



March 29, 2004

Ms. Elizabeth Otero Martínez
 Puerto Rico Medicaid Program
 Puerto Rico Department of Health
 San Juan, PR

Ref: 2024-PRMP-MES-HIE-001 - 5th Important Update Response

Dear Ms. Otero Martínez:

This letter is KONZA National Network's (KONZA) formal response to the 5th Important Update of the 2024-PRMP-MES-HIE-001. KONZA included answers to these questions in our original RFP response. However, KONZA provided additional information below, on the three items, to make it easier for the PRMP team to validate, and locate the answers.

1	Section 4.2.1 Business Operations	KONZA has developed a scalable and sustainable business model that operates exchanges across ten (10) states. It is described on pages 57-62 , including working with the PRMP PRHIE Advisory Council. KONZA validates that per section 4.2.1, that our response meets the requirements, including, "All services must be provided in both Spanish and English" . Konza has a full time Customer Engagement Manager that lives in Puerto Rico, please refer to the top of Page 53 of the Mandatory Qualifications Items. Once the RFP is awarded, KONZA will add a Project Manager and help desk resources that are fluent in both English and Spanish and KONZA will establish an office in Puerto Rico.
	Attachment G: Approach to Business Operations	KONZA's response to Attachment G: Response to Statement of Work, including Approach to Business Specifications pg. 57-62 Approach to Technical Specifications pg. 63-69 and Approach to Required deliverables as it was "Required Content". Please refer to Page 70 of KONZA's Response to view the Approach to Required Deliverables.
2	Section 4.2.2 Technology Services: Medicaid Data Services	KONZA's response to Medicaid Data Services is documented on pg. 67-68. Please note the specific focus on data delivery to Medicaid, referencing KONZA's experience with Kansas Medicaid.
	Attachment G: Response to SOW: Medicaid Data Services	
3	Attachment A: Cost Proposal	KONZA followed the instructions provided on the Attachment A excel spread sheet Instructions Tab. This includes the two-year period plus the individual optional 3rd and 4th year . Please refer to Attachment A binder and USB's.



Thank you for providing the opportunity to allow additional clarification of the above items. Please feel free to reach out if you have any questions.

Sincerely,

A handwritten signature in black ink that reads "Laura McCrary Ed.D." in a cursive script.

Laura McCrary, EdD
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