Attachment A: Cost Proposal

Separate File accessible via USB Drive and Microsoft file

COVER LETTER "Original Proposal"

Kansas Health Information Network, Inc. dba KONZA National Network's contact for the PRMP RFP is:

Name: Laura McCrary Ed.D.   Phone: 800.435.2104
Address: 623 SW 10th Avenue   Fax: N/A
            Topeka, KS 66612   Email: lmccrary@konza.org

Subject to acceptance by the PRMP, the vendor acknowledges that by submitting a response and signing in the space indicated below, the vendor is submitting a formal offer to meet that which is being requested within this RFP.

_____ / ___March 7, 2024___

Original signature of Signatory Authorized to Legally Bind the Company / Date

Name (Typed or Printed): Laura McCrary Ed.D.
Title: President and Chief Executive Officer
Company Name: Kansas Health Information Network, Inc. dba KONZA National Network
Physical Address: 623 SW 10th Avenue Topeka, KS 66612
State of Incorporation: Kansas

By signature hereon, the vendor certifies that:
1. All statements and information prepared and submitted in response to this RFP are current, complete, and accurate.
2. The vendor's response meets the requirement of this RFP.
3. The vendor will comply with all federal and Commonwealth laws, rules, and regulations that are in force currently or anytime during the term of a resulting contract.
4. The vendor acknowledges and accepts that the full response contents and associated documents will become open to public inspection in accordance with the laws of Puerto Rico. The PRMP will hold "confidential" all response information, including both technical and cost information, during the evaluation process, except for the questions and answers before the submittal of proposals. All other information associated with the RFP, including but not limited to, technical scores and reasons for disqualification, will not be available until after the contract has been awarded in accordance with the laws of Puerto Rico. If a vendor provides a redacted copy of their proposal along with an unredacted copy, PRMP will publish the redacted copy of the proposal.
5. The company represented here is an authorized dealer in good standing of the products and services included in this response.
6. The vendor, any subcontracting partners, and its proposed resources are eligible to participate in this transaction and have not been subjected to suspension, debarment, or similar ineligibility determined by any federal, state, or local governmental entity; are compliant with the Commonwealth's statutes and rules relating to procurement; and are not listed on the federal government's terrorism watch list as described in Executive Order 13224. Entities ineligible for federal procurement are listed at https://sam.gov/content/home.
7. Prior to the award, the vendor affirms it will have all current approvals, licenses, or other qualifications needed to conduct business in Puerto Rico.

Attachment B: Title Page, Vendor Information, Executive Summary, Subcontractor Letters and Table of Contents

Title Page

Kansas Health Information Network, Inc. dba KONZA National Network

www.KONZA.org

Request for Proposals (RFP)

Health Information Exchange (HIE) Operations
and Technical Services

2024-PRMP-MES-HIE-001

for

Puerto Rico Medicaid Program

March 8, 2024

"Original Proposal"

Laura McCrary Ed.D.

Name:	Laura McCrary Ed.D.	Phone: 800.435.2104
Address:	623 SW 10th Avenue	Fax: N/A
	Topeka, KS 66612	Email: lmccrary@konza.org

Vendor Information

Payment Information			
Name:	Jeff Messer	Title:	CFO
Address:	623 SW 10th Avenue		
City, State, and ZIP Code:	Topeka, KS 66612		
Phone:	800.435.2104	Fax:	NA
Email:	billing@konza.org		

Legal Notice Information			
Name:	Laura McCrary	Title:	President and CEO
Address:	623 SW 10th Avenue		
City, State, and ZIP Code:	Topeka, KS 66612		
Phone:	800.435.2104	Fax:	NA
Email:	lmccrary@konza.org		

Executive Summary

The Executive Team at the Kansas Health Information Network, Inc. dba KONZA National Network is pleased to submit this response to the Puerto Rico Medicaid Program (PRMP) Operations and Technical Services Request for Proposal (RFP) 2024-PRMP-MES-HIE-001. KONZA welcomes the opportunity to partner with the PRMP as it moves to transform current siloed healthcare systems into a seamless infrastructure that embraces patient safety, administrative burden reduction, public health reporting, quality evaluation, and patient engagement. This partnership is unique as KONZA's mission aligns directly with the goals outlined in the Puerto Rico HIE Roadmap. KONZA's mission is that we are deeply committed to connecting healthcare providers, patients, health plans, and our technology partners together to organize healthcare data into information that will drive healthcare transformation.

Vendor Qualifications:

KONZA brings extensive experience and expertise in health information exchange technology and operations to Puerto Rico with a 14-year proven track record of successful project deliveries and client satisfaction. Our team is well-equipped to meet and exceed the requirements outlined in the RFP. KONZA is uniquely positioned to provide both the technical infrastructure, advanced analytics, and comprehensive operational support that is critical to achieve the goals outlined in the roadmap and deliver the data transformation that is necessary to support the citizens and providers of Puerto Rico.

The KONZA team has deep expertise in the technology, operations, and management of state and national health information networks. KONZA was incorporated in Kansas in 2010 as a 501c3 not-for-profit. KONZA is led by an 11-member Board of Directors, comprised of the providers and stakeholders that use KONZA's services. The KONZA Leadership Team has over 60 years of combined experience operating health information exchanges nationwide and operates nine wholly owned and functional HIEs in the following states: Connecticut, New Jersey, Georgia, South Carolina, Mississippi, Louisiana, Texas, Missouri, and Kansas. KONZA also provides technology and management services to northern California and Oregon exchanges.

Approach to Delivering Services:

First and foremost, KONZA has been successful at implementing HIE's for over 14 years. Our approach to delivering the operations and technical services clearly described in the RFP is comprehensive and tailored to meet the specific needs of each state. We prioritize collaboration, transparency, and efficiency throughout every phase of the project lifecycle. Our methodology emphasizes quality data acquisition, strategic planning, and proactive communication to ensure seamless execution and successful outcomes.

Since KONZA operates exchanges across the nation and is designated as a Qualified Health Information Network (QHIN) under TEFCA, our organization has developed a comprehensive set of processes and procedures for all aspects of HIE governance and operational processes and procedures. The deep knowledge, real-life implementation, and expertise behind these can provide an excellent roadmap for PRHIE consideration and a starting point for establishing the governance models that will need to be established. KONZA employs all the staff that are necessary to establish and maintain the exchange infrastructure and the exchange operations to ensure business continuity. This includes finance and a deep knowledge of the structures required to create a sustainable HIE. KONZA will bring this expertise to Puerto Rico, and working together, we will create a model that will be successful and sustainable for Puerto Rico in the future.

Time Frame for Delivering Services:

KONZA has extensive knowledge of the work required to establish interoperability and proposes a realistic and achievable timeline for delivering the services outlined in the RFP. Our interoperability experience across the nation includes the EHR vendors that are part of the local ecosystem, such as EPIC, Meditech, eClinicalWorks, Greenway and many others. We have entire teams with expertise in connecting these and other systems which allow our team to properly build a project plan. KONZA's team is committed to adhering to project milestones and deadlines, while also maintaining flexibility to accommodate any unforeseen challenges or changes in

requirements. Our goal is to complete the project within the specified time frame without compromising on quality or deliverables.

Proposed Team:

Our proposal includes a highly skilled and dedicated team of 35 professionals with diverse backgrounds and expertise in both HIE technology and HIE operations. This team has experience in working with state government, medical societies, hospital associations, FQHCs, behavioral health facilities and value-based models. Our response includes four staff members dedicated to supporting Puerto Rico. Each member of our team brings unique strengths and perspectives to the table, allowing us to approach the project from multiple perspectives and deliver innovative solutions. We are confident that our team composition, including local resources, aligns with the needs of Puerto Rico and the objectives outlined in the RFP.

Key Advantages of KONZA's Proposal:

1. Data Quality: KONZA leads the nation with our laser focus on HIE data quality and completeness. KONZA has the largest number of healthcare facilities (335) in the nation, accredited by the National Council for Quality Assurance (NCQA) for data completeness and syntax. The Leadership Team at KONZA recognized early that much of the data from EHR systems needed to be more consistent, and correctly mapped. Our leadership agreed that an investment in data quality was a patient safety issue and a differentiator in a market where few organizations were committing to quality. In 2020, KONZA became one of the nation's first HIEs to become certified by the National Council on Quality Assurance (NCQA) and to achieve the NCQA Data Aggregator Validation (DAV) accreditation. This is the level of commitment KONZA brings to the healthcare facilities in Puerto Rico. KONZA believes this is critically important as it assures Medicaid, CMS, health plans, and others that the data that KONZA provides for patient safety and quality reporting is complete and correct. DAV-certified data also meets the requirements as standard supplemental data and does not require further auditing for HEDIS reporting. This is of great value to health plans.

2. Patient access: The KONZA team has always led the nation in how we share data with patients. KONZA was the first HIE in the country to build a personal health record for patients where they can access all the data in the exchange. In 2013, KONZA established a fully functional personal health record that allowed patients access to all the information aggregated and provided as a part of the HIE. KONZA was the first HIE designated by the Harvard Open Notes program as a leader in the nation's patient engagement and consumer advocacy. KONZA has continued to support consumer access to the HIE data over the last ten years and has added consumer health education in multiple languages through Healthwise. Spanish is one of the languages that KONZA supports in our personal health record, and Healthwise is a leader in health education across the nation.

3. Data Analytics: KONZA has demonstrated its excellence and differentiated itself from our competitors by building an affordable analytics solution as a part of the products we include in our HIE platform. In 2016, KONZA established a data warehouse in the Azure Microsoft cloud to support the KONZA analytics products. This highly complex, scalable warehouse incorporates a patient-matching algorithm provider attribution, ENS alerting and custom report development. Examples include High-Risk Patients, 30-day readmissions, quality metrics including patients that have met/not met the metric, patients with multiple opioid prescriptions, disease registries, and more. KONZA wholly owns the HQInsight product, and an internal software development team supports it with new builds as requested by our customers.

4. QHIN: The recent designation of KONZA as one of the first Qualified Health Information Networks (QHINs) under the federal Trusted Exchange Framework and Common Agreement (TEFCA) exemplifies KONZA's commitment to innovation and our vast HIE operations and technical experience. This designation ensures that KONZA members have access to all medical records from across the entire nation, including Puerto Rico to care for patients. It positions KONZA members for compliance with future federal incentives and mandates as they may occur, particularly associated with Medicare and Medicaid. KONZA's technology, processes and resources comply with the "current and pending federal rules impacting HIE" and the "Priority Service Areas" described on the PRHIE Roadmap (pages 14-17).

5. Security: The KONZA team is deeply committed to the highest level of excellence in data security and holds three different security certifications. This sets KONZA apart from its competitors. KONZA currently holds HITRUST r2 accreditation, NIST 800 accreditation, and EHNAC through DIRECT Trust accreditation. All of these are updated and renewed on an annual basis. KONZA employs a security team that includes a Chief Information Security Officer (CISO) who serves on the national TEFCA Security Council, a Director of Network Security, and two security analysts. Together, these individuals oversee the KONZA security portfolio and ensure that annual internal and external penetration testing is completed, and all issues are resolved in established timeframes. KONZA employs a full-time privacy and security officer with over ten years of experience working with health information exchanges. KONZA has comprehensive privacy and security policies that are updated bi-annually, and KONZA has met the rigorous security requirements established by the federal government for a QHIN.

6. Public Health and Health Data Utility: KONZA's commitment to excellence and service also extends to supporting public health as a Health Data Utility (HDU) in Kansas. KONZA was awarded one of five HIE STAR grants by the ONC to combat COVID in 2020. As a part of this project, KONZA developed several innovative, critical products that continue to support state public health departments today. This includes a COVID registry and custom mapping to convert HL7v.2 lab feeds to meet Electronic Lab Reporting requirements for COVID reporting. KONZA includes all public health integrations to the state registries as a standard part of our products and services. This consists of the immunization registry, syndromic surveillance, electronic lab reporting, and other state-specialized registries such as COVID-19, Birth Defects, Cancer, and Diabetes, amongst others. KONZA is prepared when needed to respond to public health emergencies. In 2022, when the Kansas Department of Health and Environment (KDHE) recognized a growing number of Kansans with Multi Drug Resistant Organism (MDRO) infections, KDHE requested KONZA build an alerting system for hospital infectious disease specialists when a patient with an MDRO diagnosis was admitted. This alerting system technology has recently moved to full production and is receiving rave reviews from hospital leaders for administrative burden reduction and staff and patient safety.

The proposal response from the KONZA leadership reflects a solid commitment to establishing a comprehensive, sustainable, technical infrastructure that will support providers, patients, public health, and health plans now and into the future as they require a higher level of products and services to remain competitive in the emerging healthcare ecosystem. KONZA is committed to providing these services to the organizations in Puerto Rico and working closely with PRMP leadership to ensure the success of the PRHIE. As part of our commitment to Puerto Rico, KONZA has begun investing in local resources and has reached out to the Puerto Rico Primary Care Association, health systems, and the Hospital Association of Puerto Rico. We look forward to working together to make this a successful project.

Sincerely,

Laura McCrary EdD
President and Chief Executive Officer
KONZA National Network

Subcontractor Letters

N/A

Table of Contents

Disclosure of Response Contents

By signing below, I certify that I have reviewed this RFP (and all of the related amendments) in its entirety; understand the requirements, terms, and conditions, and other information contained herein; that I am submitting this proposal for review and consideration; that I am authorized by the vendor to execute this bid or any documents related thereto on the vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that, to the best of my knowledge, the vendor has properly registered with any Puerto Rico agency that may require registration.

KONZA National Network
(Company)

Laura McCrary, President and CEO
(Representative Name, Title)

800.435.2104
(Contact Phone/Fax Number)

March 7, 2024
(Date)

(Signature)

Attachment C: Vendor Qualifications and Experience

Vendor Qualifications and Experience

This section will provide instructions to vendors to complete information required for the organizational overview, corporate background, experience in the public sector, and certifications.

Vendor Response Framework

Vendors may partner with other vendors to submit a single proposal response to the RFP. If multiple vendors are submitting a joint proposal one vendor must be identified as the primary vendor for purposes of communications during the procurement process and for contract negotiations if the joint proposal is selected as the winning proposal. Puerto Rico will negotiate a single contract for the services in this RFP. Note, however, that contracts between vendors may be subject to CMS review as a condition for federal financial participation and to ensure compliance with federal procurement regulations.

Vendors may utilize sub-contractors to provide specific functions as part of the vendor's response, or to augment expertise or staffing capacity. Puerto Rico will negotiate a single contract for the services in this RFP but contracts between vendors and their subcontractors may be subject to CMS review. Table 9 details the vendor response framework to provide information regarding partners and subcontractors.

Table 9: Vendor Response Framework - Partners and Subcontractors

Vendor Response Framework	
Company Name – Primary Vendor	**Kansas Health Information Network, Inc. dba KONZA National Network**
Company Name – Partner Vendor A	NA
Company Name – Partner Vendor B	NA
Company Name – Partner Vendor C	NA
Subcontractor A	NA
Subcontractor B	NA
Subcontractor C	NA
Subcontractor D	NA
Subcontractor E	NA

Organization Overview

This section of the vendor's technical proposal should include details of the vendor and subcontractor overview. The vendor's technical proposal should include organization overview, corporate background, vendor's experience in the public sector, and certifications.

Organization Overview: Provide all relevant information regarding the general profile of the vendor.

KONZA's mission is to be deeply committed to connecting healthcare providers, patients, and health plans through technology and organizing healthcare data into information that will drive healthcare transformation. KONZA strives to provide equitable, affordable, and accessible health information technology to all healthcare stakeholders. KONZA's leadership has worked diligently over the last 14 years to build and deploy KONZA products and services to affordably meet the needs of stakeholders from all parts of our nation. As one of the first Designated QHINs, KONZA is unifying health information networks to transform access to comprehensive patient data nationwide.

From the inception of our not-for-profit company in 2010, the KONZA leadership has viewed health information technology services through a lens of equity and access. Thus, KONZA has always provided no-cost products and services to healthcare organizations with limited resources. All safety net providers, FQHCs, and state and local public health departments use the KONZA products and services at no annual cost. In 2020, this was extended to Community Mental Health Centers to support patients with health and behavioral health concerns. Often, these organizations serve rural and frontier communities and care for the most vulnerable members of our communities. The KONZA leadership is committed to the principle that all providers and patients have access to high-quality health information technology services, and we have dedicated our resources to help make this a reality.

As an organization, KONZA's daily principles align with PRMP's near-term HIE goals.
1. Improve healthcare quality and safety and ease access to care
2. Increase patient engagement in achieving health and wellness
3. Gain operational efficiencies and reduce healthcare costs
4. Streamline information access to support clinical decision making
5. Enhance public health prevention, disease management, and emergency response
6. Develop systems to govern health data exchange transparently
7. Participate in national interoperability efforts
8. Advance interoperability in Puerto Rico

KONZA is also committed to ensuring that all data is high quality and that it is complete and correct. To accomplish this, KONZA has earned the Validated Data Stream designation in the National Committee for Quality Assurance (NCQA) Data Aggregator Validation program. The NCQA Data Aggregator Validation program evaluates clinical data streams to help ensure that health plans, providers, government organizations, and others can trust the accuracy of aggregated clinical data for use in Healthcare Effectiveness Data and Information Set (HEDIS®) reporting and other quality programs. Data streams that earn validation undergo a rigorous, end-to-end examination of the quality and integrity of data and the procedures used to manage and safeguard it. Participation verifies adherence to the NCQA process, system, and data standards from ingestion at primary sources through transmission to end users.

As the selected vendor, KONZA will collaboratively drive the PRHIE Roadmap and support the PRMP in making progress in achieving these goals over the next three years by focusing on the establishment and development of the following HIE services:

Data Access: Connecting providers to patients' longitudinal health records through means that positively augment current workflows.

Electronic Alerting: Notifying providers of patients' admittance, transfer, or discharge from care directly through the HIE or by leveraging other secure transport standards.

Public Health Reporting: Automating capture of and reporting to Puerto Rico's public health authority, with an initial focus on supporting the achievement of Promoting Interoperability Program objectives, such as Electronic Lab Reporting to support syndromic surveillance.

Emergency Response: Leveraging HIE records to support patient identification and care delivery and coordination in times of emergency.

KONZA has actively fostered collaborative relationships and partnerships in Puerto Rico to enhance healthcare systems and services.

 By engaging with prominent organizations such as HIMSS (Puerto Rico Chapter), Puerto Rico Primary Care Association, Sistema de Salud Menonita, and EHR EZ EMR, KONZA is playing a prominent role in advancing healthcare technology, information sharing, and overall system efficiency across the Island.

1. KONZA will play a pivotal role in aiding the Puerto Rico Primary Care Association (PRPCAN) in achieving its care mission by focusing on the Associations three key objectives:

2. KONZA will enhance the patient-provider experience by facilitating seamless communication and information exchange. It ensures that healthcare professionals can access comprehensive patient data, improving personalized care.
3. KONZA can advance interoperability by creating a unified platform connecting various healthcare systems and providers, promoting efficient data sharing and care coordination.
4. Leveraging data insights through the network can enable the PRPCA to make informed decisions, identify trends, and enhance value-based care strategies, ultimately improving overall healthcare outcomes in Puerto Rico.
5. The integration of KONZA Network aligns with PRPCAN's mission by providing a robust technological infrastructure to support its commitment to excellence.
6. KONZA will play a central role in helping Sistema de Salud Menonita execute its vision of innovative healthcare through unique patient experiences.
7. Leveraging advanced technology and fostering meaningful human interactions, KONZA can facilitate the seamless integration of these two elements. By implementing cutting-edge healthcare technologies, such as telemedicine, data analytics, and personalized health management systems, the network can enhance the efficiency and accessibility of healthcare services.
8. Additionally, KONZA will support Sistema de Salud Menonita in creating a patient-centric approach emphasizing individualized care experiences. Through the intersection of technology and human interaction, the network can contribute to developing innovative solutions, ensuring that patients receive technologically advanced treatments and personalized and compassionate care. This collaboration can revolutionize healthcare delivery and contribute to realizing Sistema de Salud Menonita's vision for a pioneering healthcare experience.

Through these partnerships, KONZA contributes to developing and implementing innovative solutions, ensures seamless electronic health record (EHR) management, and promotes best practices in healthcare delivery. The collaborative efforts are strengthening the healthcare infrastructure in Puerto Rico and fostering a culture of knowledge exchange and mutual support within the healthcare community.

This strategic approach reflects KONZA's commitment to building sustainable and impactful relationships for improving healthcare in Puerto Rico.

The vendor is not to change any of the pre-filled cells in the following tables.

If multiple vendors are partnering in a combined response to the RFP replicate the following table (Vendor Overview) so that the response includes one table for each vendor participating in the joint response.

Table 10: Vendor Overview

Vendor Overview	
Company Name	KONZA National Network
Name of Parent Company (If Applicable)	Kansas Health Information Network, Inc.
Industry (North American Industry Classification System [NAICS])	Health Information Exchange (HIE)
Type of Legal Entity	501c3 Not for Profit

Company Ownership (e.g., Private/Public, Joint Venture)	Private
Number of Full-Time Employees	36
Last Fiscal Year Company Revenue	$17,855,593
Last Fiscal Year Company Net Income	$2,628,415
Percentage of Revenue from State and Local Government Clients in the United States and its Territories	Calendar Year 2023 Revenue%: 7.3% (Estimated Year 2024 Revenue % from existing customers: 13.4%)
Number of Years in Business	14 Years
Number of Years/ Experience Vendor Has With this Type of Services Specified in the RFP	14 Years
Number of Employees Providing the Type of Services Specified in the RFP	36
Headquarters in the United States and its Territories	Yes, Topeka, Kansas
Locations in the United States and its Territories	All

Subcontractor Overview (If Applicable)

If the proposal includes the use of subcontractor(s), provide all relevant information regarding each subcontractor. This section may be duplicated in its entirety and a page created per subcontractor included.

The vendor is not to change any of the pre-filled cells in the following tables.

Table 11: Subcontractor Overview

Subcontractor Overview	
Company Name	NA: KONZA does not use any subcontractors
Name of Parent Company (If Applicable)	NA
Industry – NAICS	NA
Type of Legal Entity	NA
Company Ownership (e.g., Private/Public, Joint Venture)	NA

Number of Full-Time Employees	NA
Last Fiscal Year Company Revenue	NA
Last Fiscal Year Company Net Income	NA
Percentage of Revenue from State and Local Government Clients in the United States and its Territories	NA
Number of Years in Business	NA
Number of Years Vendor Has Been Providing the Type of Services Specified in the RFP	NA
Number of Employees Providing the Type of Services Specified in the RFP	NA
Headquarters in the United States and its Territories	NA
Locations in the United States and its Territories	NA

Existing Business Relationships with Puerto Rico
Describe any existing or recent (within the last five years) business relationships the vendor or any of its affiliates or proposed subcontractors have with the PRMP, and/or Puerto Rico's municipalities.

KONZA has begun building relationships with organizations in Puerto Rico. In 2024 KONZA hired a sales associate who resides in Puerto Rico and KONZA facilitated discussions with the Puerto Rico Primary Care Association regarding no-cost support to the FQHCs on the island to assist with onboarding to the KONZA QHIN. KONZA has also participated in preliminary conversations with the University of Connecticut and Menonita Hospital for the piloting of a suicide prevention project that KONZA has been instrumental in developing.

Business Disputes
Provide details of any disciplinary actions and denote any that are pending litigation or Terminated for Cause or Convenience and associated reasons. Also, denote any other administrative actions taken by any jurisdiction or person against the vendor. List and summarize all judicial or administrative proceedings involving your sourcing activities, claims of unlawful employment discrimination, and anti-trust suits in which you have

been a party within the last five years. If the vendor is a subsidiary, submit information for all parent companies. If the vendor uses subcontractors, associated companies, or consultants that will be involved in any phase of this operation, each of these entities will submit this information as part of the response.

KONZA has had no business disputes.

References

The vendor must provide references for similar services provided in the past. The PRMP may conduct reference checks to verify and validate the past performance of the vendor and its proposed subcontractors.

See letters of reference for KONZA pages 18-20 and key staff members pages 24-39.

Vendor (Prime) References Form

Include at least three references from projects performed within the last three years that demonstrate the vendor's ability to perform the scope of work described in this RFP. The vendor must include references from three different clients/projects. If multiple vendors are submitting a joint proposal include a reference response for each of the vendors participating in the joint proposal.

The vendor should include a project description, contract dates, and contact information (customer points of contact, addresses, telephone numbers, and email addresses). The vendor should explain whether it performed the work as a prime contractor or as a subcontractor.

The vendor is not to change any of the pre-filled cells in the following tables. The vendor may add additional reference tables as necessary.

Table 12: Vendor References

Vendor Information		
Vendor Name: Kansas Health Information Network, Inc. dba KONZA National Network	**Contact Name:**	Laura McCrary EdD
	Contact Phone:	785-409-5200
Customer Information		
Vendor Information		
Customer Organization: Connecticut State Medical Society-CT HealthLink	**Contact Name:**	Robert Aseltine Jr. PhD
	Contact Title:	Professor and Chair, Division of Behavioral Health: Chair of CTHealthLink
Customer Address: 127 Washington Ave., 3rd Floor, North Haven, CT 06473	**Contact Phone:**	860-866-6904
	Contact Email:	Robert.aseltine@gmail.com
Total Vendor Staff: 36		
Objectives: To establish a statewide health information exchange in Connecticut supported by the Connecticut State Medical Society.		
Description: KONZA has worked closely with the state medical society to establish a state level health information exchange. It includes ambulatory and hospital organizations as well as ACOs and payers.		
Vendor's Involvement: KONZA provided the technical and organizational structure for the exchange.		
Key Staff		
Name: Laura McCrary EdD	Executive Leadership	
Name: Sara Warnock	Director of Technology	
Measurements:		
NA	NA	

There was no cost to the state medical society as the organizations that onboarded to CTHealthLink covered their own costs through membership fees.

NA	NA
Reason(s) for change in value: NA	

Estimated Start and Completion Dates:	From: 2015		To:	Ongoing/Evergreen
Actual Start and Completion Dates:	From: 2015		To:	Ongoing/Evergreen
Reason(s) for the difference between estimated and actual dates: N/A				

Vendor Information
If the vendor performed the work as a subcontractor, the vendor should describe the scope of subcontracted activities: N/A

Subcontractor References (If Applicable) - NA

If the vendor's proposal includes the use of subcontractor(s), provide three references for each subcontractor. The PRMP prefers references that demonstrate where the prime and subcontractors have worked together in the past.

Table 13: Subcontractor References-NA: KONZA does not use subcontractors

Subcontractor Information			
Vendor Name: NA		Contact Name:	NA
		Contact Phone:	NA
Customer Information			
Customer Organization: NA		Contact Name:	NA
		Contact Title:	NA
Customer Address: NA		Contact Phone:	NA
		Contact Email:	NA
Project Information			
Total Vendor Staff:	NA		
Objectives: NA			
Description: NA			
Vendor's Involvement: NA			
Key Staff			

Name: (Add more rows as needed) NA	**Role:** (Add more rows as needed) NA
Name: (Add more rows as needed) NA	**Role:** (Add more rows as needed) NA
Project Measurements:	
Estimated one-time costs: NA	**Actual one-time costs:** NA
Reason(s) for change in one-time cost: NA	
Subcontractor Information	
NA	

Original Value of Vendor's Contract: NA		**Actual Total Contract Value:** NA		
Reason(s) for change in value: NA				
Estimated Start and Completion Dates: NA	**From:**	NA	**To:**	NA
Actual Start and Completion Dates: NA	**From:**	NA	**To:**	NA
Reason(s) for the difference between estimated and actual dates: NA				
If the vendor performed the work as a subcontractor, the vendor should describe the scope of subcontracted activities: NA				

Attachment D: Vendor Organization and Staffing

Organization and Staffing

Initial Staffing Plan

The resources that have been developed by KONZA will support the PRHIE. Existing teams across operational support, technical solutions and support, customer experience, service desk, clinical quality, privacy and security, and developers are already in place and support the existing KONZA networks, along with the KONZA QHIN Designated Network.

KONZA has successfully developed a scalable staffing model that will also scale to support the PRHIE. The attached KONZA Organizational Chart outlines the team and reporting structure. Key staff are highlighted in green on the KONZA Organizational Chart.

The RFP Pricing model is calculating the additional expansion of team members to ensure the successfully support and delivery of the PRHIE. Timing for the hiring of additional resources is dependent on the Delivery Dictionary schedule, to be outlined in the D02 PRHIE Work Plan. Planned resources are highlighted in yellow on the KONZA Organizational Chart.

Description of KONZA's key teams, with special highlight of key staff below, and listed in Table 114.

Executive Leadership

KONZA is proud to have an executive leadership team with extensive domain expertise. With Laura McCrary, EdD (Executive Director) at the helm, KONZA has created a scalable and sustainable business model that has expanded the organization to operate in ten (10 states) while developing and improving products and services to support existing members.

Known as a change initiator in the industry, Laura positions KONZA to be at the cutting edge of change. Under her leadership, KONZA become one of the first organizations to become a certified Data Stream under the NCQA Data Aggregator Validator (DAV) program and currently sits on the TEFCA Transitional Council, shaping the governance of national data exchange.

Operations

Efficient and effective business operations is at the core of KONZA's successful and scalable business model. Operations is responsible for business operations, operational reporting, governance, and policy. With a proven track record of creating new lines of business and operationalizing a product strategy, the KONZA Operations team is equipped to ensure the success of the PRHIE.

Karla Mills, MBA, MS (COO) has extensive experience scaling organizations, bringing new lines of business to market, and ensuring efficient and effective organizational processes. In 2023, Karla successfully spearheaded the KONZA toward achieving a QHIN Designation, positioning the organization to be one of the first Designated and operational QHINs.

Karla will serve as the executive sponsor of the work to build out the PRHIE and support the PRMP goals. She will have responsibility and oversight for putting in place the governance structure, adopting and adapting KONZA policies for the use of PRHIE, establishing the operational reporting, and executing on the business operations function, including oversight of the staffing plan. As the executive sponsor, she will engage regularly with the Executive Sponsor of the PRMP and PRDoH along with presenting materials to the HIE Advisory Council.

Currently operations reporting is managed by an Operations Analyst. Cost proposal includes the addition of a Program Manager to support the PRMP. The Program Manager will serve as the primary point of contact with PRMP and is responsible for coordinating all work associated with the PRHIE. The Program manager will be responsible for completing D01: Monthly Status Report, building and managing the D02: PRHIE Work Plan, and coordinating the D03: Kickoff Meeting. This resource will manage the work across the KONZA technical and operational teams to establish the **D04: Implementation Plan, D05: HIE Participant**

Engagement and Technical Assistance Plan, D06: Operations Management Plan, and all other deliverables defined in Appendix 1.

Privacy and Security

Under the leadership of Eric Thompson, MBA (CISO) and KONZA achieved HITRUST r2 certification in June 2023. Combining HITRUST Certification with EHNAC Accreditation demonstrates KONZA's commitment and the level at which we prioritize the privacy and security of healthcare data. Eric will be responsible for the creation of the D17: Independent, Third-Party Security, and Privacy Controls Assessment Report and D07: Security, Privacy, and Confidentiality Plan.

KONZA also completes annual external penetration testing and a third-party technical audit, led by Jeff Montgomery (Director of Network Security). In 2023, the scope of the annual third party technical audit was expanded to include NIST Cyber Security Framework (CSF), and was evaluated based on NIST 800-171 controls, and all other security requirements defined by the TEFCA Standard Operating Procedure (SOP): QHIN Security Requirements for the Protection of TI.

Technical Solutions and Support

Jody Denson, MPA, PMP (Technical Lead) leads a team of project managers and integration engineers that build, monitor, and manage connections into the KONZA Network. Armed with a toolbelt of connectivity protocols and solutions, the team prides itself on building high-quality interfaces. Rob Nelson (Integration Engineer) is responsible for the Corepoint integration engine and ensuring organizational compliance toward IHE, HL7 v2, and HL7 FHIR implementation guidelines. Jody will serve as the Technical Lead and interact with the PRMP and PRDoH technical resources.

An additional project manager is planned in the PRMP costing proposal.

Public Health is critical to KONZA's mission. Chris Guerrero (Director of Public Health Services) brings 27 years of experience in public health and public service. Chris manages the relationships across federal, state and local public health authorities and contributes to national, regional, and state strategies toward expanding the public health infastructure. As program lead for the Missouri Health Data Utility (HDU) grant, Chris has been at the forefront of defining and evolving a state approach to health information exchange. Chris will manage the relationship of the PRDoH and document the D13: Public Health Systems Plan.

Customer Experience

One of KONZA's core values is ensuring the success of each user. The Customer Experience team is charged with ensuring the success of existing and potential customers, the team is responsible for establishing relationships, messaging the value of the HIE, and serve as the primary point of contact for the health of the account.

Javier Jiménez (PRMP Program Engagement Manager), has worked on many HIT and HIE projects in Puerto Rico, please refer to his resume. From the Regional Extension Center, The Puerto Rico Primary Care Association and on the RPEMP PRHIE project for the past eight years. He is known for building and maintaining strong relationships across the entire healthcare ecosystem of Puerto Rico, which is an essential part of the success of the PRMO PRHIE vison and goals. As requested on Table 4 of the RFP under the Governance Business Area, Mr. Jimenez will be designated as the engagement manager to PRMP and to participate in governance activities. Furthermore, he would become a member or participant on the PRHIE Advisory Council to stay informed of the community's needs, experiences, and goals and to inform planning with operational and technical expertise. Also, Mr. Jimenez will be the liaison between the PRHIE Board of Governors, PRMP, the PRHIE Advisory Council, and the healthcare community as required.

D05: HIE Participant Engagement and Technical Assistance Plan.

Help Desk

Jennifer LaForce (Support Desk Manager) leads a team of individuals passionate about service. The KONZA Service Desks Agents serve all KONZA members and internal customers today. Processing an average of 575 tickets monthly, the team provides first call resolution, fulfills service requests, and escalates to Tier 2 above support to resolve service incidents in the resolution targets.

The Help Desk is also responsible for communicating to end users for scheduled downtime and interruptions in service. Such functions will be documented in the D05: HIE Participant Engagement and Technical Assistance Plan.

An additional Support Desk Technician is included in the PRMP cost proposal.

Clinical Quality

Under the leadership of Melissa 'Mel' Talley, BSN, MBA (Data Analyst/Informaticist), KONZA has created a robust data quality program, and operationalized an approach to do data quality at scale, a crucial factor in driving healthcare innovation and improving patient outcomes.
As the largest and most robust NCQA Data Validated Stream under the NCQA Data Aggregation Validator (DAV) program, the KONZA Clinical Quality team and Clinical Data Analysts are responsible for completing Primary Source Verification (PSV) with all KONZA member as part of onboarding and as a part of the NCQA DAV program.

Melissa chairs the KONZA Data Quality Committee and will liaison regularly with the PRMP staff on functions of data governance.

Developers

KONZA continues to invest in new and improved products and services. David Dooley, Director of Information Software, oversees the team of developers and data analysts that develop, support, and maintain the data processes, on HQ Insights, KONZA's flagship Analytic Platform.

1. **Use of the PRMP Staff**

In establishing exchanges across 10 states, KONZA's scalable business model assumes low involvement with local resources. KONZA has reviewed the HIE Government Staffing Model by Level of Involvement (Figure 10) and PRMP HIE Project Organizational Chart and Staffing model (Figure 11) of the Puerto Rico Health Information Exchange (PRHIE) Roadmap 2023-2026.

In accordance with the PRHIE Governance Model (Figure 12), KONZA will work with the PRMP leadership and Health IT Advisory Council on the establishment of governance and policy.

Operational engagement can be negotiated based on funding approval and hiring of the PRMP HIE Project Organizational Chart and Staffing model (Figure 11).

2. **Key Staff, Resumes, and References**

   KONZA has defined Key Staff in Table 114.

Table 114: Proposed Key Staff and Roles

Name	Proposed Role	Experience in Proposed Role
Laura McCrary, EdD	Executive Director	15 years
Karla Mills, MBA, MS	Operational Lead	12 years
Eric Thompson, MBA	CISO	6 years
Jeffrey Montgomery	Network and Information Systems Management Lead	4 years
Jody Denson, MPA, PMP	Technical Lead	10 years

Robert Nelson	Integration Engineer	6 years
Chris Guerrero	Director of Public Health Services	27 years
Ángel Javier Jiménez Jirau	PRMP Program Engagement Manager	4 years
Jennifer Nielsen-LaForce	Technical Assistance and Support	11 years
Melissa 'Mel' Talley, BSN, MBA	Data Analyst/Informaticist	4 years
David Dooley	Developer	8 years

3.1 Resumes/Organization Chart Appendix A

3.2 Key Staff References

Key Staff Reference Form				
Key Staff Name: Laura McCrary EdD		**Proposed Role:** Executive Director		
Reference 1				
Client Name: Missouri Department of Social Services		**Client Address:** MO HEALTHNET DIVISION P.O. BOX 6500 JEFFERSON CITY, MO		
Contact Name: Amy Kelsey		**Contact Title:** **Interoperability Manager** MO HealthNet, Information Systems		
Contact Phone: 573-751-3425		**Contact Email:** amy.l.kelsey@dss.mo.gov		
Project Name: Missouri Health Information Network (HIN) Services Contract	**Start Date:**	01/2021	**End Date:**	01/2025
Project Description: Over the last three years the Missouri Department of Social Services led a statewide effort to expand HIE services in Missouri through Medicaid 90/10 funding. As a part of this effort SHINE (Show Me Health Information Network) which is KONZA's state HIE in Missouri, participated in an extensive assessment and planning effort related to the development of a Missouri Health Data Utility (HDU). Additionally, SHINE has carried out data quality improvement and outreach deliverables related to HDU readiness. This work has been enhanced by KONZA's national leadership, including its status as one of the first Designated Qualified Health Information Networks.				
Project Role and Responsibilities: Dr. McCrary was responsible for responding to the initial RFP and when the RFP was awarded to SHINE she helped to organize the staff and resources necessary to implement the RFP requirements including providing a web based HIE portal to Missouri State personnel, onboarding providers to public health registries, connecting large health systems to the Missouri network including HCA, and collaboratively participating in work with the other HIEs in the Missouri market. Please accept this reference for KONZA (SHINE) based on Missouri's experience successfully collaborating with SHINE of Missouri.				
Reference 2				
Client Name: SacValley MedShare		**Client Address:** P.O Box 9217 Chico CA 95927		
Contact Name: John Helvey		**Contact Title:** Executive Director, SacValley MedShare		
Contact Phone: 530-487-4997		**Contact Email:** john.helvey@sacvalleyms.org		
Project Name:	**Start Date:**	01/2020	**End Date:**	Current

Management Contract for SacValley HIE and multiple special projects				

Project Description: Upon hiring a new HIE Executive Director, John Helvey, the Board of SacValley Medshare entered into a management agreement with KONZA to provide governance and management services to the HIE in northern California. This included supporting the new Executive Director with financial and sustainable business models for the HIE, project management for the technical infrastructure, overall HIE operations, development and maintenance of new infrastructure, DAV accreditation, contract negotiation and strategic leadership. New products included the following:

JSON Coding Uplifting Project for SacValley MedShare:
KONZA undertook a HL7v2 to JSON Coding uplifting project for SacValley MedShare in 2020, which significantly enhanced data quality and operational efficiency. Their efforts led to a five-star rating from SacValley MedShare, enabling us to achieve our organizational goals effectively. KONZA's expertise in data management and coding upliftment proved instrumental in elevating SacValley MedShare's performance and ensuring compliance with industry standards.

Behavioral Health Dashboards Implementation:
KONZA played a pivotal role in implementing behavioral health dashboards for SacValley MedShare in 2023, facilitating timely notifications to behavioral health care teams regarding patient admissions to emergency departments or inpatient units for mental health or substance use disorders. Despite a challenging timeline, KONZA efficiently delivered a robust notification platform, enabling SacValley MedShare to fulfill grant initiative requirements seamlessly. This initiative underscored KONZA's commitment to innovation and client satisfaction.

NCQA DAV Accreditation for Data Feed Sources:
KONZA's exemplary team successfully facilitated the accreditation process for SacValley MedShare's data feed sources starting in 2022, achieving NCQA DAV accreditation. Their meticulous attention to detail and unparalleled expertise ensured that data quality standards were met and are maintained consistently. John Helvey: I must commend the NCQA DAV Accreditation team at KONZA for their unparalleled professionalism and dedication, which sets them apart as leaders in the industry.

Project Role and Responsibilities:
Dr. McCrary was responsible for establishing the governance and operations necessary to support SacValley MedShare. She managed the staff and technical services that were provided to John Helvey and the staff at SacValley MedShare. With the support of KONZA, SacValley achieved California QHIO status and is considered one of the most successful exchanges in CA. Dr. McCrary has continued her mentoring of John Helvey and the SacValley MedShare Board of Directors over the last three years and KONZA continues to provide and maintain the technical services for SacValley under the guidance of Dr. McCrary.

Key Staff Reference Form			
Key Staff Name: Karla Mills, MBA, MS		**Proposed Role:** Operational Lead	
Reference 1			
Client Name: Availity Clinical Solutions		**Client Address:** 7406 Fullerton St Jacksonville, FL 32256	
Contact Name: Amy Krane		**Contact Title:** HIE solutions and Strategy	
Contact Phone: 617-308-5476		**Contact Email:** Amy.Krane@availity.com	
Project Name: QHIN Designation	**Start Date:** 11/2022	**End Date:** 12/2023

Project Description:

2023 was an exciting year, culminating with the go-live of the Trusted Exchange Framework and Common Agreement (TEFCASM) and the operationalization of the TEFCA Exchange through Designated QHINTM.

To make this happen, early adopters voluntarily submit applications to become Qualified Health Information Networks. Prospective QHINs underwent a rigorous application process, an Onboarding process that tracked testing and compliance with all requirements, and a final determination on becoming a Designation QHIN.

QHINs will be instrumental in expanding provider and consumer access to health information to improve care coordination, decrease costs, and enhance health outcomes overall. Harnessing its 14 years of experience in interoperability, KONZA earned its QHIN designation by demonstrating how health information exchange can be scaled nationwide with the highest level of privacy and security and by delivering high-quality health data with a footprint across nine states.

Ensuring the information KONZA delivers is valuable and convenient is essential. Showcasing that commitment, KONZA will be one of the only QHINs to offer a consolidated longitudinal care summary as a part of their QHIN services. This minimizes the redundancy of health data by providing access to a single comprehensive document that includes the patient's medical history, including labs, pathology, hospital stays, test results, and other health conditions. This optimizes decision-making efficiency for providers by only needing to consult one all-inclusive document rather than navigating multiple sources.

In February 2023, KONZA was recognized and congratulated by HHS Secretary Xavier Becerra as one of the first six Candidate QHINs to have its application approved to continue to the testing and onboarding phase to become a Qualified Health Information Network (QHIN). KONZA and the other Candidate QHINs committed to a 12-month go-live timeline.

Within ten months, during a signing ceremony in Washington, D.C., KONZA was one of the first Designated QHINs announced on December 12, 2024. They were recognized by the United States Department of Health and Human Services Secretary Xavier Becerra and Deputy Secretary Andrea Palm, the National Coordinator for Health IT Micky Tripathi, and other federal leaders for willingly adhering to and meeting the rigorous eligibility criteria, stipulations, and conditions required for participation in TEFCA.

Project Role and Responsibilities:

As COO, Karla Mills is responsible for bringing new lines of business into production. Ms. Mills serves as the Operational Lead, guiding KONZA National Network through the QHIN application process, Onboarding and Testing, and overseeing all workstreams related to KONZA receiving the QHIN Designation on **12/12/2023**.

In a small and nimble organization, Karla was a critical leader and individual contributor in executing the strategic plan to become a QHIN. With responsibility and oversight across the organization, Karla contributed and managed all facets of work related to QHIN designation, including marketing, member engagement, policy, governance, contracts, build-out of the RCE Directory, technical build, and operational processes. Through Karla's leadership, the organization incorporated TEFCA requirements into existing policies, governance, and technological infrastructure, exceeding the initial go-live timeline.

KONZA went live as a QHIN on 12/14/2023, two days after becoming a Designated QHIN. 92% of KONZA members (306 contracted entities) joined the KONZA QHIN and went live on 12/14/2023, a testament to the existing relationship and value of the interoperability services offered.

Reference 1	
Client Name: The SSI Group	**Client Address:** 4721 Morrison Drive Mobile, AL 36609
Contact Name: Diana Allen, PhD	**Contact Title:** President and CEO

Contact Phone: 251-304-2000		Contact Email: Diana.Allen@ssigroup.com	
Project Name:	**Start Date:**	**03/2023**	**End Date:**	**Current**

Project Description:

  KONZA National Network, and The SSI Group, LLC (SSI), a nationally ranked claims and clearinghouse company, have joined forces to streamline data exchange, ensuring claims and clinical data meld seamlessly for enhanced quality metric reporting and decision-making. Leveraging NCQA's Digital Content Services, the collaboration aims to effectively combine clinical, data claims data, and quality metrics to optimize financial opportunities and operational efficiencies for providers, payers, and health systems. This helps position them as a Digital Quality Trailblazer and at the forefront of advancing interoperability and quality healthcare delivery.

Project Role and Responsibilities:

Karla has served as the project owner, overseeing the development of the service, leveraging and maximizing being part of the early adopter for NCQA Digital Content Services (DCS). Coordinating and managing resources across two organizations, Karla is responsible for overseeing marketing, product definition, release schedules, and serves as a primary point of contact for the two pilot customers.

Karla possesses a unique knowledge of data, data management, and the market value of aligning clinical and claims.

Key Staff Reference Form	
Key Staff Name: Eric Thompson, MBA	**Proposed Role:** CISO
Reference 1	

Client Name: Healthcare Data Solutions	**Client Address:** 13 HEATHERIDGE ST ANN ARBOR, MI
Contact Name: Phil Barr	**Contact Title:** CTO
Contact Phone: 734-717-4040	**Contact Email:** barrp@hcdat.com

Project Name: Business Intelligence and Analytics EMPI HL7v2 Parser	**Start Date:**	4/16/2019	**End Date:**	Current

Project Description:

In order to quickly identify and associate patient records, HL7v2 parser was deployed to rapidly associate patient identifiers across facilities. Healthcare Data Solutions provided a translation of code sets to extract many data elements from the messages to assign this Enterprise Master Patient Index and the KONZA team led by Eric Thompson integrated the logic safely into the system. While BAAs were in place, security strategies were put in place to coordinate changes, safely communicate intra-team issues, and maintain access limitations to sensitive information in line with HIPAA rules. To this day, a version of this original work is actively running to associate and deliver our series of RapidAlerts product lines without exposure of HIPAA protected information.

Project Role and Responsibilities:

Eric Thompson was responsible for safely and security of PHI, effectively establish intrateam communication, deploy environment management infrastructure systems, establish encrypted channels, evaluate and deploy code to internal applications. Full adoption after one year and managed this application internally at KONZA.

Reference 2	

Client Name: IMAT Solutions (Verinovum at the time of project) in service to BCBSKS	Client Address: 1133 SW Topeka Blvd (BCBSKS)		
Contact Name: Mark Coetzer	Contact Title: VP Business Development		
Contact Phone: 336.546.2070	Contact Email: mark.coetzer@imatsolutions.com		
Project Name: KHIN/VN Weekly Data Sync	Start Date: 1/4/2021		End Date: 6/24/2022

Project Description: Secure Channel Delivery of Authorized HL7v3 CCDA including automated retrieval and delivery over secure channels based on logged authorization and tracking of Payor related data only.

Project Role and Responsibilities:
Architect and Security Reviewer – Eric Thompson: to safety and effectively deliver only approved participant site CCDAs over secure channels via SFTP and zip delivery with explicit authorizing parties for each change in delivery. Logging and tracking of timelines of PHI delivery.
Project Manager – Mark Coetzer: Coordinating communications between BCBSKS, Verinovum, and KONZA to track results of delivery and coordinate outreach to participant sites along with KONZA resources.

Key Staff Reference Form			
Key Staff Name: Jeffrey Montgomery	**Proposed Role:** Network and Information Systems Management Lead		
Reference 1			
Client Name: KONZA	**Client Address:** 623 SW 10th Avenue Topeka, KS 66612		
Contact Name: Sara Warnock	**Contact Title:** Director of Technology Solutions		
Contact Phone: 785.260.2719	**Contact Email:** swarnock@konza.org		
Project Name: VPN Security Update	**Start Date:**	1/2022	**End Date:**	6/2022

Project Description: VPN security settings update
It is the policy of KONZA to ensure that the data transport network to and from the Health Information Exchange (HIE) meets the highest level of security.
The KONZA Network Team identified 37 VPNs using a deprecated, less secure VPN setting and initiated a collaborative project with the KONZA Integration Team to update client-side Phase 1 and Phase 2 DH group settings to use group 14 or higher.

Project Role and Responsibilities:
Jeff is the Director of Network Security for KONZA and is responsible for the build, maintenance and update schedule of KONZA-hosted VPNs. Jeff is also the technical lead on network security projects.

After an audit identified an opportunity for improved VPN security, Jeff organized outreach to affected KONZA HIE participants. Jeff was responsible for communication with HIE participant network resources and collaborative testing with those resources until security settings were successfully updated. With Jeff's leadership, 37 KONZA-hosted VPNs were made more secure during this five-month project.

Jeff is also responsible for organizing and maintaining a record of VPN configurations, including IPs, ports and security settings. VPN status and settings are reviewed monthly, and the record is updated to reflect current networking information.

Reference 2			

Client Name: KONZA	Client Address: 623 SW 10th Avenue Topeka, KS 66612
Contact Name: Brenda Kebert	Contact Title: Director of Privacy and Data Compliance
Contact Phone: 785-260-2406	Contact Email: bkebert@konza.org

Project Name: Evaluation and Implementation of **HITRUST r2** Controls	**Start Date:**	7/11/2022	**End Date:**	6/7/2023

Project Description: KONZA underwent an evaluation and certification process for **HITRUST r2** accreditation. Many existing and new processes and applications needed to be edited or created and then implemented to satisfy HITRUST security requirements to achieve certification.

The KONZA security team was assigned specific categories related to network, endpoint, and data security. Each category had a set of controls that had to be in place to meet the standards for certification.

Project Role and Responsibilities:
As the Director of Network Security, Jeff was responsible for reviewing and implementing HITRUST controls across the domains of Endpoint Protection, Wireless Security, and Network Protection. This work required him to cross walk the HITRUST requirements, KONZA policies, and technical or administrative controls in place. Jeff was responsible for creating the work plan to address and implement the HITRUST controls on the above-mentioned domains.

Jeff's contributions contributed to KONZA achieving the HITRUST r2 certification and passing the above-mentioned domains with a Level 3+ maturity level, meaning most if not all of the controls specifications included in the assessment scope are defined in a policy or standard and supported with organizational procedures, and many are implemented as required by the CSF (cyber security framework.

Key Staff Reference Form	
Key Staff Name: Jody Denson	**Proposed Role:** Technical Lead
Reference 1	

Client Name: Rhapsody	Client Address: 100 High Street Suite 1560 Boston, MA 02110
Contact Name: David Lewis	Contact Title: Account Executive
Contact Phone: 214-618-7013	Contact Email: david.lewis@rhapsody.health

Project Name:	**Start Date:**	06/2023	**End Date:**	Current

Project Description: KONZA began developing and implementing their FHIR strategy in 2023. This work included addressing the needs of KONZA members, integrating and defining the data flows across the different systems and protocols for exchange, and architecting new infrastructure needed for FHIR specific protocols. Such infrastructure is including and not limited to FHIR Oauth server, the FHIR data warehouse and the FHIR API Gateway. Work also includes ensuring compliance with TEFCA requirements including security, auditing, and logging capabilities.

Project Role and Responsibilities:
As CTO for KONZA, Jody was responsible for creating and overseeing the implementation of KONZA's FHIR Strategy. Jody was responsible for defining the FHIR strategy, across both the HIE and QHIN infrastructure. Jody provided formal comments and sat in workgroups reviewing and

drafting the requirements for TEFCA FHIR exchange and engaged technical peers across other QHINs to understand industry capabilities, blockers, and the FHIR strategy of other QHINs.

Understanding the upcoming requirements and industry capabilities, Jody then was responsible for overseeing the implementation of the FHIR Strategy. This included vendor management of Rhapsody and management of internal resources. Jody provides leadership in the creation of technical architecture diagrams, leads technical conversation, key decisions and tracking of key milestones.

Reference 2					
Client Name: Sac Valley MedShares		**Client Address:** 1601 Esplanade Chico, CA 95926			
Contact Name: John Helvey		**Contact Title:** Executive Director			
Contact Phone: 530-487-4997		**Contact Email:** John.helvey@sacvalleyms.org			
Project Name: Analytics, Integration and Data Quality Services	**Start Date:**	03/2020	**End Date:**	Current	

Project Description: Provide project management and integration services to assist SacValley MedShare in delivering analytic services derived from health information exchange data to hospitals and providers across the Northern and the North Central Valley of California. Assist SacValley MedShare in receiving Data Aggregator Validation Certification through NCQA to produce and deliver NCQA accredited data to payers and health plans.

Project Role and Responsibilities:
Jody serves as the Technical Lead for the management of Sac Vally MedShares HIE Services. This includes coordinating and managing the phases and onboarding of interfaces, rolling out HIE products and services, and adopting system-wide technology standards. Jody oversees and leads the work of implementation and development teams and help desk staff to ensure operational efficiency and the successful delivery of healthcare technology solutions to SacValley MedShare. As the technical lead, Jody was also responsible for oversight and the direct delivery of products and services related to data integration into the data warehouse and health information exchange.

Key Staff Reference Form		
Key Staff Name: Robert Nelson		**Proposed Role:** Integration Engineer
Reference 1		
Client Name: Rhapsody		**Client Address:** 100 High Street Suite 1560 Boston, MA 02110
Contact Name: Dan Sabo		**Contact Title:** Developer/Professional Support
Contact Phone: 214-618-7013		**Contact Email:** Dan.sabo@rhapsody.health
Project Name:	**Start Date:** 06/2021	**End Date:** Current

Project Description: Work with KONZA's vendor Rhapsody, to stand up KONZA's FHIR solution. This project involves building out the FHIR Oauth server, the FHIR data warehouse and the FHIR API Gateway. Work also includes ensuring compliance with TEFCA requirements including security, auditing and logging capabilities.

Project Role and Responsibilities:
As Senior Integration Engineer, Rob is responsible for assessing, implementing, and testing new functionality in the Corepoint engine. Rob plays a critical role in KONZA's work to build out the FHIR infastructure. As a key resource, Rob led the assessment of the new functionality and assessing

the business and technical requirements. Assisted in the design of the system, and responsible for documenting the system design. Interacted with the Rhapsody team for escalations and clarifications on system functionality. Responsible for installing and configuring the solution.

Reference 2	
Client Name: SSI Group	**Client Address:** 623 SW 10th Avenue Topeka, KS 66612
Contact Name: Rufus Johnson	**Contact Title:** Senior Clinical Interoperability Manager
Contact Phone: 615-829-0168	**Contact Email:** Rufus.Johnson@ssigroup.com

Project Name:	Start Date:	06/2021	End Date:	Current

Project Description: Work with KONZA's vendor SSI to investigate, enhance and manage the Konza HIE IHE and Kona QHIN IHE workflows. Work closely with Rufus on many projects involving Konza and SSI. This would include HL7V2, CCDA, Json, FHIR, IHE and QHIN work.

Project Role and Responsibilities:
As Senior Integration Engineer, Rob is responsible for optimizing, implementing, and supporting new connections. Rob is responsible for coordinating vendor resources to build and support new and existing interface connections. Rob meets regularly to discuss future builds, concepts and regulations for the continuously growing QHIN/HIE requirements. Also work closely on our EUID and FHIR solutions.

Key Staff Reference Form	
Key Staff Name: Chris Guerrero	**Proposed Role:** Director of Public Health Services

Reference 1	
Client Name: Kansas Department of Health and Environment	**Client Address:** 1000 SW Jackson Street Topeka, KS 66612
Contact Name: Bryna Stacey	**Contact Title:** Director Healthcare-Associated Infections and Antimicrobial Resistance Section
Contact Phone: 785-296-4090	**Contact Email:** Bryna.Stacey@ks.gov

Project Name: MDRO Alert Project	Start Date:	08/2022	End Date:	Current

Project Description:
The Kansas Department of Health and Environment (KDHE) Healthcare-Associated Infections and Antimicrobial Resistance Section (HAI/AR) is tasked with investigating multi-drug resistant organisms (MDRO), specifically carbapenemase-producing bacteria and extensively resistant Acinetobacter baumannii. One challenge the program identified is when the patient seeks care at another hospital/healthcare facility, clinical staff may not see that the patient should be admitted with transmission-based protocols applied.

On behalf of KDHE, KONZA adapted its Rapid Alerts product to send an alert to infection prevention staff at the hospital upon receipt of an ADT message for the hospital EHR. KONZA began on-boarding hospitals to evaluate the MDRO Alert as part of a pilot group in September 2023. 8 hospitals have volunteered to participate in the MDRO Pilot. Four hospitals are live and provide alerts to seven infection prevention professions. Four additional sites are in the on-boarding process. KDHE provided four epidemiologists to support the pilot and provide MDRO patient registry data. MDRO alerts are monitored weekly. A dashboard provides details regarding the number of alert sent

and the recipient of the alert. This is compared to CorePoint data to verified ADTs received match alerts sent.	

Project Role and Responsibilities:

As the Director of Public Health Services, Chris is responsible for maintaining relationships across Public Health Departments and assessing and prioritizing collaboration opportunities. Chris severed as the project lead for the collaboration with KDHE Epidemiology staff. This included coordinating resources, establishing requirements, and collaborating on proposed solutions with KDHE Epidemiology staff. Chris coordinated programmatic and technical resources and led vendor development. Supporting the market launch, Chris worked directly with hospital clinical staff during testing, contributed to co-branded marketing, and supported Go-live. Chris continues to monitor production, agreed upon performance measures, and provides reporting to key stakeholders.

As a member of the CIVITAS and The Sequoia Project's Public Health Workgroups, Chris socializes the success of the MDRO project the potential for HIE and Public Health partnership.

Reference 2	
Client Name: Texas Department of State Health Services	**Client Address:** 1100 West 49th Street Austin Texas, 78756
Contact Name: Victor Farinelli	**Contact Title:** Director Center for Health Statistics – Analytics and Analysis
Contact Phone: 512-680-9028	**Contact Email:** Victor.Farinelli@dshs.texas.gov

Project Name: SHARP - COVID 19 Reporting	**Start Date:**	03/2020	**End Date:**	11/2022

Project Description:

State Health Analytics and Reporting Platform (SHARP) was developed and deployed during Texas COVID-19 Response. SHARP is a data warehouse solution that added functionality to the Texas node of the National Electronic Disease Surveillance System (TxNEDSS.) SHARP is an integration tool that aggregates DSHS data from various program areas into a common repository where sophisticated analysis and reporting were performed to better understand the scope and impact of COVID 19.

Project Role and Responsibilities:

Chris is a Subject Matter Expert on Vital Statistics birth and death data, including interpretation of mortality and morbidity. She contributed to statutory and policy interpretation regarding public health data exchange.

Chris directly supervised multi-disciplinary data and reporting staff participating in the SHARP project. She directed the development and implementation of research methods and analytical procedures for evaluating vital statistics and other data; applying advanced statistical methods to vital statistics data; coordinating project design, planning statistical analysis and/or reporting. policy regarding public health data exchange.

Key Staff Reference Form	
Key Staff Name: Ángel Javier Jiménez Jirau	**Proposed Role:** PRMP Program Engagement Manager
Reference 1	
Client Name: RCHN Community Health Foundation (RCHN CHF)	**Client Address:** 9 E. 8th St. Box 261 New York, NY 10003
Contact Name: Feygele Jacobs, Dr.P.H., M.P.H., M.S.	**Contact Title** President and CEO

Contact Phone: 917-612-0066			Contact Email: feygelej@gwu.edu	
Project Name: D2 Project	**Start Date:** 1	**MM/YYYY** 05/2019	**End Date:** 1	**MM/YYYY** 05/2020

Project Description:

The Puerto Rico Primary Care Association, wanted to develop the capability for sharing and analysis of community health center data aggregated on behalf of the island's twenty community health centers (CHCs). The project entailed, as an initial step, an assessment of data availability and data quality.

The project consisted of performing an assessment of data accessibility and data quality for three Centros 330 (FQHC's). Additionally, assess the readiness of these centers for data sharing via existing infrastructure, and for data analytics. Furthermore, evaluated the existing infrastructure with respect to production of needed reports for ASPPR (QM and MU); Ability to provide HIE-like function as needed by PRPCAN; Ability to integrate with additional software (to be determined) for analytic and visualization functions.

Once the data was received, it was analyzed to determine the content, completeness, data gaps and CCD data trends and patterns of missing data. This included the different document sections of the CCDa as well as SDoH data. Final presentations and next steps were provided.

Project Role and Responsibilities:

Role: Project sponsor for Health Gorilla and liaison that worked with a Data Analyst from the ASPPR, the Federally Qualified Health Center Leaders responsible for data management and the RCHN Data Scientist. Coordinated with the Health Information Technology (HIT) infrastructure and software teams; Assisted with the CCDA models, development and utilization of analytic tools to better understand the content of the data; Assisted and recommended development of organizational capabilities for contemporary healthcare information needs (population health, etc.) and analytic capabilities for the FQHC's.

Responsibilities:

Vision and people: Aligning the project with ASPPR/FQH/RCHN business goals, strategy, and objectives.

Governance: Ensuring the project's proper launch and execution.

Value and benefits: Managing risks and changes while ensuring the project's quality.

Select the right manager for the project and mentor them throughout.

Negotiate funding and act as a spokesperson to senior management on behalf of the project manager.

Participate in initial project planning and development of project charters and scope.

Define the criteria of the project's success and get stakeholder buy-in for each of the FQHC's

Promote the project's value and make sure it has the resources to succeed.

Support the project manager with knowledge and guidance.

Maintain ongoing communication between the projects manager, team, and stakeholders.

Review changes to the project environment (e.g., schedules, tasks, priorities, etc.) and manage risks as they arise.

Present final results and recommendations.

Reference 2				
Client Name: Sistema de Salud Menonita			**Client Address:** Ave. Luis Colón Santos Carr. 173 Km 1.1 Cidra, PR 00739	
Contact Name: Juan José Mota			**Contact Title:** Corporate Project Director	
Contact Phone: 787-639-5266			**Contact Email:** jmota01@mghpr.org	
Project Name: HIE Platform	**Start Date:** 1	**MM/YYYY** 10/2019	**End Date:** On Going	**MM/YYYY** On going

Project Description:

Sistema de Salud Menonita manages the care of over 200,000 patients across 7 hospitals and 19 diagnostic and outreach facilities. Menonita uses Meditech as their internal HIT core platform and all internal exchanges are done within the Meditech's modules.

The project purpose was to allow Menonita with a secure, normalized data infrastructure to manage third party exchange data, and provides software to make this data actionable for clinicians and administrators. This included extending the clinical and lab data, into a master patient index, forming an enterprise-wide interoperable dataset. Providing access, data exchange to external provider clinical network as well as government requirements such as COVID-19 results, Immunization and possibility of ADT exchanges.

Currently over 2,000 external providers have access to the Menonita clinical data required to improve care coordination, alerta and provider engagement.

Project Role and Responsibilities:

Javier was the Customer Executive Sponsor for the project and served as a liaison between Health Gorilla, Menonita, Meditech and the PRHIE. As such, the role included planning, coordinating, and controlling the activities of the Menonita service and planning team. Furthermore, had to partner with multiple teams to ensure that customer requirements were being met. As a leadership position, the role required to drive forward the goals of the organization including partnering with other department heads, as well as maintain and enhance Menonita's relationships.

Responsibilities:

Evaluate and manage staff performance to agreed customer standard levels and standards.

In coordination with the Operating Officer, plan, prioritize and delegate work tasks to ensure proper functioning of the department for the project.

Ensured the necessary tools and resources are available for quality customer service delivery. Including validation of culturally acceptable materials.

Review customer complaints and track customer complaint resolution.

Disseminate and assist on onboarding materials that included implementation of customer service policies and procedures.

Identify and implement local strategies to improve quality of service and productivity.

Based on customer feedback, recommend appropriate staffing levels to the Chief Operations Officer.

Conduct performance reviews of direct reports, while counseling, motivating, and discipling staff as appropriate.

Assisted ensuring accountability for Company policies and procedures related to customer service standards, safety, and security procedures. With internal and external customers.

Ensure that all Customer Service employees are properly trained with appropriate documentation to evidence such training.

Assist all representatives in handling escalated issues.

Key Staff Reference Form	
Key Staff Name: Jennifer Nielsen-LaForce	**Proposed Role:** Technical Assistance and Support
Reference 1	
Client Name: KONZA	**Client Address:** 623 SW 10th Avenue Topeka, KS 66612
Contact Name: Karla Mills	**Contact Title:** COO
Contact Phone: 785.438.9775	**Contact Email:** kmills@konza.org

Project Name:		**Start Date:**	08/2023	**End Date:**	12/2023

Multi Factor Authentication (MFA) on HQ Insights				

Project Description:
KONZA launched in December of 2023 Multi Factor Authentication (MFA) on HQ Insights, KONZA's flagship Analytic Platform.

The project added Azure B2C as the front-end user authentication platform, created a bridge for user management, testing and refinement of user permissions, creating new user accounts, external communication, and support of users during the cut-over window.

Project Role and Responsibilities:
Jenny played a critical role in the launch of MFA on the HQ Insight product. Jenny was critical in defining the user requirements for the build out of the Azure B2C, and the testing of the bridge between the front end and back-end user management systems. Jenny led the team that successfully created 1,600 accounts in Azure B2C and created drafts of user guides. Additionally, Jenny and her team supported users during and after the cut-over, helped troubleshoot login issues, triaging, and escalating issues.

Reference 2

Client Name: KONZA			Client Address: 623 SW 10th Avenue Topeka, KS 66612	
Contact Name: Jody Denson			Contact Title: CTO	
Contact Phone: 785.438.0098			Contact Email: jdenson@konza.org	
Project Name: User Management and auditing for CareAlign Provider Portal	Start Date:	01/2012	End Date:	Present

Project Description:
KONZA Helpdesk CareAlign Provider Portal monthly and as needed user audits.
The Helpdesk sends two monthly provider portal user audits to each participant client. Audit reports are sent to the participant's designated Client Administrator and Privacy and Security Officer. The CareAlign audits list out all user log ins, all patients queried by each user and clinical data viewed on patients' charts. A second audit is performed which provides participants with metrics to show user utilization of the exchange and flags potential misuse of the portal. The Helpdesk maintains a list of Audit Administrators who receive the monthly reports.

Project Role and Responsibilities:
Jenny oversees and manages all aspects of the audit process and ensures reports are run correctly and in a timely manner. Jenny's supervision is critical to ensure audits are accurate and readily available for all participants. Additionally, Jenny is a resource for all participants that may have questions on the audits or need additional information.

Key Staff Reference Form			
Key Staff Name: Melissa 'Mel' Talley		**Proposed Role:** Data Analyst/Informaticist	
Reference 1			
Client Name: KONZA		Client Address: 623 SW 10th Avenue Topeka, KS 66612	
Contact Name: Laura McCrary		Contact Title: 785.409.5200	
Contact Phone: 785.409.5200		Contact Email: lmcrary@konza.org	
Project Name: Data Aggregator Validation	Start Date: 01/2021	End Date:	Current

Project Description:
NCQA Data Aggregator Validation Program (DAV)
The DAV program evaluates the management and exchange of health data through a vigorous end to end look at the quality and integrity of the data.

KONZA started participating in the DAV program during Cohort 1 in 2021. KONZA just recently completed their fifth Cohort and is now NCQA's largest Validated Data Stream in the Data Aggregator program by volume of cases. "KONZA is NCQA's largest Validated Data Stream in the Data Aggregator Validation program by volume of cases." Rebeccah Carlin, Assistant Director, Measure Collection & Audit – DAV.

KONZA's commitment to data quality is measured and reported to the Board of Director as a Key Performance Indicator. In 2023, the KONZA team exceeded the quality KPI for both Cohort 5 and Cohort 6, with 96% of sites passing and receiving DAV accreditation.

Project Role and Responsibilities:
Melissa is the Director of Quality Clinical Services for KONZA and is the project lead for participating in the DAV program. She is responsible for leading and coordinating work to maintain the Validated Data Stream accreditation and managing processes to ensure successful accreditation of downstream sites.

Melissa chairs the KONZA Quality Committee and oversees organizational processes to ensure the data collected meets the NCQA requirements. She is responsible for maintaining the processes and submitting them to NCQA through the bi-annual audit (VAT). The rigorous audit ensures that KONZA's processes for onboarding, validating, and managing the data are compliant with the DAV program requirements.

Melissa is responsible for ensuring downstream sites retain their DAV Accreditation along with adding new DAV accredited sites. She oversees the team that completed the Primary Source Verification (PSV), both during the cohort and as a part of onboarding and submits the cases to NCQA as a part of Cohort completion. The process that Mel maintains ensures accuracy of data, by evaluating code sets, clinical data, values and mapping. Data completeness is also assessed during onboarding PSV.

Melissa is also responsible for maintaining the relationship with NCQA and the DAV team. She has participated in round table discussions and provided program feedback to NCQA and regularly interacts with the NCQA team on proposed changes, submitting requests or clarifications.

Reference 2					
Client Name: KONZA			**Client Address:** 623 SW 10th Avenue Topeka, KS 66612		
Contact Name: Sara Warnock			**Contact Title:** Director of Technology Solutions		
Contact Phone: 785.260.2719			**Contact Email:** swarnock@konza.org		
Project Name: Quality Committee	**Start Date:**	06/2023	**End Date:**		Current

Project Description: Quality Committee
The KONZA Quality Committee serves as a steward for overall data quality and quality improvement.

It is the policy of KONZA to ensure the health data being received, stored, and transmitted in the Health Information Exchange (HIE) meets the highest level of quality and completeness. The Committee provides oversight of quality initiatives and opportunities for improvement across the data components and ancillary products.

The Quality Committee meets once a month and includes representatives from the Technology Solutions - Integration, Quality Dashboard and Client Workflow teams.

Project Role and Responsibilities:
Melissa is the Director of Clinical Quality for KONZA and has been responsible for implementing a culture of data quality at KONZA.
Melissa chairs the KONZA Quality Committee, providing leadership to a diverse group of committee members. As the Committee chair, Melissa provides strategic direction and executes on implementing a culture of quality across the organization.

The Committee published the first Annual Data Quality Report in 2023, highlighting the work done throughout the year to assess, measure, standardize, and improve the data integrity and quality across the organization.

Quality initiates highlighted in the 2023 Annual Data Quality Report include:
Progress Notes with eSignatures.
Addition of Vital Signs in HL7 ADT
Social Determinants of Health Z Code Evaluation
Race Ethnicity and Language (REaL) Data
Data Aggregator Validator Program
Onboarding and Overread Primary Source Verification
Data Quality Issue Log
Diagnosis Code Mapping
Annual Department of Veteran Affairs Clinical Data Quality Review

Melissa is also responsible for organizing and maintaining a record of data quality issues including incorrect code mapping from the source, incomplete lab values and HL7 or XML document formatting issues that affect the successful ingestion of data into the HIE. As HIE participant issues are identified they are catalogued in the Data Quality Issues List. Issue description and status are updated and, once a resolution is achieved, Melissa archives the issue for future reference.

Key Staff Reference Form	
Key Staff Name: David Dooley	**Proposed Role:** Developer
Reference 1	
Client Name: KONZA	**Client Address:** **623 SW 10th Avenue** **Topeka, KS 66612**
Contact Name: Melissa Talley	**Contact Title:** Director Quality Clinical Services
Contact Phone: 785-409-3986	**Contact Email:** mtalley@konza.org

Project Name: HQ Insights – Birth Connect	**Start Date:**	10/2022	**End Date:**	03/2023

Project Description:
KONZA launched Birth Connect in 2023. This is a dashboard within HQ Insights product that provides providers with timely birth alerts that connect mother to baby. Data points in the alert are designed to address escalating infant mortality rate and improving outcomes by ensuring timely access to key clinical quality indicators.

Project Role and Responsibilities:
David is responsible for technical development within the HQ Insights Analytic platform. David works closely with the product and quality teams to establish the technical path forward to achieve the end goal. He assesses the product need and offers innovative solutions within the HQ Insights platform to best achieve optimal visualization and utilization by the client. David completes the

development work for the products and works with the quality team on a series of development and quality assessment cycles to ensure the technology and build is safe, effective, and quality compliant. David is also responsible for managing targeted deadlines within sprint work to ensure production goals are met.

Reference 2					
Client Name: KONZA			**Client Address:** 623 SW 10th Avenue Topeka, KS 66612		
Contact Name: Melissa Talley			**Contact Title:** Director Quality Clinical Services		
Contact Phone: 785-409-3986			**Contact Email:** mtalley@konza.org		
Project Name: HQ Insights – Behavioral Alerts and Measures	**Start Date:**	04/2023		**End Date:**	09/2023

Project Description:
KONZA launched Behavioral Health Alerts and Measures in 2023, which are designed to provide clinicians with critical insights derived from the data across the many diverse care settings in the HIE. The new technology was developed to ease burden for compliance within the Behavioral Health Quality Improvement Program, and to improve patient outcomes by providing timely information inpatient, observation and emergency room visits tied to specific diagnosis.

Project Role and Responsibilities:
David is responsible for technical development within the HQ Insights Analytic platform. David works closely with the product and quality teams to establish the technical path forward to achieve the end goal. He assesses the product need and offers innovative solutions within the HQ Insights platform to best achieve optimal visualization and utilization by the client. David completes the development work for the products and works with the quality team on a series of development and quality assessment cycles to ensure the technology and build is safe, effective, and quality compliant. David is also responsible for managing targeted deadlines within sprint work to ensure production goals are met.

Attachment E: Mandatory Specifications

Mandatory Specifications
Submission Requirements

1. The vendor must support the PRMP's requests for information in response to activities including, but not limited to:
   a. Compliance audits
   b. Investigations
   c. Legislative requests

   As with the ten other HIEs operated by Kansas Health Information Network, Inc. dba KONZA National Network, we will comply with PRMP information requests related to audits, investigations, and legislative requirements as mandated by law Act No. 40-2012, the "Puerto Rico Electronic Administration and Exchange of Health Information Act. As a member of the CIVITAS National Network, KONZA would be glad to lend its expertise and apply a national optical lens while partnering with the PRMP to address Puerto Rico issues.

   Approved by Laura McCrary EdD, President and Chief Executive Officer-March 6, 2024.

2. The vendor must provide authorization from a parent, affiliate, or subsidiary organization for the PRMP to have access to its records if such a relationship exists that impacts the vendor's performance under the proposed contract.

   The Kansas Health Information Network, Inc. dba KONZA National Network does not have a parent, affiliate or subsidiary organization.

   Approved by Laura McCrary EdD, President and Chief Executive Officer-March 6, 2024.

3. The vendor must help ensure that all applications inclusive of internet, intranet, and extranet associated with this contract are compliant with Section 508 of the Rehabilitation Act of 1973, as amended by 29 United States Code (U.S.C.) §794d, and 36 Code of Federal Regulation (CFR) 1194.21 and 36 CFR 1194.22.

   As with the ten other HIEs operated by Kansas Health Information Network, Inc. dba KONZA National Network will help to ensure that all applications are compliant with Section 508 of the Rehabilitation Act as amended by 29 United States Code (U.S.C.) §794d, and 36 Code of Federal Regulation (CFR) 1194.21 and 36 CFR 1194.22.

   Approved by Laura McCrary EdD, President and Chief Executive Officer-March 6, 2024.

4. The vendor must provide increased staffing levels if requirements, timelines, quality, or other standards are not being met, based solely on the discretion of and without additional cost to the PRMP. In making this determination, the PRMP will evaluate whether the vendor is meeting service levels as defined in the contract.

   KONZA will provide the resources necessary to meet the standards established in the contract, the Statement of Works (SOW) and will increase staffing levels if requirements, timelines, quality, or other standards are not being met, based solely on the discretion of and without additional cost to the PRMP.

Approved by Laura McCrary EdD, President and Chief Executive Officer-March 6, 2024.

5. The vendor must provide evidence that staff have completed and signed all necessary forms prior to executing work for the contract.

   KONZA will ensure and provide PRMP and /or PRDoH evidence that all necessary forms have been signed and completed prior to executing the work for the contract.

Approved by Laura McCrary EdD, President and Chief Executive Officer-March 6, 2024.

6. The vendor staff must not have the capability to access, edit, and share personal data, with unauthorized staff, including, but not limited to:
   a. Protected Health Information (PHI)
   b. Personally Identifiable Information (PII)
   c. Financial Transaction Information
   d. Federal Tax Information
   e. Social Security Administration (SSA) data including, but not limited to, family, friends, and acquaintance information.

   KONZA staff comply with all HIPAA requirements and have received extensive training regarding data sharing requirements. Upon employment and annually thereafter KONZA staff sign an attestation that they will protect personal health information. All KONZA staff have extensive background checks prior to employment and receive annual HIPAA training. KONZA is a Qualified Health Information Network (QHIN) under TEFCA and thus, meets the most rigorous security standards in the nation. KONZA staff will not share personal data with unauthorized staff.

Approved by Laura McCrary EdD, President and Chief Executive Officer-March 6, 2024.

7. The vendor must maintain a sufficient staff model to provide the services outlined in the contract while meeting or exceeding the applicable service level agreements.

   KONZA will maintain a sufficient staffing model to meet the service requirements outlined in the contract and SOW while meeting or exceeding the applicable service level agreements. KONZA employs a team of highly trained professionals that can provide additional support as needed if for some reason the staffing levels are not sufficient to meet contract requirements.

Approved by Laura McCrary EdD, President and Chief Executive Officer-March 6, 2024.

8. On a monthly basis the vendor must, at a minimum, include the standard invoice package contents for the PRMP, including, but not limited to:
   a. An authorized representative of the contracted party must sign an itemized description of services rendered for the invoice period. Additionally, the vendor must include a written certification stating that no officer or employee of the PRMP, its subsidiaries, or affiliates will derive or obtain any benefit or profit of any kind from this vendor's contract. Invoices that do not include this certification will not be paid.
   b. Provide the PRMP with a list of all services completed within an invoice period, as well as evidence that the PRMP has accepted and approved the work.
   c. Provide the PRMP with three physical and one electronic invoice packages in support of the PRMP's review and approval of each invoice.

<div style="margin-left: 2em;">

   i.   Invoice Package #1 – Original Signature and Hard Copy
  ii.   Invoice Packages #2 – #3 – Hard Copy
 iii.   Invoice Package #4 – Electronic

</div>

On a monthly basis KONZA will provide invoicing including the standard invoice packages contents as designated by the PRMP.

✐✐ **Approved by Laura McCrary EdD, President and Chief Executive Officer-March 6, 2024.**

9.   The vendor must comply with federal Executive Order 11246 related to Equal Employment Opportunity Act, the Clean Air Act, and the Clean Water Act.

KONZA complies with the federal Executive Order 11246 related to Equal Employment Opportunity Act, the Clean Air Act, and the Clean Water Act.

✐✐ **Approved by Laura McCrary EdD, President and Chief Executive Officer-March 6, 2024.**

10.   The vendor must provide a drug-free workplace, and individuals must not engage in the unlawful manufacture, distribution, dispensation, possession, abuse, or use of a controlled substance in the performance of the contract. (Drug-Free Workplace Act of 1988).

KONZA provides a drug-free workplace, and individuals must not engage in the unlawful manufacture, distribution, dispensation, possession, abuse, or use of a controlled substance in the performance of the contract.

✐✐ **Approved by Laura McCrary EdD, President and Chief Executive Officer-March 6, 2024.**

Table 16 details the mandatory requirements that the vendor must include and initial as part of their proposal.

Table 16: Mandatory Requirements

Mandatory Requirement Item(s)	Vendor Meets Requirement? Y/N	Provide a Brief Narrative to Demonstrate Understanding and Fulfillment of Requirement *Response should note any exceptions to meeting requirement
The vendor must comply with current and future Puerto Rico and federal regulations as necessary to support the services outlined in this RFP	YES *✐✐*	KONZA will comply with all applicable current and future Puerto Rico and federal regulations to support the services outlined in the RFP. KONZA is a designated QHIN under TEFCA and is required to monitor and comply with all federal regulations. Additionally, KONZA will employ staff that live and work in Puerto Rico. These individuals will monitor all current and future Puerto Rico and federal regulations to ensure that all technical and operational requirements are met. The KONZA Leadership Team will also be meeting monthly with the Puerto Rico leadership and Advisory Committee to make sure any new technical or operational changes and regulations are planned for

Mandatory Requirement Item(s)	Vendor Meets Requirement? Y/N	Provide a Brief Narrative to Demonstrate Understanding and Fulfillment of Requirement *Response should note any exceptions to meeting requirement
		accordingly and implemented prior to legislation going into effect.
The vendor must perform all work associated with this contract within the continental United States (U.S.) or U.S. Territories.	YES	KONZA will perform all work associated with this contract within the United States or US Territories. All KONZA employees work in the United States.
The vendor must serve as a trusted partner to the PRMP and represent the PRMP's interests in all activities performed under the resulting contract.	YES	KONZA will perform as a trusted partner to the PRMP. KONZA is a provider led not for profit organization and thus is committed to providing the best health outcomes possible. KONZA has worked as a trusted partner to state level organizations as well as medical societies and health information exchanges. Please see the references for KONZA as an organization as well as the references for the KONZA key staff members. The KONZA leadership has hired a staff member that lives on the island and the KONZA Executive Team will be visiting the island on at least a quarterly basis to ensure that relationship building and trust is established.
Data Ownership: The vendor must agree that the PRMP retains ownership of all data, procedures, applications, licenses, and materials procured or developed during the contract period.	YES	KONZA agrees that all data, procedures, applications, licenses and materials procured or developed during the contract period and related to and financed by the PRMP will be owned by the PRMP. KONZA will tag all data to ensure that it can be returned to the PRMP in the event of transition. All licenses and materials will also be tagged to ensure that they are returned to the PRMP at the conclusion of the contract period.
Security: The vendor must comply with information, data, and cybersecurity requirements as applicable for contractors and vendors doing business with the Commonwealth. Reference agencies and laws include Puerto Rico Innovation and Technology Service (PRITS), the Office of the Chief Government Cybersecurity Officer (within PRITS), Law 75-2019; HIPAA; and Law 151 of June 22, 2004.	YES	KONZA will comply with the information, data and cybersecurity requirements applicable for vendors doing business in the Commonwealth. KONZA has reviewed the information from reference agencies and laws include Puerto Rico Innovation and Technology Service (PRITS), the Office of the Chief Government Cybersecurity Officer (within PRITS), Law 75-2019; HIPAA; and Law 151 of June 22, 2004. KONZA maintains cyber security insurance and a CISO in compliance with the federal QHIN requirements. KONZA has both **HITRUST r2**, NIST 800 and **EHNAC** security accreditations.

Mandatory Requirement Item(s)	Vendor Meets Requirement? Y/N	Provide a Brief Narrative to Demonstrate Understanding and Fulfillment of Requirement *Response should note any exceptions to meeting requirement
Security: The vendor must include an independent security assessment plan aligned with the assessment guidelines in the CMS guidance document for MES certification. If a different framework is proposed for the assessment, the vendor shall ensure that the security assessment plan details how the vendor's framework is mapped to the NIST SP 800-53A framework, MARS-E, or agreed upon security controls framework. a. The vendor confirms use of the NIST SP 800-53A framework OR identify the framework proposed and include a mapping of the proposed framework to the NIST SP 800-53A. b. Vendor confirms that a security assessment plan will be submitted to be included in a contract if vendor is awarded the RFP. c. Vendor commits to annually comply to an independent third- party security risk assessment for the HIE's third parties that transmit, process, or store data under the HIE's contract with PRMP. The vendor shall include the cost of the annual assessment within operating cost.	YES	KONZA has several independent security assessments and meets the security requirements established by ONC/RCE for Qualified Health Information Networks (QHINs) under TEFCA. KONZA has achieved the following security certifications. 1. **HITRUST r2** including NIST SP 800 2. **EHNAC** 3. Annual Internal and External Penetration Testing 4. Product Security Testing of HQIntellect 5. Qualified Health Information Network (QHIN) under TEFCA 6. KONZA's CISO is a member of the TEFCA Security Council 7. Cybersecurity insurance with $5,000,000 umbrella cap KONZA certifies that it will provide copies of all documents listed above as requested and will submit a security plan as specified. KONZA commits to completing annual security assessments. This is required as a part of our QHIN designation as well. KONZA commits to annually comply to an independent third-party security assessment and to ensure costs are covered in the operating expenses.

Mandatory Requirement Item(s)	Vendor Meets Requirement? Y/N	Provide a Brief Narrative to Demonstrate Understanding and Fulfillment of Requirement *Response should note any exceptions to meeting requirement

Security: The vendor will provide security-related reports at defined frequencies that align to NIST 800-53a security control requirements, MARS-E, or agreed upon security controls framework.
 	
a. The vendor confirms they can provide security-related reports. Report topics include:
  i. privileged account review
  ii. audit log review
  iii. continuous monitoring/security metrics report
  iv. Plan Of Action & Milestones (POAM) review
  v. Vulnerability assessment
  vi. system access review
  vii. roles review for separation of duties
  viii. contingency plan review/test
  ix. incident response plan review and training
  x. risk assessment; awareness training
  xi. review system security plan and update
  xii. disaster recovery presentation and review
  xiii. system wide security assessment
  xiv. Internal and External Penetration test
  xv. static/dynamic code analysis or peer review
  xvi. HIE governing board security policy review
	YES	KONZA confirms that it will provide all security related reports and security controls listed as requested. All of the requirements listed are also a part of the QHIN documentation required for TEFCA designation. KONZA will complete these on an annual basis. The KONZA CISO will report on an annual basis to the PRMP and the advisory committee to answer any outstanding questions.

Mandatory Requirement Item(s)	Vendor Meets Requirement? Y/N	Provide a Brief Narrative to Demonstrate Understanding and Fulfillment of Requirement *Response should note any exceptions to meeting requirement

Federal Interoperability Policy Standards: All HIE services will comply with security, privacy, and interoperability policies as listed below.
 	
a. The vendor confirms that the following identified policies are being followed:
  i. Federal Information Security Management Act (FISMA)
  ii. Health Insurance Portability and Accountability Act (HIPAA)
  iii. Health Information Technology for economic and Clinical Health Act (HITECH)
  iv. Patient Protection and Affordable Care Act
  v. National Security Agency (NSA) Security Recommendation Guides
  vi. Office of the National Coordinator for Health Information Technology (ONC) Cures Act Final Rule on Information Blocking
  vii. Centers for Medicare and Medicaid Services (CMS) Interoperability and Patient Access Final Rule
  viii. Commonwealth regulations regarding privacy and security
  ix. TEFCA
	YES	KONZA confirms that it complies with all security, privacy and interoperability policies as listed. KONZA is a designated QHIN under TEFCA and is required to comply with all of the policies listed as well as KONZA's extensive privacy and security policies.
		
		KONZA's Chief Operating Officer (COO) is responsible for monitoring all new and existing state and federal regulations. The Executive Leadership team at KONZA will also be working regularly along side state and federal officials to ensure that all requirements are met and all policies comply with the interoperability policies.

Security – Hosting: The vendor confirms that hosting services are controlled and managed for access, information exchange, and identity authentication. a. The vendor confirms that:	YES	KONZA hosts all data in the Microsoft Azure **HITRUST** certified cloud and all **HITRUST** security protocols are enabled and deployed.

Mandatory Requirement Item(s)	Vendor Meets Requirement? Y/N	Provide a Brief Narrative to Demonstrate Understanding and Fulfillment of Requirement *Response should note any exceptions to meeting requirement

i. Hosting services have controls in place to prevent unauthorized access, with automated monitoring of service availability and to detect potential intrusions in the production environment
 	
ii. Hosting Services support the exchange of SAML 2.0 (or supported version) security assertions with other systems, including eHealth Exchange and custom attributes. Vendor will use SAML attributes for logging and access control determination decisions
 	
iii. Hosting services support:
  i. OAuth federated authentication for both web services as well as for browsers
  ii. OCSP x.509 certificate revocation detection (or supported version)
  iii. Other methods of x.509 certification revocation detection
 	
b. Hosting services will support identity federation standards (SAML, SPML, WS-Federation, etc.) to authenticate and authorize users. The NIST SP 800-63 document suite provides technical requirements for federal agencies implementing digital identity services (4-volume set)
 	
c. Hosting services will provide strong (multi-factor) authentication options (digital certs, tokens, biometrics, etc.) for user access in keeping with the NIST SP in cited above.
	YES
	
	YES
	
	YES
	
	YES
	
	YES
		i. KONZA confirms all data is hosted in **HITRUST** certified clouds in the Azure environments. KONZA completes annual internal and external penetrations testing and conducts two third party security assessments on an annual basis. KONZA utilizes a variety of automated monitoring services to detect and potential intrusions including Crowdstrike and Microsoft Defender.
		
		ii. KONZA confirms that all hosting services support SAML 2.0 or higher. KONZA uses SAML for exchanging data across QHINs and eHX.. KONZA will use SAML attributes for logging and access control determination decisions. The deployment of SAML 2.0 is required as a part of QHIN compliance testing and QHIN data sharing.
		
		iii. KONZA supports and maintains OAuth federated authentication for web services, browsers and FHIR. KONZA supports x.509 certificate revocation detection for FHIR. KONZA does support OAuth federated authentication for webservices with Azure Entra ID.
		
		iv. KONZA supports SAML for identify verification and federation. KONZA will continue to support identify federation standards in compliance with QHIN requirements and digital identity requirements. As a QHIN, KONZA is enhancing strategies for implementing and storing Digital Identity tokens and expects implementation in the near term.
		
		v. KONZA provides strong multi-factor authentication for all products at this time and is planning for the implementation of digital identity tokens in the next 18 months.

Mandatory Requirement Item(s)	Vendor Meets Requirement? Y/N	Provide a Brief Narrative to Demonstrate Understanding and Fulfillment of Requirement *Response should note any exceptions to meeting requirement
Security – Encryption: The vendor confirms that Encryption Services work to ensure that all health information in transit and at rest is unusable, unreadable, or indecipherable to unauthorized individuals through use of a technology or methodology specified by the Secretary of the Federal Department of Health and Human Services in the guidance issued under section 13402 (h)(2) of the American Recovery and Reinvestment Act of 2009 (P.L. 111-5), or any update to that guidance.	YES	KONZA encrypts all data at transit and at rest to SHA256 KONZA maintains all data at rest in the Azure environment with all HITRUST standards and security controls in place. All data is transported through Virtual Private Networks (VPNs). KONZA conforms to all encryption controls as required by the ONC/RCE and are regularly teste through our HITRUST accreditation and KONZA conforms to all encryption controls as required by the ONC/RCE and are regularly tested through our EHNAC and HITRUST accreditation, along with third party vulnerability testing.
Security – Intrusion-Detection and Firewall Protection: The vendor confirms that hosting services will have aggressive intrusion-detection and firewall protection per NIST SP 800-53A Rev 5 SI-04(01) System Monitoring, System-wide intrusion detection systems.	YES	KONZA confirms that all hosting services have intrusion detection and firewall protection per NIST SP 800. KONZA undergoes annual internal and external penetration testing and these reports are available as well as the full HITRUST report and the EHNAC report. The KONZA CISO, Eric Thompson serves in the ONC TEFCA Cyber Security Council as one of the founding members.
Security – Legal Compliance: The vendor confirms that all HIE services will cooperate completely with the Commonwealth's Chief Information Officer in the detection of any security vulnerability of the hosting infrastructure, reporting any security breach with conformance with PR laws. a. The vendor confirms awareness of PR laws and PRITS (Puerto Rico Innovation & Technology Service – the central agency driving technological advancements) policies for detecting and reporting vulnerabilities, including security breaches.	YES	KONZA confirms that it will cooperate fully with the Commonwealths CIO in the detection of any security vulnerability. The KONZA CISO will be available on a regular basis for meetings and consultation regarding security protocols with the Commonwealths CIO. KONZA is aware of the PRITs central agency and will comply with any additional testing or documentation that will be required. KONZA is required as a QHIN to have the highest level of breach reporting and ongoing detection for vulnerabilities including breaches.
Security – Reporting: The vendor must demonstrate that Hosting services will issue ongoing reports regarding HIE security audits and compliance activities in a format and frequency reasonably requested by the Commonwealth.	YES	KONZA confirms that is will work with the hosting vendor, Microsoft Azure cloud to provide ongoing reports regarding audits and compliance activities. KONZA also hires a security company Heliometrics to analyze all audit data for unusual patterns of behavior. These audits will identify providers that may be not following HIPAA controls at their facility. These reports are sent to the organization security officer on a monthly basis.

Mandatory Requirement Item(s)	Vendor Meets Requirement? Y/N	Provide a Brief Narrative to Demonstrate Understanding and Fulfillment of Requirement *Response should note any exceptions to meeting requirement
Security – Security Management: The vendor must demonstrate that industry- standard security management will be implemented and administered by the vendor.	YES	KONZA will maintain **HITRUST, EHNAC** accreditation and complete annual internal and external penetration testing. The KONZA CISO is a member of the TEFCA/ONC Security council and annual security reports by the CISO will be provided to the Puerto Rico Advisory Council.
Public Health: The vendor must provide local code mapping to improve the level of accurate reporting of disease reporting to improve population health. a. The vendor confirms that when local institutions use their own codes for reporting diseases, which still need to be mapped to industry standards, the HIE will match the reported codes to national standards, improving the accuracy of reports and supporting data aggregation of public health disease reporting data.	YES	KONZA provides mapping services to ensure that local codes are mapped to standard codes. This is particularly true with labs and LOINC codes. Even though hospitals were required to complete this mapping in 2014 they are often mapped incorrectly. KONZA identifies these problems through our NCQA Data Accreditation and Validation (DAV) program. All sites are onboarded with a comprehensive analysis of the data for completeness and syntax. When mapping problems are found the KONZA staff work closely with the site to correct the mapping errors. Will advise the PRMP and the Advisory Committee. KONZA feels strongly that solving the problem at the EMR level is the best option and continuing to allow improper mapping by local staff or EMR vendors perpetuates the problems. KONZA has provided mapping services and error resolution to the state public health registries for years. KONZA employes a Director of Public Health Services who has extensive public health experience and oversees all public health data aggregation and public health disease reporting.
User Access and Management – User Account Management: The vendor confirms that they provide participants with access to IT Administrative access to manage end-user accounts, submit/edit requests for end-user accounts on their behalf, to alleviate provider burden for account management outside of password requirements.	YES	KONZA confirms we provide IT Administrative access through the KONZA help/service desk to alleviate provider burden in account management. KONZA can provide user account management in certain situations to the end user. This is generally limited to large end users such as state agencies etc.
User Access and Management – End- User Authentication: The vendor confirms they use Security Assertion Markup Language (SAML) Single-Sign- On (SSO) authentication whereby EHR users can access HIE services efficiently and securely from within their workflow environment.	YES	KONZA confirms we use SAML and support SSO if necessary. Due to many years of experience and 10 HIE's KONZA supports and builds bi-directional interfaces using the IHE standards so that HIE access is within the providers EHR and single sign on is not required. The advantage of using the IHE standards is that the data obtained in a CCD or CCDA can be incorporated directly into the patients chart and does not require manual entry.

Mandatory Requirement Item(s)	Vendor Meets Requirement? Y/N	Provide a Brief Narrative to Demonstrate Understanding and Fulfillment of Requirement *Response should note any exceptions to meeting requirement
a. The vendor confirms support for federated identity management. b. The vendor confirms that integration with a variety of EHR system types is in place.	YES	KONZA confirms a federated identity management solution is in place. KONZA confirms it can integrate with all ONC certified EHR systems and all designated QHINs.
User Access and Management – Provider Directory: The vendor must support for provider directory services for individuals and facilities: a. The vendor confirms provider Directory support for Direct Secure Messaging. b. The vendor confirms that Provider Directory Services associate providers with facilities and health systems.	YES	KONZA confirms it provides DIRECT secure messaging through a secure web based portal or through an XDR integration into the provider's EHR. KONZA currently contracts with two HISP vendors Secure Exchange Solutions and MaxMD. Both vendors provide slightly different products and services that are required by the KONZA customers. Both are members of DirectTrust. KONZA works closely with DIRECT Trust to update the provider DIRECT addresses on a regular basis. The directory includes provider name, DIRECT address, facility and health system as appropriate. KONZA provides a DIRECT secure email address to all health care providers that need one. KONZA also maintains a QHIN directory.
User Access and Management: The vendor must support identity and access management services. a. The vendor confirms that identity and access services include user profiles and contact information. b. The vendor confirms that identity and access services manage patient-provider attribution.	YES	KONZA confirms that it supports identity and access management services which include user profiles and contact information. KONZA uses Salesforce as its CRM product and includes extensive demographic information for each facility and their providers. KONZA also uses Definitive Healthcare to keep information updated. KONZA confirms that it manages patient provider attribution. This is managed in a variety of ways most often through a data driven attribution that a provider has a established treatment relationship with a patient. KONZA also requests provider/patient attribution and NPI numbers from payers and value based payment contractors and those that want RapidAlerts products.
User Access and Management – PRDoH Access: The vendor must confirm that PRDoH personnel will have access to the HIE through the Provider Portal.	YES	KONZA confirms that approved PRDoH staff will have access to the HIE through the Provider Portal if they have a TPO relationship with the patient under HIPAA. KONZA makes this available at no additional cost to state level personnel and provides the ongoing training necessary to keep staff updated on requirements and new functionality.
The MPI technology solution must be an independent module of the HIE technology architecture. PRMP expects that the PRHIE employs a best-in-class MPI that is accessible to the overall solution and supports Patient	YES	KONZA maintains MPI technology solutions based on the product and use case. All are independent of the HIE technology architecture. KONZA deploys MPIs that are maintained by Availity for data uplifting, SSI group for patient

Demographic Query, Patient Identifier Cross-Reference, and Cross Community Patient Discovery.		and claims matching and KONZA Data warehouse for analytics and alerting. The solution will support Patient Query, Patient Identifier Cross Reference and Cross Community Patient Discovery through a standard IHE process using ITI-55, 38 and 39 queries and responses.

Mandatory Qualifications

The vendor must complete this section to demonstrate that it has the experience needed to meet the requirements in this RFP. Table 17 below lists each mandatory qualification. The vendor must note whether it meets the qualification and provide narrative demonstrating fulfillment of the requirement. If multiple vendors are submitting a joint proposal as a response to the RFP, the primary respondent should replicate the table and complete it for each vendor participating in the joint response.

Table 17: Mandatory Qualifications

Mandatory Qualification Item(s)	Vendor Meets Qualification? Y/N	Provide A Brief Narrative to Demonstrate Fulfillment of Requirement
The technology services described in Section 4.2.2 must be provided by vendor(s) that have experience in health information exchange(s) of similar size and scope as described in this RFP.	YES	KONZA currently provides HIE services in 10 states across the nation and is now a designated QHIN for nationwide exchange. KONZA has been providing HIE technology services since 2010 and currently provides HIE services nationwide as a part of the QHIN and manages the data for over 20 million unique patients in our data warehouse.
The vendor must have the ability to staff the organization and contract with subcontractors to meet PRMP's HIE program objectives and associated timelines.	YES	KONZA has a comprehensive, nationwide staffing model. This allows KONZA to hire the highest quality staff and all work virtually. However, to meet the unique needs of Puerto Rico KONZA has already employed staff from Puerto Rico to support our work as a QHIN.

KONZA has exceptional benefits, a family friendly, not for profit work environment and competitive salaries. This allows KONZA to maintain the staff necessary to staff the HIE and support the PRHIE. If contractors are required KONZA will employ them to meet timelines but our preference is to hire full-time staff. |
| The vendor must have demonstrated experience operating and managing health system services including the direct provision of services to the provider community. | YES | KONZA has been providing HIE services since 2010 and can provide contact names and references for organizations that have participated in KONZA for over 10 years. KONZA employs highly trained customer relationship management personnel for sales and on-going customer satisfaction. The KONZA CEO personally oversees the relationship building and attrition of members is a closely monitored KPI that is reported to the KONZA Board of Directors on a bi-annual basis. |

Mandatory Qualification Item(s)	Vendor Meets Qualification? Y/N	Provide A Brief Narrative to Demonstrate Fulfillment of Requirement
The vendor must commit to staff and operate a place of business in the Commonwealth during any contract resulting from this procurement process and help ensure local support for outreach and onboarding, HIE participant education, representation on governance bodies, and help desk functions. Operations in Spanish and English are a part of meeting this requirement.	YES	KONZA has hired a full-time staff member that lives in Puerto Rico. If KONZA is awarded the contract an office and place of business will be established.
The vendor must agree to meet all federal and local requirements related to the operation of a Medicaid Enterprise system and the management and distribution of private health information.	YES	KONZA agrees to meet all federal and local requirements related to the operation of the MES system and the management and distribution of private health information. KONZA has worked closely with other state Medicaid agencies and MCOs. KONZA regularly delivers to the Medicaid agency and MCOs Rapid Alerts to assist with the management and care coordination of Medicaid patients when admitted or discharged from emergency or inpatient services. KONZA also provides a longitudinal medical record to Medicaid and the MCOs regarding all of the care the patient has received. On a planned cadence KONZA will deliver a differential report that has documentation of all care received since the last report. KONZA also works closely with NCQA to ensure that all sites are DAV accredited as standard supplemental data which alleviates the burden associated with HEDIS auditing. KONZA also makes the web based portal available for all Medicaid and MCO personnel as allowed by state law and organizational contracts for care coordination and migrant health management.

Lastly, KONZA will work closely with payers and others to assist with risk management. |

Attachment F: Outcomes Traceability Matrix (OTM)

Please see the USB for a more readable Outcomes Maxtrix document.

Title	Source	Puerto Rico HIE Outcome	Proposed Measures	Proposed Metrics	Target Setting	Performance Standard	Penalty Fee	Associated SLA ID	Vendor's Disposition	Attachment	Section	Page #
Care Coordination – Longitudinal Health Record		Improve clinical decision making across care teams by providing access to real-time integrated health records through the PRHIE.	Healthcare providers use/have access to, an integrated HIE health record service supported by the HIE operator and the EHR vendor. Providers use/have access to an external HIE health record service.	The number of EHR vendors live with an integrated service. The number of facilities with available service in production. The number of facilities without service in production. The ratio/percentage of facilities with service in production. The number of unique patient access sessions per facility with the available service. The number of unique active user accounts (active to be defined once live) by facility location, by user role (measures access potential). The number of unique patient access sessions of the provider portal (unique patient accesses are measured in this way) (measures usage). The number of facilities accessing the provider portal over the number of potential facilities (measures percent utilization for tracking over time).	For 100% of participants with this service available, the connection aligns with SLA 002 uptime standards. Utilization metrics increase over time until a baseline is established, and then, an annual growth rate will be determined. Minimally, by the end of year one, 100% of hospitals should be transmitting ADTs to the HIE.	Monthly reporting of HIE operational statistics.	Refer to SLA 003	SLA 003	Will Meet	Attachment G	Approach to Business Operations Deliverables; Operational Reporting and SLAs. Approach to Technical Services, Care Coordination	62, 67, 71
Record Locator Services		Improve Puerto Rico Medicaid beneficiaries' quality and experience of care when they receive care outside of Puerto Rico.	Report on the number of regional and national HIE networks that the HIE product is connected with, and the volume of data shared between the HIE and the network.	Report on the number of regional and national HIE networks, that the HIE product is connected with, and include the volume of data shared between the PR HIE and each network (per network).	Connection with a minimum of the eHealth Exchange in alignment with SLA 002 uptime standards.	Include metrics in monthly HIE operational reporting, including current period data and cumulative data for the Fiscal Year. (D01: Monthly Status Report)	Refer to SLA 003	SLA 003	Will Meet	Attachment G	Approach to Business Operations Deliverables; Operational Reporting and SLAs. Approach to Technical Services; Record Locator Services	62, 66
Record Locator Services		Improve Medicaid providers' ability to effectively treat and coordinate care through one, centralized health record.	Matching rate for all incoming health record data.	The number of unique individuals/records in the MPI. The number/rate of unlinked incoming records in the MPI monthly by incoming source, with rolling cumulative total. The number of merge operations per reporting period of MPI records with addresses in Puerto Rico, MPI records by: State Address, Source Facility, rate of overlap of patient care per facility (where one patient is seen across more than one facility). The number of death indicators reversed by time period.	Matching rate for all incoming health record data is above 95%.	Include metrics in monthly HIE operational reporting, D01: Monthly Status Report, including current period and cumulative for the Fiscal Year.	Refer to SLA 006	SLA 006	Will Meet	Attachment G	Approach to Business Operations Deliverables; Operational Reporting and SLAs. Approach to Technical Services; Record Locator Services	62, 66
Consent Management		Increase Medicaid beneficiaries ability to control their own health data by using consent preferences to guide access to health records on the PRHIE.	Percent of the MPI dataset that is flagged as an opt-out record, by opt-out choices made by the patient.	The number of unique patients that choose to opt-out, the unique total number of patients, and the percentage of those that have opted-out.	100% of patients who have opted out do not have records available to users in the database.	Include metrics in monthly HIE operational reporting, including current period and cumulative for the Fiscal Year.	Refer to SLA 006	SLA 006	Will Meet	Attachment G	Approach to Business Operations Deliverables; Operational Reporting and SLAs; Technical Assistance. Approach to Technical Services; Interface Specifications and Configuration	62, 66
Sensitive Data Management		Improve patient safety and privacy by safeguarding "sensitive" data in HIE health records.	Sensitive data is flagged at the appropriate level - by patient, or facility, or facility location, or provider NPI number, or by code (diagnosis, LOINC, etc.).	Number of facilities and/or providers that provide sensitive data (demonstrates that users use this feature). The aggregate number of data sets/types by facility provider categorized as sensitive (demonstrates that required flagging is occurring).	N/A	Sensitive Data Audit report showing the number of unique users accessing sensitive data by unique patient, by facility, with confirmation of consent noted, monthly.	Refer too SLA 004	SLA 004	Will Meet	Attachment G	Approach to Business Operations Deliverables; Operational Reporting and SLAs; Technical Assistance. Approach to Technical Services; Interface Specifications and Configuration	62, 66
Electronic Notification Services		Increase care coordination services at transitions of care to reduce adverse outcomes such as hospital readmissions.	End-users receive real-time Admission, Discharge, Transfer Notifications (ADT). Volumes of event notifications are reported on a regular basis.	Number of end users/facilities subscribed to receive notifications. Number of ADT messages received by the HIE per facility and in aggregate. Number of ADT notifications delivered to recipients subscribed. Number of rejected messages per facility and in aggregate.	100% of the notifications that are delivered are received; source is notified of 100% of rejected messages.	Include metric in monthly HIE operational reporting, current month and cumulative metrics.	Refer to SLA 003	SLA 003	Will Meet	Attachment G	Approach to Business Operations Deliverables; Operational Reporting and SLAs. Approach to Technical Services; Care Coordination; Public Health Reporting, Medicaid Services, Electronic Notification Services	62, 67, 69, 70, 71
Public Health		Reduce provider burden by automating capture and exchange of public health data through the PRHIE.	Public health entities receive immunization information as designed and intended.	Number of Immunization messages (VXU) provided by the HIE to the Immunization Registry.	100% of VXU messages from providers capable of sending are provided to the Commonwealth.	Include metric in monthly HIE operational reporting, current month and cumulative metrics.	Refer to SLA 003	SLA 003	Will Meet	Attachment G	Executive Summary. Mandatory Requirements. Approach to Business Operations Deliverables; Operational Reporting and SLAs. Approach to Technical Services; Public Health Reporting	9, 52, 62, 69
Public Health		Improve public health by automating capture and exchange of public health data through the PRHIE.	Public health entities receive lab reports and surveillance information as designed and intended.	Number of electronic lab reporting (ELR standard) messages captured in the HIE and transmitted to Public Health. Number of syndromic surveillance (Syndromic Surveillance Standard) messages captured in the HIE and transmitted to Public Health.	100% of ELR/syndromic surveillance messages from providers capable of sending are provided to the Commonwealth.	Include metric in monthly HIE operational reporting, current month and cumulative metrics.	Refer to SLA 003	SLA 003	Will Meet	Attachment G	Executive Summary. Mandatory Requirements. Approach to Business Operations Deliverables; Operational Reporting and SLAs. Approach to Technical Services; Public Health Reporting	9, 52, 62, 69
Direct Secure Messaging		Improve coordination of care between Medicaid providers and their patients by facilitating communications through a Direct Secure Messaging (DSM) service.	Availability of the DSM Service to any DSM participant.	Total number of DSM accounts by provider and facility. Number of DSM messages sent, received, and opened.	100% of DSM messages are successfully sent to and received by assigned users.	Include DSM metrics in monthly HIE operational reporting.	Refer to SLA 003	SLA 003	Will Meet	Attachment G	Approach to Business Operations Deliverables; Operational Reporting and SLAs. Approach to Technical Services; Direct Secure Messaging	62, 71

Attachment G: Response to Statement of Work

Approach to Business Operations and Deliverables

Growing out of a profitable and thriving exchange in Kansas, KONZA has developed a scalable and sustainable business model that now operates exchanged across ten (10) states. Harnessing 14 years of experience, the business model includes governance and policies to manage the intricacies and nuances of data sharing at the local and national level.

Understanding that data is the largest asset, investments have been made into a thoughtful and comprehensive data governance program ensuring the protection, management, and quality of data. Technologies and standards have been layered in best of breed vendor approach that ensures the highest level in quality and performance of KONZA HIE Services and rapid execution and flexibility on implementing expanded use cases.

Governance

KONZA utilizes a representative and participant-based approach to governance of the KONZA Network. The KHIN Board of Directors operates as the Designated Network Governance Body (DNGB). Supported by the Management Committee of the Board, the DNGB is responsible for all governance functions of the network, include approving the policies that define the management of the network, investigate disputes, and determine and enforce participant sanctions. Additionally, the DNGB is responsible for the administrative oversight of the KONZA Technical Framework. This ensures material changes to the Technical Framework are approved by the DNGB.

In addition to the DNGB, KONZA utilizes Advisory Councils in each of the Affiliated Networks. The Advisory Council represents the needs of each Affiliated Network and are responsible for the approval of policies for each Affiliated Network, along with providing input into any new or proposed policy changes and prioritize enhancements to products and services.

Similar to the PRHIE Advisory Council, KONZA operates Advisory Councils across the following Affiliated Networks.

- Kansas Health Information Network, Inc. (KHIN) - KS
- Carolina eHealth Network - SC
- CTHealthLink - CT
- HealtheParadigm - GA
- HealthSYNC – LA
- Mississippi Health Access Exchange (MHAX) - MS
- OneHealth New Jersey – NJ
- SHINE of Missouri - MO
- GenesisLink – TX

KONZA will work with the PRHIE Advisory council to adopt and adapt policies and put in place a governance structure for the PRHIE. Costs for the work are described in Table 2 – HIE Services costs of Attachment A. These costs include the staff time to adopt and adapt the HIE policies, governance, and data governance as well as hours to present and incorporate requested changes from the PRHIE Advisory Council.

Data Governance

KONZA utilizes a data governance framework that is comprehensive across policy, governance, quality, including accuracy and integrity, and data management. The data governance approach ensures the integrity of data both in transit and at rest within the KONZA Datawarehouse and the necessary controls to ensure appropriate sharing of data across users and facilities.

With an operational footprint across 10 states, and a key player in national exchange, KONZA is adept and skilled in ensuring protection of data aligns with federal, state, and local data sharing restrictions. For example, in close partnership with Kansas and Missouri to provide Health Data Utility (HDU) services, the consumption and management of Medicaid data is managed seamlessly with the KONZA Data Governance. This proven ability scales to ensure the support of the Commonwealth's goals.

The KONZA Data Governance framework will be fully documented and implemented in the D06: Operations Management Plan. Costs expected for Data Governance, include staff and system costs to achieve the reporting requested SLA-006 Data Quality and Management are outlines in Table 2 – HIE Service Costs of Attachment A.

Policy

KONZA maintains and annually reviews all policies and procedures related to data governance. All policies are approved by the KHIN Board of Directors, as part of the KONZA Governance approach. See policy section below for more information.

Quality

KONZA has a comprehensive Quality Committee. The Quality Committee of KONZA serves as a steward for overall data quality and quality improvement. It is the policy of KONZA to ensure the health data being received, stored, and transmitted in the Health Information Exchange (HIE) meets the highest level of quality and completeness. The Committee provides oversight of quality initiatives and opportunities for improvement across the data components and ancillary products.

The Committee published the 2023 Annual Data Quality Report highlighting the work done throughout the year to assess, measure, standardize, and improve the data integrity and quality across the organization.

Quality initiates highlighted in the 2023 Annual Data Quality Report include:
1. Progress Notes with eSignatures.
2. Addition of Vital Signs in HL7 ADT
3. Social Determinants of Health Z Code Evaluation
4. Race Ethnicity and Language (REaL) Data
5. Data Aggregator Validator Program
6. Onboarding and Overread Primary Source Verification
7. Data Quality Issue Log
8. Diagnosis Code Mapping
9. Annual Department of Veteran Affairs Clinical Data Quality Review

A key component of KONZA's Quality Program is the alignment and use of standards and requirements of the NCQA Data Aggregator Validator Program (DAV). As a Validated Data Stream, KONZA is responsible for ensuring continuous compliance with NCQA standards. NCQA completes a rigorous audit, across all Program requirements. KONZA successfully completed the NCQA audit in July 2023, and maintains the Validated Data Stream Certification in good standing.

Data Management

KONZA utilizes technical and administrative controls to ensure the appropriate use and management of data across the KONZA HIE systems. This ensures that data stored and in transit is appropriately identified, logged, and preserved to ensure accuracy, integrity, and mitigating against data loss.

Data management procedures are required for the Validated Data Stream Certification from NCQA. NCQA completes a third-party assessment of policies as part of the DAV Program. The last NCQA audit was successfully completed in June 2023.

KONZA's Data Management Plan will be fully documented and implemented in D11: Data Management Plan.

Policy

KONZA executes contracts with Participants binding them to contractual, legal, and technical obligations of the Network. Master Participation Agreement with Terms and Conditions, contractually obligate participants to comply with HIE Policies.

As defined in the HIE Policies and Procedures, Coordinating Policy, Participant will receive written notification of revisions and updates consistent with the requirements of the applicable Data Sharing Participation Agreement. Each Participant will have the right to request reconsideration of a change to the Policies and Procedures and/or terminate its Participation Agreement in the event it is unable to comply. KONZA retains the sole right to either grant or deny the request.

KONZA maintains and annually reviews all policies and procedures related to data governance. All policies are approved by the KHIN Board of Directors, as part of the KONZA Governance approach. The policies are available on the website at https://www.konza.org/resources/data-privacy-security/ or available upon request.

- KONZA Data Governance Policies define secondary data use, de-identified information, limited data sets, and document retention period.

- KONZA HIE Policies are included in the Terms of Conditions and KONZA participants are contractually obligated to comply with all HIE Policies. HIE Policies define KONZA participant responsibilities in ensuring the accuracy, integrity, and security of provided data. It also defines participant responsibilities over audit and management of sensitive information, including self pay, management of 42-CFR data, and Notification of Privacy Practices for individuals to Opt In or Opt Out of data sharing.

- KONZA Security and Privacy Policies defines the workforce policies and security policies, ensuring the data is protected at all times.

The policies support information security program that is certified through the current EHNAC Accreditation and HITRUST r2 Certification. Third party assessments are completed annually, through interim and full assessments.

KONZA Policies will be fully documented and implemented in the following deliverables:
- D07: Security, Privacy, and Confidentiality Plan
- D09: Incident Management Plan
- D12: Disaster Recovery and Business Continuity Plan
- D17 Independent, Third-Party Security, and Privacy Controls Assessment Report

Technical Assistance
KONZA staffs Technical Assistance in a tiered support model. KONZA Help Desk provides support for KONZA Participants 24x7. Processing an average of 575 tickets monthly, the team provides Tier 1 support across all KONZA Affiliated Networks. For issues that cannot be solved with first call resolution, the tickets are escalated to Tier 2, and as needed Tier 3 for resolution.

KONZA Help Desk – Resolved Tickets report

Date	03/23	04/23	05/23	06/23	07/23	08/23	09/23	10/23	11/23	12/23	01/24
Resolved Tickets	816	555	558	468	487	627	644	539	526	655	529

Tier 2 and Tier 3 support is staffed by technical team members, across Integration Engineers, Analysts, Network Engineers, and Developers. These team members support existing HIE connections (XCA, XDS.b, XDR, HL7), RapidAlerts – KONZA's Event Notification Services, and HQ Insights – KONZA's flagship analytic platform.

Areas of support include and are not limited to user accounts, interface or networking support, and data display within KONZA offerings.

The KONZA Help Desk is also responsible for processing patient consent requests, performing user audits for CareAlign Provider Portal, and maintaining users across CareAlign Provider Portal and HQ Insights. Individuals who access their data through the KONZA Patient Portal are also supported by the KONZA Help Desk.

KONZA Help Desk provides monthly operational reports. See Operational Reporting and SLAs for more information.

Training of KONZA offerings is led by Rhonda Spellmeier MBA, BSN, RN. As the HIE Workflow Specialist, Rhonda has crafted a training program specific to clinical and operational roles across KONZA offerings. As a former Chief Nursing Officer, Rhonda is a resource to KONZA Participants, to refine workflows and assist with emergency preparedness.

The training program has been successfully rolled out through in person, virtual, and train-the-trainer models. On Demand training videos are available on the KONZA and Affiliated Network websites.

Updated Onboarding reporting is provided monthly. See Operational Reporting and SLAs for more information.

Technical Assistance will be fully defined in D05: HIE Participant Engagement and Technical Assistance Plan.

Staffing costs for Technical Assistance assume the use of existing and new resources, as defined in Attachment D – Organization and Staffing. The experience of key resources will be critical to the build and maintenance of the PRHIE. Staffing costs are included in Table 2 – HIE Service Costs of Attachment A.

Operational Reporting and SLAs

The scalable model KONZA utilizes ensures effective, efficient, and standard operational and reporting operations. As defined in Attachment H, the Operational Build phase will adopt and adapt the KONZA's standard operational principles to the PRHIE. Deliverables that will be address in the Operational Build include.

- D01 Monthly Status Report
- Including and not limited to SLA reporting
- D02 PRHIE Work Plan
- D03 Kickoff Meeting
- D06 Operations Management Plan
- D08 Staffing Management Plan
- D19 Turnover and Closeout Management Plan

In addition to the deliverable costs, costs to maintain Operational Reporting are described in Table 2 – HIE Services of Attachment A. The costing assumes staff hours and any custom development to build and maintain operational and SLA reporting.

KONZA teams utilize existing operational and reporting frameworks to provide effective operational management and reporting to KONZA and Affiliated Networks.

SLAs, either contractually defined or through cross team commitments, are reviewed monthly across the technical and business teams. Hit streaks are tracked and celebrated. Misses are assigned back to the accountable party. SLAs included defined in Appendix 2: SLA and Performance Standards will be included in this existing framework.

The KONZA team provides Operational Reports, based on function and system of reporting. Reporting is provided on the 15th of each month.

KONZA has an extensive library of operational reports, including and not limited to those delineated in the RFP. Any specific reports requested by the PRHIE that are not available today will be addressed and built out during the Operational Build phase.

Examples of available reports are provided in Appendix B to Attachment G.

Technology Architecture and Vendor Partnerships

KONZA utilizes a best of breed approach in offering HIE services. This approach ensures the layering of technologies and standards and has proven scalable and sustainable to achieve the use cases for community exchange and national scalability.

KONZA expects to have increases costs from vendor partners, based on PRHIE data, hosting costs, and services defined in vendor partnership contracts. These costs are assumed and defined in Table 2 – HIE Service Costs of Attachment A.

KONZA's architecture and data management will be documented in the following deliverables.

- D11 Data Management Plan
- D15 Data Transition Plan
- D16 Detailed System Design Document

KONZA Architecture Diagram is included in Appendix C of Attachment G to describe the routing of data across platforms.

- The Corepoint integration engine, powered by Rhapsody, serves as the central connection for inbound interfaces (HL7 and XCA). Interfaces are built to specification and validate the data received from downstream connections. Bi-directional interfaces manage the push and pull of data across EMR integrations, and external networks, included eHealth Exchange, external QHINs and TEFCA Exchange, and Carequality. All PRHIE connections will be built, maintained, and monitored in the Corepoint integration engine.

- Data is fed into Availity Clinical Solutions (previously Diameter Health), for the creation of a normalized, consolidated, and uplifted longitudinal C-CDA. Availity Clinical Solutions serves as KONZA's Certified Data Partner under the NCQA Data Aggregator Validation (DAV) program, and is regularly audited by NCQA to ensure the data standards meet industry standards. Availity provides terminology services as part of the normalized and uplifting, mapping and standardizing local codes to industry codes. PHRIEs data will be fed into Availity Clinical Solutions and will be returned in a longitudinal consolidated CCD and utilized for Medicaid Services and Data Quality. As described in Attachment H, KONZA will take the PRHIE sites through DAV accreditation in Cohort 9, 10, and 11 in contract years 1 and 2.

- Powered by The SSI Group, data is displayed in CareAlign (Provider Portal) for effortlessly access real-time vitals, lab results and medication details from all connected EHRs, HIEs and clinical systems. PRHIE data will be displayed in CareAlign. As described in Attachment H, CareAlign will be customized in the Pre-Build Phase and will be rolled out to support the **Care Coordination** use case. Data management and terminology services applied at the KONZA Datawarehouse powers RapidAlerts (Event Notification Services) and HQ Insights (Analytic Platform) for Medicaid Services. Data mapping and management in Azure Cloud and the display layer of Dimensional Insights, contracted for perpetual licenses, power preconfigured dashboards in HQ Insights. PRHIE data will be fed into the KONZA Datawarehouse to support the usecases of Event Notification Services and Medicaid Data Services as described in Attachment H.

Available Dashboards within HQ Insights are as follows.

Dashboard	Description
ACO Metrics	Presents comprehensive data collection and visualization tools for population health metrics across the continuum of care. Aggregating clinical data across multiple EHRs and displays, provides quality measures from each connected care site.
Acute Alerts	Includes reports of your patients' ER or inpatient care received outside of your facility, allowing you to be better informed and make faster decisions that support care coordination workflows.
Behavioral Health	Displays an overview of specific metrics that address early detection, treatment and management of patients with behavioral health and medical conditions, including depression, suicide risk, diabetes, high blood pressure and other related health conditions.
Birth Connect	Provides near real-time birth alerts connecting mothers with their newborns. Using the facility relationship for the mother, the alert aids in quality evaluation and trending in birth outcomes.
Controlled Substances	Presents patient activity where at least one prescription in the controlled substances category is ordered or received, as well as those that received an overlapping opioid prescription.
Disease Registry	Displays specific patient populations with certain high- or at-risk conditions, setting the stage for physicians to take steps that mirror many of the MIPS CPI activities. Also provides information about the health status of communities and identifies opportunities for care coordination, referral to community resources and evidence-based practices.
High-Risk Patient	Identifies those considered most at risk for poor health outcomes, high resource utilization and in need of care coordination. Identifying high-risk patients can help meet the Clinical Practice Improvement (CPI) requirements under MIPS.
Patient Attribution	Provides a simple interface for management and assignment of patients based on provider and payer. The summary view displays patient name, visit activity and most recent primary provider and payer.
Polychronic Patients	Identifies patients with complex medical conditions that commonly coexist with many other illnesses, which places them at risk for poor health outcomes, high resource utilization and in need of care coordination.
Population Health	Presents opportunities for community resource coordination and planning for at-risk members of a defined geographic region.
Quality Metrics	Displays analysis of preventive care procedures commonly required and approved for quality reporting programs for clinic practices. Individual measures are structured to meet NCQA, CMS and HEDIS requirements. Also available is a partner dashboard specifically for children called Pediatric Measures.
Readmissions	Identifies seven clinical conditions for which hospitals could receive a readmit penalty if a patient is readmitted at the same or any other eligible facility within 30 days of discharge for any reason. Included is a hospital-wide readmissions tab specifically for pediatric patients.
Utilization	Presents recent patient activity for inpatient admissions, emergency department and office visits. Displays all patients in the population with eligible service activity, un-restricted by age, disease condition or level of utilization.

Approach to Technical Specifications
Record Locator Services
The ability to accurately identify patients and quickly locate clinical data is crucial for seamless health information exchange. To that end, KONZA employs an MPI (Master Patient Index) and a Record Locator Service (RLS) across its products and services to assist in patient matching and refined queries for patient data.

KONZA's RLS is dynamic and near real time system using an algorithm which finds internal locations where patient data is stored. The RLS searches for a patient identity using – at a minimum – first/given name, last/family name, DOB, and Sex. The source of data used to populate KONZA's Patient Index is the Patient Identity segment of HL7v2 messages along with demographic data retrieved from a transaction's metadata. For users accessing through KONZA's provider portal, CareAlign, this is performed as a search within the portal. The CareAlign solution provides a core RLS that governs all patient data access services including a browser-based interface that allows for secure, authorized user access to query, view, and download HIE data on a patient. CareAlign supports a complete patient longitudinal record for HLv2 data and CDA documents.

KONZA's MPI uses a deterministic matching algorithm based on a set of patient demographic data. Patient matching is applied through the association of inbound documents to existing patients in the database. When KONZA receives patient data, the system attempts to identify whether the associated patient exists in the database (/mrn collection) using patient matching logic that includes patient demographics and patient ID (root/extension) to match patients. The system then creates a new data record and links the data either to an existing patient (if a match was found) or to a new patient in the database. If no patient match is found, it will create a new patient to associate with that document. The KONZA Enterprise Data Warehouse (EDW) has record merge options for corrections if needed. KONZA is upgrading its' MPI algorithms and matching logic to further expand upon patient matching accuracy.

For participants who retrieve HIE data from within their EMR and for connections to eHealth Exchange, Cross Gateway Patient Discovery transactions are employed as part of KONZA's RLS. These transactions support the ability of KONZA to respond to initiating queries from external gateways and user-initiated queries from within CareAlign. The following KONZA Cross Community Patient Discovery process is utilized for the mutual discovery of patients: ITI-55 (patient discovery); ITI-38 (find documents); and ITI-39 (retrieve documents).

KONZA can identify populations by payer, healthcare provider/organization and HIE participant. For HL7 v2 data, KONZA uses the MSH4 value (sending facility field) and fields in the ADT messages to identify payers (insurance plan ID and insurer name) and healthcare providers Attachment (primary care and provider). Fields are tagged and displayed for end users and KONZA technical staff in creating population sets. HL7 message fields also contain patient information such as patient address and sending facility which KONZA parses to identify where patients received care across all facilities. KONZA breaks apart CCDs and parses the OID details and clinical data into discrete data elements which can be used for uses cases for payers, providers, and Medicaid Services. Accurate patient matching and RLS are critical components of the KONZA HIE. Enterprise Identification allows for aggregation of multiple patient records across disparate systems and facilitates interoperability, improves care coordination leading to improved clinical decisions for patients.

Interface Specifications and Configuration
Hospitals, FQHCs, lab facilities and ambulatory practices use a variety of Electronic Medical Record (EMR) products that have varying levels of functionality and capabilities. To account for these differences, KONZA's approach to data integration is to provide options for EMR interface connections to the HIE and for data exchange. These options include but are not limited to XDS.b v3 (CDAs), CCD delivery to SFTP, and HL7 v2 (ADT, Labs, etc.) interfaces. The scope of implementation projects will depend on the EMR capability, cost, participant requirements, and the participant's HIE use cases. If Health Gorilla interfaces meet the KONZA specifications and security standards, these can be re-purposed and pointed to the KONZA HIE, if not, then the interfaces will need to be re-built.

HL7 interfaces allow for the real time submission of discrete data to the HIE. KONZA accepts the following data feeds: Admit Discharge and Transfers (ADTs) including Demographics, Payer Information, Vitals, Allergies, Procedures and Diagnosis, Medication Orders, Labs, Notes and Reports, Immunizations, Electronic Lab Reporting and Syndromic Surveillance. Connectivity is through a VPN or API Webservices. KONZA adheres to ONC technical standards and provides the participant and their EMR vendor with specifications and implementation guides. The specifications detail out message definitions and which message events and fields are required for

integration with KONZA that ensures interoperability and the highest standard of data quality. The specifications list all available data layers (ADTs, Med, Labs, etc.) and each required segments, fields, and data names.

XDS.b interfaces (KONZA's preferred method) allow participants to have a bi-directional interface connection and query the KONZA HIE from within the EMR system. This provides a seamless workflow whereby the users pull in clinical data from the HIE, parse and reconcile the data in the patient chart while staying in their native EMR system. This type of interface enables organizations to securely exchange information to improve patient care, enhance the welfare of populations, generate health care value and prevent information blocking. XDS.b technology includes the ability to send CDAs to the HIE in an automated way, at the completion of a patient encounter. KONZA adheres to required ONC technical standards, the IHE technical framework and provides the participant and EMR vendor with specifications and implementation guide. Connectivity is by mutual TLS. KONZA and the participant's EMR vendor will exchange certificates and OIDs. Transactions must include SAML with the name of the facility within SamlOrganization and the user that initiated the query within SamlSubjectId. Additionally, CDA documents must meet USCDIv2 standards. CDAs will be thoroughly evaluated for data quality and conformance to KONZA HIE specifications.

KONZA will put together a robust Implementation Plan (D04), HIE Participant Engagement and Technical Assistance Plan (D05) and Pilot Implementation and Management Plan (D14). The plan begins with the integration process with the KONZA PM contacting the participant to schedule an Introductory Call with all involved parties. The PM will then schedule a Technical Call that includes the participant and the EMR vendor. This call is used to determine interface scope, timeline, plan connectivity testing, review data quality requirements and share interface specifications. The PM then sets up a series of technical and data quality testing calls with the participant and EMR vendor. An agreed upon Go-Live data is set where the interface is taken into production. After Go-Live, the PM monitors the interface connection to ensure requirements continue to be met. When USCDI v.3 data becomes required by the ONC in January 2026, KONZA will assist participants in this process.

KONZA also offers the submission of CDAs via SFTP. CCD to SFTP only contributes data to the HIE, it does not facilitate the retrieval of data back into the EMR. CDA documents should meet USCDIv2 standards. CDAs will be thoroughly evaluated for conformance to KONZA HIE specifications.

For patient consent management, KONZA provides the ability for patients to opt out of sharing their data in the HIE. Patients may either contact the HIE helpdesk and request to be opted out, submit an opt out form through the HIE website or have their provider submit an opt out request to the HIE. For sensitive data management, KONZA can honor v2 data flagged by a facility, so the data is not displayed in the HIE. Audits can be performed to identify number of opted out patients and number of facilities with flagged data.

Care Coordination Services
KONZA provides multiple functionalities, training, workflow utilization plans and platforms to assist care coordination services and improve clinical decision making across care teams by providing access to real-time integrated health records. From near-real time ADT alerting to longitudinal records access, healthcare providers will have the resources needed to identify patients experiencing care transitions and provide appropriate follow-up care. KONZA offers end-user training and workflow development support to utilize these functionalities. Training details, processes and procedures will be fully documented in the Training Readiness Plan (D10).

- Notifying providers of care transitions is of paramount importance when timely follow-up is necessary. KONZA's full suite of alerting tools are available to supplement different workflows and technical capabilities. Patient/physician attribution processes are flexible depending upon the technical capabilities and needs of the healthcare organization.
  KONZA's Acute Alerts are accessible on the HQInsights Analytics Dashboard, along with other tools that can be used to identify high-risk populations.

- Rapid ADT Alerts is another KONZA product that sends an alert to clinical staff with patient Admit/Discharge information. Please see the Electronic Notification Services section for more detail. The Rapid ADT Alert product is also used by payers, their care coordinators and others who have a Treatment, Payment of Healthcare Operations relationship.

- KONZA's Rapid Alerts Transitions of Care product provides the same content but also attaches a longitudinal CCD with the alert message to allow the provider to view relevant medical information from within their EMR without logging into a different platform.

KONZA maintains a clinical data repository which is accessed via two different platforms. KONZA's CareAlign Provider Portal is a web-based data repository that allows users to initiate patient-based queries to retrieve clinical data relevant to care transition follow-ups. For example, clinic staff who receive a care transition alert can access CareAlign to view documents, such CCD's, labs, medications, discharge summaries, etc. Documents can be exported and incorporated into existing workflows and the patient's chart within the EMR. EMR-embedded data access is also available when an organization implements a bidirectional interface with KONZA. This functionality allows clinical staff to retrieve the KONZA CDA from within their EMR system and to reconcile compatible data components such as Medication, Allergies, Problems, and Procedures from patient records.

KONZA HIE Workflow Specialist provides ongoing individualized end-user education and workflow development support. This role is filled by a Nursing Informaticist who has extensive experience in healthcare and Health IT environments. The Workflow Specialist assists organizations' leadership, clinicians, and other end users of interoperability. Some of those tasks include: Assist providers with development of a process map that identifies how health information is shared between disparate providers; Implement strategies for HIE use and develop workflow plans to improve utilization of health information exchange and population health tools; Implement strategies to reduce barriers in other health care facilities which impact use of health information exchange; Assist staff in development of training plans; and SME for payment, quality, and technology programs that affect clinicians using Health IT.

KONZA supports Care Transition workflows for the CMS Hospital Quality Improvement Collaborative for participants under two separate Quality Improvement Organizations. This collaboration involves 85 hospitals for which KONZA technology, workflow, and support was provided. KONZA has also worked with Community Mental Health Centers to utilize Acute Alerts for monitoring care transitions and providing appropriate follow-up. KONZA is currently assessing data quality regarding Social Drivers of Health and how that data can be utilized to assist organizations with improving outcomes by addressing Health Equity needs.

Data Quality and Reporting Services
KONZA sets data integrity standards and processes for all data contributors to the HIE. The KONZA PM and Quality teams work to provide transparent, regular communication with participants regarding data quality standards, specifications, and any arising data issues. KONZA's onboarding operational processes ensures the KONZA team efficiently addresses data quality issues identified during integration or through post go-live monitoring. KONZA communicates data quality expectations with new participants. KONZA produces daily, weekly, and monthly data quality and connection tracking reports that identifies any new data quality issues.

KONZA uses HL7 Spy, a software tool that evaluates HL7 data in the Test environment. Findings are documented on KONZA's standardized HL7 Evaluation Form and reviewed for completeness, compliance to standard code sets, and workflow issues that present as inconsistencies in data received. KONZA also utilizes an analytics tool to evaluate CCD data quality and findings are documented on KONZA's standardized CCD Evaluation Form. The PM provides feedback to the participant and EMR vendor, focusing on required fields that must be sent.

KONZA ensures health data being received, stored, and transmitted in the HIE meets the highest level of quality and completeness. Adherence with this policy is vital to the reliability of the clinical data maintained in the exchange and to meet accreditation requirements of the NCQA Data Aggregator Validation (DAV) Program. To achieve this, KONZA assesses the accuracy of data through the completion of ongoing Primary Source Verification. The program evaluates clinical data streams to help ensure that health plans, providers, government organizations and others can trust the accuracy of aggregated clinical data for use in Healthcare Effectiveness Data and Information Set (HEDIS®) reporting and other quality programs. Data streams that earn validation undergo a rigorous, end-to-end look at the integrity of data and procedures used to manage and safeguard it. From ingestion at primary sources through transmission to end users, participation verifies adherence to NCQA process and data standards. KONZA has participated in the DAV program since 2021 and is NCQA's largest Validated Data Stream in the DAV program. KONZA exceeded their internal KPI of 93% overall success rate, averaging 96% over the past three cohorts. Participants are expected to meet data specifications, correct data quality issues identified by KONZA, and meet with Quality Team to compare HIE patient data with EMR patient chart. Data is evaluated at several layers to ensure data points are complete and integrity is upheld. The Quality Team provides results in a

scorecard to the participant. If additional data issues are found, the Team addresses those with the participant and EMR vendor. Data quality issues are documented as they are identified and as well as the resolution to those issues. The Teams maintain a Data Quality Issues tracking sheet which is reviewed on a regular basis.

The Team performs an analysis of code mapping, audits for accuracy and completion and work to improve code structure at source site. Medical terminologies and clinical document standards are used as set forth by Standard Development Organizations and national authorities. Normalization occurs across four steps: by code and code system; by an alternative code and code system; by textual information using exact, full-string matching logic; and by textual information using keyword matching logic.

KONZA will take Spanish language use into consideration as part of data quality standardization efforts for reporting and analytics by providing reports in the Spanish language if necessary and consulting with Spanish speaking experts in the HIE field to ensure effective communication.

Application Programming Interface Services
KONZA uses the Corepoint Integration Engine as one of its' Application Programing Interface (API) services to connect and exchange data with eHealth Exchange, provider portal and other health care systems. Corepoint has earned the Best in KLAS® for 14 consecutive years. The Corepoint API functionality allows for the retrieval of engine and connection data and the ability to control aspects of the engine and KONZA's backup system. KONZA uses the following API protocols: SOAP for XCA connections; HAPI-HL7 REST API for Webservices connections; and RESTful API for JSON uploading and a suite of KONZA products. KONZA processes approximately 1,707,303 API calls per day. The Corepoint Engine has logging and auditing capabilities that track access, API traffic, endpoint monitoring, data, and querying errors. These logs can be analyzed per minute, hour, day, week, and month.

KONZA is building out its FHIR API capabilities that enables REST-based API traffic through secure authentication, storage, acquisition, and exposition of clinical data. See Attachment G Appendix D. KONZA will comply with standards listed in the Trusted Exchange Framework Common Agreement. Oauth 2.0 protocol will be used as KONZA's secure authorization protocol to grant access to APIs and clinical data. The JSON Web Token will be used as the format for access tokens. The API Gateway provides FHIR integration and FHIR handling backed by a FHIR server, providing a single API entry point to control all traffic. KONZA's FHIR interface conforms to FHIR R4 Version 4.0.1 and profiles and requirements conform to the current version of US Core. KONZA's FHIR Implementation Guide supports Bulk Data Access IG v1.01 and Da Vinci Payer Data Exchange v1.0.0 and KONZA uses a FHIR Capability Statement resource to define its' FHIR server capabilities and will provide FHIR users with technical specifications. KONZA is building out a FHIR repository to be used for responding to FHIR requests from participants, payers, or for analytics tools. KONZA supports RS256 and X.509 certificates with RS256 keys, ensuring the highest level of security.

Public Health Reporting
KONZA will work with the PRDOH to incorporate a comprehensive approach in its work with the public health profile of each of the seven regions of Puerto Rico while also recognizing the key role of the Commonwealth in developing a comprehensive view of population health. The details of this approach will be included in the Public Health Readiness Plan (D13). KONZA will target opportunities to reduce provider burden and create efficiencies in public health reporting by providing programmatic and technical expertise throughout the lifecycle of public health registration reporting.

To reduce provider burden for public health reporting, KONZA assigns technical and programmatic resources to support providers in connecting to the appropriate Public Health Authority (PHA). If connections to public health registries go directly through KONZA, the team will assist in facilitating data exchange between healthcare systems while also maintaining data integrity and quality. This KONZA system is being used in ten states, supporting public health reporting for over ten years. KONZA has developed HL7 message tracking to capture and store IIS acknowledgement messages so the team can prioritize messages that contain errors preventing acceptance and fatal error. KONZA has 537 direct connections to public health immunization registries on behalf of our participants. The KONZA Public Health PM will be responsible for monitoring return acknowledgement messages from PREIS and will work with participants to correct and resubmit the VXU. KONZA will provide monthly reporting of acknowledgment types such as critical errors and work with the participant to resolve data quality issues. The KONZA PM will assist providers registering with PREIS and provide technical support for new EMR direct integrations with PRHIE.

KONZA has expertise in assisting providers with ELR and SS reporting and can process and send inbound ELR and SS messages from hospitals, references labs and acute care directly to the public health authority. If these connections go through KONZA, inbound messages are monitored to ensure compliance with state and federal reporting requirements such as the CDC Message Mapping Guides (MMGs) used in the National Notifiable Disease Surveillance System. MMGs include a description and attributes of data elements in the case notification, such HL7 instructions specific for the data element.

In support of Puerto Rico local institutions that use their own codes for reporting diseases, and if these connections go through KONZA, matching the reported codes to national standards for disease reporting will be performed. KONZA will maintain the local code to MMG mapping as changes in local code reporting occur and/or CDC updates HL7 reporting guidelines. KONZA developed TRANSLATE, a product that electronically reports physician COVID 19 lab results directly to public health registries by converting existing HIE lab messages to compliant public health lab messages. TRANSLATE can adapt to other reportable conditions to facilitate standardized message formats for new or existing disease variants. KONZA's approach in providing technical solutions tailored to public health reporting has proven to reduce manual reporting burdens or duplicative efforts.

An example of KONZA's knowledge of meeting the needs of public health is its' partnership with the Kansas Department of Health and Environment (KDHE) to pioneer a nationwide first project that provides real-time alerting to prevent the spread of multidrug-resistant organisms (MDROs). KDHE is tasked with investigating MDRO and a challenge the program identified is when the patient seeks care at another hospital, clinical staff may not know the patient should be admitted with transmission-based protocols applied. KDHE provided MDRO patient registry data KONZA and KONZA adapted its Rapid Alerts (Electronic Event Notification section for details) to send an alert to infection prevention staff at the hospital upon receipt of an ADT message from the hospital EMR. KONZA on-boarded hospitals as part of a pilot group in September 2023 and is now live with four hospitals, providing alerts to seven infection prevention professionals. Four additional hospitals are in the on-boarding process. A dashboard provides details on the number of alerts sent and the recipient of the alert. See Attachment G Appendix D.

KONZA employs standards-based practices, aligned with federal and state guidance to ensure data integrity and security throughout the public health reporting process. The KONZA Director of Public Health Services is a leader in this space, participating in and contributing expertise to national public health work groups such as the Sequoia Public Health Work Group, the TEFCA Public Health Work Group, and the CIVITAs Social Determinants of Health and Interoperability Work Group. These groups address challenges and opportunities for states and public health authorities impacting interoperability, data exchange and digital transformation. Partnership with Public Health departments, state, tribal, local, and territorial entities is a key component.

Medicaid Data Services
KONZA has expertise in transmitting structured data to EDWs on a regularly scheduled basis using API calls, SFTPs and S3 buckets. Data content includes patient demographic, encounter information, including provider and facility location, payer information and clinical data. All data contents are displayed in the KONZA HIE through longitudinal, historical CDAs and API calls to the KONZA EDW.

KONZA will maintain an EDW that allows access to reports and clinical data including public health data. For the data visualization tool, KONZA uses HQ Insights, an analytics platform that provides actionable data insights for providers and payers to improve health outcomes. HQ Insights uses health information exchange to power users' analytic strategy and gain meaningful intelligence; analyze and visualize collected health data across care settings; explore high-value analytic results to optimize patient health outcomes; and utilize analytic tools to reveal greater insights into a patient population. The tool provides patient level data elements, facility level reporting and can be used for Medicaid reporting.

KONZA's Rapid Alerts products improve management of patient populations with real-time notifications that fit into clinical and operational workflows. RapidAlerts provide flexible information sharing solutions designed to improve patient care. Providers and MCOs will receive configurable alerts on inpatient or emergency visits for their patient population which support value-based care initiatives and optimize care transitions.

Providers in value-based payment contracts with health plans are required to compute clinical quality measures and deliver them on a regular basis to health plans. To assist providers, KONZA is currently developing a new project in partnership with NCQA, to identify digital quality measures across individual providers and practices related to

their claims and clinical data. This project will assist in developing configurable, FHIR® CQL digital quality HEDIS measures. KONZA will use an open source, dQM processing software system to help providers flow new measures through their technologies and workflows and reduce the cost and burden in the aggregation and computing of quality measures.

Medicaid Services
The KONZA HIE will be leveraged to streamline local and federal interoperability requirements and mandates as aligned with Medicare policies and programs and initiatives. To assist in public health reporting, care coordination and social determinants of health, KONZA will provide data access to all participants which will allow them to meet the promoting interoperability requirements. KONZA provides direct connections and/or assistance to connect to public health registries if needed. KONZA will send certificates to each participant confirming public health measures have been met. See the public health section of this response for more details. Additionally, KONZA gathers Z codes as part of our work on SDOH. Z Codes are relevant data elements for clinicians, payers, and regulatory quality initiatives. KONZA analyzes participant data to determine if Z Codes are being received and provides feedback to participants regarding this CMS requirement. KONZA works with participants on data access and the prevention of information blocking and ensures data can be accessed either through the KONZA provider portal or from within their EMR. KONZA works closely with our participants to provide care coordination assistance and education. Participants have access to longitudinal consolidated medical records which helps to prevent duplicative care and participants have access to near real time alerting. KONZA provides extensive end-user training and workflow development support to utilize these functionalities.

KONZA can provide support for data access and reporting to support Medicaid operations. An example of this is KONZA's work with Medicaid in Kansas. For the past four years, KONZA has been providing weekly longitudinal consolidated XML medical records to the Kansas Department of Health and Human Services. The Medicaid patient panel is updated weekly and KONZA provides a historical medical record for all new patients or a medical record that provides only new data for existing patients. This data is then ingested into a population health analytics tool. KONZA has also created infrastructure for state Medicaid that supports Medicaid requirements by developing the input of data sources and data mapping in the KONZA EDW that feeds into KONZA products to distribute the data and reports. These include a reporting data model and a data visualizing tool (HQ Insights Dashboards). See Attachment G Appendix D.

KONZA works with payers and MCOs to deliver RapidAlert ADT notifications based on their member panel which is submitted to KONZA monthly. These alerts are delivered directly into payers' software systems, allowing care coordinators and other staff to better manage health and healthcare spending. KONZA also provides Data Aggregator Validation (DAV) certified supplemental data to payers for HEDIS reporting and other quality programs. The DAV CCDs eliminate the need for primary source verification during the HEDIS audit process.

KONZA's provider portal is available to payers so that care coordinators and other staff who have treatment, payment or healthcare operations relationship with patients can view clinical data. As referenced above, KONZA provides payer support activities through its' delivery of DAV CCDs for risk adjustment, HEDIS and closing care gaps. KONZA works with payers in monitoring incoming clinical data from hospitals and practices for which these groups receive incentives from the payers. KONZA produces a weekly report analyzing amounts, frequency, and data category. This report allows payers to accurately incentivize providers for contributing clinical data. KONZA's prefers to provide NCQA DAV certified data to payers, but KONZA is willing to execute an MCO data access pilot and implement an Extract Transform Load connection with Medicaid's EDW.

Direct Secure Messaging
KONZA offers Direct Secure Messaging to all participants and is embedded in the KONZA Provider Portal, thereby facilitating interoperability between disparate health technologies and organizations. KONZA provides training on Direct Messaging, attaching clinical data to the message and assistance in signing users up for Direct. KONZA contacts participants to assist in managing user access, removal, or additions of users. When users receive a Direct Message in the Portal, they also receive a notification sent to their business email address. KONZA uses Secure Exchange Solutions as its' HISP. To provide the most comprehensive directory of addresses, KONZA uses the DirectTrust Directory Aggregation Services that includes published addresses from other HISPs which KONZA then loads into the Portal. KONZA has over 950,000 unique published addresses available.

Electronic Notification Services
KONZA employs electronic notification services across all networks. A joint decision can be made regarding these

services and will be included in the Outcome Based Certification Plan. KONZA provides three levels of electronic notification services which includes panel management for automated delivery. These products improve the management of provider or payer populations with real-time notifications that fit into clinical and operational workflows. Delivered to KONZA's analytics dashboard or directly into a participants EMR system via Direct Messaging or other software system via VPN, these Alerts provide flexible information sharing solutions to improve patient care. Participants and payers will receive configurable alerts on inpatient or emergency visits per patient population which aggregate clinical data from across the community, support value-based care initiatives, enhance patient care across clinical settings and optimize care transitions. A KONZA PM works with participants, sharing the onboarding implementation guides, standards and workflow documentation. Extensive testing and validation are performed before go-live. See Attachment G Appendix D.

KONZA's RapidAlerts ADT are triggered by a patient's hospital inpatient or ED admit and discharge. The notification product optimizes clinical and operational workflows through the integration of real-time data into an EMR or EDW. The alert type and trigger events, patient panel and delivery methods are customizable to fit customer requirements. HL7 v2 raw ADT alerts are delivered by KONZA via a VPN or SFTP. KONZA will filter these alerts based on the patient panel and by facility if requested. KONZA PMs work with member hospitals to ensure ADTs they are sending to KONZA, meet the highest standards.

KONZA's RapidAlerts Transition of Care (TOC) product provides timely information for the reporting and management of Transitions of Care measures across Value-Based Care models. Standardized data alerts and supplemental data workflows include hospital inpatient and ED admit and discharge alerts, consolidated hospital discharge summary and supplemental data for patient engagement and medication reconciliation post-discharge. The alert and TOC document are sent via Direct Messaging.

KONZA's RapidAlerts Direct routes ADT across disparate systems as Direct messages without the overhead of integration into the HIE. These alerts push critical information to care coordination staff into their EMR. Participants receive real-time Direct message alerts on admits or discharges based on patient population. Participants can specify alert destination based on patient attribution and easily scales from small to large patient populations. No interface integration is needed.
Based on a provider's or payers patient panel, KONZA's Acute Alerts are accessible on the HQInsights Analytics Dashboard, along with other tools that can be used to identify and analyze high-risk populations.
These KONZA products allow providers to meet the CMS conditions of participation requirements for ENS as stipulated in the CMS Interoperability and Patient Access final rule (CMS-9115-F) for hospitals. KONZA will provide a letter to institutions to document their compliance to support attestation requirements for Merit-based Incentive Payment System and interoperability rules.

Emergency Response Services
KONZA will support emergency preparedness, response efforts and services in Puerto Rico. KONZA's provider portal and bi-directional interface connections provide complete and accurate patient information that is critical for medical decision making in times of emergency. KONZA is connected to eHealth Exchange, providing KONZA participants with connectivity to thousands of hospitals and practices.

Through KONZA's ADT alerting products, information that is required for hospitals and patient registration can quickly be provided to emergency response services. KONZA proactively maintains contact with organizations who may need to access HIE data in an emergency to ensure the organizations have updated portal logins, training, and emergency response policies in place such as including the HIE in their organization and regional disaster plans (EMS, County, Morgue, Hospitals, Behavioral Health, Clinics), disaster drills and tabletop exercises as needed. KONZA's data is stored in the Azure Cloud environment and is accessible by KONZA participants if an organization's essential infrastructure is impacted by an emergency. Additionally, the Office of Public Health Data, Surveillance, and Technology (OPHDST) under the CDC uses TEFCA as an underpinning infrastructure and with KONZA as a designated QHIN, KONZA is aligned with these requirements.

KONZA will assist PRDoH in multiple types of emergencies at multiple levels of the healthcare chain. KONZA is currently listed in the BCDR for KONZA members, serving as an extension of the EMR in the event of system availability loss. This aligns with PULSE and other national efforts to orchestrate a nation-wide emergency response service.

Approach to Required Deliverables:

As mentioned in previous attachments, KONZA has extensive Health Information Exchange implementation, technical and operational experience. Based on that experience, the RFP, PRMP Roadmap and guidance from PRMP, its Project Management Office, Konza will deliver all RFP required deliverables such as E, F, G, H, Appendix 1 and Appendix 2. KONZA's proven track record includes:

1. **Assessment and Planning:**
   With the help of PRMP, the PMO and the Advisory committee Konza will validate the current assessment provided on the RFP: Evaluate the current ecosystem (EHR, Lab, Rad, etc), workflows, and data sources. As the operator, Konza would Identify stakeholders: Engage with healthcare organizations, associations, providers, payers, and other entities to educate them on the mission and vision of the PRMO PRHIE project. Fine tune the strategic plan to the Puerto Rico realities based on the previous items: Define goals, objectives, and key performance indicators (KPIs) specifically for the PRHIE implementation.

2. **Infrastructure Setup:**
   Configure the KONZA PR IT infrastructure: Secure data storage, networking, and communication protocols. Perform all necessary data migration: Current PRMP PRHIE Data needs to be migrated from the Health Gorilla platform into the KONZA PRHIE.
   Ensure interoperability as described on our response: Utilize standardized data formats and communication protocols to facilitate seamless exchange of health information in Puerto Rico.
   Security measures: Employ encryption, access controls, and auditing mechanisms to sensitive health data.

3. **Data Integration and Normalization:**
   Data mapping: Map data elements from disparate systems to a common data model.

   Data normalization: Standardize terminology, coding systems, and data formats to ensure consistency and accuracy.

   Establish data governance: Define policies and procedures for data quality assurance, privacy, and security.

4. **Interfacing and Connectivity:**
   Interface development: Build interfaces to connect with electronic health record (EHR) systems, laboratories, pharmacies, and other healthcare entities as described on the KONZA project plan.

   Support various data exchange standards as dictated under CMS Rules, ONC and TEFCA: Support HL7, FHIR, DICOM, and other industry standards to accommodate diverse data sources and formats.

5. **User Engagement and Training:**
   Stakeholder engagement at different levels: Provide ongoing communication and support to stakeholders throughout the implementation process. This will include PRMP, PRDoH, the Advisory Committee and other organizations as required by PRMP. Training programs and User support: as described on KONZA SOW.

6. **Quality Assurance and Monitoring:**
   KONZA's NCQA Data Aggregator Validation Program continuous monitoring: Monitor system performance, data integrity, and security compliance on an ongoing basis.
   Quality assurance: Conduct regular audits and assessments to ensure adherence to industry standards and regulatory requirements.

   Incident response: Develop protocols for identifying and responding to security incidents, data breaches, and system failures.

   By following this comprehensive approach, KONZA aims to deliver a robust, mature and effective Health Information Exchange solution that enhances care coordination, improves clinical decision-making, and ultimately contributes to better health outcomes for patients in Puerto Rico.

Interoperability Services and Federal Compliance

The current quality reporting and compliance regulatory space is complex and ever evolving. As a trusted partner operating multiple HIE's and a leader in value-added healthcare data, KONZA optimizes and simplifies interoperability requirements and Federal Compliance by providing:

- the right technology, processes and resources
- the right access to data
- with superior support and education

The Konza approach to its Business and Technical Specifications as well as the deliverable approach will ensure that the Outcomes Traceability Matric goals are fulfilled and the PRMP PRHIE CMS Certification is awarded. This, in combination with KONZA's approach to solving local requirements for programs such as MIPS and IPPS, will further ensure future funding is available to the PRMP program.

Attachment H: Initial Project Schedule

In 2023, Microsoft Project moved to Microsoft Project for the Web. Built as a fully collaborative web-based tool, Microsoft Project for the Web only allows for Excel electronic file exports.

KONZA_PRMP - Initial Project Schedule is created within a KONZA Microsoft Team. KONZA's policies do not allow for external access to KONZA's Microsoft.

Excerpts for Microsoft Project for the Web included below. Excel electronic export attached for more details.

KONZA proposes the following Project Phases.

1. Planning
2. Assessment
3. Pre-Build
4. Operational Build
5. Data Ingest
6. Care Coordination
7. RapidAlerts (ENS)
8. Data Quality and Reporting Services
9. Public Health Onboarding
10. Medicaid Data Services
11. Emergency Response Services
12. API Services

KONZA_PRMP - Initial Project Schedule
Jul 1, 2024 - Dec 29, 2026   Grid Board Timeline Charts People Goals ···   ≡ Filters (0) 🔲 Conditional coloring 👥 14 Group me

		Name ∨	Quick look ∨	Assigned to ∨	Duration ∨	Start ∨	Finish ∨	Depends on ∨
1	○	› Planning	🖵		45 days	7/1/2024	8/30/2024	
18	○	› Assessment	🖵		66 days	7/15/2024	10/14/2024	
27	○	› Pre-Build	🖵		95 days	7/15/2024	11/22/2024	
61	○	› Operational Build	🖵		56 days	7/15/2024	9/30/2024	
67	○	› Data Ingest	🖵		522 days	7/1/2024	6/30/2026	
72	○	› Care Coordination			499 days	8/1/2024	6/30/2026	
79	○	› RapidAlerts (ENS)			367 days	2/3/2025	6/30/2026	
83	○	› Data Quality and Reporting Services			457 days	9/30/2024	6/30/2026	
94	○	› Public Health Onboarding			477 days	9/2/2024	6/30/2026	19FS
98	○	› Medicaid Data Services			391 days	12/31/2024	6/30/2026	
101	○	› Emergency Response Services			512 days	7/15/2024	6/30/2026	
104	○	› API Services			390 days	1/1/2025	6/30/2026	

Project name KONZA_PRMP - Initial Project
Schedule Project manager Karla Mills
Project start date
6/30/2024 Project
finish date
6/30/2026 Duration
522 days
% complete 0%
Exported on 3/1/2024

Task number	Outline number	Name	Assigned to	Duration	Start	Finish	Depends on	Dependents (after)
1	**1**	**Planning**		**45 days**	**7/1/2024**	**8/30/2024**		
2	**1.1**	**Engagement**		**44.38 days**	**7/1/2024**	**8/30/2024**		
3	1.1.1	PRHIE kickoff	Javier Jimenez	8.25 days	7/1/2024	7/11/2024		
4	1.1.2	Public Health Kickoff	Chris Guerrero	35 days	7/15/2024	8/30/2024		
5	1.1.3	PRHIE Advisory Council - kickoff	Laura McCrary, Karla Mills	35 days	7/15/2024	8/30/2024		
6	1.1.4	D03: Kickoff Meeting	Karla Mills	9 days	7/2/2024	7/12/2024		9FS
7	**1.2**	**Communication Planning**		**45 days**	**7/1/2024**	**8/30/2024**		
8	1.2.1	Outreach and marketing planning	Katy Brown, Javier Jimenez	45 days	7/1/2024	8/30/2024		
9	1.2.2	D05: HIE Participant Engagement and Technical Assistance Plan	Laura McCrary, Javier Jimenez, Jody Denson, Jennifer LaForce, Rhonda Spellmeier	35 days	7/15/2024	8/30/2024	6FS	
10	1.2.3	D01: Monthly Status Report	Karla Mills, Jody Denson	22 days	8/1/2024	8/30/2024		
11	1.2.4	D04: Implementation Plan						
12	**1.2.5**	**Project Planning**		**45 days**	**7/1/2024**	**8/30/2024**		
13	1.2.5.1	Project Plan	Karla Mills	45 days	7/1/2024	8/30/2024		
14	1.2.5.2	D02: PRHIE Work Plan	Karla Mills	45 days	7/1/2024	8/30/2024		
15	**1.3**	**Data Transition Planning**		**35 days**	**7/15/2024**	**8/30/2024**		
16	1.3.1	D15: Data Transition Plan		35 days	7/15/2024	8/30/2024		
17	1.3.2	D19: Turnover and Closeout Management Plan	Karla Mills	35 days	7/15/2024	8/30/2024		
18	**2**	**Assessment**		**66 days**	**7/15/2024**	**10/14/2024**		
19	**2.1**	**Public Health Connectivity Assessment**		**15 days**	**7/15/2024**	**8/2/2024**		**94FS**
20	2.1.1	Spec review	Chris Guerrero	14 days	7/15/2024	8/1/2024		21FS
21	2.1.2	Registries and requirements	Chris Guerrero	1 day	8/2/2024	8/2/2024	20FS	
22	**2.2**	**Assess current state (Technical Integrations)**		**66 days**	**7/15/2024**	**10/14/2024**		
23	2.2.1	Current state assessment	Jody Denson, Sara Warnock	30 days	9/2/2024	10/11/2024		
24	2.2.2	Technical EMR capability assessment (non-traditional EMRs)	Jody Denson, Sara Warnock	14 days	9/2/2024	9/19/2024		
25	2.2.3	Site readiness and prioritization with PRMP	Jody Denson, Sara Warnock	21 days	9/16/2024	10/14/2024		
26	2.2.4	D14: Pilot Implementation and Management Plan(s)	Jody Denson, Sara Warnock	66 days	7/15/2024	10/14/2024		
27	**3**	**Pre-Build**		**95 days**	**7/15/2024**	**11/22/2024**		
28	**3.1**	**Greenway Hub**		**70 days**	**7/15/2024**	**10/18/2024**		
29	3.1.1	Kickoff	Sara Warnock	10 days	7/15/2024	7/26/2024		30FS
30	3.1.2	Technical Build	Sara Warnock, Robert Nelson, Justin Williams	34 days	7/29/2024	9/12/2024	29FS	31FS
31	3.1.3	Testing	Sara Warnock, Robert Nelson, Justin Williams	21 days	9/16/2024	10/14/2024	30FS	
32	3.1.4	Production	Sara Warnock, Robert Nelson, Justin Williams	5 days	10/14/2024	10/18/2024		
33	**3.2**	**eCW Hub**		**70 days**	**7/15/2024**	**10/18/2024**		
34	3.2.1	Kickoff	Sara Warnock	10 days	7/15/2024	7/26/2024		35FS
35	3.2.2	Technical Build	Sara Warnock, Robert Nelson, Justin Williams	34 days	7/29/2024	9/12/2024	34FS	36FS
36	3.2.3	Testing	Sara Warnock, Robert Nelson, Justin Williams	21 days	9/16/2024	10/14/2024	35FS	
37	3.2.4	Production	Sara Warnock, Robert Nelson, Justin Williams	5 days	10/14/2024	10/18/2024		
38	**3.3**	**Data & Security**		**30 days**	**8/1/2024**	**9/11/2024**		
39	3.3.1	D11: Data Management Plan	Eric Thompson, Karla Mills	30 days	8/1/2024	9/11/2024		
40	3.3.2	D16: Detailed System Design Document	Eric Thompson, Karla Mills	30 days	8/1/2024	9/11/2024		
41	3.3.3	D17: Independent, Third-Party Security, and Privacy Controls Assessment Report	Eric Thompson, Karla Mills	30 days	8/1/2024	9/11/2024		
42	**3.4**	**CareAlign (Provider Portal) customization**		**25 days**	**9/2/2024**	**10/4/2024**		**74FS**
43	3.4.1	Requirements	Jody Denson	5 days	9/2/2024	9/6/2024		44FS
44	3.4.2	Build and Test	Jody Denson, Jennifer LaForce, Tanya Thompson	14 days	9/9/2024	9/26/2024	43FS	45FS
45	3.4.3	Launch	Jody Denson, Jennifer LaForce, Tanya Thompson	5 days	9/30/2024	10/4/2024	44FS	
46	**3.5**	**KONZA Enterprise DW build**		**95 days**	**7/15/2024**	**11/22/2024**		
47	3.5.1	Data tagging development	Eric Thompson, Melissa Talley, Aishwarya Agarwal	21 days	7/15/2024	8/12/2024		48FS
48	3.5.2	Security controls	Eric Thompson, Melissa Talley, Aishwarya Agarwal	15 days	8/13/2024	9/2/2024	47FS	
49	**3.5.3**	**Dimensional Insights - HQ Insights build**		**95 days**	**7/15/2024**	**11/22/2024**		
50	3.5.3.1	Technical Build	David Dooley, Melissa Talley, Cameron Jacquet, Kathryn Choi	60 days	7/15/2024	10/4/2024		
51	3.5.3.2	Testing	David Dooley, Melissa Talley, Cameron Jacquet, Kathryn Choi	30 days	10/7/2024	11/15/2024		52FS
52	3.5.3.3	Production	David Dooley, Melissa Talley, Cameron Jacquet, Kathryn Choi	5 days	11/18/2024	11/22/2024	51FS	
53	**3.6**	**eMPI buildout**		**56 days**	**7/15/2024**	**9/30/2024**		
54	3.6.1	Enhancement	Jody Denson	56 days	7/15/2024	9/30/2024		
55	3.6.2	MPI reporting build	Jody Denson, Eric Thompson, Melissa Talley	41 days	8/5/2024	9/30/2024		
56	**3.7**	**Website build out**		**12 days**	**8/1/2024**	**8/16/2024**		
57	3.7.1	Clone Affiliated site	Katy Brown, Andre Negrete	10 days	8/1/2024	8/14/2024		

ID	WBS	Task Name	Resource Names	Duration	Start	Finish		
58	3.7.2	Spanish requirements and translation	Javier Jimenez	5 days	8/1/2024	8/7/2024		
59	3.7.3	Stage		2 days	8/12/2024	8/13/2024		
60	3.7.4	Launch		1 day	8/16/2024	8/16/2024		
61	**4**	**Operational Build**		**56 days**	**7/15/2024**	**9/30/2024**		
62	4.1	D06: Operations Management Plan	Karla Mills	56 days	7/15/2024	9/30/2024		
63	4.2	D07: Security, Privacy, and Confidentiality	Karla Mills, Brenda Kebert	56 days	7/15/2024	9/30/2024		
64	4.3	D08: Staffing Management Plan	Karla Mills	56 days	7/15/2024	9/30/2024		
65	4.4	D09: Incident Management Plan	Brenda Kebert	56 days	7/15/2024	9/30/2024		
66	4.5	D18: Outcomes Based Certification (OBC) Support Plan and Reporting	Jody Denson, Karla Mills	56 days	7/15/2024	9/30/2024		
67	**5**	**Data Ingest**		**522 days**	**7/1/2024**	**6/30/2026**		
68	**5.1**	**Execute on Data transition plan (D15)**		**21 days**	**9/16/2024**	**10/14/2024**		
69	5.1.1	Import of historical data	Eric Thompson, Jeff Montgomery, Jody Denson, Robert Nelson	21 days	9/16/2024	10/14/2024		
70	5.2	Repoint Connectivity/Interfaces (rolling phases as needed)	Sara Warnock, Robert Nelson, Justin Williams, Jody Denson	457 days	9/30/2024	6/30/2026		
71	5.3	Interface Enhancements and Build	Sara Warnock, Robert Nelson, Justin Williams, Jody Denson	522 days	7/1/2024	6/30/2026		
72	**6**	**Care Coordination**		**499 days**	**8/1/2024**	**6/30/2026**		
73	6.1	D10: Training Management Plan	Rhonda Spellmeier	21 days	8/1/2024	8/29/2024		
74	**6.2**	**CareAlign (Provider Portal) and Direct Messaging Launch**		**452 days**	**10/7/2024**	**6/30/2026**	**42FS**	
75	6.2.1	CareAlign Cohort 1 - 50 practices	Rhonda Spellmeier, Jennifer LaForce	87 days	10/7/2024	2/4/2025		
76	6.2.2	CareAlign Cohort 2 - 100 practices	Rhonda Spellmeier, Jennifer LaForce	129 days	1/1/2025	6/30/2025		
77	6.2.3	CareAlign Cohort 3 - 100 practices	Rhonda Spellmeier, Jennifer LaForce	129 days	7/1/2025	12/26/2025		
78	6.2.4	User maintenance and operational support	Jennifer LaForce, Tanya Thompson	390 days	1/1/2025	6/30/2026		
79	**7**	**RapidAlerts (ENS)**		**367 days**	**2/3/2025**	**6/30/2026**		
80	7.1	ENS Pilot (year 1)	Robert Nelson, Justin Williams, Tami Lamond	85 days	2/3/2025	5/30/2025		
81	7.2	Client onboarding (year 2)	Robert Nelson, Justin Williams, Tami Lamond	261 days	7/1/2025	6/30/2026		
82	7.3	Support	Robert Nelson, Justin Williams, Tami Lamond	259 days	7/1/2025	6/26/2026		
83	**8**	**Data Quality and Reporting Services**		**457 days**	**9/30/2024**	**6/30/2026**		
84	8.1	Quality Review - data transition	Melissa Talley, Jessica Manning, Amber Epperson	457 days	9/30/2024	6/30/2026		
85	8.2	Quality Review - Interface repointing	Melissa Talley, Jessica Manning, Amber Epperson, Sara Warnock	457 days	9/30/2024	6/30/2026		
86	**8.3**	**Data Aggregator Validation (DAV) Program**		**432 days**	**11/4/2024**	**6/30/2026**		
87	8.3.1	DAV Cohort 9 prep (PSV case collection)	Melissa Talley, Jessica Manning, Sara Warnock, Amber Epperson, Sara Warnock	85 days	11/4/2024	2/28/2025		
88	8.3.2	DAV Cohort 9	Melissa Talley, Jessica Manning, Sara Warnock, Amber Epperson	129 days	1/1/2025	6/30/2025		
89	8.3.3	NCQA Audit (VAT)	Melissa Talley, Karla Mills, Jennifer LaForce, Sara Warnock, Jody Denson	43 days	5/1/2025	6/30/2025		
90	8.3.4	DAV Cohort 10 prep (PSV case collection)	Melissa Talley, Jessica Manning, Sara Warnock, Amber Epperson, Sara Warnock	87 days	5/1/2025	8/29/2025		
91	8.3.5	DAV Cohort 10	Melissa Talley, Jessica Manning, Sara Warnock, Amber Epperson	132 days	7/1/2025	12/31/2025		
92	8.3.6	DAV Cohort 11 prep (PSV case collection)	Melissa Talley, Jessica Manning, Sara Warnock, Amber Epperson, Sara Warnock	85 days	11/4/2025	3/2/2026		
93	8.3.7	DAV Cohort 11	Melissa Talley, Jessica Manning, Sara Warnock, Amber Epperson, Sara Warnock	129 days	1/1/2026	6/30/2026		
94	**9**	**Public Health Onboarding**		**477 days**	**9/2/2024**	**6/30/2026**	**19FS**	
95	9.1	D13: Public Health Systems Plan	Chris Guerrero, Jody Denson	44 days	9/2/2024	10/31/2024		
96	9.2	FQHC site Public Health Assessment	Chris Guerrero	129 days	1/1/2025	6/30/2025		
97	9.3	PH Support	Chris Guerrero	390 days	1/1/2025	6/30/2026		
98	**10**	**Medicaid Data Services**		**391 days**	**12/31/2024**	**6/30/2026**		
99	10.1	Beneficiary clinical data delivery to Medicaid	Jody Denson, Robert Nelson, Justin Williams	390 days	1/1/2025	6/30/2026		
100	10.2	HQ Insights Onboarding (Analytic Services)	Brenda Kebert, David Dooley, Cameron Jacquet	388 days	12/31/2024	6/25/2026		
101	**11**	**Emergency Response Services**		**512 days**	**7/15/2024**	**6/30/2026**		
102	11.1	D12: Disaster Recovery and Business Continuity Plan	Brenda Kebert, Chris Guerrero	56 days	7/15/2024	9/30/2024		
103	11.2	BCDR Planning and support	Chris Guerrero	456 days	10/1/2024	6/30/2026		
104	**12**	**API Services**		**390 days**	**1/1/2025**	**6/30/2026**		
105	12.1	FHIR Onboarding	Jody Denson, Robert Nelson, Justin Williams	390 days	1/1/2025	6/30/2026		
106	12.2	Other API onboarding	Jody Denson, Robert Nelson, Justin Williams	390 days	1/1/2025	6/30/2026		

Attachment I: Terms and Conditions Response

Title Page

Kansas Health Information Network, Inc. dba KONZA National Network

www.KONZA.org

Request for Proposals (RFP)

Health Information Exchange (HIE) Operations
and Technical Services

2024-PRMP-MES-HIE-001

for

Puerto Rico Medicaid Program

March 8, 2024

"Original Proposal"

Laura McCrary Ed.D.

Name: Laura McCrary Ed.D.   Phone: 800.435.2104
Address: 623 SW 10th Avenue   Fax: N/A
            Topeka, KS 66612   Email: lmccrary@konza.org

RFP Terms and Conditions

RFP Terms and Conditions consist of provisions throughout this RFP. Moreover, these provisions encapsulate instructions, Commonwealth, and federal procedures, and the PRMP's expectations of the vendor when submitting a proposal. The vendor should understand and strictly adhere to the RFP Terms and Conditions. Failure to follow any instructions within this RFP may, at the PRMP's sole discretion, result in the disqualification of the vendor's proposal.

Please provide an authorized signature stipulating the vendor's acknowledgement, understanding and acceptance of these RFP Terms and Conditions.

_Laura McCrary Ed. D._____ / __March 7, 2024__
   Printed Name/Signature of Authorized Personnel

Customary Terms and Conditions

The selected vendor will sign a contract with the PRMP to provide the services described in the vendor's response. The following documents shall be included in any contract(s) resulting from this RFP:

- **Appendix 2: Service-Level Agreements (SLA) and Performance Standards**

- **Appendix 5: Proforma Contract Draft** *inclusive of Health Insurance Portability and Accountability Act (HIPAA) Business Associate Agreement*

Please provide a signature stipulating the vendor's acknowledgment, complete review, and acceptance of these documents.

_Laura McCrary Ed. D._____ / __March 7, 2024__
   Printed Name/Signature of Authorized Personnel

Mandatory Requirements and Terms

The following items are mandatory terms and documents. Please be advised, the vendor should provide its affirmative acceptance of these items in order to move forward with consideration under this RFP.

- Attachment E: Mandatory Specifications
- Prior to the vendor submission of its proposal, the vendor must be registered with the "Registro Único de Proveedores de Servicios Profesionales" (RUP) from the Puerto Rico General Services Administration (ASG) and with the Puerto Rico Treasury Department (Hacienda) for the collection of sales and use tax (IVU) as a provider (if applicable) in the Sistema Unificado de Rentas Internas (SURI). The PRMP shall not award a contract, unless the vendor provides proof of such registration or provides documentation from the Puerto Rico Treasury Department that the vendor is exempt from this registration requirement in the SURI system. The foregoing is a mandatory requirement of an award of a contract pursuant to this solicitation. For more information, please refer to the PR Treasury Department's web site http://www.hacienda.pr.gov.

- Prior to the contract resulting from this RFP being signed, the successful vendor must provide a Certificate of Insurance issued by an insurance company licensed or authorized to provide insurance in Puerto Rico. Each Certificate of Insurance shall indicate current insurance coverage meeting minimum requirements as specified by this RFP. A failure to provide a current Certificate of Insurance will be considered a material breach and grounds for contract termination. A list of the insurance policies that may be included in this contract are provided in Appendix 5: Proforma Contract Draft.

- A performance bond may be required for the contract resulting from this RFP.
- Appendix 2: Service-Level Agreements (SLA) and Performance Standards
- Appendix 5: Proforma Contract Draft inclusive of HIPAA BAA

Vendors that are not able to enter into a contract under these conditions should not submit a bid.

Please provide an authorized signature stipulating the vendor's acknowledgment, understanding, and acceptance of the mandatory requirements and terms stipulated in this section.

_____ March 7, 2024_____

Printed Name/Signature of Authorized Personnel   **Date**

Commercial Materials

The vendor should list any commercial and proprietary materials it will deliver that are easily copies, such as commercial software, and in which the PRMP will have less than full ownership ("Commercial Materials"). Generally, these will be from third parties and readily available in the open market. The vendor need not list patented parts of equipment.

NA

Exceptions:

If the vendor is NOT taking exceptions to any of the PRMP Customary Terms and Conditions, then the vendor needs to provide a binding signature stipulating its acceptance of these documents. If the vendor is taking exceptions to any of the PRMP Customary Terms and Conditions, then the vendor should write "Taking Exceptions" on the line below and should follow the instructions for taking exceptions, as listed in Attachment I: Terms and Conditions Response, Section 6: Exceptions.

_____ / __March 7, 2024__

Printed Name/Signature of Authorized Personnel