## Document Purpose

The Puerto Rico Medicaid Program (PRMP) has created this Centralized Provider Enrollment and Credentialing (CPEC) Request for Proposal (RFP) attachments template to assist vendors with submitting responses aligned with the formatting requirements of the RFP. Per the CPEC RFP, vendors are required to submit responses in line with the format as specified in the RFP. This document is intended to provide proposing vendors with a template to help vendors ensure attachments and forms remain intact.

## Attachment A: Cost Proposal

**Instructions:** [**Attachment A: Cost Proposal**](#_Attachment_A:_Cost) is a Microsoft Excel spreadsheet that includes instructions for vendors to submit a cost proposal. Vendors may not reformat the PRMP’s cost workbook. The cost proposal must be submitted separately from the technical proposal. **Be advised, the PRMP may reject any proposal with a cost workbook that is reformatted and/or not separately sealed.**

The vendor’s cost proposal should provide sufficiently detailed information to allow the PRMP to assess the reasonableness of the vendor’s cost. The vendor’s cost proposal should be inclusive and complete for each area identified in [**Attachment A: Cost Proposal**](#_Attachment_A:_Cost) **.** The cost proposal should be built assuming that the CPEC contract will be active for at least two years. The PRMP’s goal is to compare total cost to deliver the scope of work in this RFP; therefore, all Cost Proposals will be evaluated based on a proposed cost and total cost basis.

Costs that are not specified by the vendor in the Cost Workbook will not be considered nor allowable. All assumptions regarding the vendor’s Cost Proposal should be included in the identified tab in [**Attachment A: Cost Proposal**](#_Attachment_A:_Cost) .

The following are the PRMP’s cost assumptions for implementation phase of the project:

1. The Cost Proposal should not include exceptions and additional terms and conditions.
2. The PRMP will not be liable for or pay any project costs that the vendor does not identify in its proposal.
3. The vendor should be prepared to submit an Implementation Project Management Invoice throughout the project’s implementation phase. As payment milestones are completed, the vendor will be allowed to invoice for the full dollar amount associated with that payment milestone.
   1. Payment milestones include one-time deliverables and data migration.

The following are the PRMP’s cost assumptions for maintenance and operations phase of the project:

1. The Cost Proposal should not include exceptions and additional terms and conditions.
2. The PRMP will not be liable for or pay any project costs that the vendor does not identify in its proposal.
3. Upon initiation of project maintenance and operation activities, the vendor should be prepared to submit a monthly invoice for maintenance and operations that is inclusive of the total costs for M&O support, hosting and disaster recovery, CVO services, applicable deliverables, packaged software, and hardware. These costs, minus the CVO services and deliverables, should be itemized and summarized into a total monthly fee for the solution and services provided as a part of this contract. In addition to this monthly fee, the vendor should be prepared to include the total hours utilized from the modifications and enhancements pool as-is necessary. The costs for Project Management: Reoccurring Deliverables and Maintenance should also be included as an itemized cost in the monthly invoice. Costs associated with CVO services should be invoiced monthly and based on monthly volume and price per transaction plus applicable fixed fees, as detailed in the cost proposal. Volumes related to monthly CVO services are expected to vary on a monthly basis. Invoices for CVO services should be separate from other M&O costs. The vendor should be prepared to have each monthly fee itemized by category (i.e. M&O, Hosting, and Disaster Recovery) and evidence should be provided in support of the work completed throughout the invoicing period.
4. Maintenance and Operations Modifications and Enhancements Pool:
   1. The vendor will perform modifications and enhancements as per the vendor’s submitted and the PRMP approved Change Management Plan.
   2. PRMP will use the “Labor Rates” supplied by the vendor in the Attachment A: Cost Proposal – Cost Workbook as a rate card for change requests using the Modifications and Enhancements Pool.
   3. PRMP defines modifications to include, but not be limited to, change arising from normal business operations, changes in business rules, system changes required to maintain compliance with federal regulations and standards. Modifications are to occur ongoing throughout implementation and maintenance and operations phases and will be implemented upon PRMP approval.
   4. PRMP defines enhancements as being inclusive of, but not limited to, changes initiated by PRMP to achieve strategic objectives, implement new programs, and mature business capabilities. Enhancements are ongoing changes made throughout implementation and maintenance and operations phases. Enhancements will only be implemented upon PRMP approval.
   5. PRMP estimates it will use a pool of up to 20,000 hours per year for the life of the contract for modifications and/or enhancement activities. It is estimated the modifications and enhancements pool is 20,000 hours per year, but it is not implied as a guarantee PRMP will utilize the total hours estimated. Unused enhancement hours expire at the end of each contract year.
   6. Only certain activities approved through the Change Management Plan will be included in the hours counted against the pool of 20,000 hours. The vendor cannot invoice for any hours in the annual pool that have not been approved through the formal change management process. PRMP determines which change request, inclusive of the modifications and/or enhancements, will be charged to the Modification and Enhancement Pool.
   7. The resolution of system defects at the fault of the vendor are the responsibility of the vendor. PRMP does not consider costs associated with defect remediation to be modification and/or enhancement activities. Costs attributed to said activities shall be the responsibility of the vendor.

For more details and instructions on the cost proposal, please refer to the **Attachment** [**A: Cost Proposal**](#_Attachment_A:_Cost) **– Cost Workbook** Microsoft Excel spreadsheet.

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

This section will provide instructions to vendors on what to include for the title page, vendor information, executive summary, and table of contents, as well as how to include subcontractor letters.

1. **Title Page**

The vendor should include a title page stating the vendor’s intent to bid for this RFP. The vendor’s response should include a title page; table of contents; executive summary; and vendor contact and location information.

The vendor should include the following cover letter, signed in blue ink by an authorized signatory legally binding the vendor and include it in the labeled “Original Proposal.”

The vendor should provide the following information regarding the person responsible for completing the vendor response. This person should also be the person the PRMP should contact for questions and/or clarifications.

|  |  |  |  |
| --- | --- | --- | --- |
| Name |  | Phone |  |
| Address |  | Fax |  |
|  |  | Email |  |

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.

In addition to providing a signature to *6: Disclosure of Response Contents* in this section, failure to sign the Submission Cover Sheet or signing it with a false statement shall void the submitted response or any resulting contracts.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ / \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

|  |  |
| --- | --- |
| Name (Typed or Printed) |  |
| Title |  |
| Company Name |  |
| Physical Address |  |
|  |
| State of Incorporation |  |

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. Refer to Attachment B of the RFP.
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.
8. **Vendor Information**

The vendor should complete the following information in the subsections below:

* Primary point of contact for any questions pertaining to the vendor’s payment address
* Address to which the PRMP should send legal notices for any potential future agreements

**2.1** **Payment Address**

In the table below, the vendor should provide the name, title, and address to which the PRMP should direct payments for the goods and services within this RFP.

**Table 5: Payment Information**

| **Payment Information** | | | |
| --- | --- | --- | --- |
| Name: |  | Title: |  |
| Address: |  | | |
| City, State, and ZIP Code: |  | | |
| Phone: |  | Fax: |  |
| Email: |  | | |

**2.2** **Legal Notice Address**

In the table below, the vendor should provide the name, title, and address to which the PRMP should send legal notices.

**Table 6: Legal Notice Information**

| **Legal Notice Information** | | | |
| --- | --- | --- | --- |
| Name: |  | Title: |  |
| Address: |  | | |
| City, State, and ZIP Code: |  | | |
| Phone: |  | Fax: |  |
| Email: |  | | |

1. **Executive Summary**

This section should be a brief (one- to three-page) summary of the key aspects of the vendor’s technical proposal. The executive summary should include an overview of the vendor’s qualifications; approach to delivering the services described in the RFP; time frame for delivering the services; the proposed team; and the key advantage(s) of the vendor’s proposal to the PRMP.

<Response>

1. **Subcontractor Letters (If Applicable)**

If applicable, for each proposed subcontractor the vendor should attach to [**Attachment B: Title Page, Vendor Information, Executive Summary, Subcontractor Letters, and Table of Contents**](#_Attachment_B:_Title) a letter from the subcontractor, signed in blue ink by an authorized signatory legally binding the subcontractor, which includes the following information:

* The subcontractor’s legal status, federal tax identification number, Data Universal Numbering System (DUNS) number, and principal place of business address.
* The name, phone number, fax number, email address, and mailing address of a person who is authorized to legally bind the subcontractor to contractual obligations.
* A description of the work the subcontractor will perform.
* A statement of the subcontractor’s commitment to performing the work if the vendor is selected.
* A statement that the subcontractor has read and understands the RFP and will comply with the requirements of the RFP.
* A statement that the subcontractor will maintain any permits, licenses, and certifications requirements to perform its portion of the work.

<Response>

1. **Table of Contents**

This section should contain a table of contents. The table of contents should include all parts of the proposal, including response forms and attachments, identified by section and page number. The table of contents should also include a table of tables, table of figures, etc.

<Response>

1. **Disclosure of Response Contents**

All vendors selected for negotiation by the PRMP will be given equivalent information concerning cost negotiations. All cost negotiations will be documented for the procurement file.

All materials submitted to the PRMP in response to this RFP shall become the property of the Government of Puerto Rico. Selection or rejection of a response does not affect this right. By submitting a response, a 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. If a vendor determines there is a “trade secret” contained in the proposal, the vendor must send a written notification to the solicitation coordinator when submitting the proposal to help prevent public disclosure of the “trade secret.” A redacted version of the technical proposal must be provided to the PRMP at the time of proposal submission if there are “trade secrets” the proposing vendor wishes to not be made public.

A redacted proposal should be provided separately from the technical and cost envelopes and should be in addition to (not in place of) the actual technical or cost proposal. The PRMP will keep all response information confidential, including both technical and cost information, during the evaluation process, except for the questions and answers before the submittal of proposals.

Upon completion of response evaluations, indicated by public release of a Notice of Award, the responses, and associated materials will be open for review on the website or at an alternative location as defined by the PRMP. Any “trade secrets” notified by the vendor to the solicitation coordinator will be excluded from public release.

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.

(Company)

(Representative Name, Title)

(Contact Phone/Fax Number)

(Date)

## Attachment C: 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.

1. **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.

* 1. **Organization Overview**

Provide all relevant information regarding the general profile of the vendor.

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

**Table 7: Vendor Overview**

| **Vendor Overview** | |
| --- | --- |
| Company Name | <Response> |
| Name of Parent Company (If Applicable) | <Response> |
| Industry  (North American Industry Classification System [NAICS]) | <Response> |
| Type of Legal Entity | <Response> |
| Company Ownership  (e.g., Private/Public, Joint Venture) | <Response> |
| Number of Full-Time Employees | <Response> |
| Last Fiscal Year Company Revenue | <Response> |
| Last Fiscal Year Company Net Income | <Response> |
| Percentage of Revenue from State and Local Government Clients in the United States and its Territories | <Response> |
| Number of Years in Business | <Response> |
| Number of Years Vendor Has Been Providing the Type of Services Specified in the RFP | <Response> |
| Number of Employees Providing the Type of Services Specified in the RFP | <Response> |
| Headquarters in the United States and its Territories | <Response> |
| Locations in the United States and its Territories | <Response> |

* 1. **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 8: Subcontractor Overview**

| Subcontractor Overview | |
| --- | --- |
| Company Name | <Response> |
| Name of Parent Company (If Applicable) | <Response> |
| Industry – NAICS | <Response> |
| Type of Legal Entity | <Response> |
| Company Ownership  (e.g., Private/Public, Joint Venture) | <Response> |
| Number of Full-Time Employees | <Response> |
| Last Fiscal Year Company Revenue | <Response> |
| Last Fiscal Year Company Net Income | <Response> |
| Percentage of Revenue from State and Local Government Clients in the United States and its Territories | <Response> |
| Number of Years in Business | <Response> |
| Number of Years Vendor Has Been Providing the Type of Services Specified in the RFP | <Response> |
| Number of Employees Providing the Type of Services Specified in the RFP | <Response> |
| Headquarters in the United States and its Territories | <Response> |
| Locations in the United States and its Territories | <Response> |

1. **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.

<Response>

1. **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.

<Response>

1. **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.

* 1. **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.

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 9: Vendor References**

| **Vendor Information** | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Vendor Name:** | | | Contact Name: | |  | | |
| Contact Phone: | |  | | |
| **Customer Information** | | | | | | | |
| **Customer Organization:** | | | Contact Name: | |  | | |
| Contact Title: | |  | | |
| **Customer Address:** | | | Contact Phone: | |  | | |
| Contact Email: | |  | | |
| **Total Vendor Staff:** |  | | | | | | |
| **Objectives:** | | | | | | | |
| **Description:** | | | | | | | |
| **Vendor’s Involvement:** | | | | | | | |
| **Key Staff** | | | | | | | |
| Name: (Add more rows as needed) | | | Role: (Add more rows as needed) | | | | |
| Name: (Add more rows as needed) | | | Role: (Add more rows as needed) | | | | |
| **Measurements:** | | | | | | | |
| Estimated Costs: | | | Actual Costs: | | | | |
| Reason(s) for change in cost: | | | | | | | |
|  | | | | | | | |
| Original Value of Vendor’s Contract: | | | Actual Total Contract Value: | | | | |
| Reason(s) for change in value: | | | | | | | |
|  | | | | | | | |
| Estimated Start and Completion Dates: | | From: | |  | | To: |  |
| Actual Start and Completion Dates: | | From: | |  | | To: |  |
| Reason(s) for the difference between estimated and actual dates: | | | | | | | |
|  | | | | | | | |
| If the vendor performed the work as a subcontractor, the vendor should describe the scope of subcontracted activities: | | | | | | | |

* 1. **Subcontractor References (If Applicable)**

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 10: Subcontractor References**

| **Subcontractor Information** | | | | | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Vendor Name:** | | | Contact Name: | |  | |
| Contact Phone: | |  | |
| **Customer Information** | | | | | | |
| **Customer Organization:** | | | Contact Name: | |  | |
| Contact Title: | |  | |
| **Customer Address:** | | | Contact Phone: | |  | |
| Contact Email: | |  | |
| **Project Information** | | | | | | |
| **Total Vendor Staff:** |  | | | | | |
| **Objectives:** | | | | | | |
| **Description:** | | | | | | |
| **Vendor’s Involvement:** | | | | | | |
| **Key Staff** | | | | | | |
| Name: (Add more rows as needed) | | | Role: (Add more rows as needed) | | | |
| Name: (Add more rows as needed) | | | Role: (Add more rows as needed) | | | |
| **Project Measurements:** | | | | | | |
| Estimated one-time costs: | | | Actual one-time costs: | | | |
| Reason(s) for change in one-time cost: | | | | | | |
|  | | | | | | |
| Original Value of Vendor’s Contract: | | | Actual Total Contract Value: | | | |
| Reason(s) for change in value: | | | | | | |
|  | | | | | | |
| Estimated Start and Completion Dates: | | From: | |  | To: |  |
| Actual Start and Completion Dates: | | From: | |  | To: |  |
| Reason(s) for the difference between estimated and actual dates: | | | | | | |
|  | | | | | | |
| If the vendor performed the work as a subcontractor, the vendor should describe the scope of subcontracted activities: | | | | | | |

## Attachment D: Vendor Organization and Staffing

This section will provide instructions to vendors to submit their approach to staffing for the CPEC contract using [**Attachment D: Vendor Organization and Staffing**.](#_Attachment_D:_Vendor)

**Instructions:** Staffing strategies are to be employed by the vendor to help ensure all specifications, outcomes, and service levels are met to the satisfaction of the PRMP. The evaluation of the vendor’s staffing approach shall be based on the ability of the vendor to satisfy the SOW, outcomes, and requirements stated in this RFP. Therefore, the vendor should present detailed information regarding the qualifications, experience, and expertise of key staff and an Initial Staffing Plan.

For ease of formatting and evaluation, [**Attachment D: Vendor Organization and Staffing**](#_Attachment_D:_Vendor)provides the required outline for the vendor’s response to staffing. The vendor’s response to the following should not exceed 20 pages, excluding key personnel resumes and the forms provided in this attachment.

1. **Initial Staffing Plan**

As part of the vendor’s proposal response, the vendor should provide an Initial Staffing Plan. In addition to the requirements described in [**Attachment E: Mandatory Specifications**](#_Attachment_E:_Mandatory)**,** the vendor’s narrative description of its proposed Initial Staffing Plan should include:

* A description of the vendor’s proposed team that exhibits the vendor’s ability and capability to provide knowledgeable, skilled, and experienced personnel to accomplish the scope of work as described in this RFP.
* Organization charts for the operation showing both the vendor staff and their relationship to the PRMP staff that will be required for the delivery of all necessary CPEC services. The organization chart should denote all key staff and non-key positions with a summary of each key staff’s responsibilities.
* Identification of subcontractor staff, if applicable.
* Detailed explanation of how the prime vendor will manage any subcontractor partnership including but not limited to the performance standards in place between the prime and subcontractor, if applicable.

<Response>

1. **Use of the PRMP Staff**

Describe the business and technical resources the PRMP should provide to support the development, review, and approval of all deliverables as well as the staff necessary to help ensure successful completion of this project. Specifically, the vendor should address the following:

* The key PRMP roles necessary to support project deliverables and scope of work.
* The nature and extent of the PRMP support required in terms of staff roles and percentage of time available.
* Assistance from the PRMP staff and the experience and qualification levels of required staffing.

The PRMP may not be able or willing to provide the additional support the vendor lists in this part of its Proposal. The vendor, therefore, should indicate whether its request for additional support is a requirement for its performance. If any part of the list is a requirement, the PRMP may reject the vendor’s proposal if the PRMP is unwilling or unable to meet the requirements.

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

Key staff consist of the vendor’s core management team for this engagement. These resources are responsible for providing leadership and creating the standards and processes required for the CPEC services. Resumes for key staff named in the vendor’s proposal should indicate the staff’s role and demonstrate how each staff member’s experience and qualifications will contribute to this vendor’s success.

These roles that the PRMP expects the vendor to propose are:

**Key Staff**

* Account Manager
* Project Manager
* Business Lead
* Technical Lead
* Implementation Manager
* Operations Manager
* Certification Lead
* Documentation Management Lead
* Quality Assurance Manager
* Testing Manager
* Information Security Architect / Privacy Data Protection Officer
* Training Manager
* Provider Enrollment Manager
* Provider Credentialing Manager

The qualifications, experience, and responsibilities for each key staff role are defined in [**Appendix 4: Key Staff Qualifications, Experience, and Responsibilities**](#_Appendix_4:_Key)

**2.1** **Resumes**

The PRMP considers the key staff resumes as an indicator of the vendor’s understanding of the skillsets required for each staffing area and their ability to perform them. The vendor should complete the table below and include resumes of all the individuals who are being initially proposed**.** Each resume must not exceed three pages and must demonstrate experience relevant to the position proposed. If applicable, resumes should include work performed under the vendor’s corporate experience, and the specific functions performed on such engagements. Copies of diplomas, licenses, and credentials are encouraged but are not required, and are not subject to the three-page limit.

**Table 11: Proposed Key Staff and Roles**

| Name | Proposed Role | Experience in Proposed Role |
| --- | --- | --- |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

<Response>

**2.2 Key Staff References**

The vendor should provide two references for each proposed key staff. The reference should be able to confirm that the staff has successfully demonstrated performing tasks commensurate to the tasks they will perform in alignment with this RFP and the resulting contract.

The name of the person to be contacted, phone number, client name, address, a brief description of work, and date (month and year) of employment should be given for each reference. These references should be able to attest to the candidate’s specific qualifications. The reference given should be a person within a client’s organization and not a coworker or a contact within the vendor’s organization. The PRMP may contact one or more of the references given and the reference should be aware that the PRMP may contact them for this purpose.

Vendors should use the format provided in the table below. Please repeat the rows and tables as necessary.

**Table 12: Key Staff References**

| **Key Staff Reference Form** | | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Key Staff Name:** | |  | | **Proposed Role:** | | |  | | |
| **Reference 1** | | | | | | | | | |
| **Client Name:** |  | | **Client Address:** | |  | | | | |
| **Contact Name:** |  | | **Contact Title:** | |  | | | | |
| **Contact Phone:** |  | | **Contact Email:** | |  | | | | |
| **Project Name:** | | | | | **Start Date:** | **MM/YYYY** | | **End Date:** | **MM/YYYY** |
| **Project Description:** | | | | | | | | | |
| **Project Role and Responsibilities:** | | | | | | | | | |
| **Reference 2** | | | | | | | | | |
| **Client Name:** |  | | **Client Address:** | |  | | | | |
| **Contact Name:** |  | | **Contact Title:** | |  | | | | |
| **Contact Phone:** |  | | **Contact Email:** | |  | | | | |
| **Project Name:** | | | | | **Start Date:** | **MM/YYYY** | | **End Date:** | **MM/YYYY** |
| **Project Description:** | | | | | | | | | |
| **Project Role and Responsibilities:** | | | | | | | | | |
| **Key Staff Reference Form** | | | | | | | | | |
| **Key Staff Name:** | |  | | **Proposed Role:** | | |  | | |
| **Reference 1** | | | | | | | | | |
| **Client Name:** |  | | **Client Address:** | |  | | | | |
| **Contact Name:** |  | | **Contact Title:** | |  | | | | |
| **Contact Phone:** |  | | **Contact Email:** | |  | | | | |
| **Project Name:** | | | | | **Start Date:** | **MM/YYYY** | | **End Date:** | **MM/YYYY** |
| **Project Description:** | | | | | | | | | |
| **Project Role and Responsibilities:** | | | | | | | | | |
| **Reference 2** | | | | | | | | | |
| **Client Name:** |  | | **Client Address:** | |  | | | | |
| **Contact Name:** |  | | **Contact Title:** | |  | | | | |
| **Contact Phone:** |  | | **Contact Email:** | |  | | | | |
| **Project Name:** | | | | | **Start Date:** | **MM/YYYY** | | **End Date:** | **MM/YYYY** |
| **Project Description:** | | | | | | | | | |
| **Project Role and Responsibilities:** | | | | | | | | | |

## Attachment E: Mandatory Specifications

This section will provide instructions to vendors to respond to mandatory specifications as an attachment titled [**Attachment E: Mandatory Specifications**](#_Attachment_E:_Mandatory)**.**

**Instructions:** The mandatory specifications must be agreed to and met by the vendor as a part of the submitted proposal. Failure on the part of the vendor to agree to and meet any of the mandatory specifications may result in their disqualification of the proposal at the sole discretion of the PRMP. The term “must,” stipulates and identifies a mandatory specification. The vendor is to demonstrate compliance with mandatory specifications in its proposal. If the vendor’s proposal meets the mandatory specifications, it will be included in the technical proposal evaluations and may also be included in the cost evaluation of this RFP. For mandatory specifications that involve documentation, vendors should include that documentation with their technical proposal. When appropriate, the vendor’s proposal must provide narrative responses addressing the following subsections.

A line for the vendor to initial follows each subsection below. By initialing each subsection, the vendor certifies that it has reviewed the subsection in its entirety and agrees that the vendor meets, and will continue to meet, each of the requirements in full, for the duration of the contract. In addition, the vendor must also sign upon the line below certifying that it has reviewed these mandatory specifications in their entirety and agrees that the vendor meets, and will continue to meet, each of these mandatory specifications in full, for the duration of the contract.

### Submission Requirements

This RFP includes multiple sections that specify proposal submission requirements including but not limited to [**1.3 RFP Timeline**](#_Request_for_Proposal)**,** [**3.11 Proposal Submittal and Instructions**](#_Proposal_Submittal_and)**,** and [**7. Attachments**.](#_Attachment_E:_Mandatory) The vendor must at least meet all proposal submission requirements as part of this RFP, including but not limited to formatting, completeness, timeliness, and accuracy, as described in the aforementioned sections. Failure to meet any of the submission requirements of this RFP may result in disqualification of a proposal, in accordance with **[5.4 Failure to Meet Mandatory Specifications.](#_Toc81983158)**

Initial

### Mandatory Requirements

Vendors must provide a response to each of the following mandatory requirements. Vendor responses will then be verified by the PRMP in order to establish and maintain compliance between the PRMP and the CPEC vendor. The first section requires initialing and narrative explanation. The second section does not require narrative explanation; however, the vendor must still include and initial these mandatory requirements as part of their proposal.

##### Mandatory Requirements: Narrative Explanation Required

1. The vendor must provide the right of access to systems, facilities, data, and documentation to the PRMP or its designee to conduct audits and inspections as is necessary.

<Response>

1. The vendor must support the PRMP’s requests for information in response to activities including, but not limited to:
   1. Compliance audits
   2. Investigations
   3. Legislative requests

<Response>

1. 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.

<Response>

1. 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.

<Response>

1. 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.

<Response>

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

<Response>

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

<Response>

1. The vendor and its staff or subcontractors must conduct CVO services in adherence with NCQA Health Plans standards.

<Response>

##### Mandatory Requirements: No Narrative Explanation Required

1. The vendor must comply with current and future Puerto Rico and federal regulations as necessary to support the services outlined in this RFP.
2. The vendor must perform according to approved SLAs and associated metrics in the areas listed in [**Appendix 3: Service-Level Agreements and Performance Standards**](#_Appendix_3:_SLAs).
3. 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)
4. The vendor must perform all work associated with this contract within the continental United States (U.S.) or U.S. Territories.
5. The vendor must comply with federal Executive Order 11246 related to Equal Employment Opportunity Act, the Clean Air Act, and the Clean Water Act.
6. 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.
7. On a monthly basis the vendor must, at a minimum, include the standard invoice package contents for the PRMP, including, but not limited to:
   1. 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.
   2. 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.
   3. Provide the PRMP with three physical and one electronic invoice packages in support of the PRMP’s review and approval of each invoice.
      1. Invoice Package #1 – Original Signature and Hard Copy
      2. Invoice Packages #2 - #3 – Hard Copy
      3. Invoice Package #4 – Electronic
8. The vendor must agree that the PRMP retains ownership of all data, procedures, applications, licenses, and materials procured or developed during the contract period.

Initial

### Mandatory Qualifications

The vendor must complete this section to demonstrate that it has the experience needed to meet the requirements in this RFP. The table below lists each mandatory qualification. The vendor must note whether it meets the qualification and provide narrative demonstrating fulfillment of the requirement.

**Table 13: Mandatory Qualifications**

| Mandatory Qualification Item(s) | Vendor Meets? | | Provide A Brief Narrative to Demonstrate Fulfillment of Requirement |
| --- | --- | --- | --- |
| The vendor must have successfully implemented at least two MES modules of similar size, scope, and complexity as described in this RFP. | YES | NO | <Response> |
| The vendor must have at least seven years of experience in operating and managing a provider enrollment and credentialing system of similar size, scope, and complexity as described in this RFP. | YES | NO | <Response> |
| The organization providing credentialing services in support of the CPEC solution must be NCQA certified. | YES | NO | <Response> |
| The vendor must include at least three references from projects performed within the last three years that demonstrate the vendor’s ability to perform the scope of the work described in this RFP. The vendor must include refences from three different projects/clients that provide details on the vendor’s experience operating and managing a provider enrollment and credentialing system. | YES | NO | <Response> |

Initial

By signing below, I certify that I have reviewed these mandatory specifications in their entirety and agree that the vendor meets, and will continue to meet, each of these mandatory specifications in full.

(Company)

(Representative Name, Title)

(Contact Phone/Fax Number)

(Date)

## Attachment F: Outcomes Traceability Matrix (OTM)

See the attached Microsoft Excel file titled [**Attachment F: Outcomes Traceability Matrix (OTM)**](#_Attachment_F:_Outcomes)**.** Please review the following instructions:

1. The vendor must note compliance with each outcome and each outcome's associated measure, metric, target setting, performance standard, and liquidated damage listed in the Vendor’s Disposition column of Tabs 3 using only the values that appear in the drop-down list.
2. Vendor’s Disposition values are outlined below:
   1. “Will Meet”: The vendor agrees to meet the outcome and each outcome's associated measure, metric, target setting, performance standard, and liquidated damage. The vendor must respond with “Will Meet” for each outcome for the proposal to be considered responsive to the PRMP requirements and be further evaluated.
   2. “Will Not Meet”: The vendor declines to meet the outcome and each outcome's associated measure, metric, target setting, performance standard, and liquidated damage. If a vendor responds with “Will Not Meet” to one or more outcomes, the proposal will be considered non-responsive and may be disqualified per [**Attachment E: Mandatory Specifications**](#_Attachment_E:_Mandatory) **and [5.4 Failure to Meet Mandatory Specifications](#_Toc81983158)**[.](#_Toc81983158)
   3. If a vendor responds with “Will Not Meet” to one or more outcomes, the proposal will be considered non-responsive and may be disqualified per [**Attachment E: Mandatory Specifications**](#_Attachment_E:_Mandatory) **and [5.4 Failure to Meet Mandatory Specifications](#_Toc81983158)**[.](#_Toc81983158)
3. All outcomes must contain one of the values identified above. Any outcome without a Vendor’s Disposition response value will be considered “Will Not Meet.”
4. The vendor must provide the attachment, section, and page number(s) where their detailed narrative response for each outcome resides, providing the PRMP with a crosswalk and helping to ensure that each outcome specified in Attachment F is included in the vendor’s response. Be advised that the Attachment column has been pre-populated with the location that the PRMP anticipates the narrative response to reside; however, it is up to the vendor to update that column accordingly should the vendor respond to an outcome in a different location in its response.

## Attachment G: Response to SOW

This section will provide instructions to vendors to respond to the requested services detailed in this RFP.

**Instructions:** The responses to each part of the SOW are required as part of the submitted proposal. Responses will be scored as part of the technical proposal evaluation.

Responses must include, where appropriate, the deliverables included in [**Appendix 2: Deliverable Review Process and Deliverables Dictionary.**](#_Appendix_2:_Deliverable)

The text response to each section in this attachment must be eight pages or less. The vendor may also add up to two pages of images or diagrams for each response. Responses beyond eight pages of text and ten total pages including images and diagrams will not be reviewed.

1. **Approach to Business Specifications**

Describe the vendor’s approach to meeting or exceeding the PRMP’s specifications and outcomes, as described in [**Attachment F: Outcomes Traceability Matrix**](#_Attachment_F:_Outcomes)and [**Section 4: Scope of Work (SOW)**](#_4._Scope_of) of this RFP. As part of their response, vendors should provide specific details and examples outlining their approach to the following subcategories:

* Provider Application
* Provider Eligibility
* Provider Enrollment
* Continued Enrollment
* Provider Information
* Provider Management
* Facility Oversight
* Provider Portal

<Response>

1. **Approach to Technical Specifications**

Describe the vendor’s approach to meeting or exceeding the PRMP’s specifications and outcomes, as described in [**Attachment F: Outcomes Traceability Matrix**](#_Attachment_F:_Outcomes)and [**Section 4: Scope of Work (SOW)**](#_4._Scope_of) of this RFP. As part of their response, vendors should provide specific details and examples outlining their approach to the following subcategories:

* Systems and Application
* Hosting
* PRMES Integration
* Technical Services
* Data Management
* Security
* Privacy
* User Interface
* User Documentation
* Reporting and Analytics

<Response>

1. **Approach to Implementation Specifications**

Describe the vendor’s approach to meeting or exceeding the PRMP’s specifications and outcomes, as described in [**Attachment F: Outcomes Traceability Matrix**](#_Attachment_F:_Outcomes)and [**Section 4: Scope of Work (SOW)**](#_4._Scope_of) of this RFP. As part of their response, vendors should provide specific details and examples outlining their approach to the following subcategories:

* Project Management
* CMS Certification
* Testing
* Training

<Response>

1. **Approach to M&O Specifications**

Describe the vendor’s approach to meeting or exceeding the PRMP’s specifications and outcomes, as described in [**Attachment F: Outcomes Traceability Matrix**](#_Attachment_F:_Outcomes)and [**Section 4: Scope of Work (SOW)**](#_4._Scope_of) of this RFP. As part of their response, vendors should provide specific details and examples outlining their approach to the following subcategories:

* M&O
* BC/DR
* Transition, Turnover, and Closeout
* Compliance

<Response>

## Attachment H: Initial Project Schedule

This section will provide instructions to vendors to include an initial project schedule as an attachment to the vendor’s technical proposal and an electronic version in Microsoft Project® to include a Work Breakdown structure.

**Instructions:** The vendor should provide an Initial Project Schedule by project phase.

This Initial Project Schedule should show all task details with responsibilities, timelines, durations, milestone dates, deliverable dates, and vendor personnel hours by deliverables for each project phase, the PRMP personnel hours necessary by phase and deliverable, and all critical dependencies for the project’s milestones and deliverables. Vendors should provide those tasks that are on the critical path. Vendors should provide the tasks that will require assistance from the PRMP resources. The Initial Project Schedule should be provided as an attachment to the vendor’s Technical Proposal and tabbed as such in the submission. The vendor should also provide an electronic Microsoft Project® version in the vendor’s electronic submission of the Technical Proposal.

At a minimum, the vendor’s proposed Initial Project Schedule should include:

* Detailed tasks and timelines, outlining the major project phases planned by the vendor.
* The Work Breakdown Structure (WBS).
* The project schedule for all project deliverables and milestones.
* Identification of resources assigned as the responsible entity for each deliverable within the WBS to the level at which control will be exercised.
* Identification of deliverables that may require more or less time for the PRMP acceptance, including the proposed acceptance period for the deliverable

In their evaluation of the vendor’s initial project schedule, the evaluation committee will be evaluating the vendor’s ability to create a detailed project schedule that provides a detailed overview of the items listed above. While the PRMP is interested in implementing this system’s functionality as soon as possible, vendors are expected to create an initial project schedule that reasonably balances the go-live timeline with critical project tasks, dependencies, and other items as listed above. RFP respondents are encouraged to keep in mind that the PRMP is interested in vendor’s ability to successfully plan for and achieve “quick wins” during the implementation phase, and as such RFP response’s initial project schedule should clearly articulate the vendor’s approach toward a timely implementation and the “quick wins” they can provide PRMP along the way.

<Response>

## Attachment I: Terms and Conditions Response

This section describes the Terms and Conditions of the RFP, the PRMP’s expectations of vendors, and compliance with federal procedures.

1. **Title Page**

The vendor should review [**Attachment I: Terms and Conditions Response**](#_Attachment_I:_Terms)**,**signing each provided signature block using blue ink in order to note the vendor’s acknowledgment and intent of compliance. The vendor should identify any exceptions to the Terms and Conditions. If exceptions are not noted in [**Attachment I: Terms and Conditions Response**](#_Attachment_I:_Terms)of the RFP but raised during contract negotiations, the PRMP reserves the right to cancel the negotiation if, at its sole discretion, it deems that to be in the best interests of the PRMP.

1. **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 acknowledgment, understanding, and acceptance of these RFP Terms and Conditions.**

|  |  |
| --- | --- |
| Printed Name/Signature of Authorized Personnel | Date |

1. **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 3: Service-Level Agreements (SLA) and Performance Standards](#_Appendix_3:_SLAs)**
* [**Appendix 7: Proforma Contract Draft**](#_Appendix_7:_Proforma)*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.**

|  |  |
| --- | --- |
| Printed Name/Signature of Authorized Personnel | Date |

**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**](#_Attachment_I:_Terms)**, Section 6: Exceptions.**

|  |  |
| --- | --- |
| Printed Name/Signature of Authorized Personnel | Date |

1. **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**](#_Attachment_E:_Mandatory)
* 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 7: Proforma Contract Draft](#_Appendix_7:_Proforma)**[.](#_Appendix_7:_Proforma)
* A performance bond may be required for the contract resulting from this RFP.
* **[Appendix 3: Service-Level Agreements (SLA) and Performance Standards](#_Appendix_3:_SLAs)**
* **Appendix 7: 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.**

|  |  |
| --- | --- |
| Printed Name/Signature of Authorized Personnel | Date |

1. **Commercial Materials**

The vendor should list any commercial and proprietary materials it will deliver that are easily copied, 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.

<Response>

1. **Exceptions**

The vendor should indicate exceptions to the PRMP’s Terms and Conditions in this RFP. Any exceptions should include an explanation for the vendor’s inability to comply with such terms or conditions and, if applicable, an alternative language the vendor would find acceptable. Rejection of the PRMP’s Terms and Conditions, in part or in whole, or without any explanation, may be cause for the PRMP’s rejection of a vendor’s proposal. If an exception concerning the Terms and Conditions is not noted in this response template, but raised during contract negotiations, the PRMP reserves the right to cancel the negotiation, at its sole discretion, if it deems that to be in the best interests of the PRMP.

The terms and conditions of a vendor’s software license, maintenance support agreement, and SLA, if applicable, will be required for purposes of contract negotiations for this operation. Failure to provide the applicable vendor terms, if any, as part of the RFP response may result in rejection of the vendor’s proposal.

**Instructions:** Identify and explain any exceptions to the PRMP’s terms and conditions using the tables provided below, adding tables, as needed. If no changes are listed, the vendor indicates that no changes to the Terms and Conditions are proposed and that the vendor intends to accept them as written if the vendor’s proposal is selected. Mandatory specifications and terms noted in this RFP are non-negotiable.

* The vendor may add additional tables, as appropriate
* Do not submit vendor’s Standard Terms and Contracting Provisions in lieu of stipulating exceptions below
* Making revisions to the PRMP statutes and regulations is prohibited
* The PRMP has no obligation to accept any exception(s).

**6.1**

**Table 14: Exception #1**

| Document Title  (Reference Specific Contractual Document and Section in Which Exception is Taken) | Vendor’s Explanation (Required for Any Rejection/Exception) | Vendor’s Proposed Alternative Language (If Applicable)  Cross-Reference to Specific Section of Vendor’s Terms, If Any Provided as Part of the RFP Response |
| --- | --- | --- |
|  |  |  |
|  | | |
| NOTES/COMMENTS: <FOR THE PRMP USE ONLY> | | |

**6.2**

**Table 15: Exception #2**

| Document Title  (Reference Specific Contractual Document and Section in Which Exception is Taken) | Vendor’s Explanation (Required for Any Rejection/Exception) | Vendor’s Proposed Alternative Language (If Applicable)  Cross-Reference to Specific Section of Vendor’s Terms, If Any Provided as Part of the RFP Response |
| --- | --- | --- |
|  |  |  |
|  | | |
| NOTES/COMMENTS: <FOR THE PRMP USE ONLY> | | |