated. Thus, Phase I would become an opportunity for RedMane and PRMP to jointly explore how to improve the delivery of support for the maintenance and operations of the system. RedMane considers their time frame to be the least disruptive, allowing for a smooth transition to the next phase of the M&O project thus avoiding the cost and risk of changing providers.

**Trillian Technologies, Inc.**

Trillian Technologies Inc., founded in 2010, is a for-profit corporation based in the District of Columbia, USA. Moreover, is a systems integration firm specializing in the implementation and support of Merative’s Social Program Management platform (Cúram).

As stated in their proposal, Trillian has over 14 years of experience providing the type of services specified in the Request for Proposals (RFP). The firm has successfully supported the following system allowing the district to deliver critical social programs to residents of the area more efficiently and cost-effectively:

1. Washington DC’s District Access System (DCAS)

Furthermore, Trillian has prior experience and has worked with the DC Department of Health Care Finance (DHCF), DC Health Benefit Exchange Authority (DCHBX), and the DC Department of Human Services (DHS). As conveyed in their proposal, “Trillian and its partners have provided integrated technology solutions to help the Washington D.C. region, and its government agencies comply with and implement the Affordable Care Act. As the experienced integrator of IBM Cúram software, Trillian has been instrumental in establishing a network that connects the more than 500,000 residents in the District of Columbia with access to benefits and healthcare coverage.”

Trillian employs a team of professionals with capabilities and diverse areas of expertise totaling twenty-five (25) employees working full-time that provide the type of services specified in the RFP. Moreover, the key staff proposed consists of Trillian’s core management team to comply with RFP specifications. As mentioned in their proposal, “[t]hese resources are responsible for providing leadership and creating the standards and processes required for the E&E system takeover services.”

The proposed initial staffing plan by Trillian envisioned a team of ten (10) members (key personnel) which were added to the project to align with specific roles identified in the RFP.

Trillian will provide the following key-staff:

Account Manager	Project Manager
Business Lead	Quality Assurance Manager
Documentation Management Lead	Technical Lead
Information Security Architect/Privacy Data Protection Officer	Testing Manager
Operations Manager	Training Manager

Trillian stresses in their proposal that in support of Puerto Rico Medicaid Program Eligibility and Enrollment System Takeover, they have successfully identified key personnel that have the requisite qualifications that are consistent with the RFP requirements and the work to be performed. Moreover, Trillian mentions that “[o]ur collective experiences, certified IBM partnership, lessons learned, depth and breadth of experience with the Cúram Software, and leading practices will be used to the benefit of the challenges faced by Departamento de Salud as we make timely and innovative recommendations.”

Additionally, for this project Trillian is partnering with one subcontractor, Enlightened, Inc., a for-profit corporation based in the District of Columbia, USA with 24 years of experience

providing services to States, Local Government Clients, U.S. Territories, and within the Washington, DC area.

Trillian included an initial project schedule divided in multiple stages including all the following: Kickoff, Ongoing Project Management and Governance, Task 1 – Operational Deployment Plans, Task 2 Transition In & Takeover, Task 3 Transition and Milestone 3, Environmental Builds, REPL, DEV, TRN, BIT, UAT, STG, PROD, Sprint 1, and Sprint 2.

### PROPOSAL EVALUATION

#### A - METHODOLOGY AND ANALYSIS OF TECHNICAL PROPOSALS

The purpose of this request for proposals was to solicit vendor proposals to procure the professional services of a qualified E&E system vendor to perform a system transition/takeover and subsequent operations and enhancements for PRMP's existing Cúram E&E system.

According to OA-586 proposals were scored by an Evaluation Committee appointed by the secretary of the Puerto Rico Department of Health. Section 3.11.4 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 committee at an individual level, followed by a group session where members discussed their personal analysis and reached a consensus score. Members of the Evaluation Committee had no access to cost proposals until all proposals were group-scored.

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
- 4: Good – fully addresses the specifications
- 3: Acceptable – addresses the specifications, but has some minor deficiencies
- 2: Marginal – partially addresses the specifications or is very limited
- 1: Unacceptable – fails to address the specifications

The following evaluation criteria was stated in the RFP:

Evaluation Category	Points Allocated
Global Criterion: 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 Presentations	50 Points Possible
<b>Total Points Possible</b>	<b>1,000 Points</b>

Since oral presentations were not held, the maximum number of points available was 950.

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 committee. The weights assigned to each *technical* criterion multiplied by a score of 5 would give 750, the maximum available points for technical proposals.

The following table portrays the Evaluation Committee consensus score for each vendor's *technical* category item and their respected allotted points:

Evaluation Category	Weight	RedMane		D2Sol		Trillian	
		Score	Points	Score	Points	Score	Points
<b><i>Vendor Qualifications and Experience</i></b>	---	---	(100)	---	(100)	---	(100)
Organization Overview	4	4	16	5	20	3	12
Existing Business Relationships w/PR	4	4	16	3	12	2	8
Business Disputes	4	2	8	3	12	4	16
References	8	4	32	4	32	2	16
Subtotal	---	---	72	---	76	---	52
<b><i>Vendor Organization and Staffing</i></b>	---	---	(100)	---	(100)	---	(100)
Initial Staff Plan	8	4	32	4	32	2	16
Use of PRMP Staff	4	4	16	4	16	3	12
Collaboration with Incumbent Vendor Staff	4	4	16	4	16	2	8
Key Staff Res and Resumes	4	4	16	4	16	3	12
Subtotal	---	---	80	---	80	---	48
<b><i>Approach to Statement of Work</i></b>	---	---	(500)	---	(500)	---	(500)
<b><i>Approach to Phase I: Transition in and Takeover</i></b>	---	---	(170)	---	(170)	---	(170)
Onboarding	2	4	8	4	8	2	4
Project Management	2	5	10	4	8	2	4
Data Management	2	2	4	4	8	3	6
Integration and Interfaces	4	3	12	4	16	3	12
Training	4	5	20	4	16	2	8
User Interface	4	3	12	3	12	3	12
System Configuration	4	4	16	4	16	2	8
Testing and Operational Readiness	4	3	12	4	16	3	12
Hosting and Licensing	4	4	16	4	16	4	16
User, System, and Product Documentation	4	3	12	4	16	3	12
<b><i>Approach to Phase II: Operations and Modernization</i></b>	---	---	(250)	---	(250)	---	(250)
E&E Application Design and Accommodations	6	4	24	4	24	2	12
Automated E&E Processes	6	5	30	4	24	3	18
Timely and Accurate E&E Application Processing	6	4	24	4	24	2	12
Managing Eligibility Determinations	6	4	24	4	24	2	12
System Generated Reporting, Metrics, and Data	6	2	12	3	18	2	12
Compliance	4	4	16	4	16	2	8
Certification	6	4	24	5	30	3	18
Upgrades	4	4	16	5	20	3	12
Security and Privacy	6	4	24	4	24	2	12
<b><i>Approach to Turnover and Contract Closeout</i></b>	---	---	(80)	---	(80)	---	(80)
Documentation Updates and Asset Transfer	8	4	32	4	32	3	24
Knowledge Transfer and Contract Closeout	8	4	32	4	32	3	24
Subtotal	---	---	380	---	400	---	258
<b>Initial Project Schedule</b>	10	4	40	4	40	4	40
<b>Technical Total</b>	---	---	572	---	596	---	398



**B – PROPOSALS MOVING FORWARD TO COST EVALUATION**

As stated in Section 5.1 Evaluation Process of the RFP, “[O]nly proposals which 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 cost analysis. Trillian's proposal failed to reach this threshold. Members of the Committee noted that its proposal was vague and did not properly address the items presented in the RFP.

The following proposals moved to the second part of the RFP evaluation process:

Vendor	Technical Proposal Points
RedMane Technology LLC	572
D2Sol, Inc.	596

After the technical evaluation exercise ended, the committee proceeded to add the cost proposal criteria to the equation. The highest possible score, 200 points, was automatically given to the proposal with the lowest cost among those selected to advance to the second part of the evaluation process. The score provided to the other cost proposal was assigned with 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 the vendors cost proposals<sup>5</sup>, scores are as follows (rounded up to two decimal spaces):

$$\text{RedMane Technology LLC} \\ (\$97,314,064.96/\$97,314,064.96) \times 200 = 200$$

$$\text{D2Sol, Inc.} \\ (\$97,314,064.96/\$97,988,426.07) \times 200 = 198.62$$

The following table portrays the Evaluation Committee overall final points (in descending order):

Vendor	Technical	Cost	Total
<i>Maximum Response Points</i>	750 <sup>6</sup>	200	950
<b>D2Sol, Inc.</b>	<b>596</b>	<b>198.62</b>	<b>794.62</b>
<b>RedMane Technology LLC</b>	<b>572</b>	<b>200</b>	<b>772</b>

**C - RECOMMENDATION**

As scores show, D2Sol and RedMane were head-to-head during the evaluation process ending up with almost similar scores, with just 1% difference in both, the technical and cost scores. Members of the Committee concluded that both vendors were strong candidates. D2Sol, having partnered with Merative (Cúram's provider) bestow a sense that an association with PRMP will bring forth the “know-how” to fix and provide prompt solutions to the program's system.

<sup>5</sup> Trillian's total price of \$213,551,338.82 represents another reason to consider vendor way outside of serious consideration.

<sup>6</sup> Oral Presentations were not held.

RedMane, for its part, being the incumbent vendor, produce the confidence that it knows what it is dealing with and would not compromise the achievements of the system. Nevertheless, perhaps because RedMane is the incumbent, its proposal lacked the detail and specificity that the D2Sol's proposal provided.

Consistently, members of the Committee described in their individual score workbooks how RedMane failed to describe throughout its proposal the “how” in support to the “what”. Some members, related to PRMP's E&E solution, expressed that the vendor had the capacity to respond, nonetheless, it should have provided more thorough answers. D2Sol did a better job in providing in-depth explanation to its narrative. Additionally, D2Sol comes into the equation with Merative which arguably yields an edge to its technical proposal. Having Merative's full and direct support onboard might be considered a plus for the PRMP. Finally, the fact that both proposals come with almost similar costs (members wondered why RedMane's cost proposal did not reflect the advantage of avoiding costs related to a transition process), allowed the Committee to lean their analysis almost entirely within the technical proposals.

Some comments from members' individual score workbooks related to D2Sol proposal include: *"They presented a proactive plan to cover gaps and improve areas that might need to be improved and other areas of opportunity."*; *"Vendor provided additional details on how they will maintain the current certified E&E system with defined standards. They have stated that they will review and analyze historical certification to identify possible areas of improvements."*; *"The vendor breaks down the process of configuration and how it will comply with RFP specifications."*; *"Vendor describes well in detail how user, system and product documentation will be kept up to date."*; *"They comply with all the requirements and explain each of them."*

Comments related to RedMane go along the line of: *"Vendor meets the requirements. However, they could provide additional details on how they will ensure to maintain in the certification."*; *"They only provide information about the metrics that are already established by CMS, the KPIs, but does not offer added value or novel reports..."*; *"Fully addresses RFP specification. Will maintain CMS certification status, will submit CR to comply if certification process is required, etc."*; *"Could have expanded on current data management standards."*; *"No detailed information or any additional information provided."*

For its part, Trillian's proposal was even more general and poor in content. Members of the Committee noted that Trillian responses were vague and lacked the minimum level of detail expected, giving the feeling that the vendor did not fully understand PRMP E&E system's stance, necessities and opportunity areas. Across everyone's score workbooks, notes like: *"Not much explanation and/or details provided."*; *"Not much information about the process, generic information."*; *"Does not attend requirements specifically. General and vague answer."*; *"Partially addresses the specification; response is very limited."*; *"Does not fully address RFP requirements for this section"*; *"They are missing significant areas of high relevance. No details of any data management planification."*, *"Limited information to determine if vendor would fully meet and address the requirements."*, are extremely frequent and common. Since Trillian's technical score did not reach the required threshold of 70%, its cost proposal was not considered.

All factors considered, the Evaluation Committee feel confident that D2Sol proposal is the most advantageous to the PRMP.<sup>7</sup> Accordingly, the Evaluation Committee recommends the PRMP

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<sup>7</sup> See 45 CFR 75.329(d)(4).


executive director that the Buena Pro and subsequent contract be awarded to D2Sol, Inc., who received the highest overall point score of both eligible vendors.

### PRMP DETERMINATION

Hereby it is notified that the Puerto Rico Medicaid Program executive director accepts the Evaluation Committee's recommendation to award the Buena Pro and subsequent contract to D2Sol, Inc., the highest overall scored vendor. Prior to the formation of the contract, this award letter and D2sol's proposal must be verified by CMS. Once approved, D2Sol shall submit all required documentation to the PRMP contract office, particularly a briefed proposal.

Be advised, as mentioned before, that D2Sol must be registered with the Registro Unico de Proveedores de Servicios Profesionales (RUP) from the Puerto Rico General Services Administration. Furthermore, no service should be provided until a copy of the contract is filed with the Puerto Rico Office of the Comptroller.

On November 4, 2024 in San Juan, Puerto Rico.



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Dinorah Collazo-Ortiz, Esq.  
Executive Director  
Puerto Rico Medicaid Program

### ADMINISTRATIVE REVISION/JUDICIAL REVIEW – TERMS

Any person or party adversely affected or aggrieved by this intention of award may, according to 3 LPRA §9659, file a motion for reconsideration with the secretary of the Puerto Rico Department of Health (PRDoH) within a term of **ten business (10) days** from the date of the notification of the award. The PRDoH must consider the motion for reconsideration within **ten (10) business days** of being filed. If any determination is made in its consideration, the term to request the appeal for judicial review will begin from the date on which a copy of the notification of the decision of the PRDoH is filed on record, according to the case, resolving the motion for consideration. If the filing date of the copy of the notification of the decision is different from that of the deposit in the ordinary mail or the sending by electronic means of said notification, the term will be calculated from the date of the deposit in the ordinary mail or sending by electronic means, as appropriate. If the PRDoH fails to take any action in relation to the motion for reconsideration within **ten (10) days** of its filing, it shall be understood that the motion was denied outright, and the time to request judicial review shall start to run from said date.

If the PRDoH accepts the reconsideration request within the term provided, it must issue the reconsideration decision or resolution within **thirty (30) days** following the filing of the motion for reconsideration. If the PRDoH accepts the motion for reconsideration but fails to take any action in relation to the motion within **thirty (30) days** of its filing, it will lose its jurisdiction and the term to request the judicial review will begin from the expiration of said term of **thirty (30) days**. The PRDoH may extend said term only once, for an additional period of **fifteen (15) days**.

Any person or party adversely affected by a final reconsideration or decision may file a petition for review with the Puerto Rico Court of Appeals within a term of **twenty (20) business days** of such final decision or determination being filed. See 3 LPRA § 9672.

The mere presentation of a motion for reconsideration does not have the effect of preventing the PRMP from continuing with the procurement process within this request for Proposal.

I hereby certify that on November 14, 2024, copy of this Award Notification has been sent via electronic mail to all vendors to the addresses provided for legal notices in the submitted proposals:

Mrs. Pamela Shabaz  
**Redmane, Inc.**  
8614 Catalpa Avenue, Suite 1001  
Chicago, IL 60656  
[pamela\\_shabaz@redmane.com](mailto:pamela_shabaz@redmane.com)

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