



PUBLIC NOTICE
REQUEST FOR PROPOSALS
RFP #EC-2020 (Enrollment Counselor Services)

Pursuant to Act No. 72 of, 1993, the Puerto Rico Health Insurance Administration or ASES, by its Spanish acronym) requests competitive proposals from entities interested in providing Enrollment Counselor services for the Government Health Plan (GHP) – “Vital”.

GHP beneficiaries have the right to choose the insurer (MCO), primary care physician (PCP) and primary medical group (PMG) of their choice to receive health care services. The Enrollment Counselor provides the beneficiaries choice counseling in person at the Medicaid Service Offices throughout the island and/or over the telephone through a Call Center. Beneficiaries can also make the desired changes directly through a secured website portal. Services to be provided under this process include: (a) the in-person choice counseling services at the Medicaid Offices and over the phone through a Call Center; and (b) the use of a web-based application to record and transmit the selections of MCO, PCP and PMG made by the beneficiaries during the applicable enrollment period.

In accordance with federal regulation (42 CFR 438.810), the enrollment counselor and any subcontractor shall be independent of any MCO or health care provider in Puerto Rico and be free of direct or indirect financial conflict of interest with any MCO and / or health service provider in Puerto Rico. The selected entity must comply with the requirement of independence and absence of conflict of interest indicated above. **This includes not having any current contracts with an MCO and/or a healthcare provider in Puerto Rico at the time of submitting the proposal.** The proponent must also possess the necessary infrastructure and financial capacity to begin providing all services contracted as of **April 1, 2020**.

Any entity interested in obtaining an electronic copy of the RFP and participate in the process must submit a certification signed by the highest-ranking local management official of the organization indicating the entity's interest in submitting a proposal, that their organization has the necessary legal and financial capacity, and the contact information of the person authorized to request the RFP documents and communicate with ASES during the RFP process. The RFP will have a non-refundable cost of five hundred dollars (\$ 500.00) payable by a manager's check or certificate or "money order" in the name of ASES. Payment and submission of the above-mentioned certification must be made at the ASES Administration and Finance Office from **December 10-13, 2019 from 8:30 AM to 12:30 PM and 1:30 PM to 5:00 PM**. Certifications submitted during the previous March 2019 RFP process will not be accepted.

Only entities that acquire the RFP documents in the term herein stated and submit the Acknowledgement of Receipt Form (Appendix A of the RFP) on or before **6:00 PM on December 18, 2019** will be allowed to continue participating in the process. The proposals must be submitted via secure web site no later than **6:00 PM (AST) on January 7, 2020**. The proponent must also submit a Bid Bond in the amount of 10% of the offer amount for the first year. Likewise, the awarded bidder will have to submit prior to contracting a Performance Bond of 100% of the total awarded corresponding to a contract year. If awarded more than one year, the bond must be kept in force annually for 100% of the total of the corresponding contract year. In case of any doubts you may send an email to ecinfo@asespr.org.



Yolanda García Lugo
Acting Executive Director

ASES reserves the right to cancel or modify this RFP, reject any or all proposals and award contracts that includes the most favorable conditions for the Government of Puerto Rico at the sole discretion of ASES. ASES is an equal opportunity employer and does not discriminate as to sex, sexual orientation, gender, race, age, national origin, religious creed, civil status, war veterans, handicap or disable status.