



**REQUEST FOR PROPOSAL**

Hospital Revenue Cycle Management Services

**For**

**PUERTO RICO MEDICAL SERVICES ADMINISTRATION**

Issue Date: June 17, 2019

RFP Number: 2019-002

**Eligibility:**

This RFP is open to those Proponents that satisfy the minimum qualifications stated in this RFP and are authorized to do business in Puerto Rico.

**Submission Location:**

Proposals to be mailed to:

rpfP@asem.pr.gov and copy to rfpasem@aafaf.pr.gov

Documents will only be received electronically.

Hand delivery and postal mailed documents will not be accepted.

**Submission Time:**

Proposals must be received at the above Submission email address on or prior to:

11:59 pm (AST), JULY 15, 2019

**Contact Person:**

Michelle Agostini, Esq. (ASEM)

**No telephone queries**



**I. Introduction**

The Puerto Rico Medical Services Administration (“ASEM”) was created by Public Law No. 66 of June 22, 1978. It is the public corporation responsible for the administration of clinical services and of the Puerto Rico Medical Center. It currently manages an Emergency Room, Operating Rooms, a Trauma Hospital, Radiology and Imaging Center, Clinical laboratories, Gamma Knife Unit, external clinics and a Hyperbaric Treatment Unit.

This Request for Proposals (“RFP”) aims to solicit interested parties to provide Contract Items described below. Award will be granted to the Proponent whose Proposal is more advantageous to ASEM. This RFP does not represent a commitment from ASEM, AAFAF or any Government agency to award, execute or grant a Contract, or to pay any Proponent for the costs incurred in the preparation and submission of a Proposal.

**Background**

ASEM is currently engaged with the Department of Health (“DOH”) to provide general medical and administrative services under a Memorandum of Understanding signed on October, 1<sup>st</sup>, 2018 (“MOU”). Under said MOU, ASEM provides services to the DOH’s Hospital facilities, including but not limited to the Hospital Universitario de Adultos (“UDH”). Through this RFP, ASEM seeks to procure services from a firm, individual, or consultant (“Contractor”) to provide both ASEM and UDH comprehensive Hospital Revenue Cycle Management Services for the following operations:

- Clinical Services Patient Registration
- Billing of clinical services
- Collections
- Health Care Utilization Management
- Patient Discharge Management

Specifically, and for illustrative purposes only, ASEM’s estimates of current staffing needs is described as follows:

**I. UDH:**

Department	Employees
Billing Department	29
Information Systems	2
Collections	17
Pre-Admissions, Admissions and Bed Management	45



Utilization and Discharge Management	25
Finance	1
Messenger	1
Administrative Assistant	1
Project Manager	1
Contract Negotiation Consultants	3
<b>TOTAL ESTIMATED EMPLOYEES</b>	<b>125</b>

**II. ASEM:**

<b>Department</b>	<b>Employees</b>
Billing and Collections Department	77
Information Systems	2
Pre-Admissions, Admissions and Bed Management	140
Utilization and Discharge Management	25
Finance	1
Messenger	1
Administrative Assistant	1
Project Manager	1
Contract Negotiation Consultants	3
<b>TOTAL ESTIMATED EMPLOYEES</b>	<b>251</b>

The Proponent shall have a demonstrated capacity in the field of Hospital Management or Hospital Administration and must be able to provide regular reports, including performance indicators, for all engagements.

**Contract Term**

ASEM is seeking to award a Contract for a minimum term of two (2) years, subject to earlier termination for lack of compliance with Contract obligations or any other cause.

**II. Proposals**

**1) Mandatory Documents**

- a. Proponent Certification Affidavit (Exhibit A)



b. Description of Proponent

Please describe or provide the following, as applicable:

The date of formation of your firm, organizational structure, jurisdiction of formation and ownership structure, if applicable, the Employer Tax Identification number or Social Security number, name, title, location and contact information of the person that will directly oversee the services that you propose to provide and who should be contacted about your proposal. A description of any judgments, verdicts, lawsuits, claims, arbitration proceedings, or other judicial or administrative proceedings, pending or outstanding, against your company or its officers. A description of any lawsuit or claim, or request for arbitration with respect to any contract filed by your firm in the past seven (7) years. Finally, a description of any default your company had under a contract occurring in the past ten (10) years.

c. Financial Information

Proponents must submit their most recent fiscal year's financial statements, which shall be certified by a Certified Public Accountant under the laws of Puerto Rico.

ASEM reserves the right to request the Proponent a letter of credit subscribed by a high-ranking officer of a financial institution authorize to do business in Puerto Rico.

d. Insurance Requirements

Proponents must maintain a Comprehensive General Liability Insurance that includes a Products-Completed Operations policy, Workers Compensation, Automobile and Employers Liability Insurance that covers all of its personnel, as well as damages that arise as a result of the rendering of its services. Proponent agrees that it will require any subcontractor to maintain the following policies: General Liability (including Products Completed and fire coverage), Workers Compensation and Employers Liability. Policy limits shall not be less than a combined single limit for bodily injury, property damage and personal injury liability of:

General Liability (\$2 million on an per occurrence basis)

Automobile (\$1 million on an per occurrence basis)

Workers Compensation (\$1 million on a per occurrence basis)

All insurance policies must be issued by an authorized company pursuant to the Puerto Rico Insurance Commissioner requirements and the Puerto Rico Insurance Code.



Upon the signing of the contract, the Proponent must ensure that ASEM is named additional insured in all policies.

e. Additional Certifications

Before the execution of the Contract, the Successful Proponent must obtain the following:

1. A certification evidencing filing of Tax Return for the past five (5) years, issued by the Puerto Rico Department of Treasury.
2. A no taxed debt certificate, or payment plan compliance issued by the Puerto Rico Department of Treasury.
3. A certificate of no debt, or compliance with payment plan regarding property tax issued by the Municipal Revenue Collection Center ("CRIM" by its Spanish acronym).
4. A certificate of no debt or compliance with payment plan for unemployment insurance, temporary disability (workers compensation), and chauffeur's social security issued by the Puerto Rico Department of Labor.
5. A certificate of no debt or payment plan compliance for municipal taxes license.
6. A Worker's Compensation Insurance Policy issued by Fondo de Seguro del Estado.
7. A certificate of no debt or payment plan compliance issued by Fondo de Seguro del Estado.
8. Certificate of Good Standing issued by the Puerto Rico State Department. ASEM may require the Successful Proponent to provide its latest articles of incorporation, by-laws, resolutions or partnership agreement.
9. The Successful Proponent may choose to present a valid and effective certification evidencing its registration under the Exclusive Registry of Bidders of the General Services Administration. This certificate shall constitute sufficient evidence of compliance with items 1-8 above.
10. A certificate of tax withholding waiver issued by Puerto Rico Department of Treasury, if applicable.
11. A certificate of compliance with ASUME.
12. A resolution from Proponent's Board of Directors authorizing its representative to execute de Contract.

2) **Proposal Elements**

A. Description of Services

Describe in detail each of the services included in this RFP (Clinical Services Patient Registration, Billing of clinical services, Collections, Health Care Utilization Management and Patient Discharge Management), how they will be executed and how it will complement the culture and quality of services offered in the facilities. Also provide patient flow plans and



diagrams in a way that shows how the Proponent plans to execute each service. Specifically, please provide the following:

- Floor plans of needed space, including its proposed uses, circulation and utilities
- Proposed integration with ASEM facilities
- IT infrastructure to be used
- Software to be used<sup>1</sup>
- Timeline for development of site, equipment installation and start date
- Describe how Proponent will train its staff to support and meet its objectives
- Describe internal compliance requirement to guarantee safe and lawful execution
- Describe proposed days and hours of operation for each of the services included in the RFP<sup>2</sup>
- Include the number of employees to be deployed per area, considering the suggested amounts described above.

B. Description and Experience of Proponent

Describe the management structure to be employed in the execution of the services. Include a job description for the on-site manager, number of employees and their respective job descriptions, and the proposed daily schedule to render the services.

Describe Proponent's experience with all services requested in this RFP, for a minimum of five (5) years prior to this RFP. Proponents with less than five (5) years of evidenced experience, please provide the following:

- List of all professionals assigned to the project
- List of individual qualifications and certifications in medical billing (please include capacity, years of experience and name of facilities where services have been rendered)

Experience in management of trauma center and/or public healthcare hospital facilities is strongly desirable but not mandatory.

C. Financial Structure

- Describe the proposed rent structure, if applicable. Please include base rent, annual rate increases and any revenue sharing percentage.
- Describe the estimated capital investment

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<sup>1</sup> Note that ASEM uses MEDITECH HER.

<sup>2</sup> Note that ASEM operates on a 24 hour, 7 day basis.



- Please describe the Proponent’s administrative fee or compensation model, and specify if it is going to be proposed after the average billing recovery rates of ASEM.

D. Additional Information

- Please provide names and complete contact information for at least two (2) business references that are directly relevant to the services requested in this RFP and a brief description of the services you provided to each reference.
- If Proponent has contracted with the Government of Puerto Rico during the past three (3) years, indicate the Government instrumentality, contract number and a brief description of the services provided.
- If the Proponent has/had not had a termination of contract for default in the past three (3) years. Describe the termination incident of default, if applicable. Include the terms of the default, other party’s name and contact information. Also, include a brief description of the Proponent’s position on the matter.<sup>3</sup>
- In order to allow ASEM to conduct initial assessment of potential conflict of interest, please provide a brief description of any potential conflicts of interests your firm may have in providing the services herein, including any descriptions of work that your company has performed for the Commonwealth, the Government, any of its instrumentalities or any creditors or guarantors of indebtedness in relation to their activities in the Commonwealth. Indicate whether this activity is ongoing, and if not, when it was concluded.

III. RFP Process Schedule<sup>4</sup>

Milestone	Date
RFP Public Notice Publication	June 17, 2019
Due Date for Questions from Proponents	July 1, 2019
Response to Questions	July 8, 2019
Proposal Submission	July 15, 2019
Selection of Successful Proposal	August 15, 2019
Execution of Contract	August 30, 2019
Project Kick-Off	October 1, 2019

<sup>3</sup> ASEM reserves the right to reject a Proposal based on past experience of termination.

<sup>4</sup> ASEM reserves the right to amend or revise this schedule.



#### IV. Proposal Submission

Proponents must submit one (1) electronic copy of the Proposal. All applicable documents, including forms, attachments and appendixes must be completed, signed and returned with the Proposal.

Proposal must be submitted in the English language and each page must be numbered sequentially at the bottom of the page. All Proposals must comply with the following rules:

- File Format: PDF
- Font Size: 12 pts
- Margins: 1 inch
- Line Spacing: Single-space
- Paper Type: White; 8 1/2 x 11
- Numerical Data: English measurement system
- Costs: US Dollars

In addition, all Proposals must include a cover letter with a title that references this RFP and the following information:

- Full name of Proponent
- Contact Information of the person(s) authorized to represent Proponent and the person(s) and negotiate with ASEM regarding this RFP
- Name of the person or company that participated in the preparation of the Proposal
- If Proponent is a corporation, identify the State where Proponent is organized
- Certification that the Proposal is submitted in response to this RFP and that it will remain firm for a period of one hundred twenty (120) days from its due date and, subsequently, until the Proponent withdraws or executes the Contract, or the RFP is terminated by ASEM, whichever occurs first.
- Signature of Proponent or authorized person by corporate resolution.

Proposals must be received as an attachment to an email no later than 11:59 pm on July 15, 2019 and sent to the following address: [rfp@asem.pr.gov](mailto:rfp@asem.pr.gov) and [rfpasem@aafaf.pr.gov](mailto:rfpasem@aafaf.pr.gov).

Late Proposals may be accepted solely at the discretion of ASEM. If not accepted, they will be disqualified from further consideration.

Information provided in the Proposal must be accurate and complete. Uncertain, incomplete and/or incorrect information will not be considered by ASEM. Falsification of any document may result in the disqualification of the evaluation and selection process or the termination of the awarded Contract, if discovered in the future. ASEM reserved the right to reject any Proposal if it discovers



that Proponent knowingly submitted false information. ASEM reserves the right to terminate the awarded Contract if it is determined that a Contract was awarded as a result of the submission of false information.

**V. Evaluation and Selection Criteria**

Proponent is encouraged to propose terms and conditions offering the maximum benefit to ASEM in terms of (1) services offered, (2) total overall cost to ASEM and (3) project management expertise. ASEM intends to evaluate proposals using a combination of criteria, including but not limited to, those described below. ASEM reserves the right to make the selection in its sole discretion and when selecting, it may place more or less weight on any of the identified criteria:

- Corporate qualifications, management strength and personnel resources
- Depth of experience providing the services described in this RFP
- Financial strength of the Proponent
- Proposed compensation
- Strength of references

ASEM and its advisors will examine and evaluate proposals. Acceptance of proposals shall not give rise to any liability or obligation from ASEM or its advisors, and no Proponent will have any cause of action against ASEM or its advisors originating from the failure to award a contract to any Proponent, or failure to consider any proposal or any expenses incurred by a Proponent in preparation of its Proposal. ASEM reserves the right, in its sole discretion, to request other proposals in the future and/or request additional information from Proponents to assist ASEM in evaluating the Proposals. ASEM reserves the right to consider any and all factors relating to a determination of the ability and suitability of the Proponent, their respective agents or representatives.

ASEM reserves the right to negotiate separately with any Proponent, as necessary, to serve the best interests of ASEM. No statement made or actions taken by ASEM during these negotiations shall bind ASEM in any manner. ASEM will maintain confidential all discussions and negotiations.

All inquiries and questions regarding this RFP process must be directed to Michelle Agostini, Esq., by email to the following addresses: [rfp@asem.pr.gov](mailto:rfp@asem.pr.gov) and [rfpasem@aafaf.pr.ov](mailto:rfpasem@aafaf.pr.ov).

The Successful Proponent and all other Proponents whose Proposals are not selected will be notified by email.



## **VI. Successful Proponent**

The Successful Proponent must furnish a Security/Performance Bond as a security for the faithful performance of the services in connection with this RFP. The Bond amount shall be determined by ASEM, and provided by cashier's check, certified check or bond issued by a surety or any insurance company authorized to do business in Puerto Rico.

Upon execution of the Contract, the Successful Proponent must submit a delivery schedule for ASEM's review and approval. ASEM reserved the right to revise the schedule, as it deems necessary during the term of the Contract.

ASEM also reserves the right to evaluate the successful proponents' performance at least on a yearly basis. As part of this performance monitoring process, ASEM will request performance indicators pertaining to collection effectiveness, loss ratios, personnel turnover, customer satisfaction, complaint management and resolution, and other reasonable or generally accepted key performance indicators that will be specified in the Contract.

## **VII. Review and Reconsideration**

Any Proponent that is adversely affected by ASEM's decision in connection with this RFP may submit a request for reconsideration to the Executive director pursuant to the Uniform Administrative Procedure Act, Law No. 38 of June 30, 2017, as amended and ASEM's internal regulations. Any petition for reconsideration must be submitted in writing. The following information should be included:

- Name and contact information of the requesting party
- Detailed statement of the grounds for the petition
- Relief requested

Any petition based on alleged restrictive specifications, violations of laws or regulations or other alleged improprieties during the RFP process that are apparent prior the Proposal Due Date shall be submitted no later than five (5) days after the occurrences became or should have been apparent to the Proponent.