

## AVISO DE SUBASTA

### GHP Telemedicine Pilot Program for the Government Health Plan of Puerto Rico (GHP) - "Plan Vital".

Subasta Número: RFQ # GHP Telemedicine Pilot Program 2021  
Estatus:

#### Información General

**Agencia:** Administración de Seguros de Salud (ASES)

**Tipo Subasta:**

Requerimiento de Propuestas/Cualificación (RFP y RFQ)

**Localización del Proyecto:**

Todo Puerto Rico

**Fecha Reunión Pre-Subasta:**

**Lugar Pre-Subasta:**

Hora:

**Fecha Entrega Pliegos:**

Desde: miércoles, 6 de octubre de 2021

Hasta: lunes, 18 de octubre de 2021

Hora: 12:00 a. m.

Hora: 12:00 a. m.

**Fecha Apertura:**

Hora:

**Costo Pliegos:**

\$0.00

**Descripción:**

ASES intends to provide Vital patients suffering from medical under-service or difficulties in accessing medical care with a chronic disease care management solution wherein they will have access to a full complement of remote devices to measure their vital signs and other clinical data, which will be monitored by a full team of physicians and nurses. This team will be prepared to advise the patients about any significant change in their health condition before it becomes an emergent life-threatening event and guide the patient to seek medical or hospital care on a timely basis. This will help solve the problem of under-service and provide for better, holistic, 24/7 care for the patient population enjoying remote monitoring services.

Accordingly, ASES intends to engage in a pilot program for a maximum of 2,000 beneficiaries of the Vital Program with Diabetes Mellitus Types I & II who have conditions associated with decompensation resulting from lack of follow-up, treatment, and medication noncompliance during the COVID-19 pandemic period. This pilot program is aimed at increasing access to healthcare services specifically to elderly and pediatric beneficiaries with diabetic conditions who live mainly in rural and under-served communities. The program must integrate physicians with relevant specialties through GHP MCO's provider networks. The main goals of the program are:

Improvement of overall control of diabetic conditions; Improvement in follow-up and treatment and medication adherence; Reduction in ER visits; Reduction in hospitalizations; Reduction in readmissions; and Reduction in worsening of related conditions (chronic kidney disease, vascular disease, heart disease, and others).

**Iván Santiago Echevarría**  
Director Servicio al Cliente

**Notas Especiales**

CONTRACT FUNDS: The award of a contract under this RFQ is totally contingent upon ASES obtaining grant funds from the Coronavirus Relief Fund (CRF) for the Telemedicine Program in Puerto Rico to operate a GHP Telemedicine Pilot Program.

II. OFFEROR'S MINIMUM REQUIREMENTS:

Authorized by the Department of State of Puerto Rico to do business in Puerto Rico prior to Contract Award. If at the time of submittal of the quote, the Offeror is in the process of being so authorized, the Offeror must present sufficient evidence of said process and the current status. Is in compliance with all applicable legal requirements to become a government service provider, namely, have a current certification from the Single Registry of Professional Service Providers (RUP or its Spanish acronym) of the Puerto Rico General Services Administration (ASG for its Spanish acronym), be registered in the System for Award Management (SAM), and not be disqualified, suspended, proposed for disqualification or declared ineligible for the award of contracts by any federal and state department or agency. Demonstrates a minimum experience of three (3) years in the last five (5) years developing and implementing telehealth/telemedicine programs for services similar in scope and magnitude to the ones sought in this RFQ. (It is preferred that the Contractor is accredited by the Utilization Review Accreditation Commission (URAC) and Quality and Accreditation Institute (QAI)). Is sufficiently staffed to deploy the needed personnel to commence providing direct telemedicine services to the selected population by the Go Live date of January 1, 2022. Personnel providing direct services must be HIPAA trained, fluent in Spanish and culturally competent. Clinical staff should be duly licensed to provide services in Puerto Rico. Demonstrates experience in data management, data integration and reporting capabilities. Demonstrates operational capacity to support Go-live date of January 1, 2022. Is financially solvent to provide services for short term period (at least 90 calendar days) in the event of delayed reimbursement. Utilizes HIPAA compliant certified technological platforms for the provision of the telemedicine services.

IV. RFQ DOCUMENTS:

Available at <https://www.asespr.org/rfq-telemedicine-pilot-program-2021/> from October 6, 2021

V. NOTICE OF INTENT TO PARTICIPATE (Appendix A of RFQ) DEADLINE:

October 18, 2021 at 11:59 PM (AST)

VI. RESPONSE AND QUOTE SUBMISSION DEADLINE: October 25, 2021 1:00 PM (AST)

VII. PERFORMANCE BOND:

The selected Offeror will be required to submit before signing the contract a Performance Bond in the amount of one hundred percent (100%) of the maximum annual contract amount for itself and Subcontractors, if any, issued by an insurance company duly authorized to do business in Puerto Rico, duly certified by the Office of the Insurance Commissioner of Puerto Rico and approved by ASES.

ASES reserves the right to cancel or modify this RFQ, reject any or all quotes and award the contract under the most favorable conditions for the Government of Puerto Rico. ASES does not discriminate on the basis of age, race, color, sex, birth, veteran status, political or religious ideology, origin or social status, sexual orientation or gender identity, disability, or physical or mental impairment.

**Información de Contacto**

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