



## **Puerto Rico Department of Health (PRDoH), Puerto Rico Medicaid Program (PRMP)**

## **Enterprise Objective Monitoring and Control Services (EOMC)**

**RFP NUMBER: 2023-PRMP-MES-EOMC-004**

## **TECHNICAL PROPOSAL**

Redacted

October 23, 2023 – 2:00 PM AST

**Puerto Rico Department of Health**  
Medicaid Program,  
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Plano, TX 75024  
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## **Attachment B: Title Page, Vendor Information, Executive Summary, Subcontractor Letters, and Table of Contents (RFP 9.2)**

Please see the following pages for NTT DATA's completion of Attachment B.

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

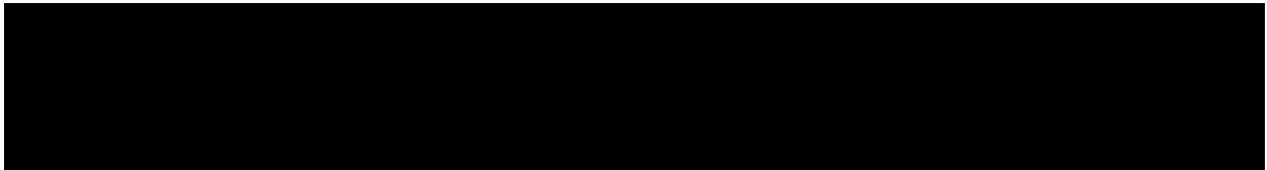
This section will provide instructions to vendors on what to include for the title page, vendor information, executive summary, how to include subcontractor letters, and table of contents.

### 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.

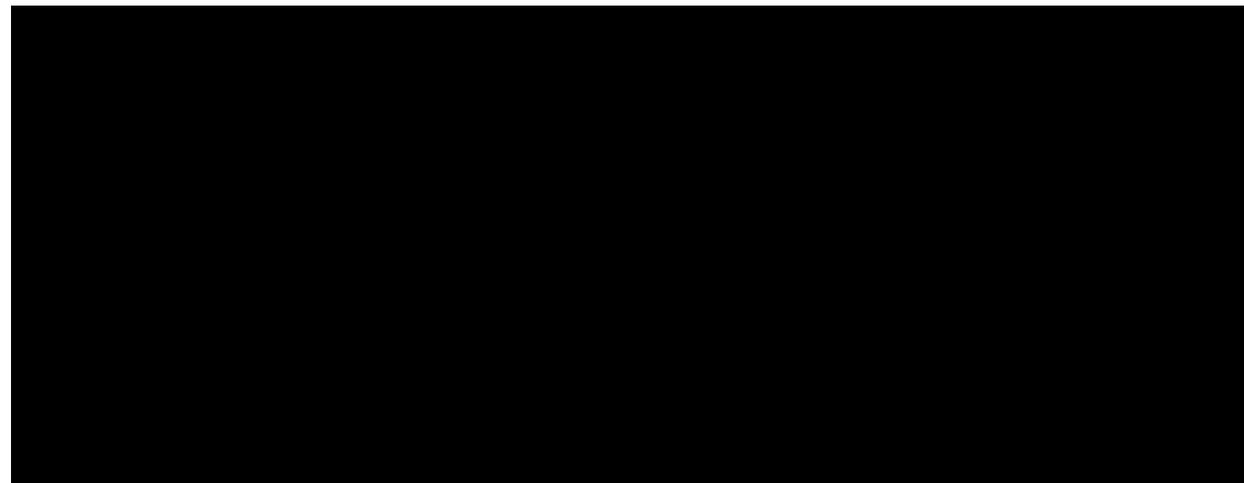
The vendor should include the following cover letter, signed in blue ink by an authorized signatory legally binding the vendor and include it in the labeled "Original Proposal."

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



Subject to acceptance by 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.

Failure to sign the Submission Cover Sheet or signing it with a false statement shall void the submitted response or any resulting contracts.



**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. 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.
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 in compliance 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 award, the vendor affirms it will have all current approvals, licenses, or other qualifications needed to conduct business in Puerto Rico.

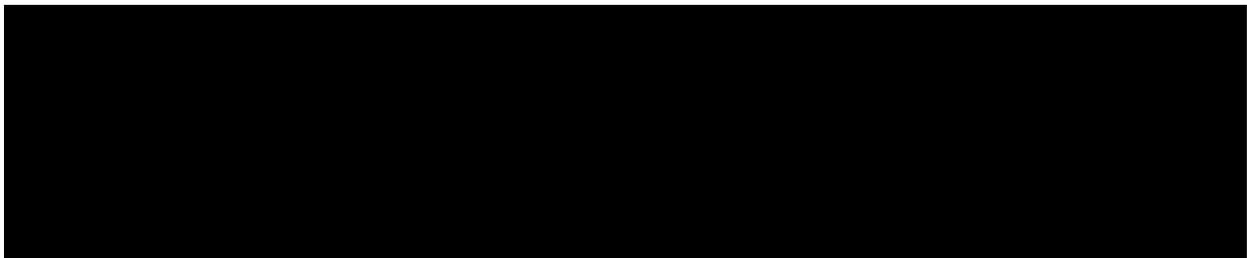
**2. Vendor Information**

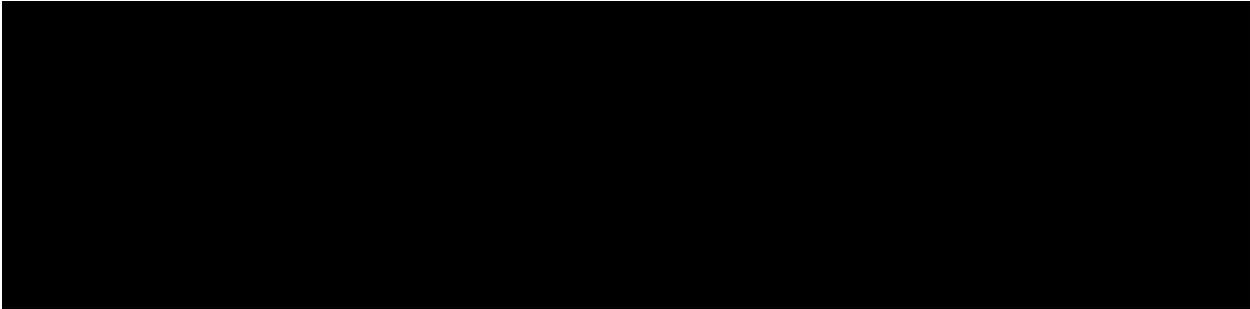
The vendor should complete the following information in the subsections below:

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

**2.1 Payment Address**

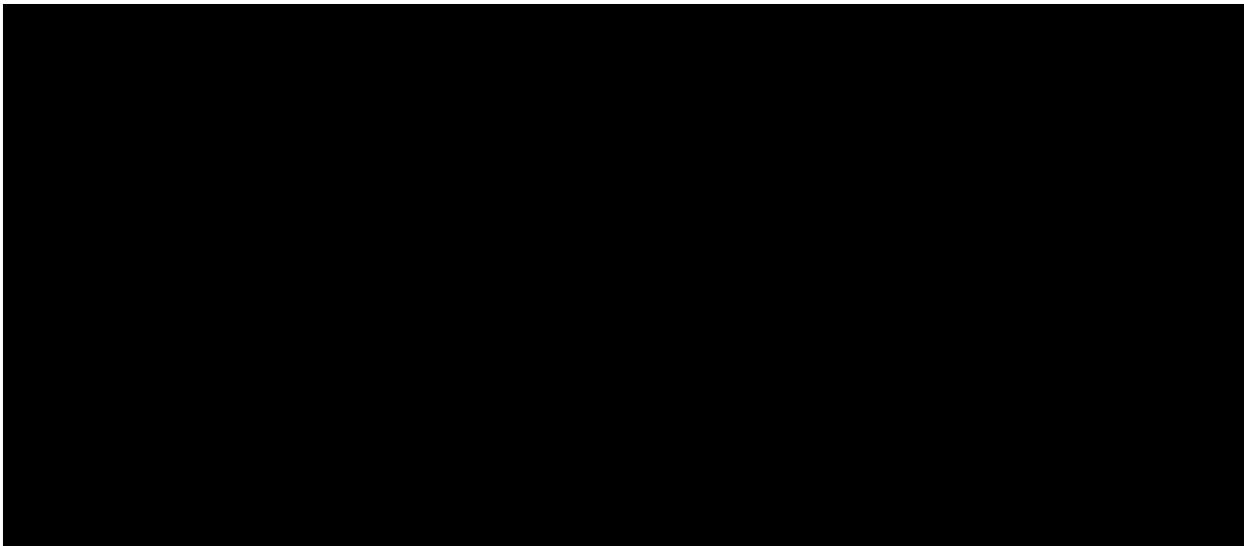
In the table below, the vendor should provide the name, title, and address to which PRMP should direct payments for the goods and services within this RFP.





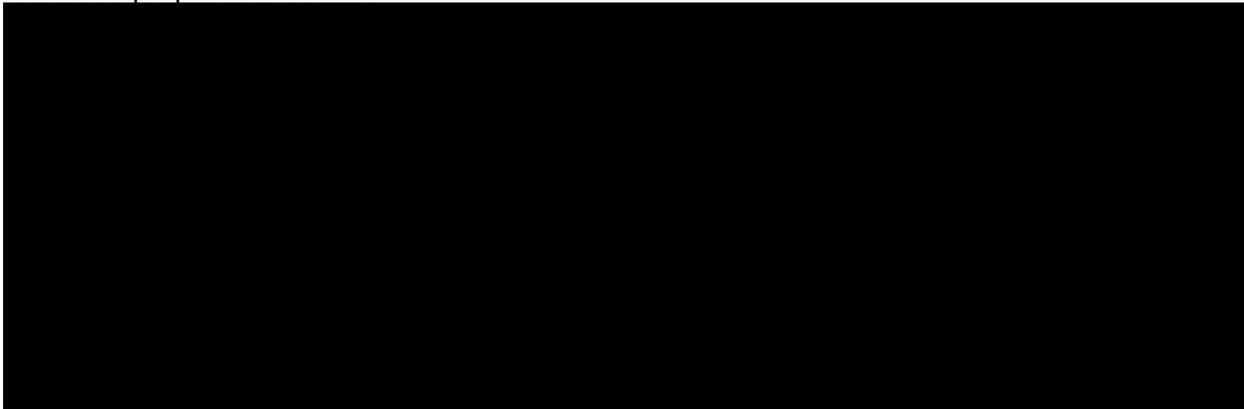
## 2.2 Legal Notice Address

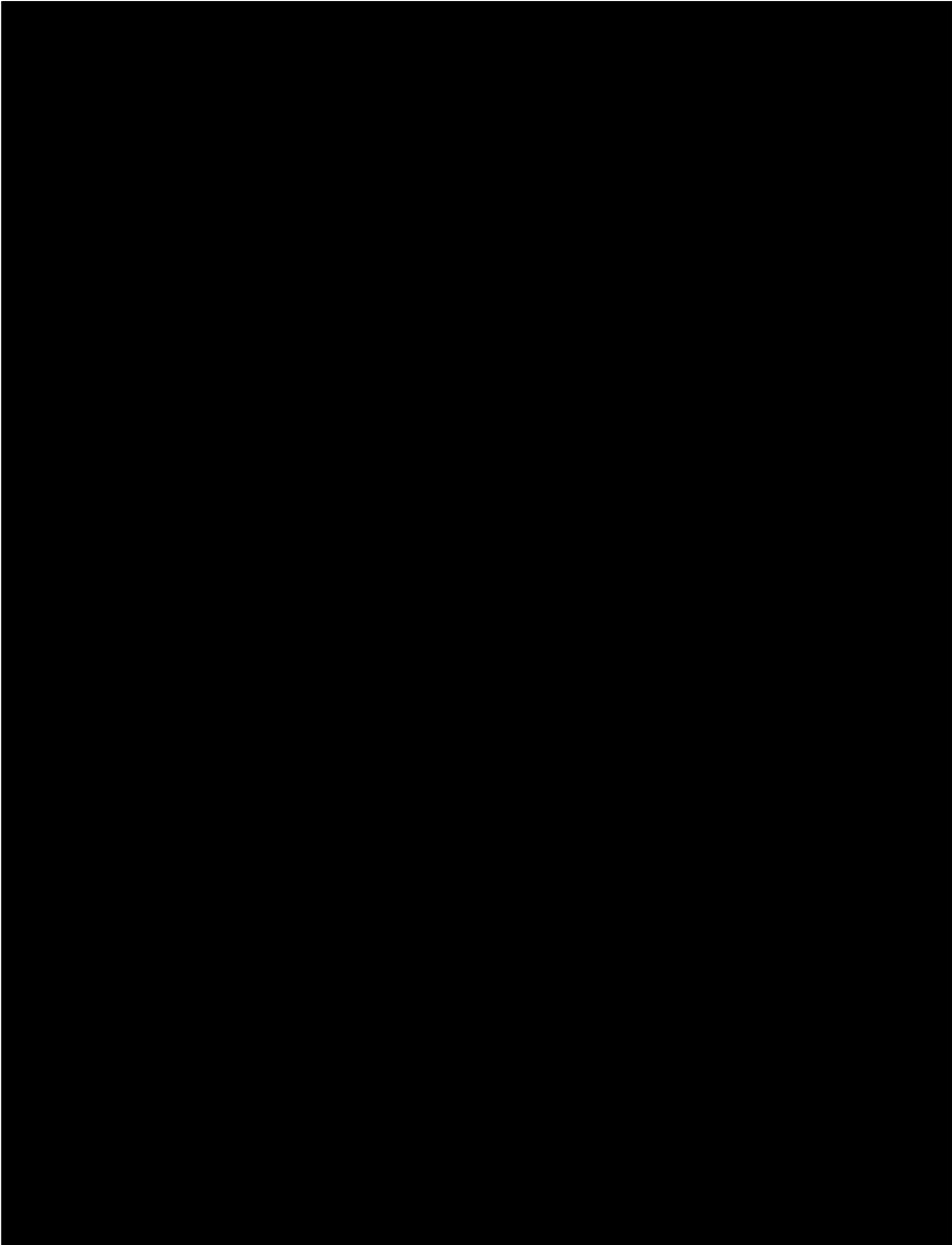
In the table below, the vendor should provide the name, title, and address to which PRMP should send legal notices.

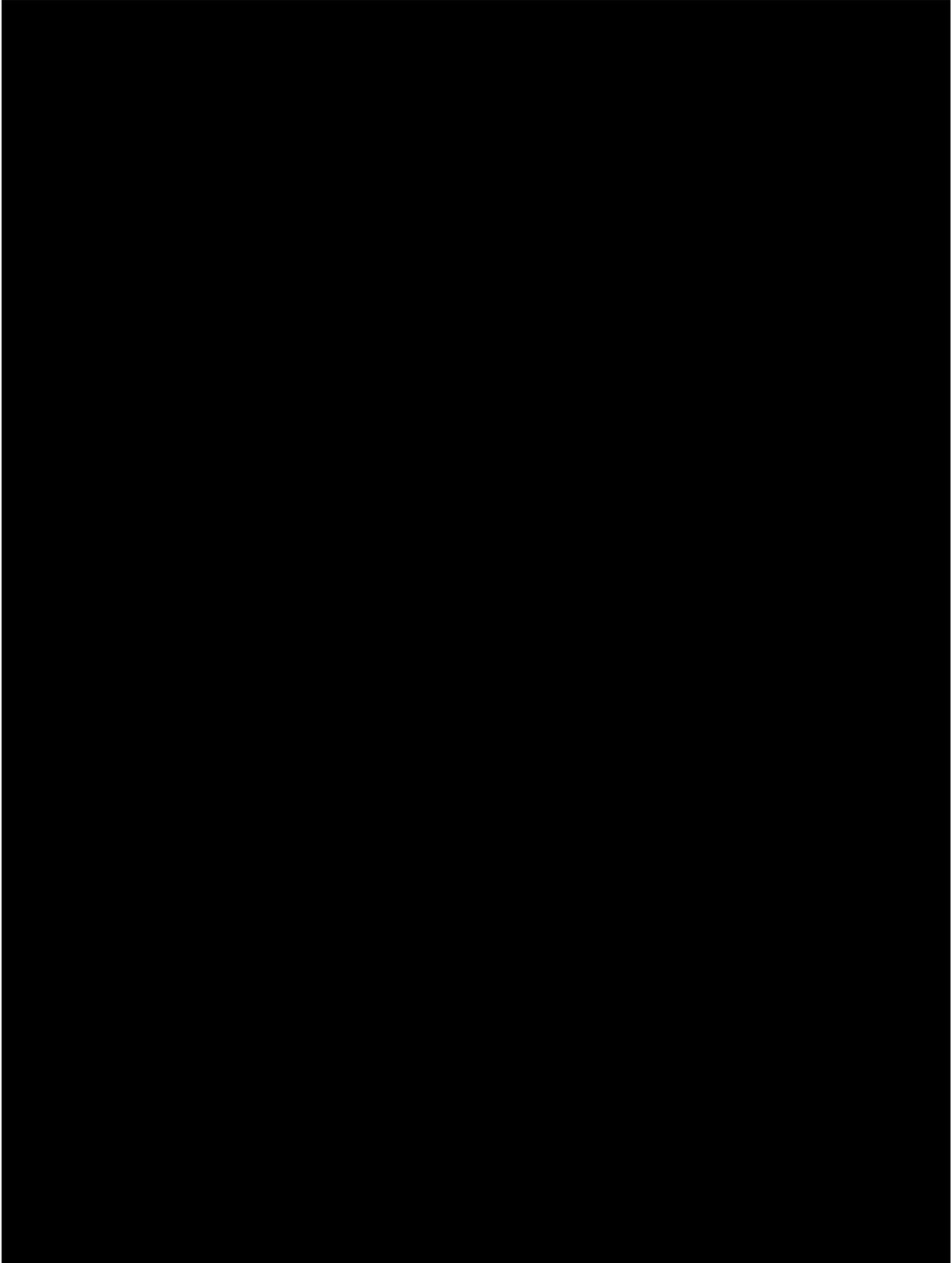


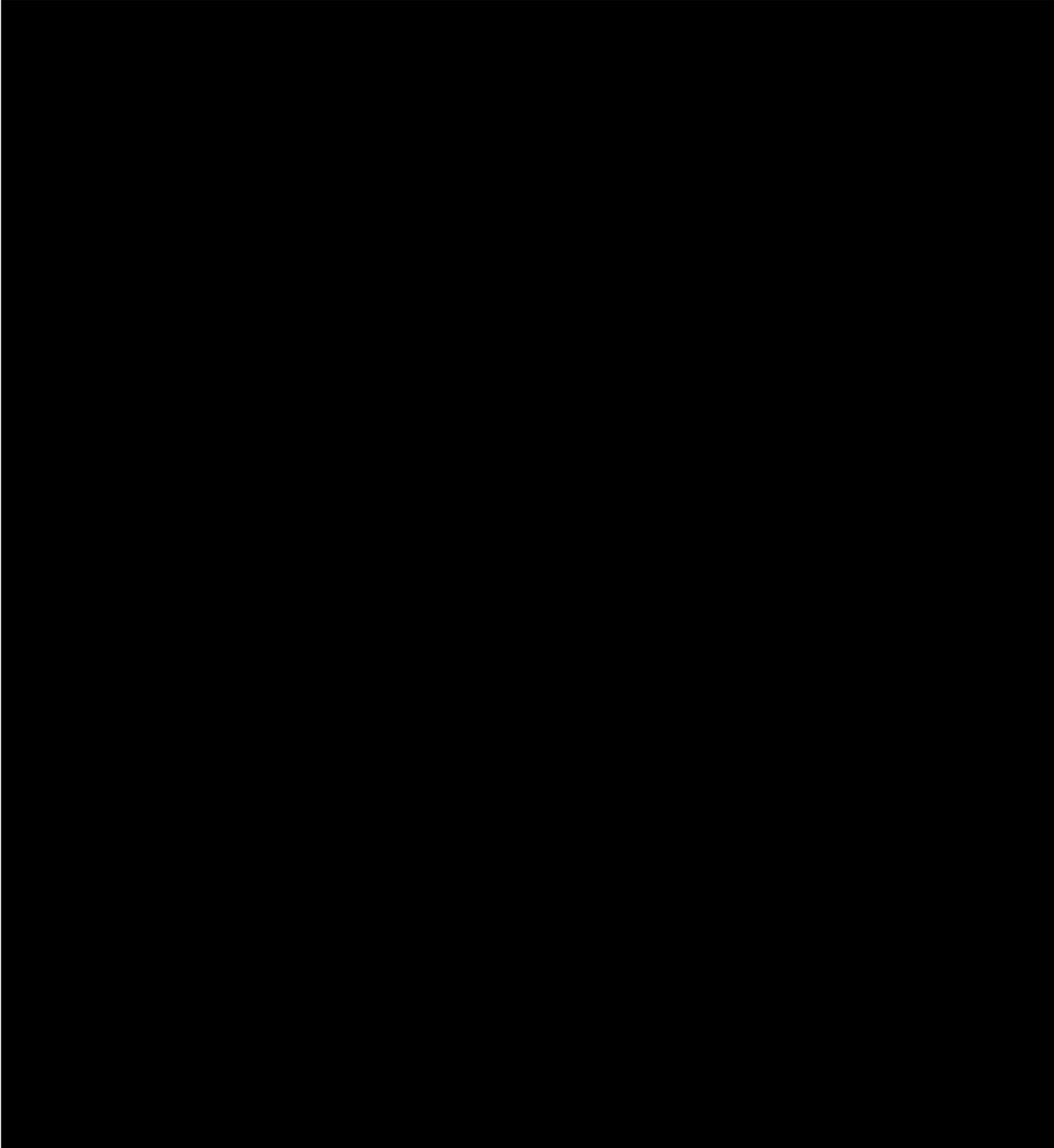
## 3. Executive Summary

This section should be a brief (one [1] to three [3] 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 goods and services described in the RFP; time frame for delivering the goods and services; the proposed team; and the key advantage(s) of the vendor's proposal to PRMP.









#### **4. Subcontractor Letters (If Applicable)**

If applicable, for each proposed subcontractor the vendor should attach to **Attachment B: Title Page, Executive Summary, Subcontractor Letters, and Table of Contents** 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, 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.

NTT DATA will not be utilizing subcontractors for this engagement. Therefore, this section is not applicable.

## 5. Table of Contents

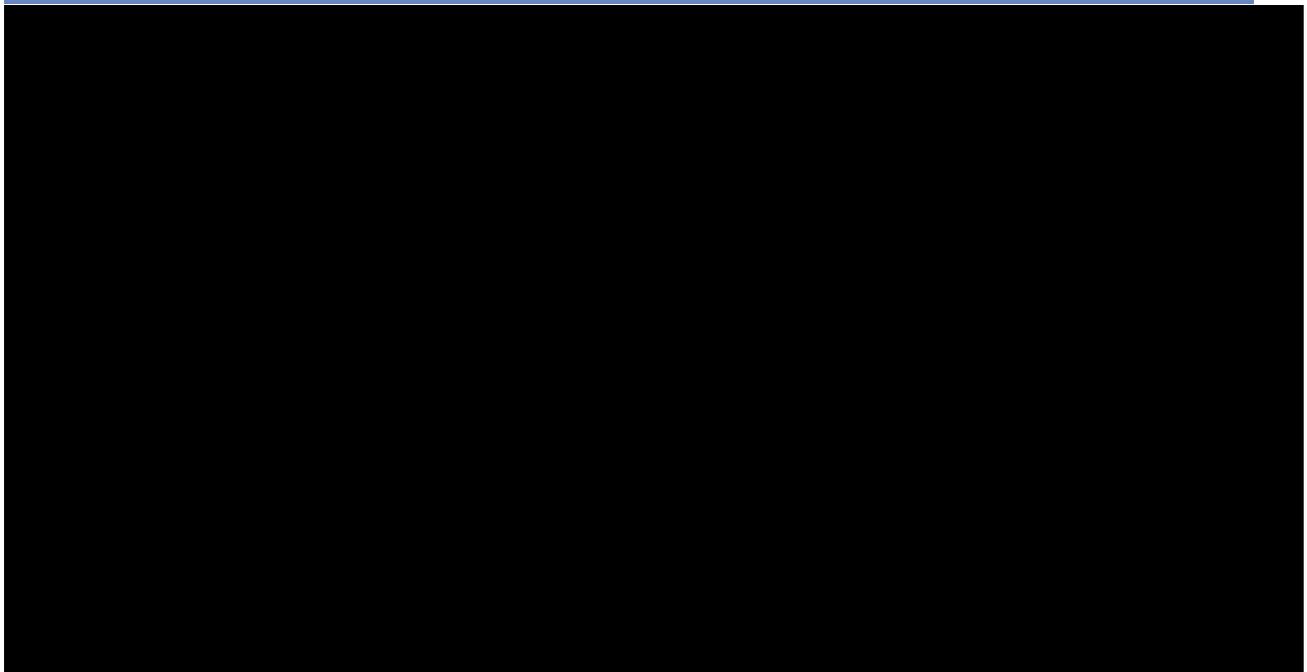
This section should contain a table of contents. The table of contents should include all parts of the proposal, including response forms, and attachments, identified by section and page number. The Table of Contents should also include a Table of Tables, Table of Figures, etc.

### Table of Contents

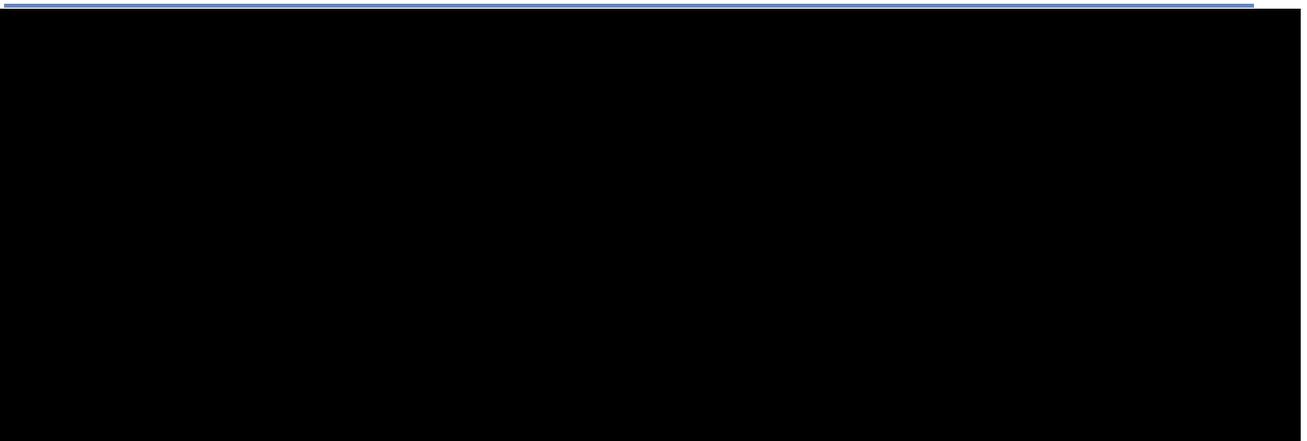
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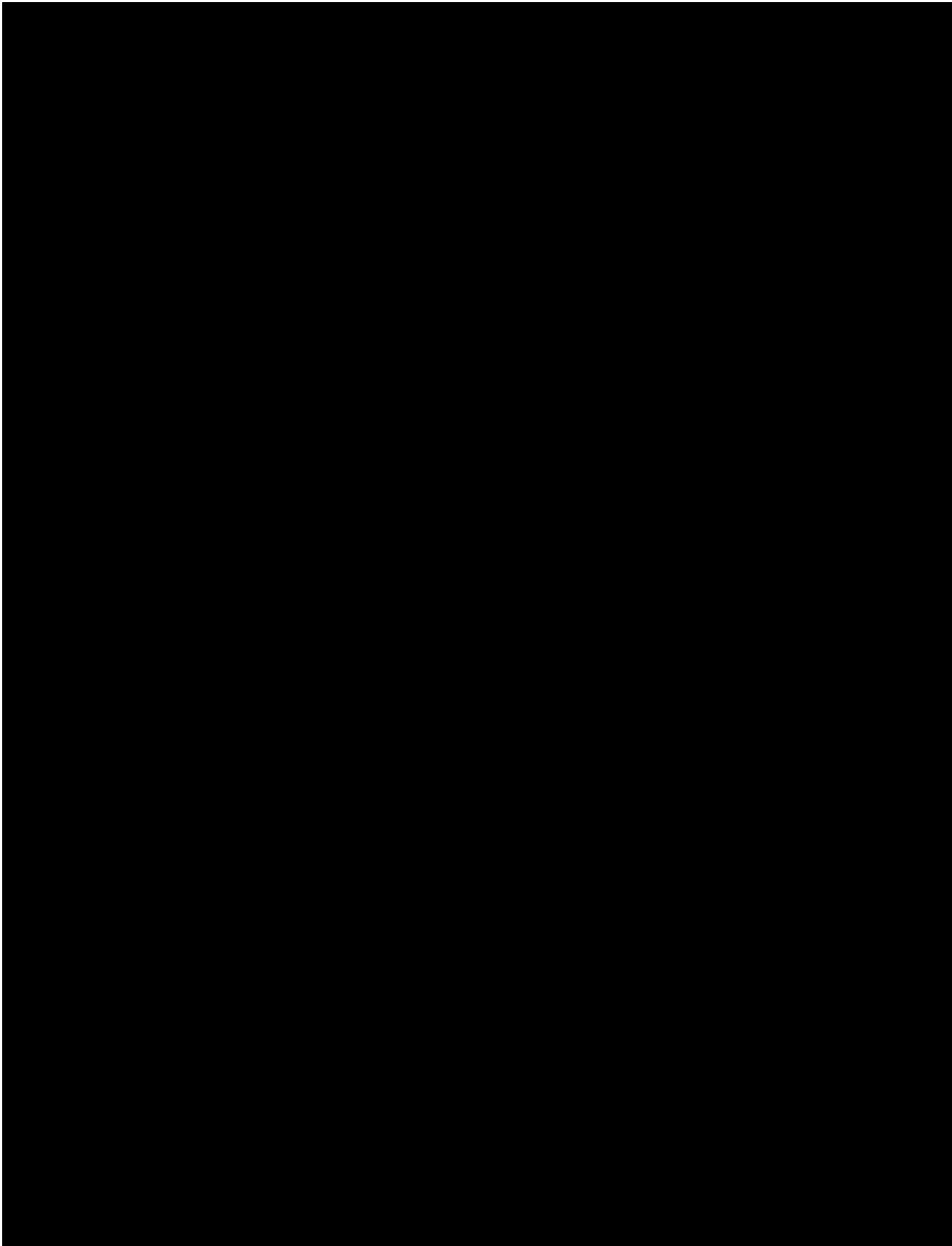
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## Table of Tables





## 6. Disclosure of Response Contents

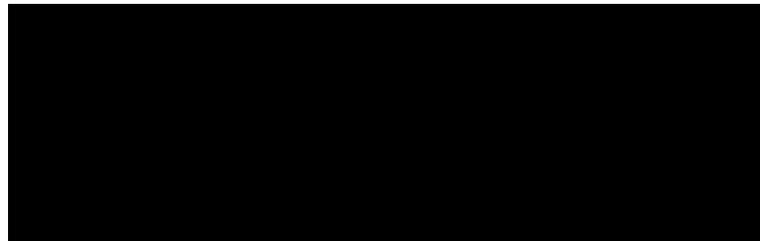
All vendors, selected for negotiation by PRMP, will be given equivalent information concerning cost negotiations. All cost negotiations will be documented for the procurement file. Additionally, PRMP may conduct target pricing and other goods or services level negotiations. Target pricing may be based on considerations such as current pricing, market considerations, benchmarks, budget availability, or other methods that do not reveal individual vendor pricing. During target price negotiations, vendors are not obligated to reduce their pricing to target prices, but no vendor is allowed to increase prices.

All materials submitted to 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 prevent public disclosure of the “Trade Secret.” A redacted version of the technical proposal must be provided to 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. 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 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 Request for Proposal (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 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.





## **Attachment C: Vendor Qualifications and Experience (RFP 9.3)**

Please see the following pages for NTT DATA's completion of Attachment C.

## 9.3 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

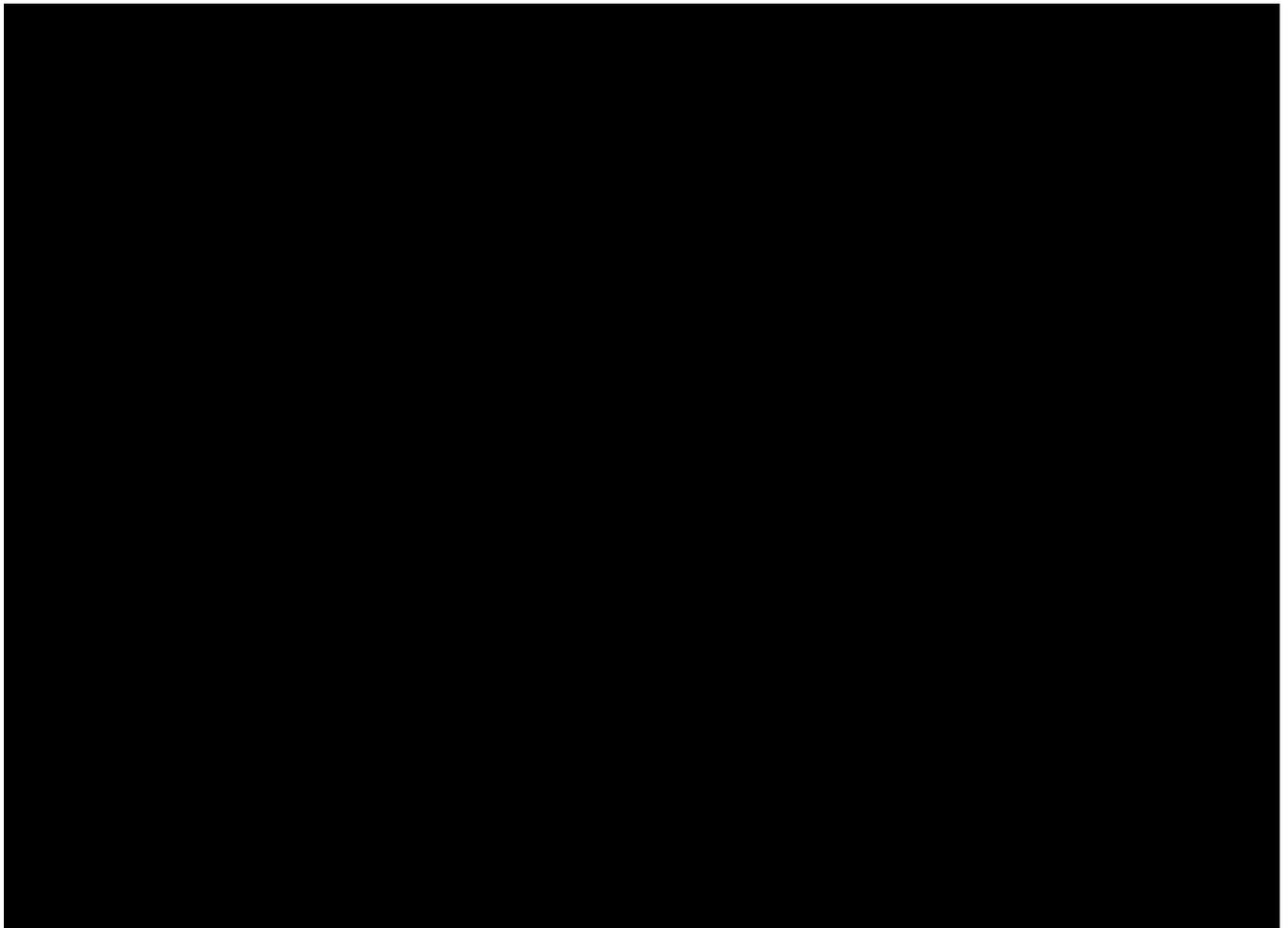
This section of the vendor's Technical Proposal should include details of the vendor and subcontractor overview. **The vendor's Technical Proposal should include:**

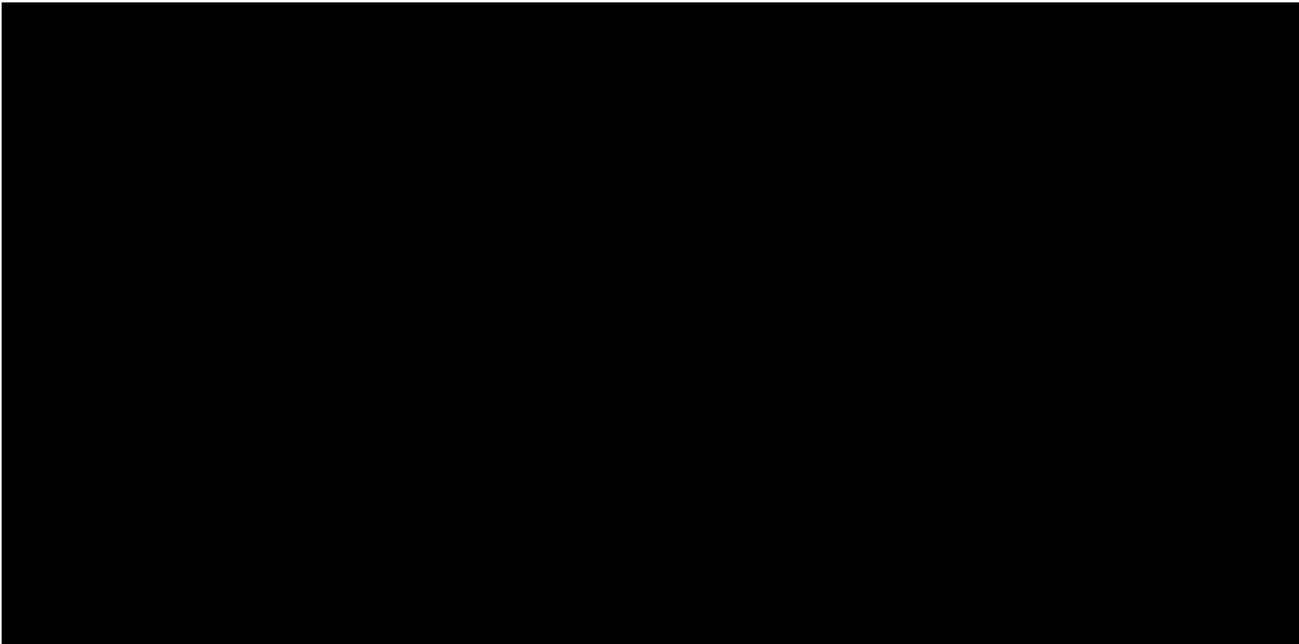
- Organization overview,
- Corporate background,
- Vendor's experience in the public sector,
- Certifications.

#### Organization Overview

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

**Vendors are NOT to change any of the pre-filled cells in the following tables.**





### 1.1 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.

NTT DATA will not be utilizing subcontractors for this engagement. Therefore, this section is not applicable.

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

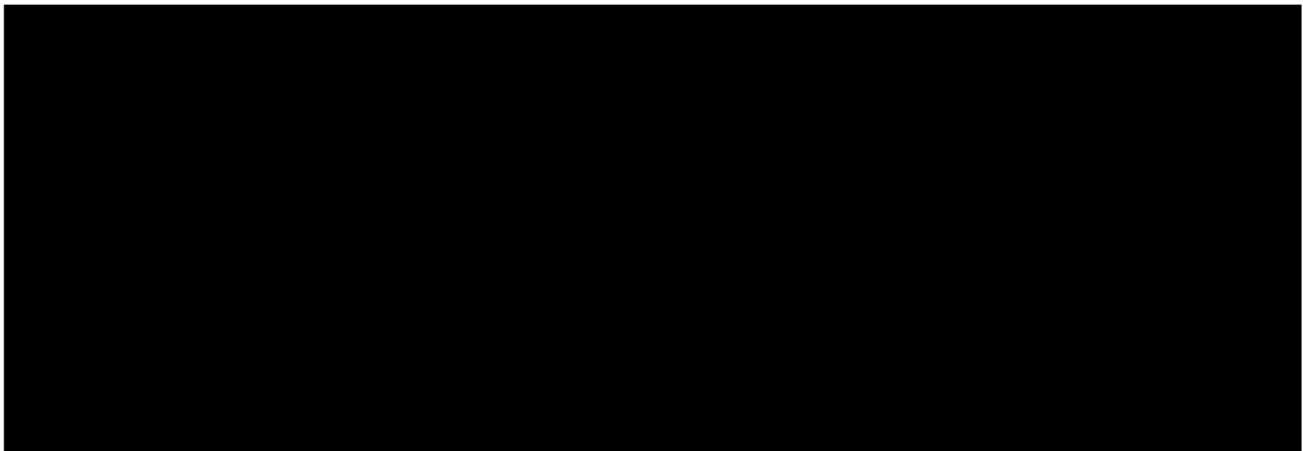
**Table 4: Subcontractor Overview**

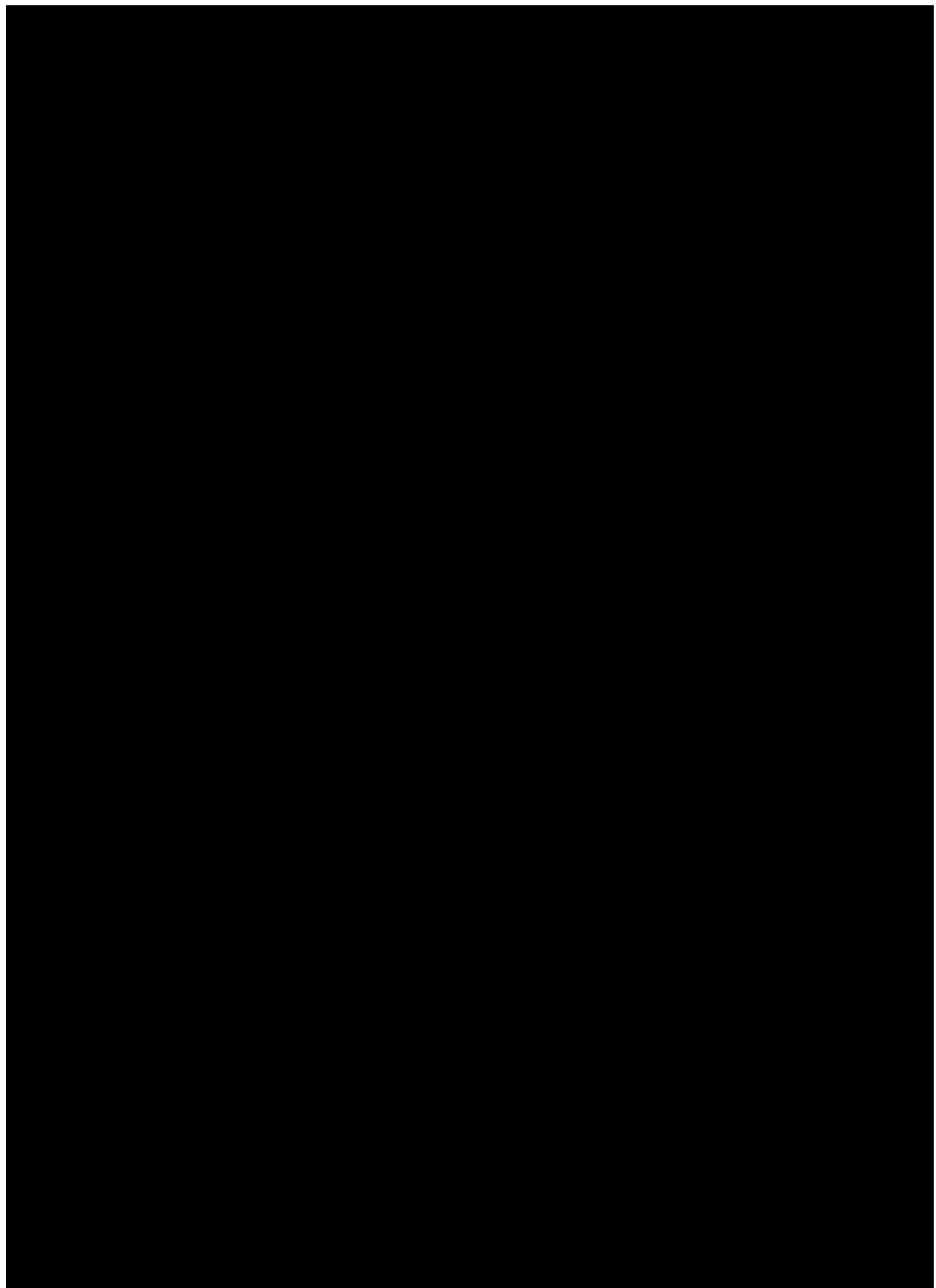
Subcontractor Overview	
Company Name	N/A
Name of Parent Company (if applicable)	N/A
Industry – North American Industry Classification System (NAICS)	N/A
Type of Legal Entity	N/A
Company Ownership (e.g., Private/Public, Joint Venture)	N/A

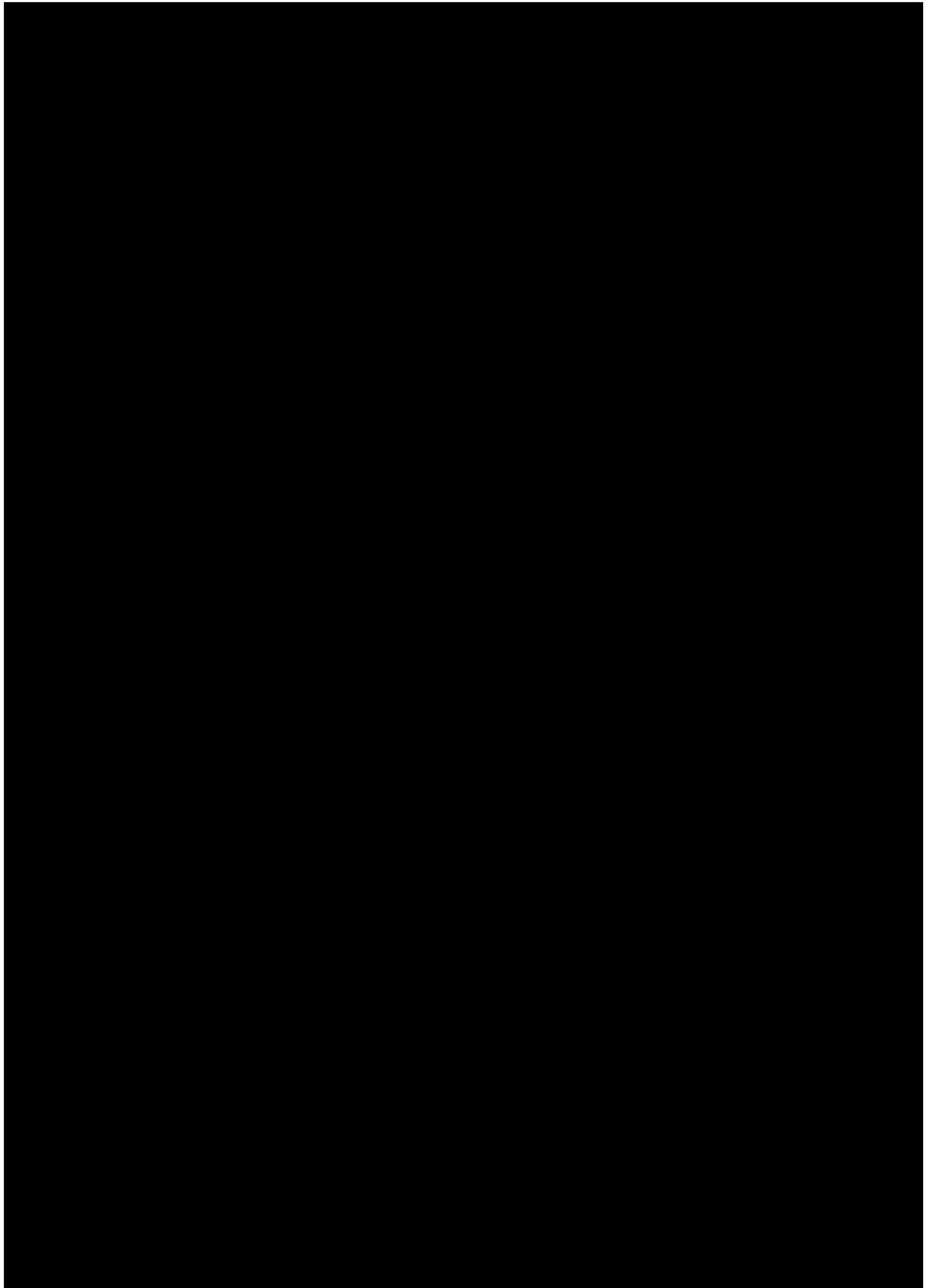
Number of Full-Time Employees	N/A
Last Fiscal Year Company Revenue	N/A
<b>Subcontractor Overview</b>	
Last Fiscal Year Company Net Income	N/A
Percentage of Revenue from State and Local Government Clients in the United States and its territories	N/A
Number of Years in Business	N/A
Number of Years Vendor Has Been Providing the Type of Services Specified in the RFP	N/A
Number of Employees Providing the Type of Services Specified in the RFP	N/A
Headquarters in the United States	N/A
Locations in the United States	N/A

**2. Mandatory Qualifications**

This section details the 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. The vendor must list each experience separately and completely every time it is referenced.



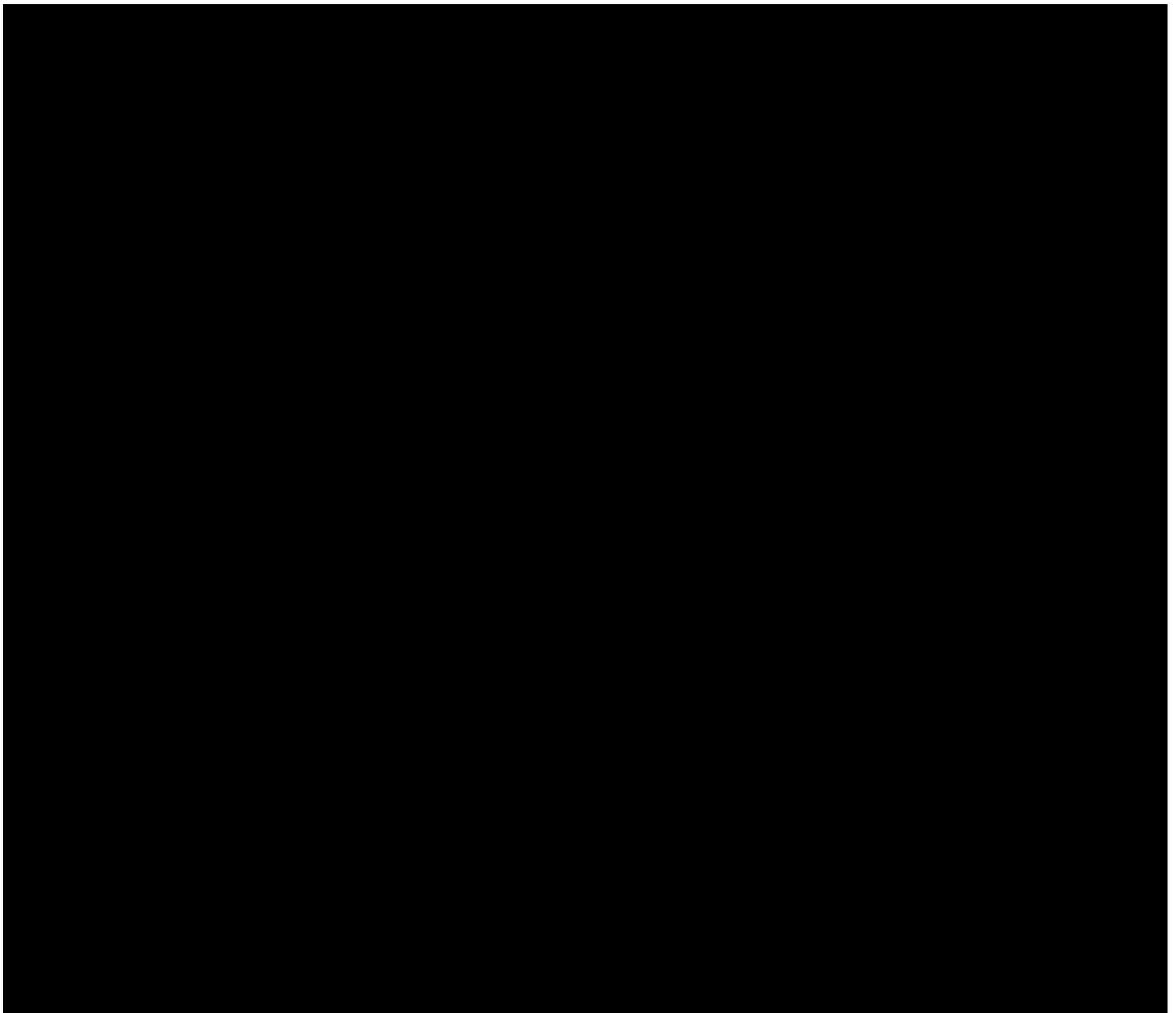






### **3. Existing Business Relationships with Puerto Rico**

Describe any existing or recent (within the last three [3] years) business relationships the vendor or any of its affiliates or proposed subcontractors have with PRMP, and/or Puerto Rico's municipalities.



#### 4. 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 (5) 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 the service areas, each of these entities will submit this information as part of the response.

Because NTT DATA provides all of our clients with the ability to terminate for convenience, it does not track such information. Neither NTT DATA EAS, Inc. nor its parent company NTT DATA Americas, Inc. has had a government contract terminated for default. In the past 5 years, NTT DATA EAS, Inc. and its parent company NTT DATA Americas, Inc. have been involved in routine contract and employment actions (e.g., non-public personnel claims, but no criminal matters or convictions), in the ordinary course of business, which would have no material impact on their ability to provide the requested services.

#### 5. References

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

##### 5.1 Vendor (Prime) References Form

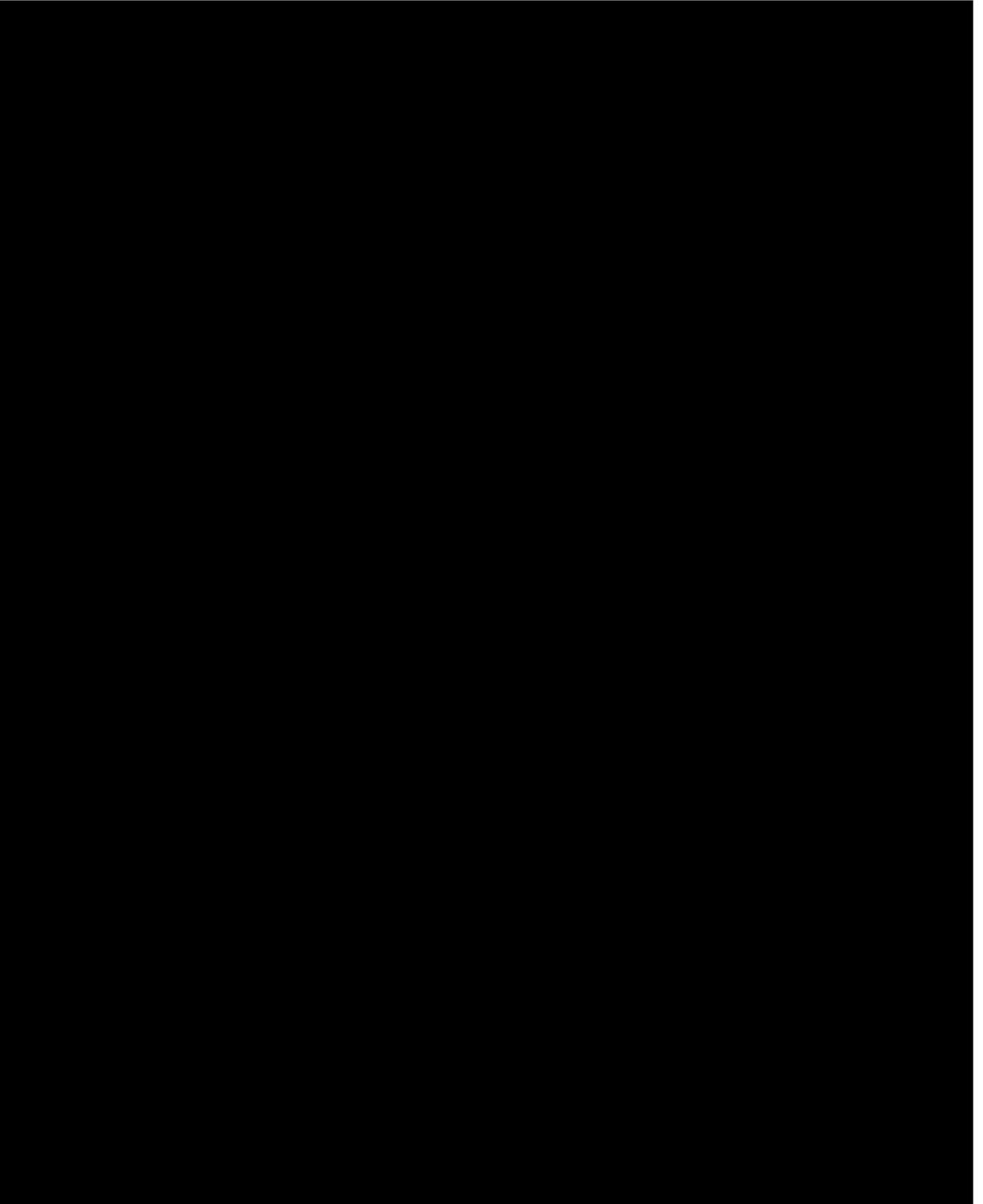
Include at least three (3) references from clients performed within the last three (3) years that demonstrate the vendor's ability to perform the scope of work described in this RFP. **PRMP prefers references from three (3) different clients to demonstrate experience; however, this is not a requirement.**

The vendor should include a description of the similar services, contract dates, and contact information (customer points of contact, addresses, telephone numbers, and email addresses).

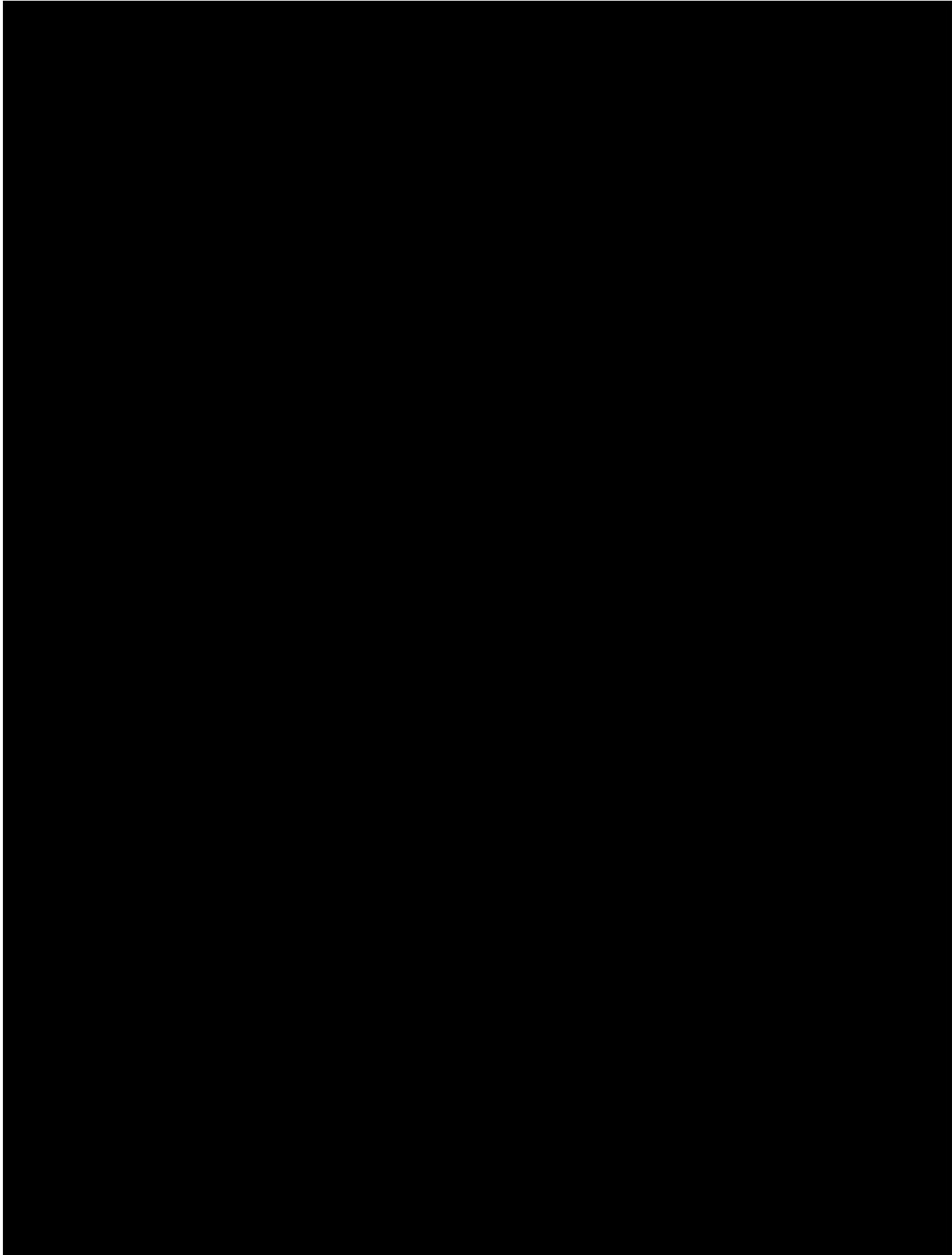
The vendor should explain whether it performed the work as a prime contractor or as a subcontractor.

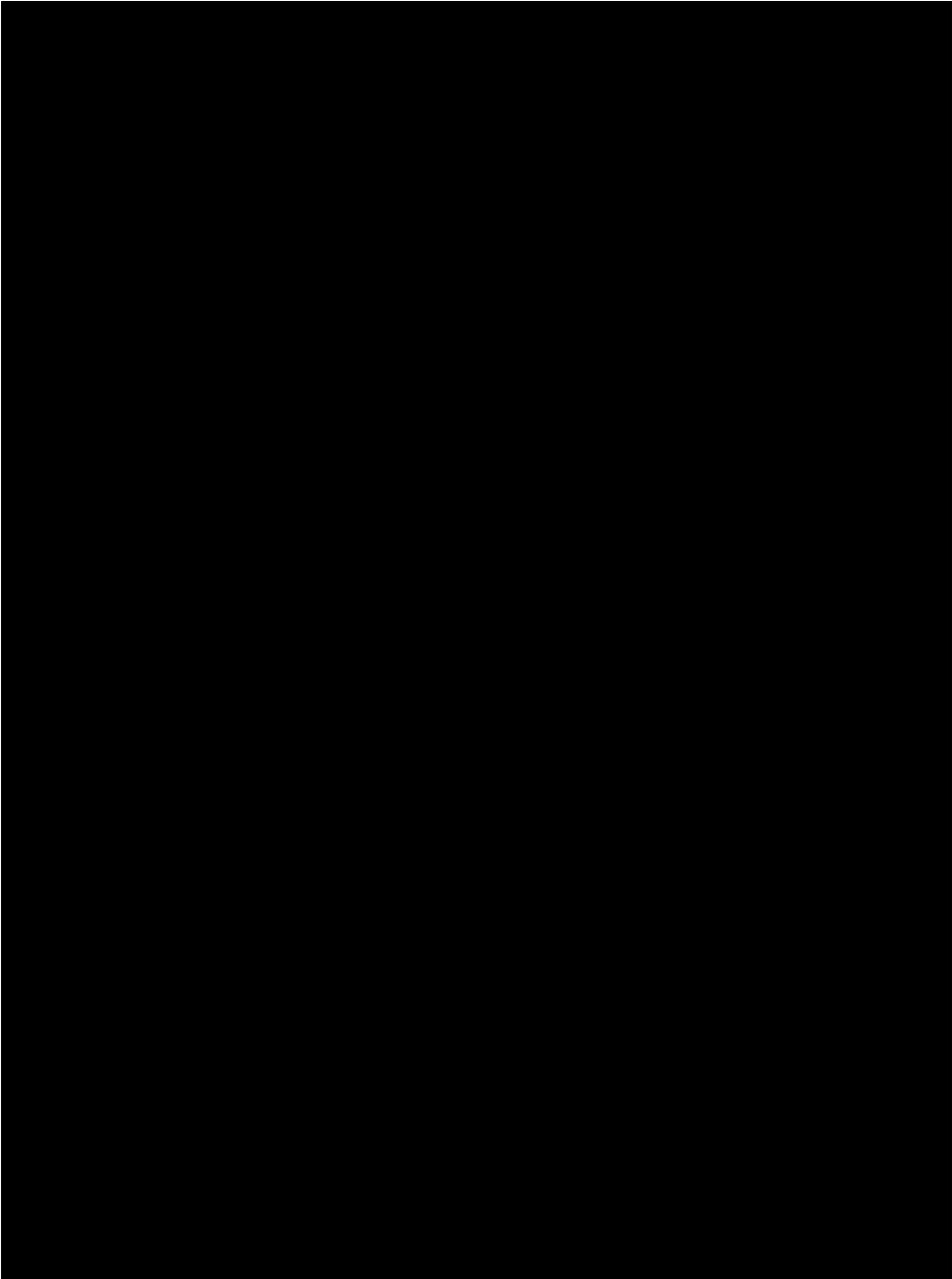
**The vendor is NOT to change any of the pre-filled cells in the following tables. The**

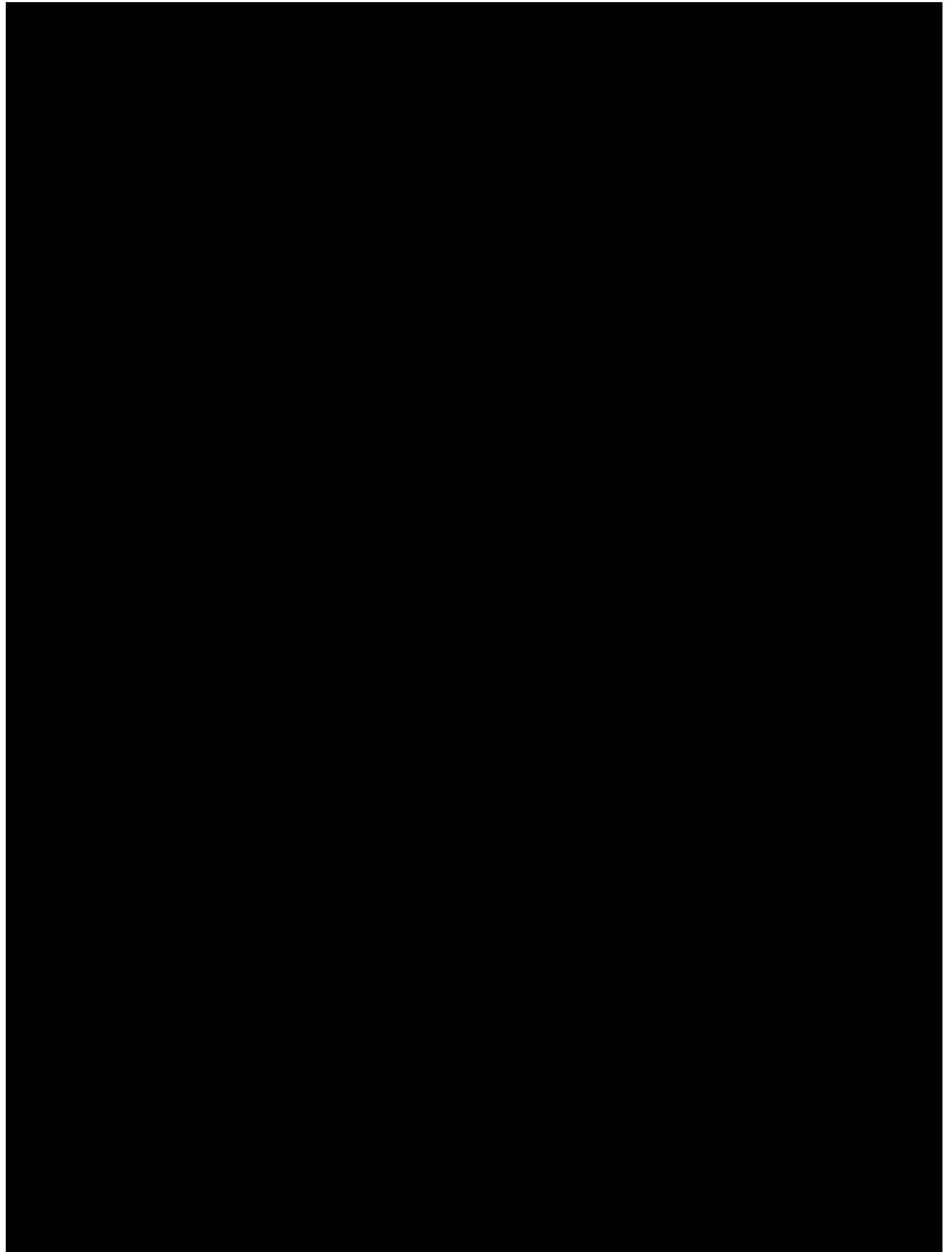
**vendor may add additional reference tables as necessary.**

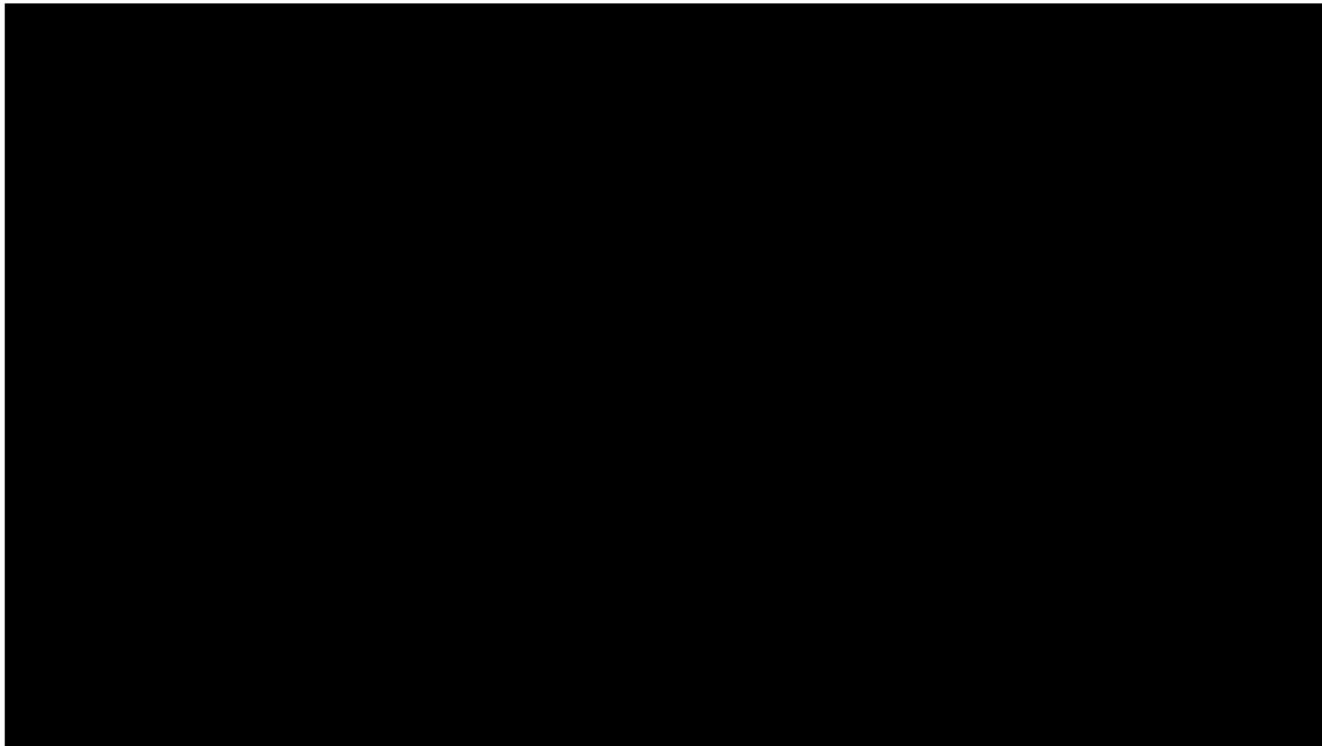












**5.2 Subcontractor References (If Applicable)**

If the vendor’s proposal includes the use of subcontractor(s), provide three (3) references for each subcontractor. **The Commonwealth prefers references that demonstrate where the prime and subcontractors have worked together in the past.**

NTT DATA will not be utilizing subcontractors for this engagement. Therefore, this section is not applicable.

**Table 9: Subcontractor References**

Subcontractor Information		
Vendor Name: N/A	Contact Name:	N/A
	Contact Phone:	N/A
Customer Information		
Customer Organization: N/A	Contact Name:	N/A
	Contact Title:	N/A
Customer Address: N/A	Contact Phone:	N/A
	Contact Email:	N/A
Project Information		
Total Vendor Staff:	N/A	

<b>Client Objectives:</b> N/A	
<b>Service Description:</b> N/A	
<b>Vendor's Involvement:</b> N/A	
<b>Service Benefits:</b> N/A	
<b>Key Personnel</b>	
Name: (Add more rows as needed) N/A	Role: (Add more rows as needed) N/A
Name: (Add more rows as needed) N/A	Role: (Add more rows as needed) N/A
If the vendor performed the work as a subcontractor, the vendor should describe the scope of subcontracted activities:	

## **Attachment D: Organization and Staffing (RFP 9.4)**

Please see the following pages for NTT DATA's completion of Attachment D.

## 9.4 Attachment D: Organization and Staffing

This section will provide instructions to vendors to submit their overall approach to staffing the Service Areas using **Attachment D: Organization and Staffing**.

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

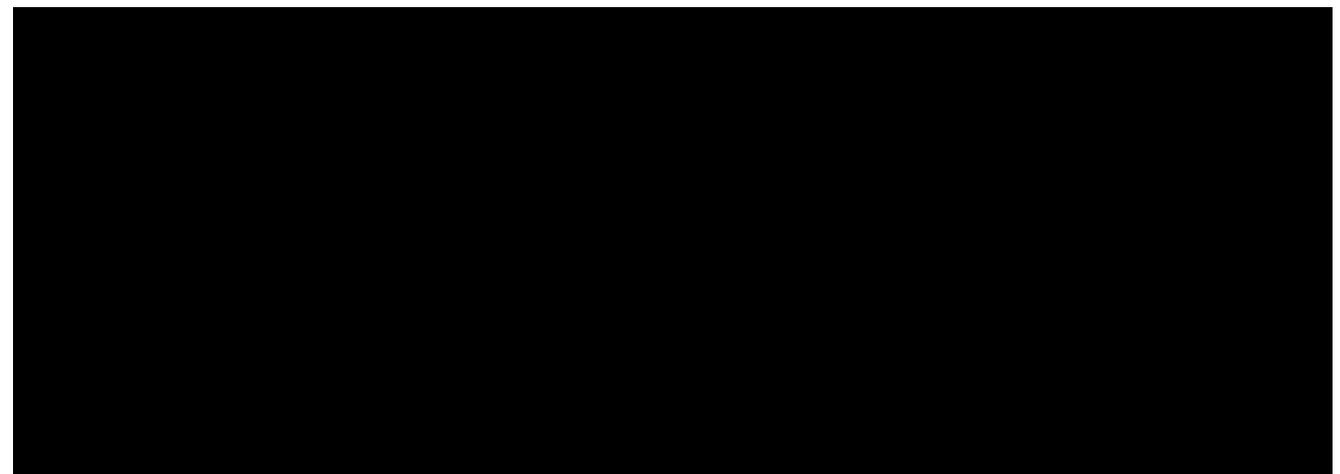
For ease of formatting and evaluation, **Attachment D: Organization and Staffing** provides the required outline for the vendor's response to staffing. The vendor's response to the following **should not exceed 25 pages**, excluding key personnel resumes and the forms provided in this attachment.

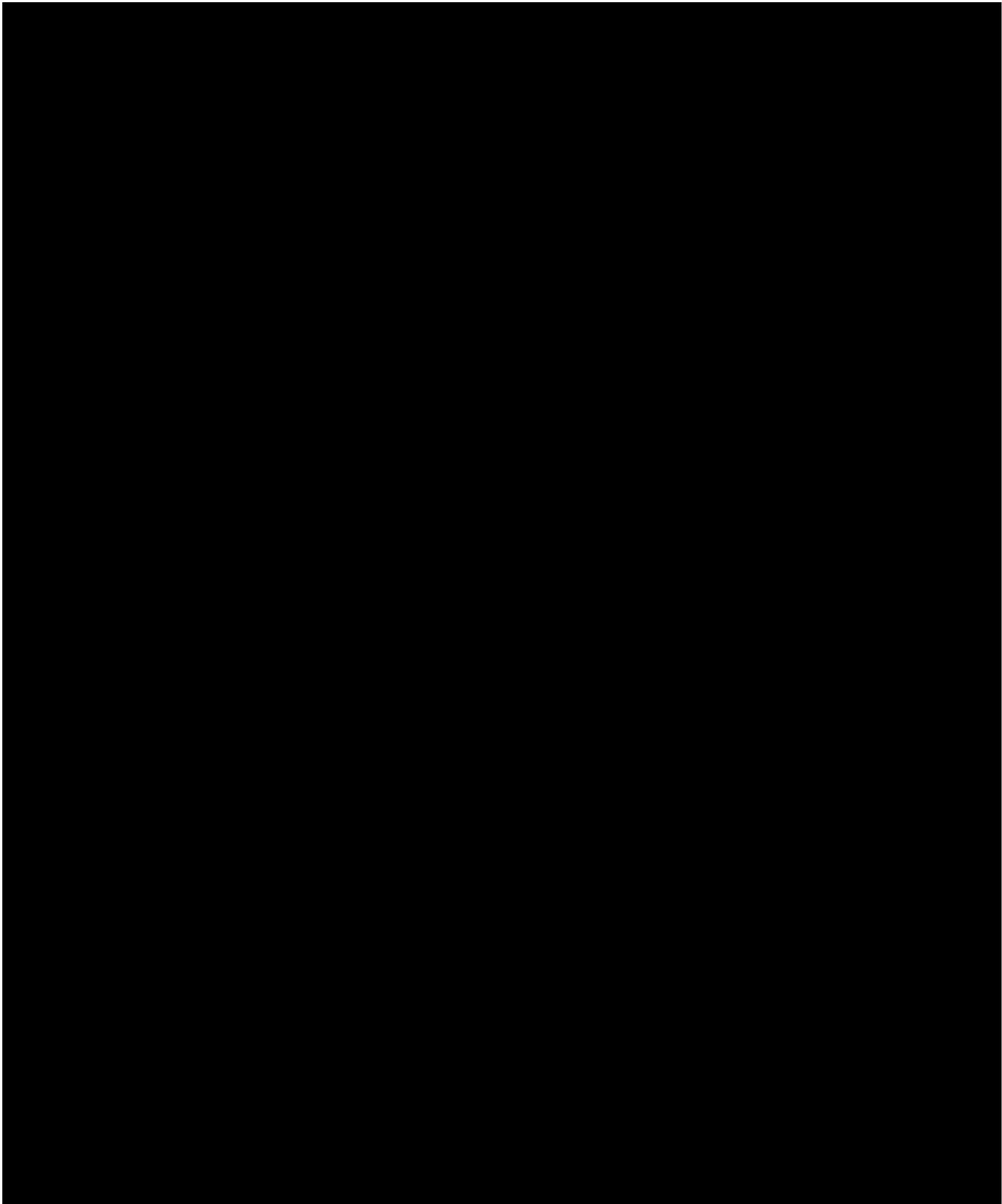
Please refer to **Appendix 2: Staff Qualifications, Experience, and Responsibilities** of the RFP for the details pertaining to staff qualifications, experience, and responsibilities.

### 1. Initial Staffing Plan

As part of the vendor's bid response, the vendor should provide an Initial Staffing Plan. In addition to the requirements described in **Attachment E: Mandatory Requirements** the vendor's narrative description of its proposed Initial Staffing Plan should include the following:

- 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 (SOW) as described in this RFP.
- Organization charts showing both the vendor staff and their relationship to PRMP staff that will be required to support the Service Areas. The organization chart should denote all key staff and non-key positions for this service, and a summary of each key staff member's responsibilities.
- Identification of subcontractor staff, if applicable.







**Subcontractor Staff**

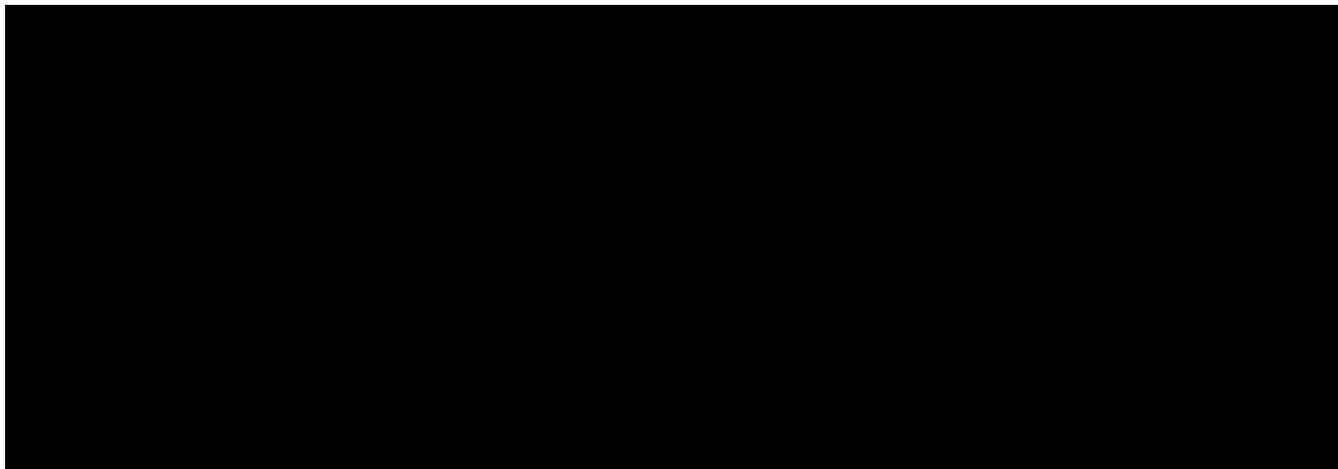
NTT DATA will not be utilizing subcontractors for this engagement. Therefore, this section is not applicable.

**2. Use of PRMP Staff**

Describe the business and technical resources 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 all required assignments. Specifically, the vendor should address the following:

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

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, PRMP may reject the vendor's proposal if PRMP is unwilling or unable to meet the requirements.





### 3. Key Staff, Resumes, and References

Key staff consist of the vendor's core team for the Service Areas. These resources are responsible for providing leadership and creating the standards and processes required for the various assignments the EOMC Vendor will help support. Resumes for key staff named in the vendor proposal should indicate the staff's role and demonstrate how each staff member's experience and qualifications will contribute to this contract's success.

Due to the nature of the work, PRMP is requesting a scaled staffing approach so that EOMC staffing levels can easily flex in accordance with short and long-term assignments' needs. In compiling the initial staffing plan Respondents will need to plan for supporting PRMP's efforts; accordingly, PRMP has bifurcated the two staffing groups and has identified example roles which at a minimum will be required to ensure ongoing assignments success. See below:

#### Key EOMC Staff

- Account Manager
- Lead Program Manager
- Business Lead/Subject Matter Experts (SMEs)
- Business Analyst(s)

#### Variable EOMC Staff

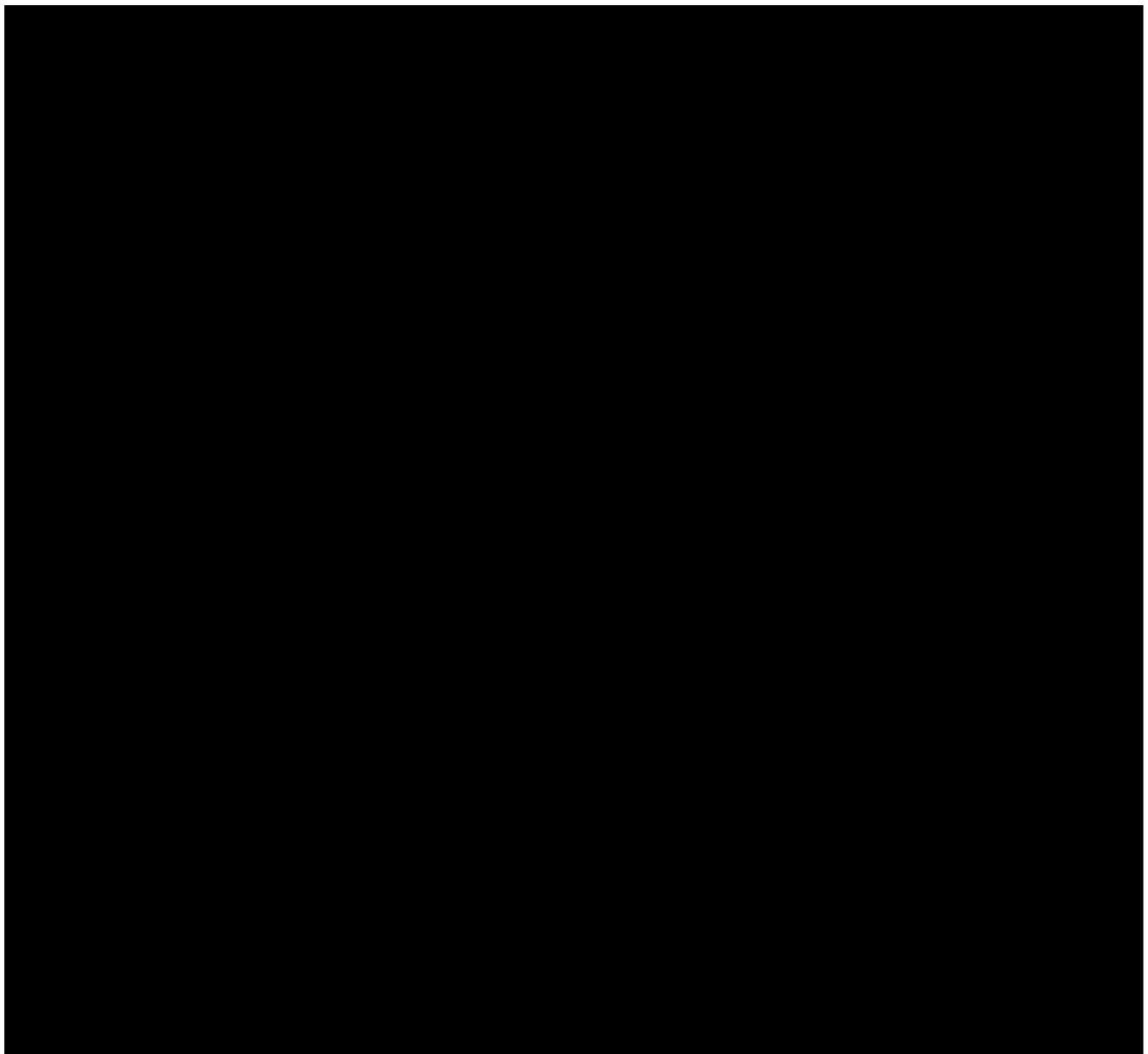
- Business Leads
- Program Manager
- Business Analyst(s)

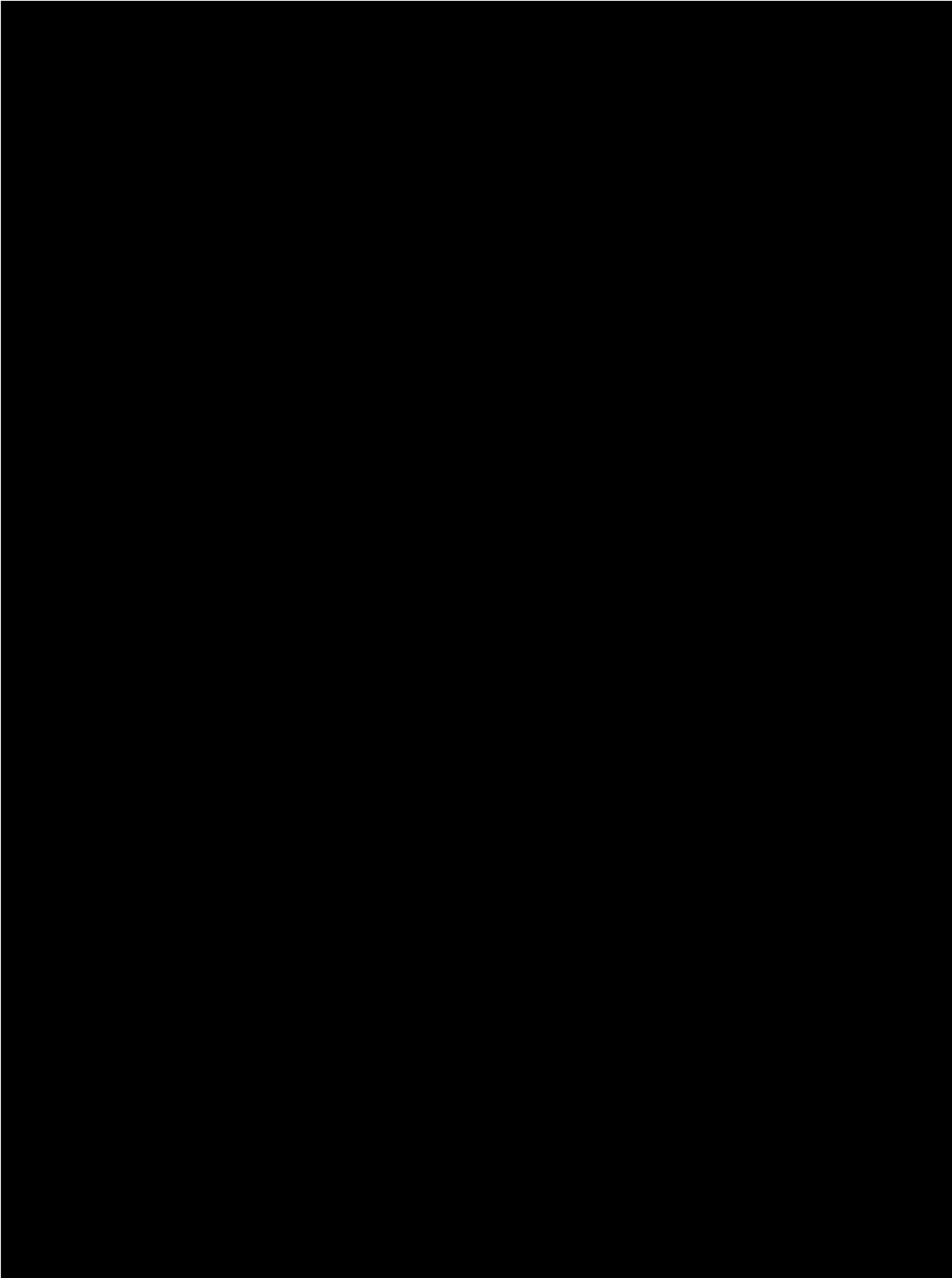
The EOMC Vendor must staff each assignment with at least one (1) resource who must be fluent in both **Spanish and English**. Additional qualifications, experience, and responsibilities for each key staff role are defined in **Appendix 2: Staff Qualifications, Experience, and Responsibilities**.

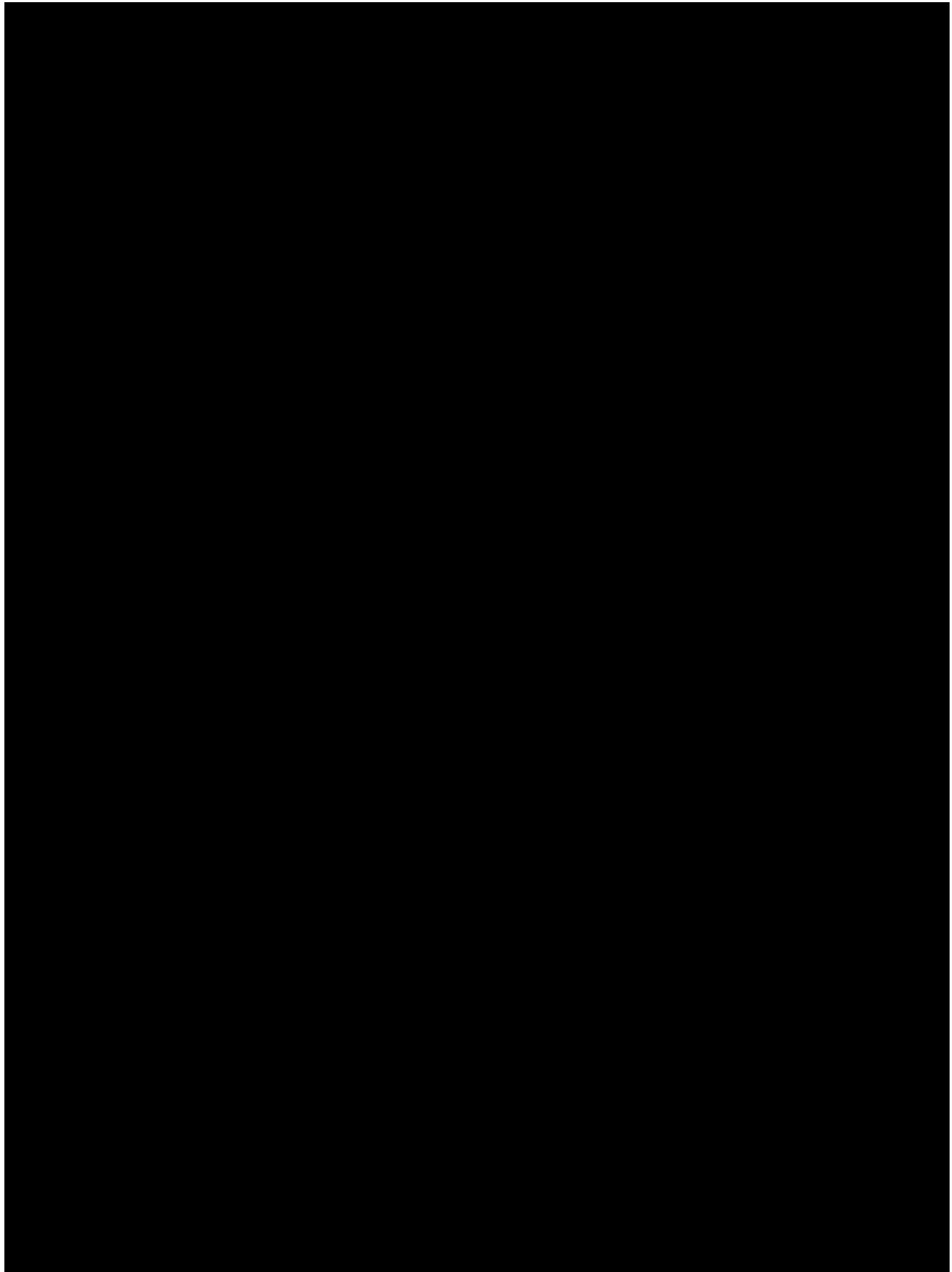
### 3.1 Resumes

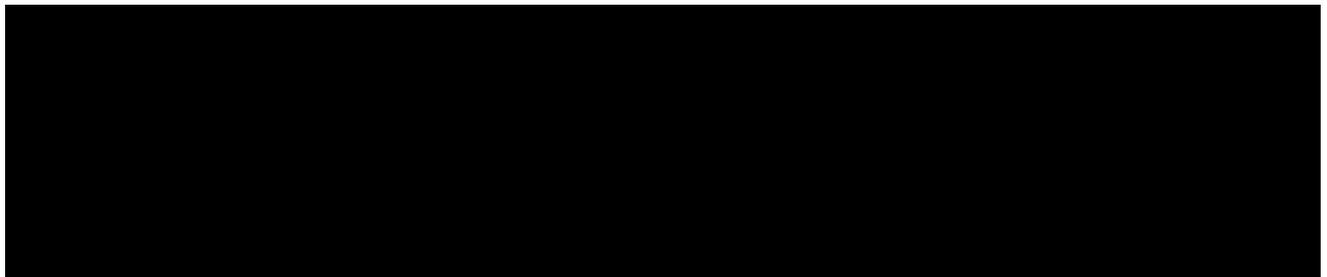
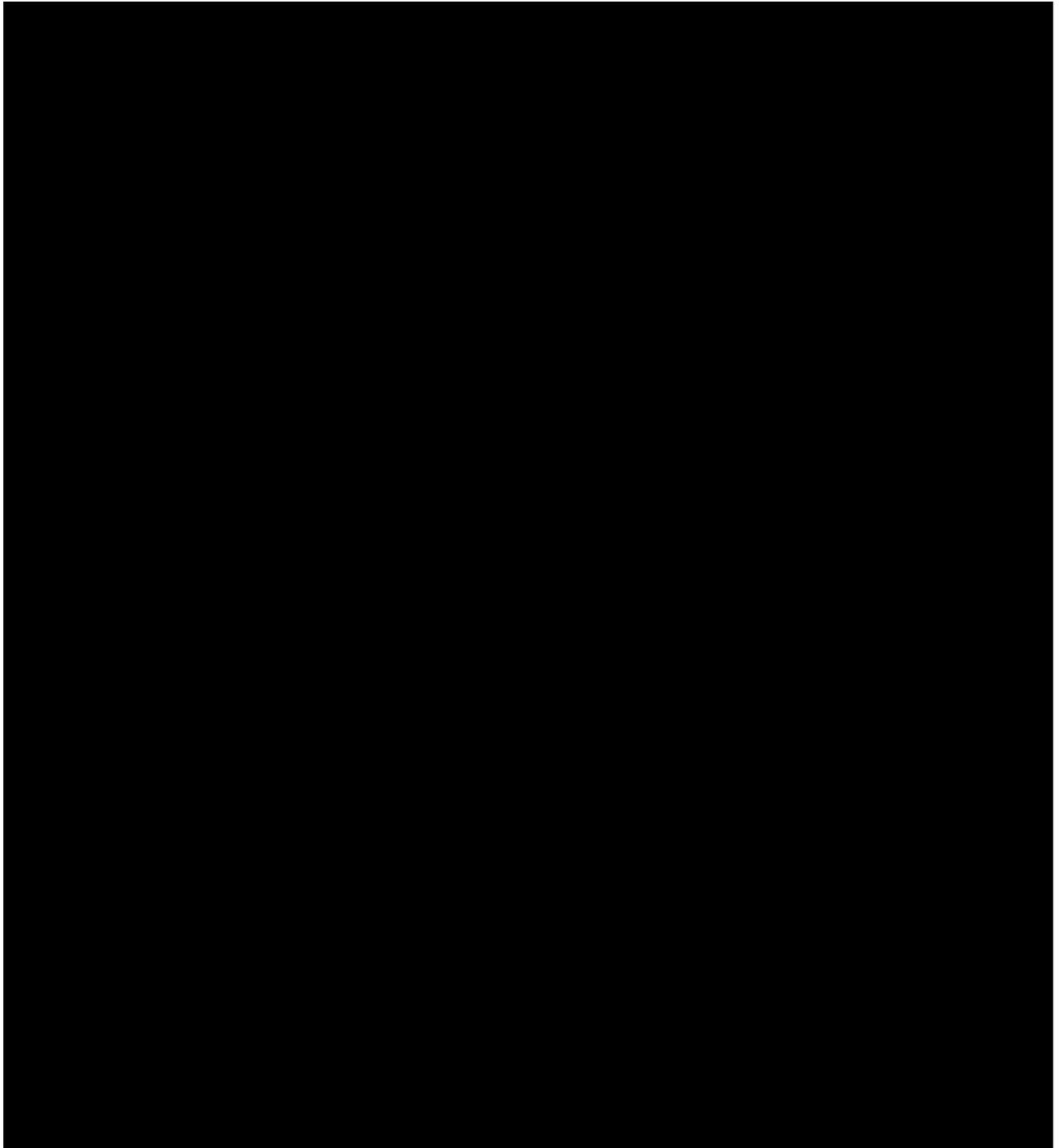
PRMP considers the staff resumes (especially key staff) as a key indicator of the vendor's understanding of the skill sets required for each staffing area and their ability to perform them. The vendor should complete the table below and include resumes of all the individuals who are being initially proposed. Each resume must not exceed three (3) pages and must demonstrate experience relevant to the position proposed. If applicable, resumes should include work on assignments cited under the vendor's corporate experience, and the specific functions performed on such service areas. Copies of diplomas, licenses, and credentials are encouraged but are not required, and are not subject to the 3-page limit. Clearly identify which of the staff listed are designated as key staff.

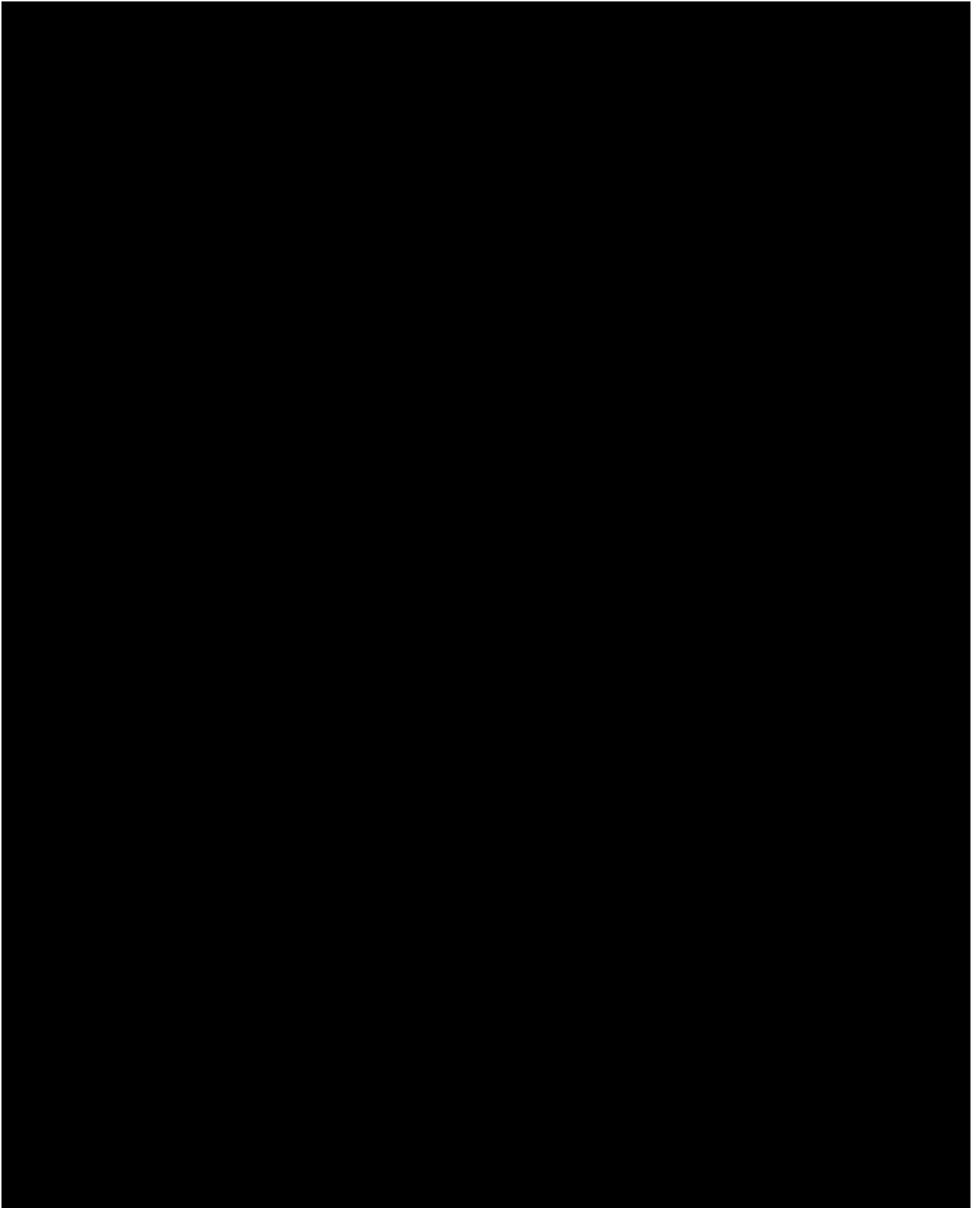
The following table lists the key staff positions and the leads for each Support Services Area. In Resumes for the Key Staff Positions follow this table.

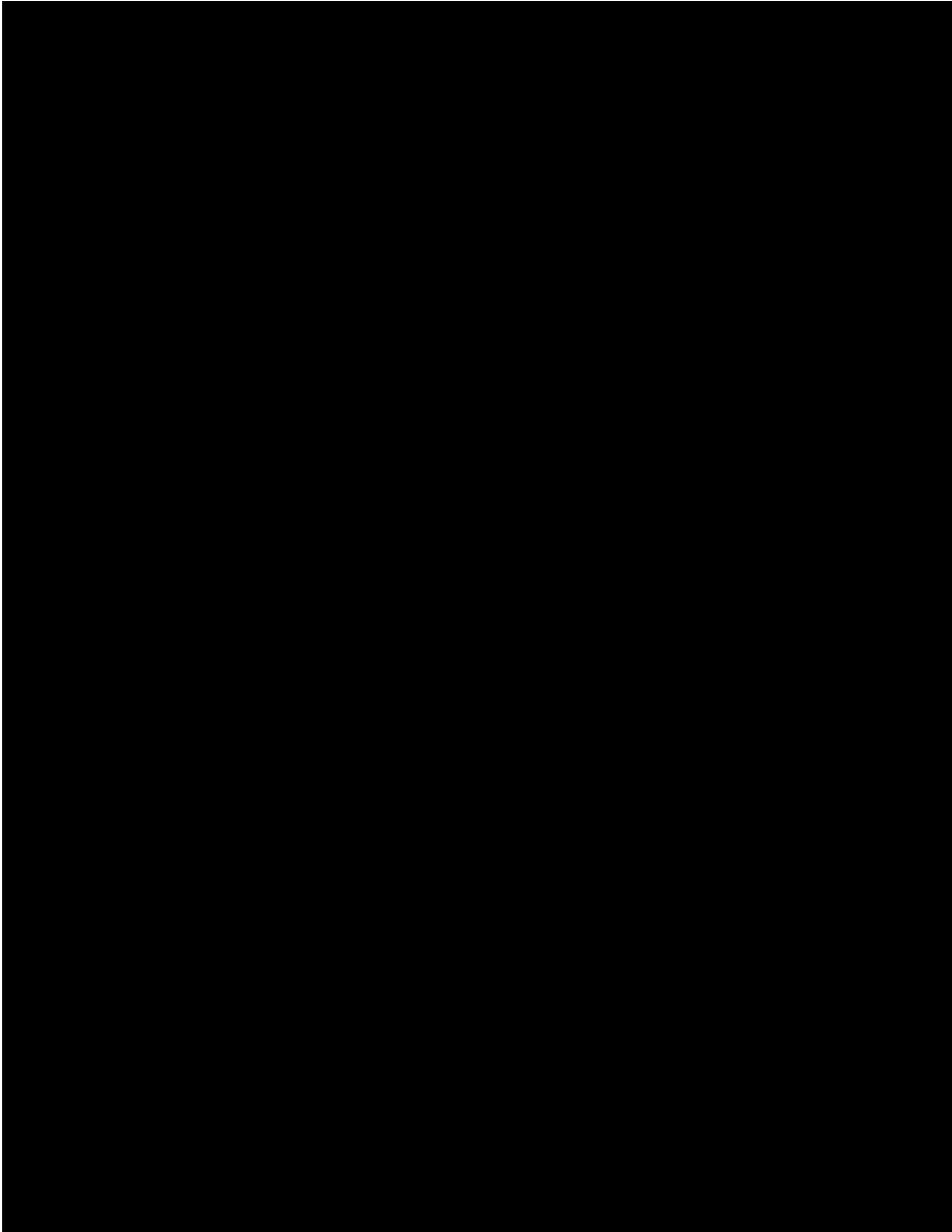


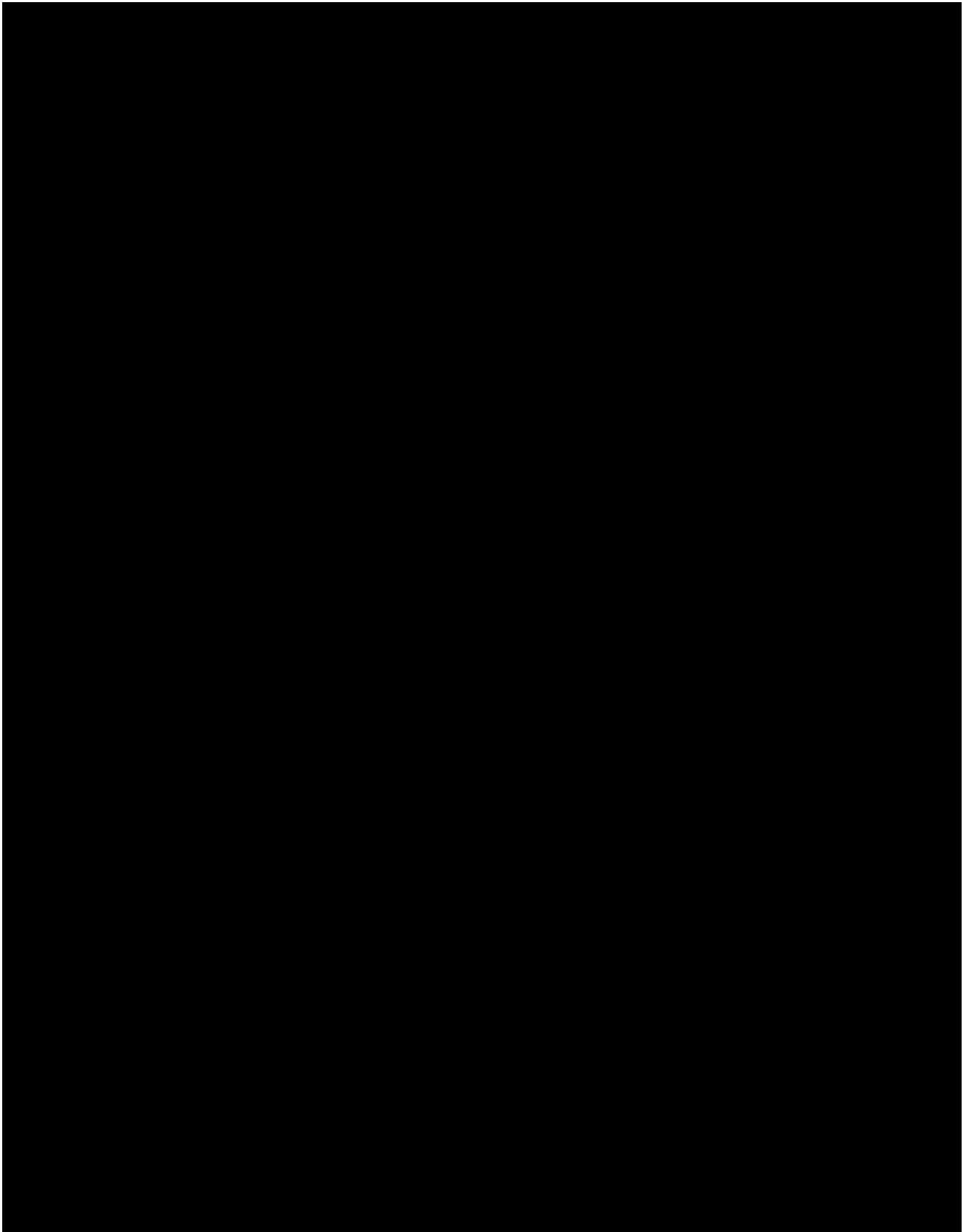


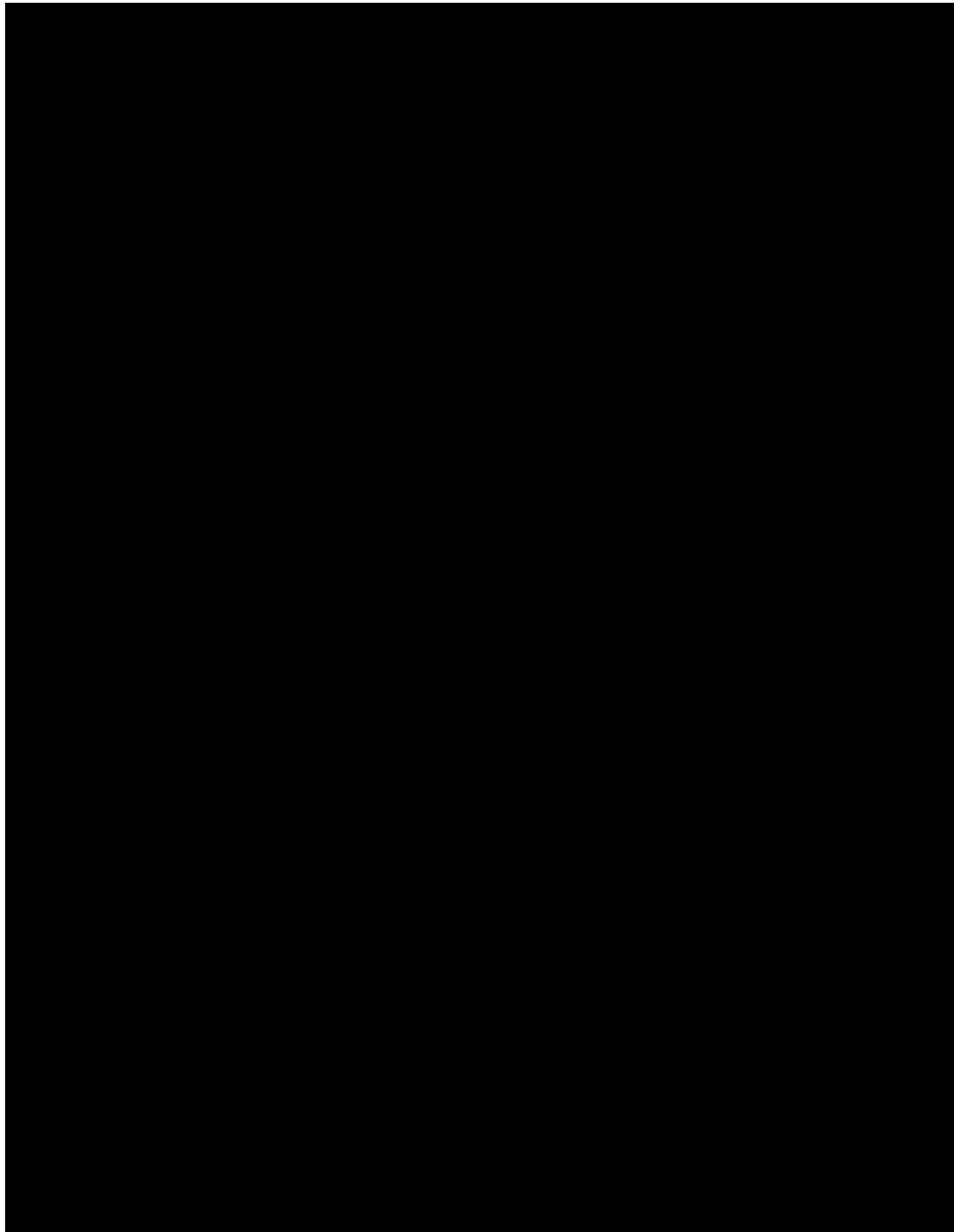


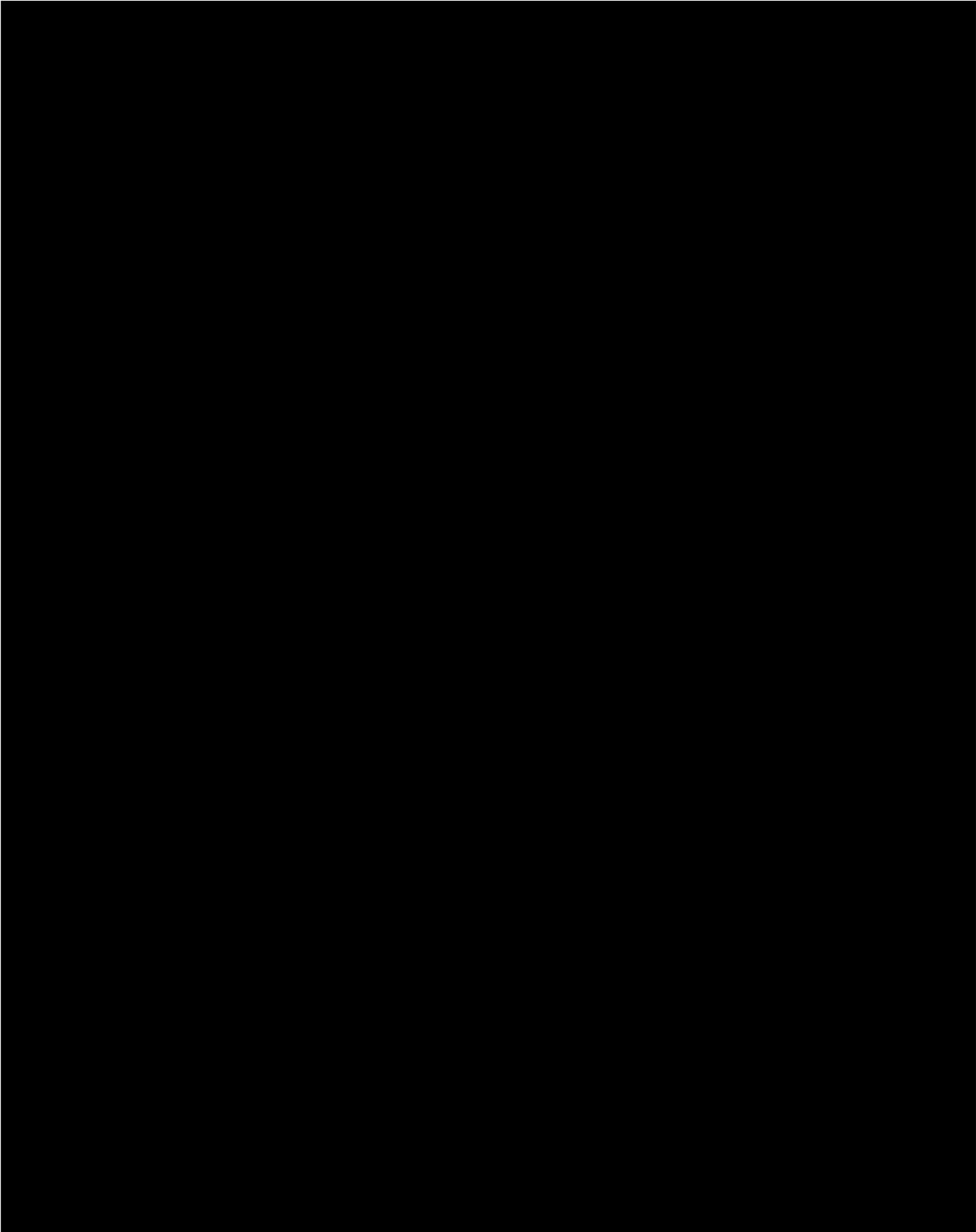


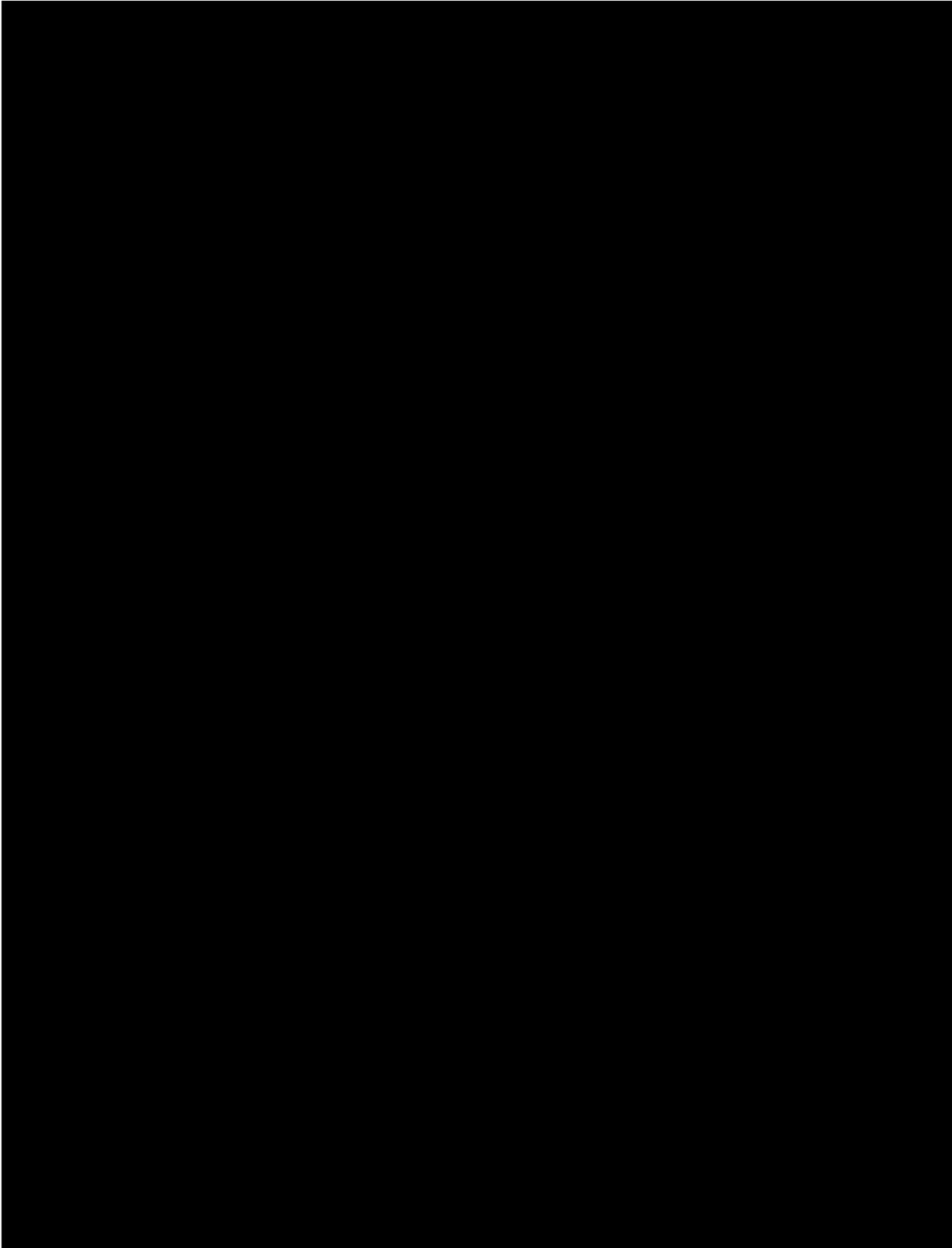


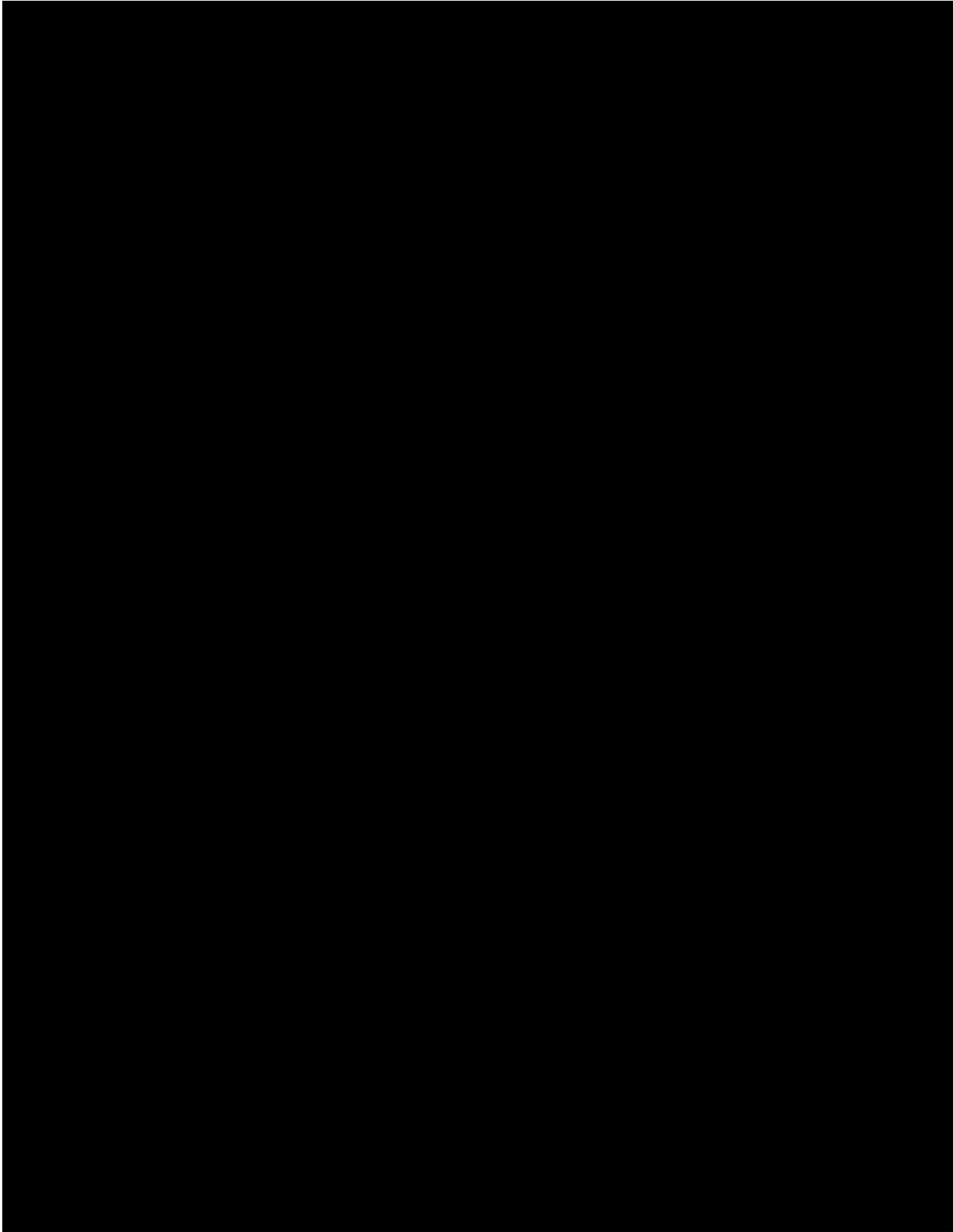


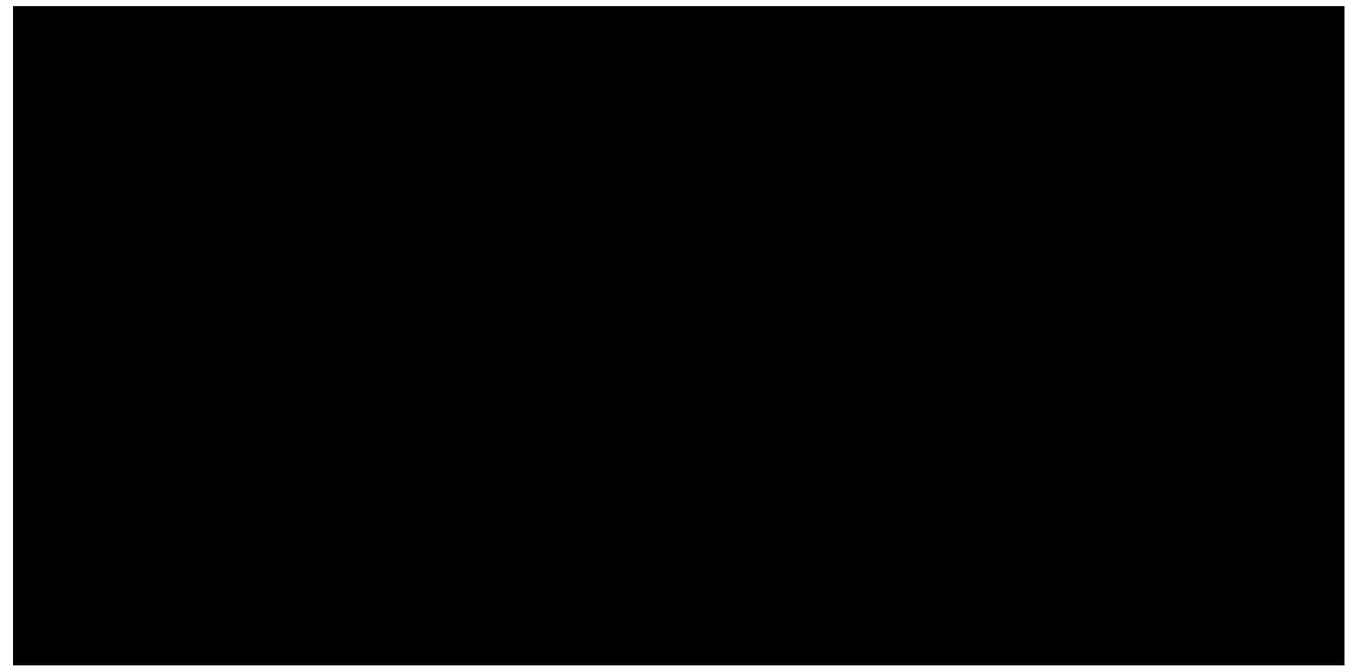












### 3.2 Key Staff References

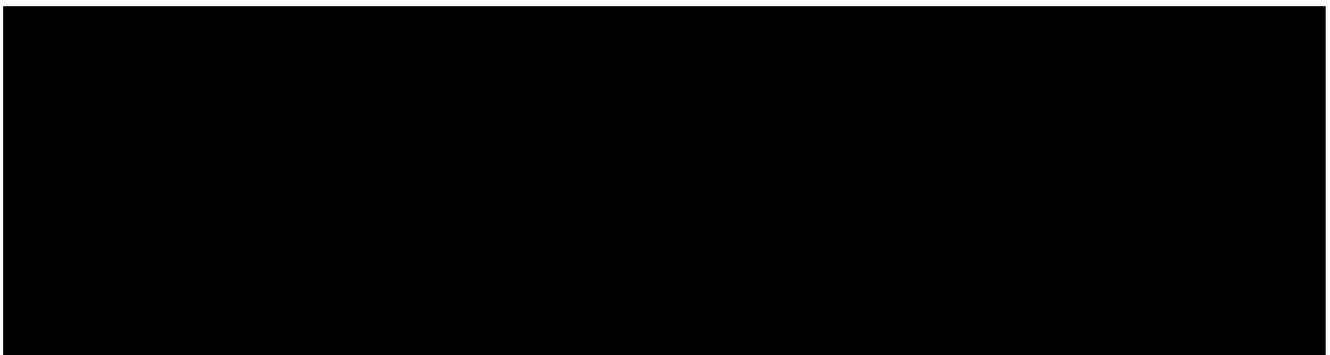
The vendor should provide one (1) reference for each proposed key staff. The reference should be able to confirm that the staff has successfully demonstrated performing tasks commensurate to the tasks they will perform for the assignments in each Service Areas.

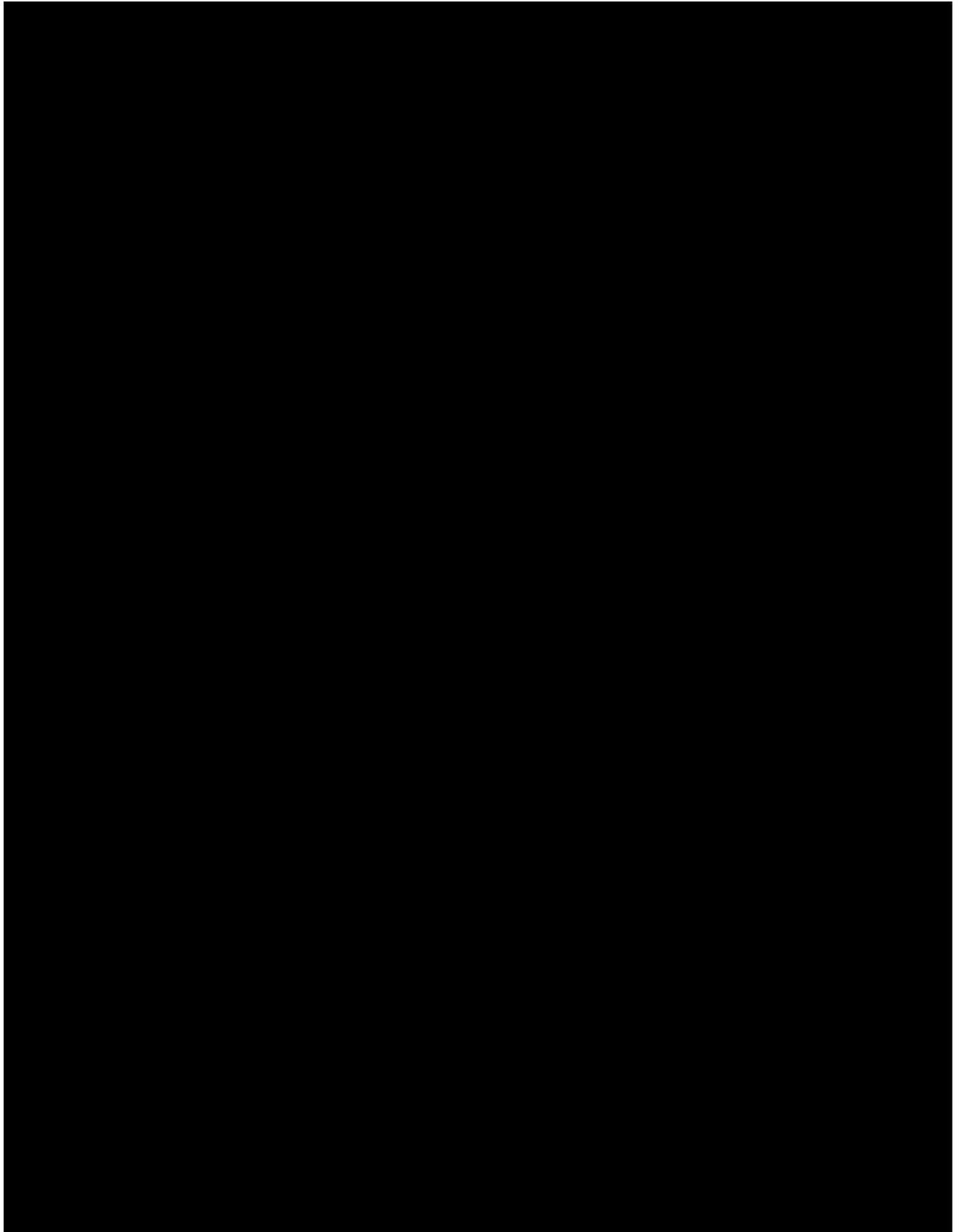
The name of the person to be contacted, phone number, client name, address, a brief description of work, and date (month and year) of employment should be given for each reference. These references should be able to attest to the candidate's specific qualifications. The reference given should be a person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

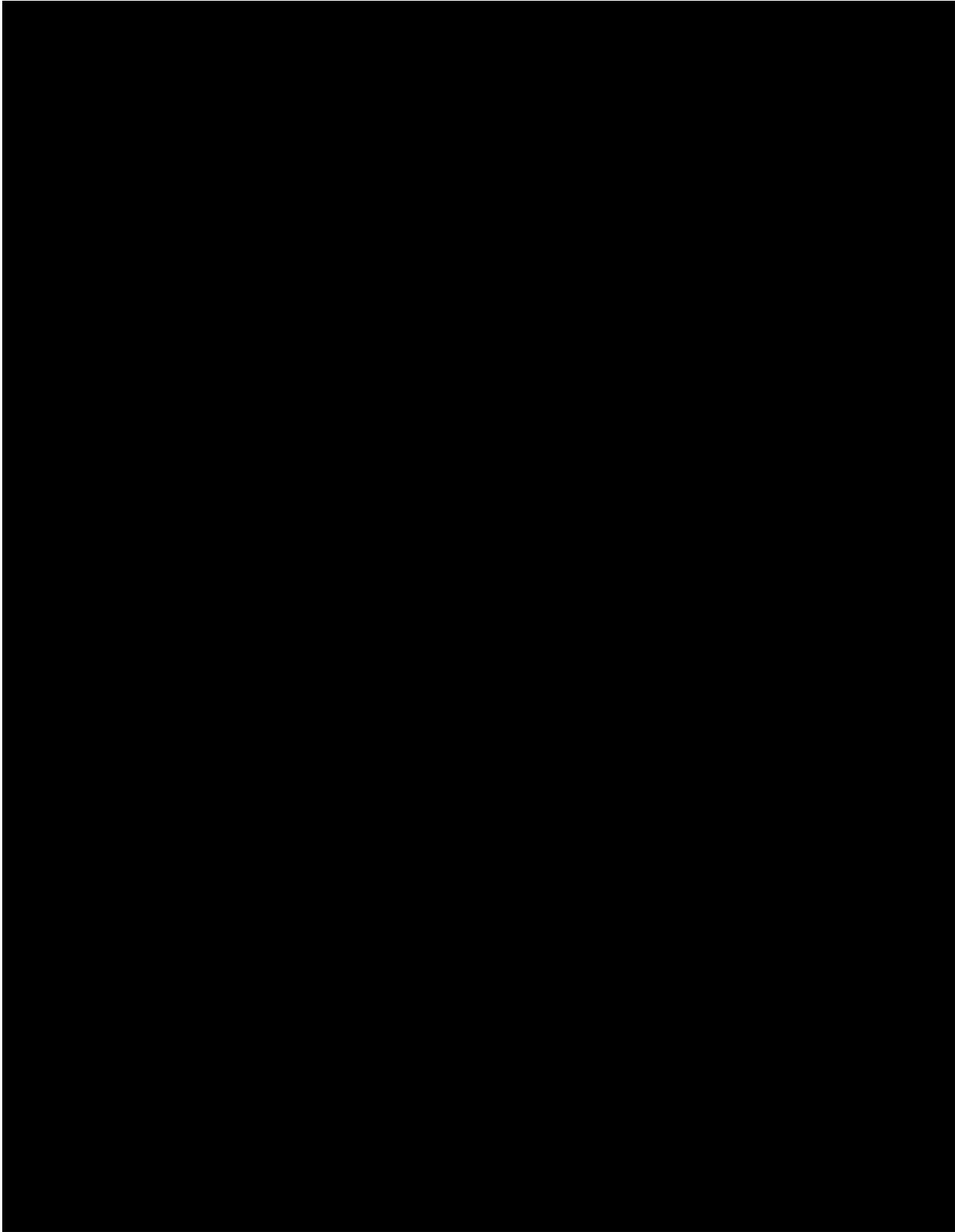
**Vendors should use the format provided in the table below. Please repeat the rows and tables as necessary.**

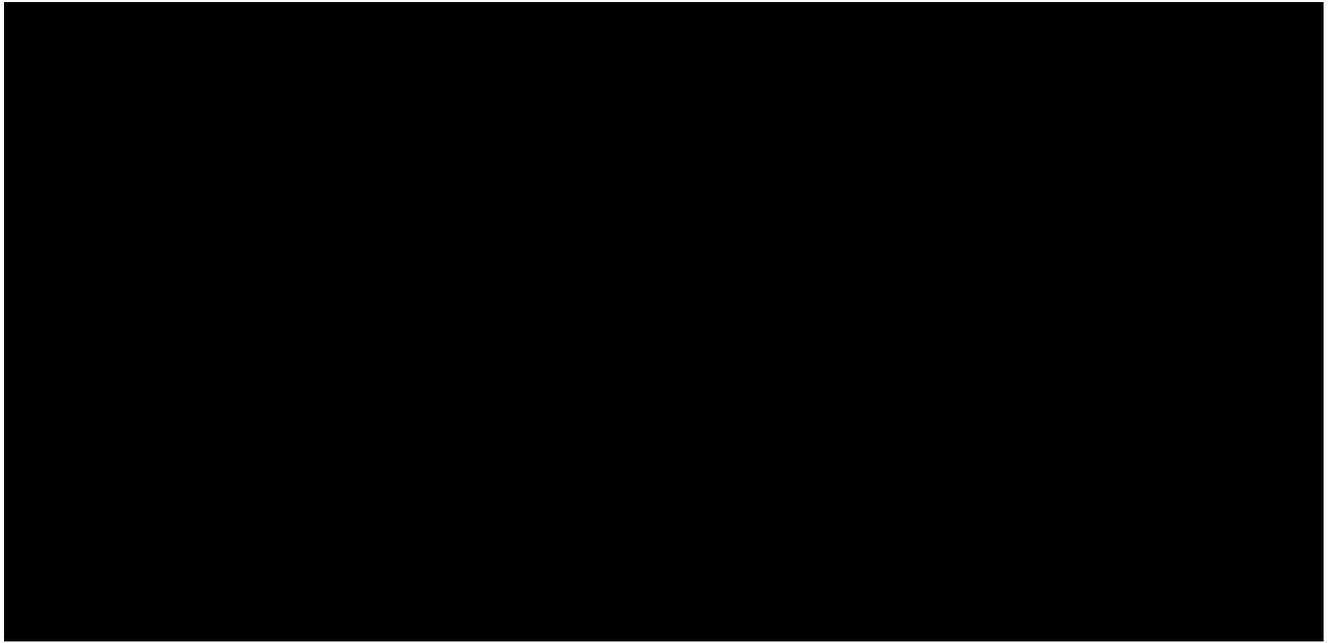
#### Key Personnel Reference Forms

Completed reference forms are included for each of our Key Staff below.









## **Attachment E: Mandatory Requirements (RFP 9.5)**

Please see the following pages for NTT DATA's completion of Attachment E.

## 9.5 Attachment E: Mandatory Requirements

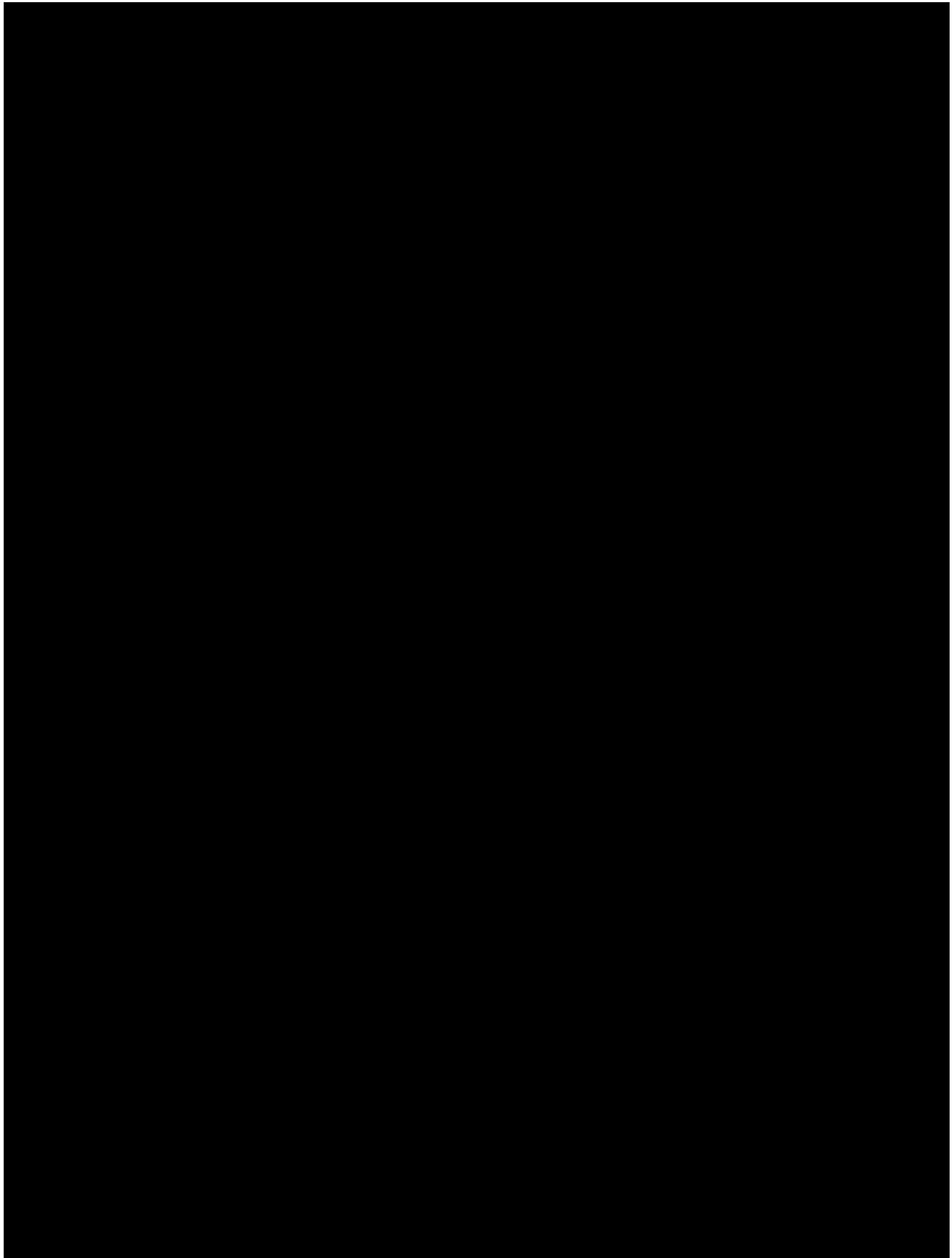
This section will provide instructions to vendors to respond to mandatory requirements as an attachment titled **Attachment E: Mandatory Requirements**.

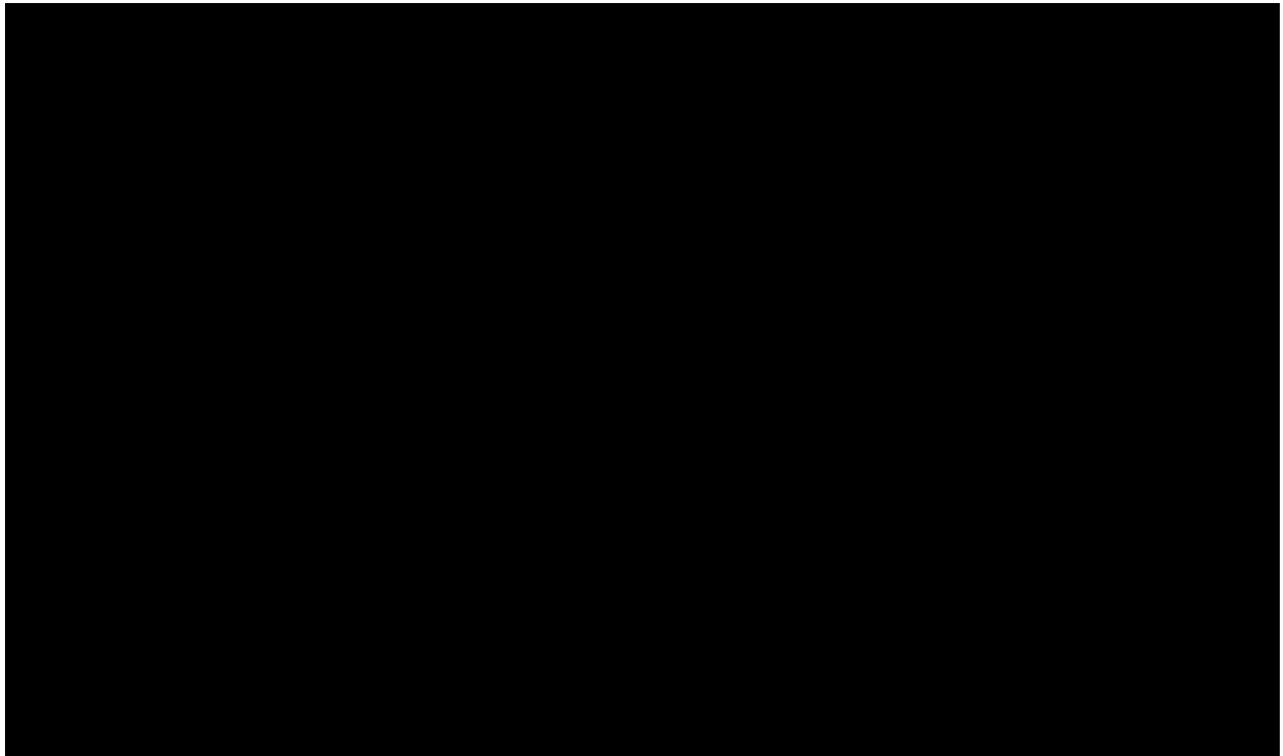
**Instructions:** The mandatory requirements must be met by the vendor as a part of the submitted proposal. Failure on the part of the vendor to meet any of the mandatory requirements may result in their disqualification of the proposal at the sole discretion of PRMP. The term “must” stipulate and identifies a mandatory requirement. The vendor is to demonstrate compliance with mandatory requirements in their proposal. If the vendor’s proposal meets the mandatory requirements, the vendor’s proposal may be included in the cost evaluation of this RFP. For mandatory requirements that involve documentation, vendors should include that documentation with their technical proposal. Any documentation for mandatory requirements not supplied with their technical proposal must be submitted before contract execution. When appropriate, the vendor’s proposal must provide narrative responses addressing the area listed below:

1. The vendor must provide the right of access to systems, facilities, data, and documentation to PRMP or its designee to conduct audits and inspections as is necessary.
2. The vendor must support PRMP’s requests for information in response to activities including, but not limited to:
  - a. Compliance audits
  - b. Investigations
  - c. Legislative requests
3. 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.
4. The vendor must agree to comply with current and future PRMP and federal regulations as is necessary to support this RFP.
5. The vendor must help ensure that all applications inclusive of internet, intranet, and extranet applications 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.
6. The vendor must perform according to approved SLAs and identified KPIs with associated metrics in the areas listed in **Appendix 1: Service-Level Agreements and Performance Standards**.
7. The vendor must initially submit and then update deliverables as is detailed within the RFP, as is necessary for the assignment’s success, and at the request of PRMP.
8. The vendor must submit updated deliverables for PRMP’s approval based on the Schedule and Work Plan.
9. 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)
10. The vendor must comply with federal Executive Order 11246 related to Equal Employment Opportunity Act, the Clean Air Act, and the Clean Water Act.
11. The vendor must perform all work associated with this contract within the continental

- United States (U.S.) or U.S. Territories.
12. The vendor must serve as a trusted partner to PRMP and represent PRMP's interests in all activities performed under the resulting contract.
  13. The vendor must serve as a trusted partner to MES Vendors in alignment with the requirements set forth in this RFP.
  14. The vendor must, at a minimum, include the standard invoice package contents for 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 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 PRMP with a summary, for time and materials related costs, of hours for services rendered inside and outside Puerto Rico as well as outside Puerto Rico for each vendor resource.
    - c. Provide PRMP with a list of all deliverables and services completed within an invoice period, as well as evidence that the PRMP has accepted and approved the work.
    - d. Provide PRMP with three (3) physical and one (1) electronic invoice packages in support of the PRMP's review and approval of each invoice.
      - i. Invoice Package #1 – Original Signature
      - ii. Invoice Packages #2 - #3 – Hard Copy
      - iii. Invoice Package #4 – Electronic
  15. The vendor must use industry-standard Program Management standards, methodologies, and processes to help ensure the assignments are delivered on time, within scope, within budget, and in accordance with PRMP's quality expectations. PRMP utilizes the Program Management Institute® (PMI®) Program Management Body of Knowledge (PMBOK®) methodology.
  16. 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 PRMP. In making this determination, PRMP will evaluate whether the vendor is meeting deliverable dates, producing quality materials, consistently maintaining high quality and production rates, and meeting RFP standards without significant rework or revision.
  17. The vendor must agree that PRMP retains ownership of all data, procedures, applications, licenses, and materials procured or developed during the contract period.
  18. The vendor must provide evidence that staff have completed all necessary forms prior to executing work for the contract.
  19. The vendor staff must not have the capability to access, edit, and share personal information data, with unauthorized solution users, including but not limited to:
    - a. Protected Health Information (PHI)
    - b. Personally Identifiable Information (PII)
    - c. Financial Transaction Information (FTI)
    - d. Social Security Administration (SSA) data including, but not limited to: family, friends, and acquaintance information

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





## **Attachment F: Response to Statement of Work (RFP 9.6)**

Please see the following pages for NTT DATA's completion of Attachment F.

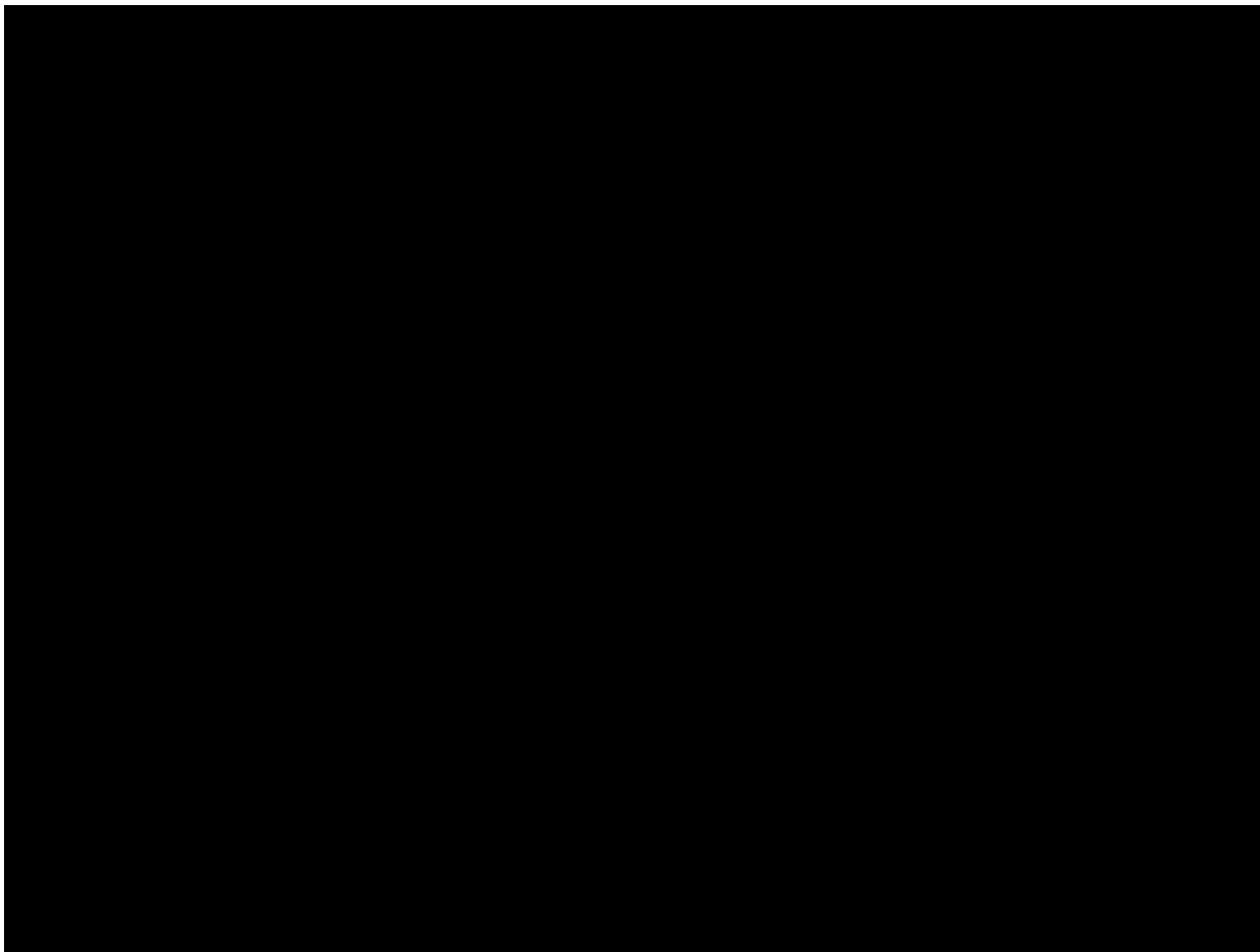
## 9.6 Attachment F: Response to Statement of Work

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 statement of work are required as part of the submitted proposal. Responses will be scored as part of the Technical Proposal Evaluation. The vendor may also add images or diagrams for each response.

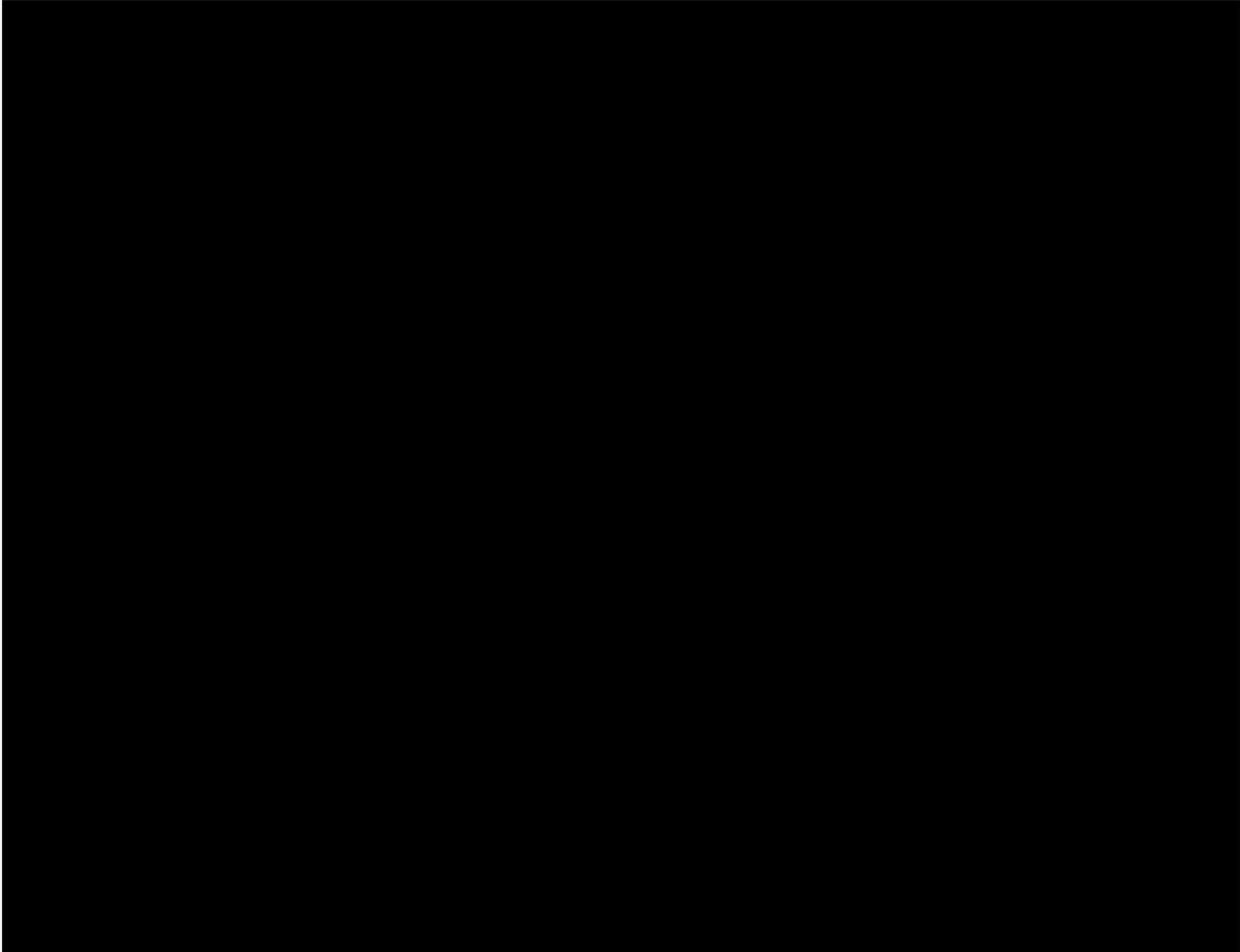
### 1. Scope and Requirements Management and Expertise Approach

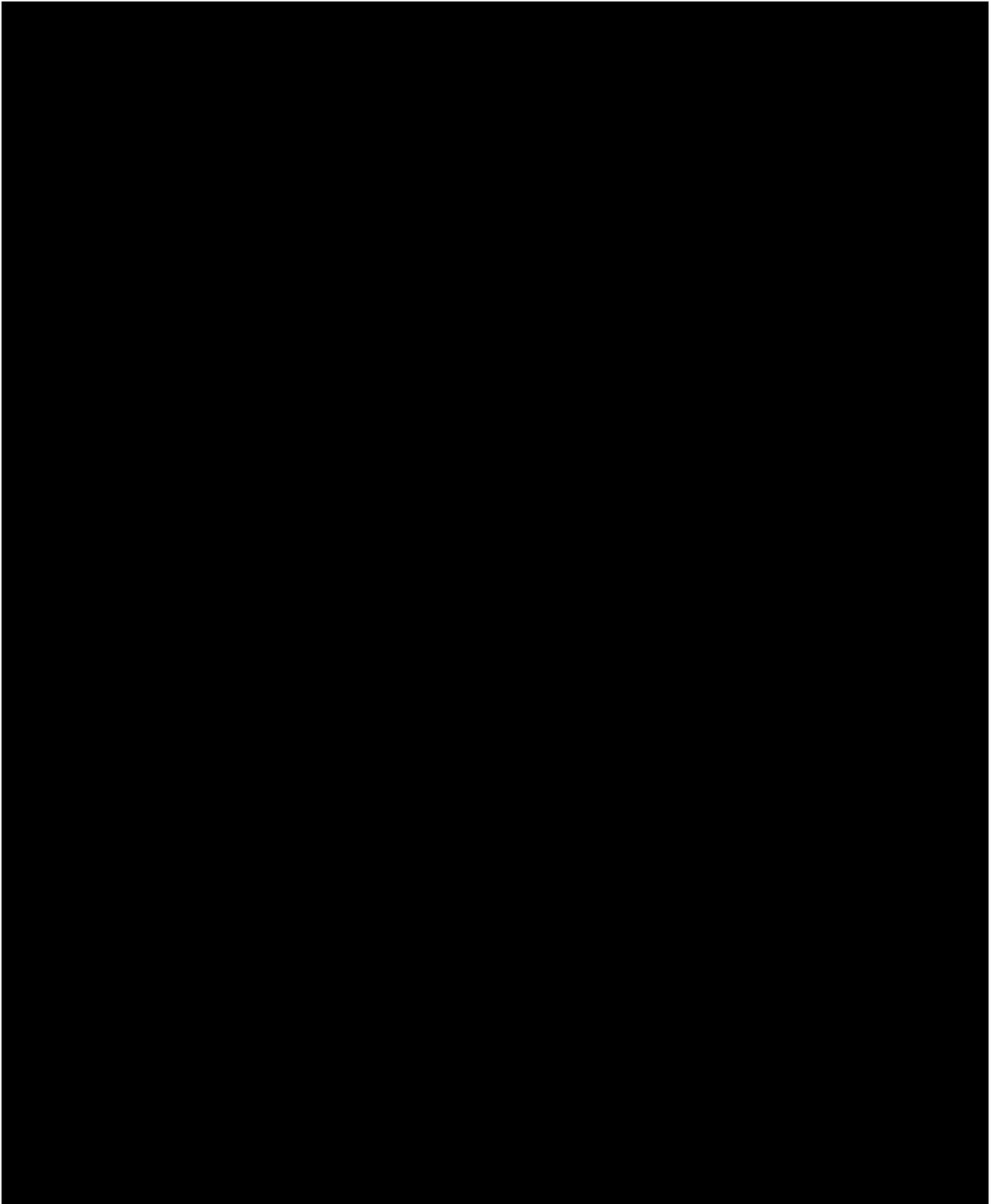
#### Approach to Scope and Requirements Management and Expertise

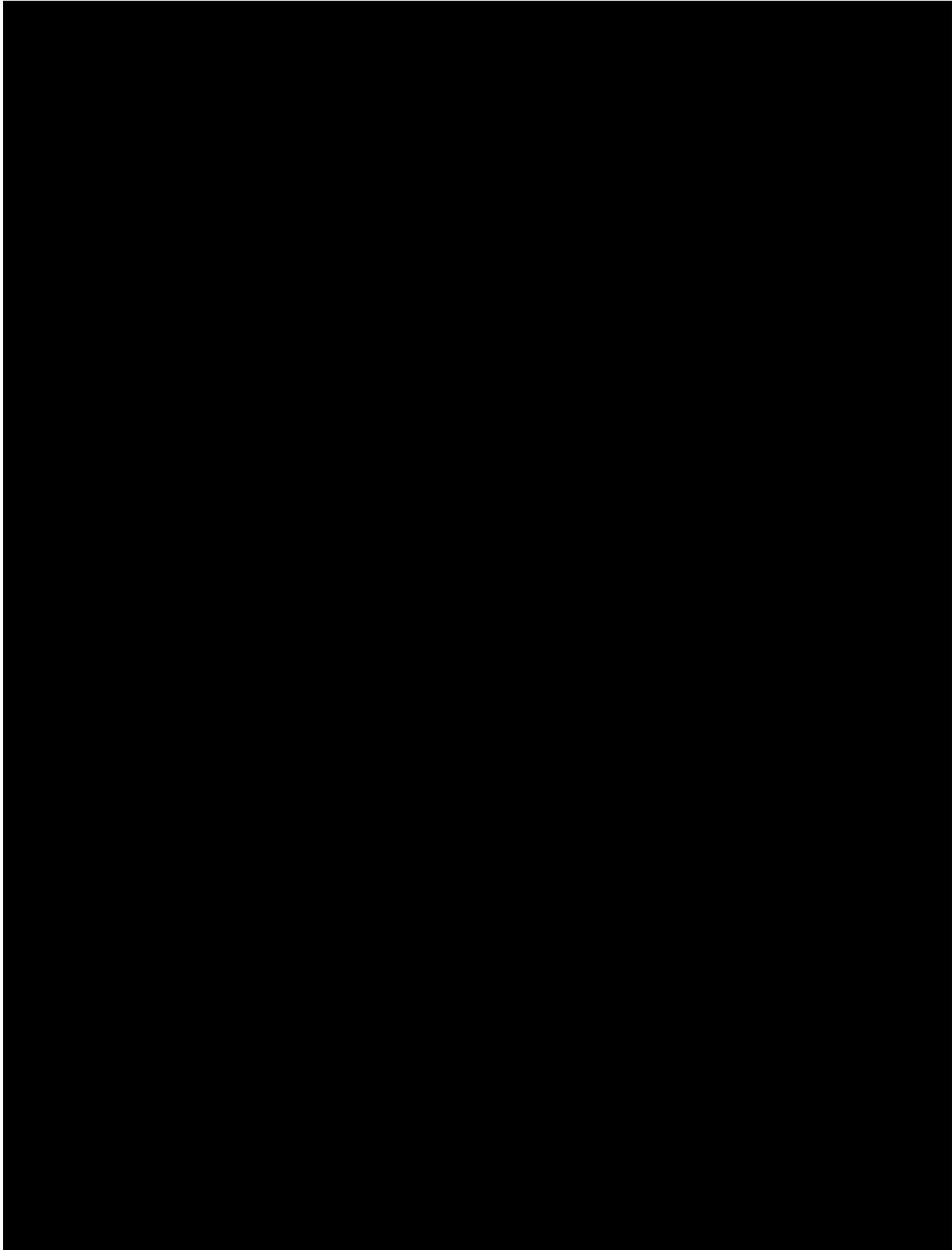


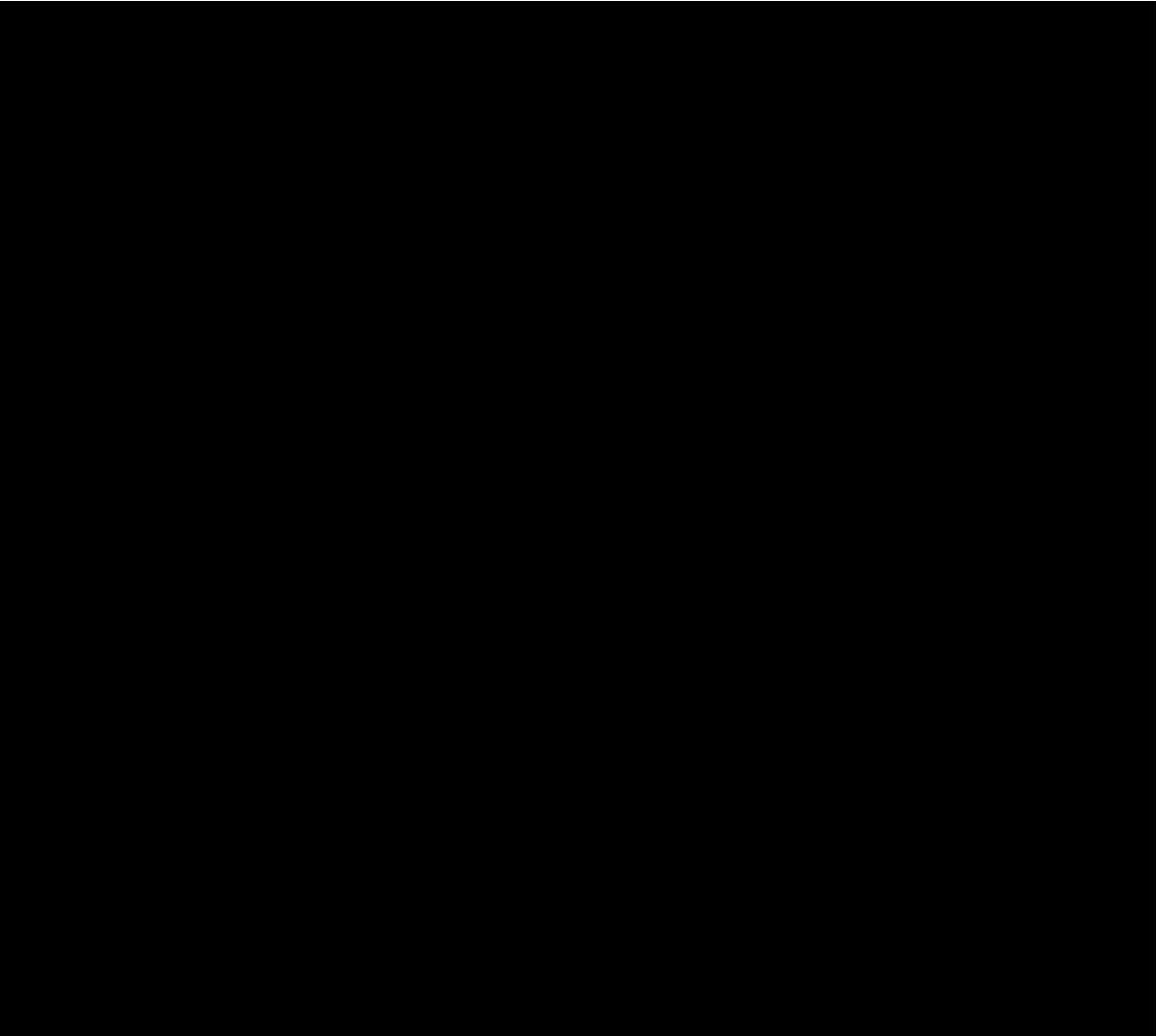
**Please describe in narrative form how your organization will meet the following requirements (a-g):**

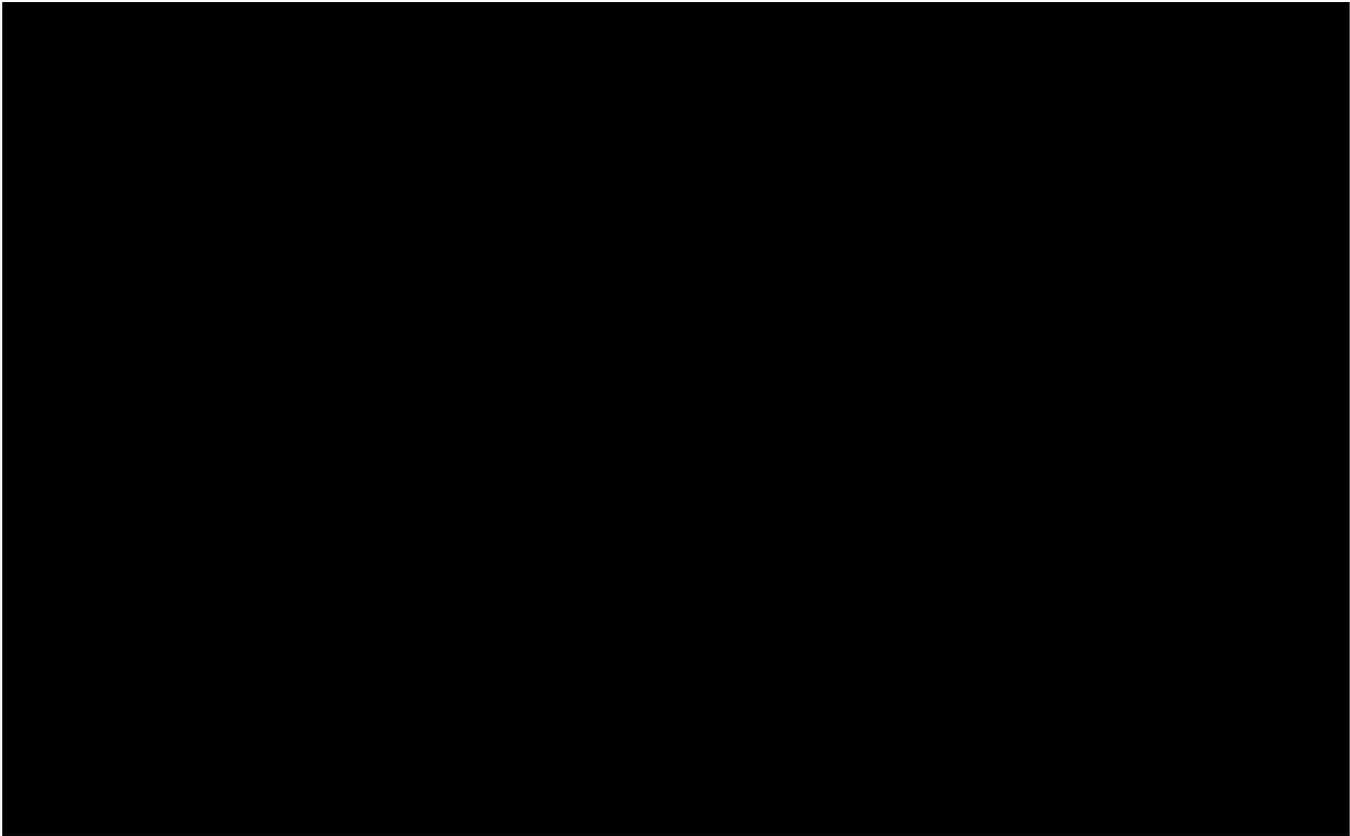
- a. Describe the vendor's capabilities, knowledge and experience performing the services described in Statement of Work of this RFP.**







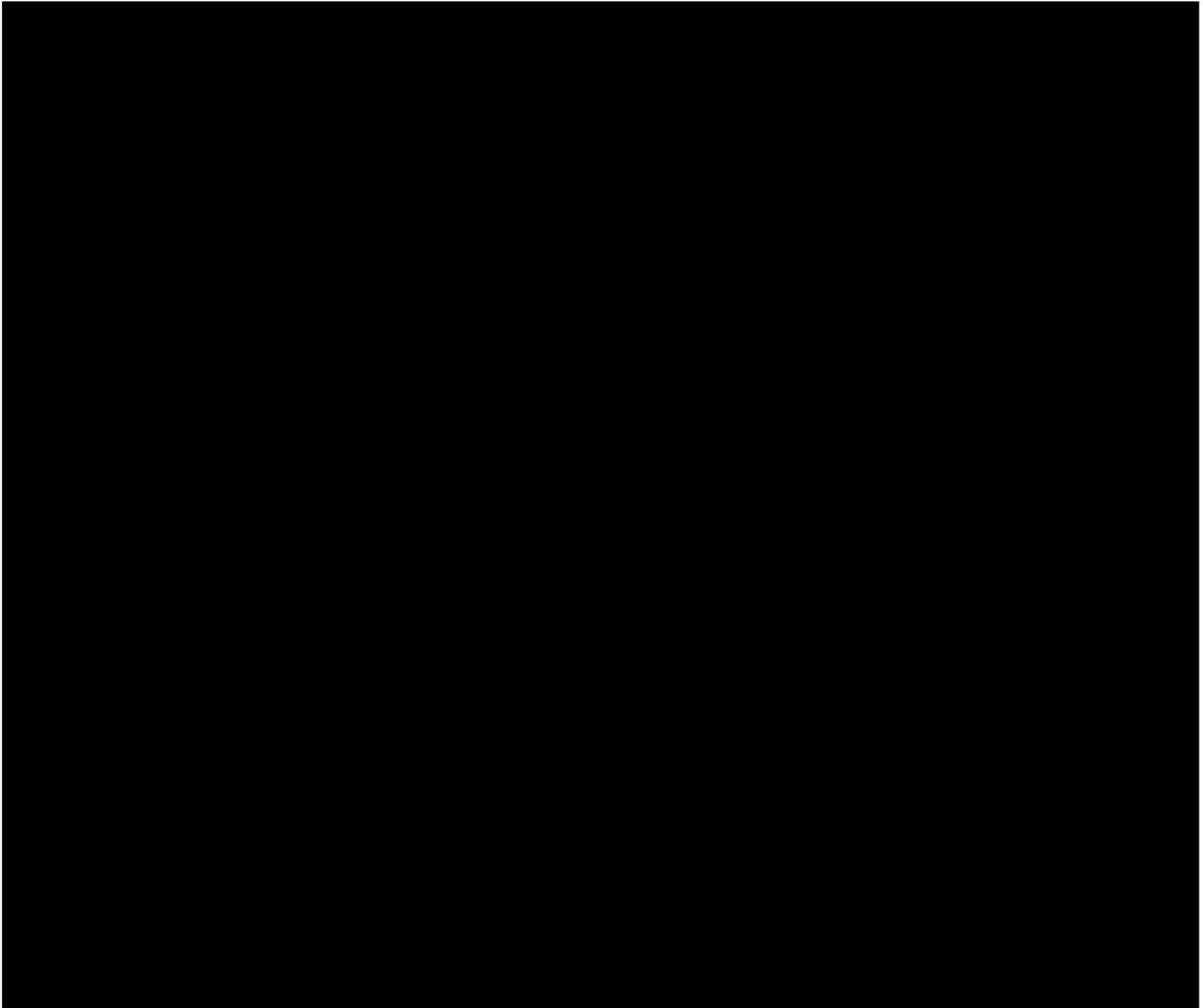




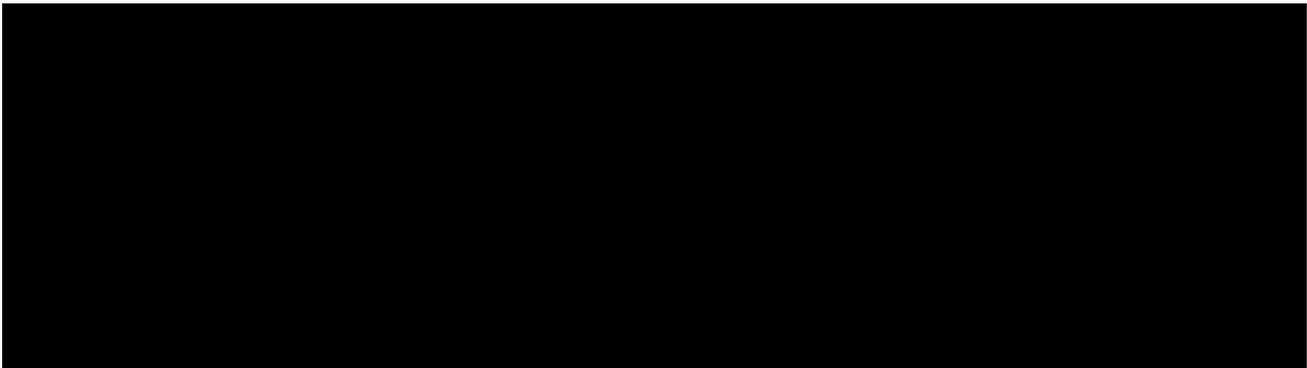
**b. Describe the vendor's approach to identifying short-term and long-term work activities.**

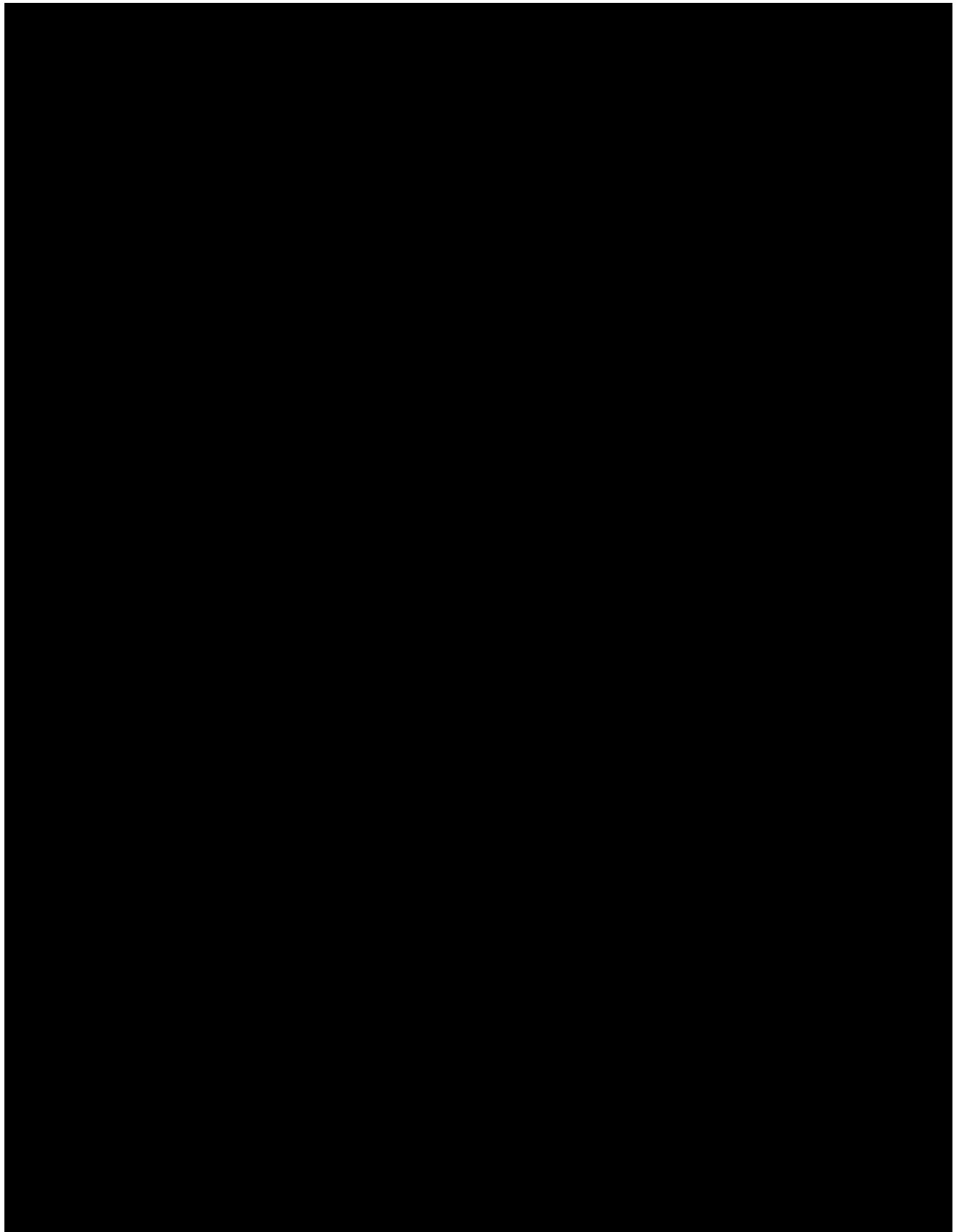


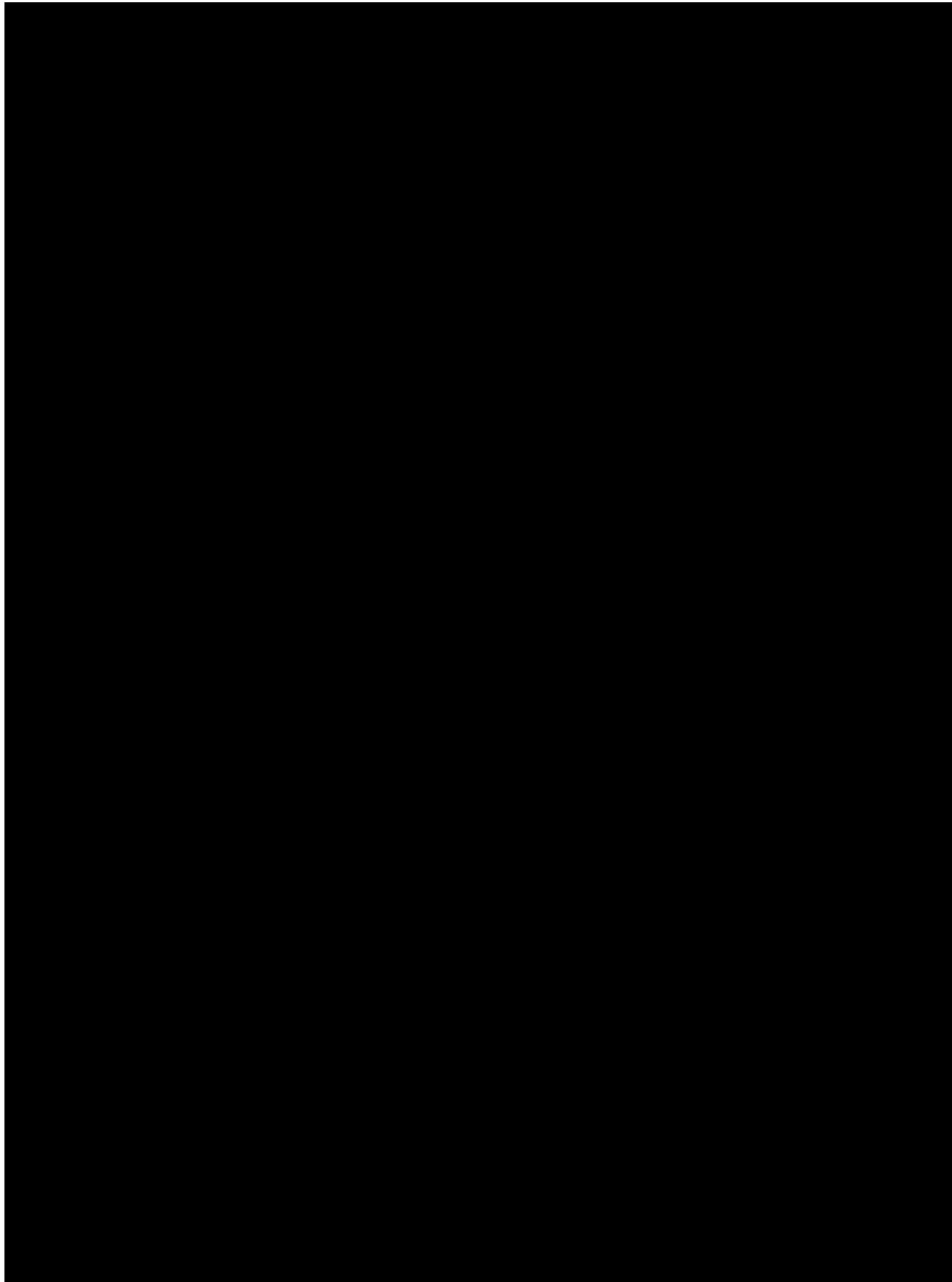
**c. Describe your knowledge and experience with executing the possible assignments for the Services Areas included in the Statement of Work.**

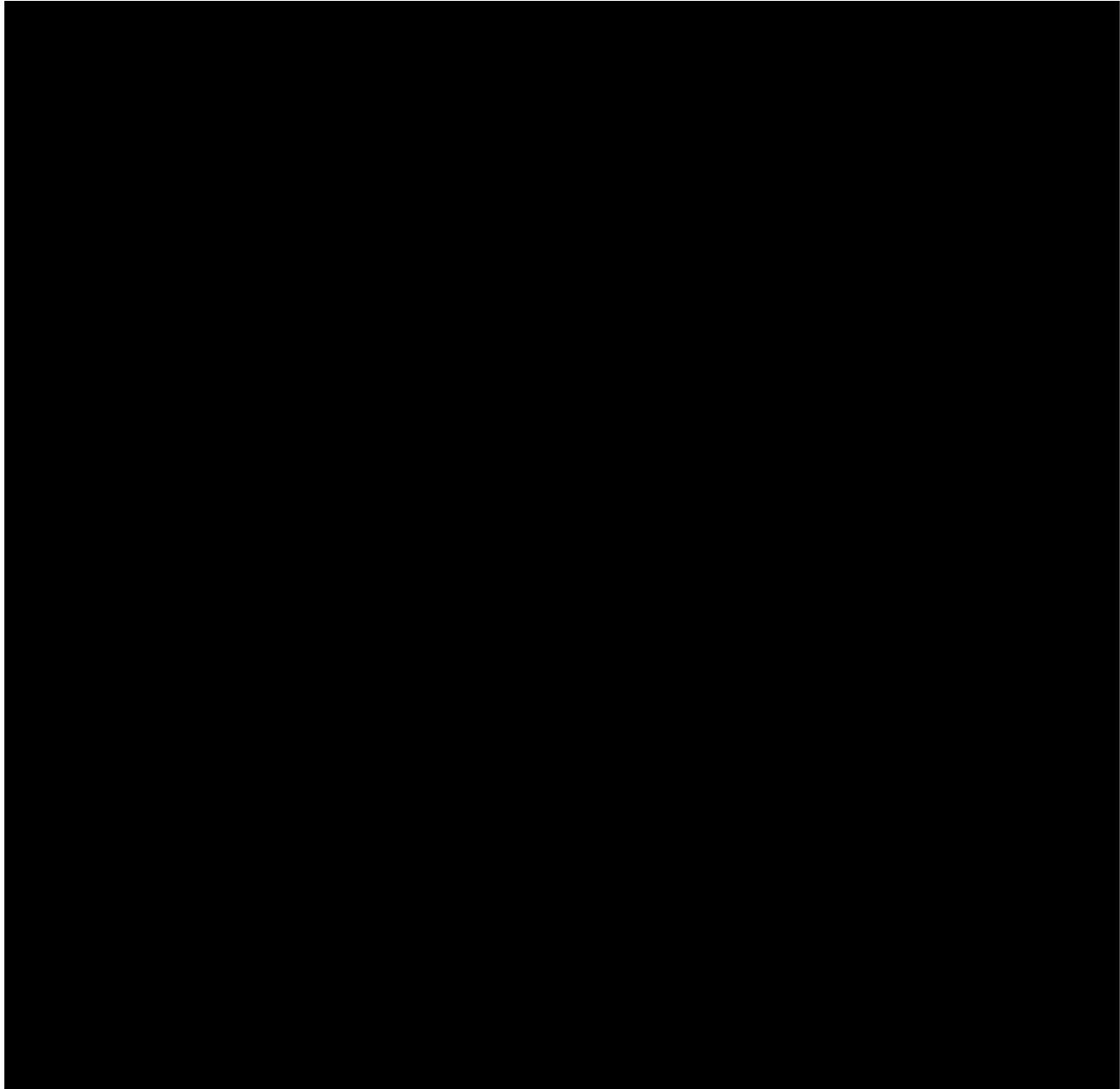


**d. Describe the vendor's approach toward building relationships and collaborating with PRMP and PRMP staff.**

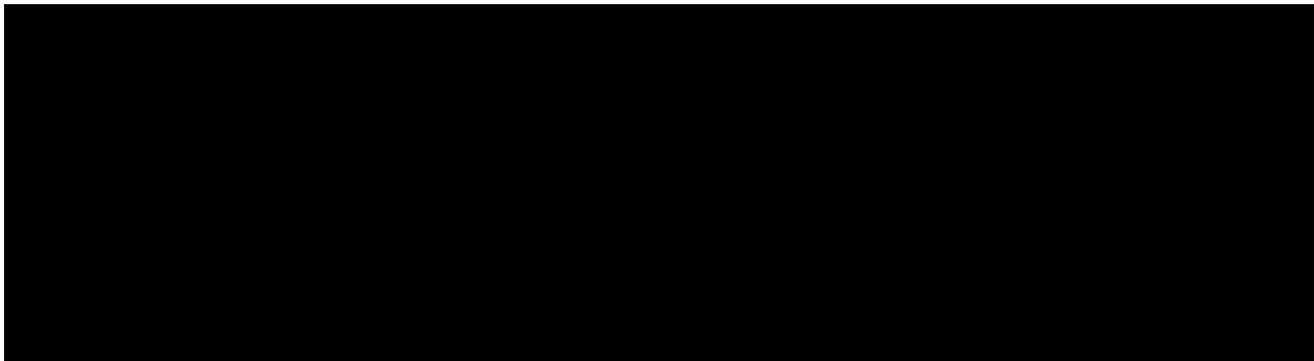


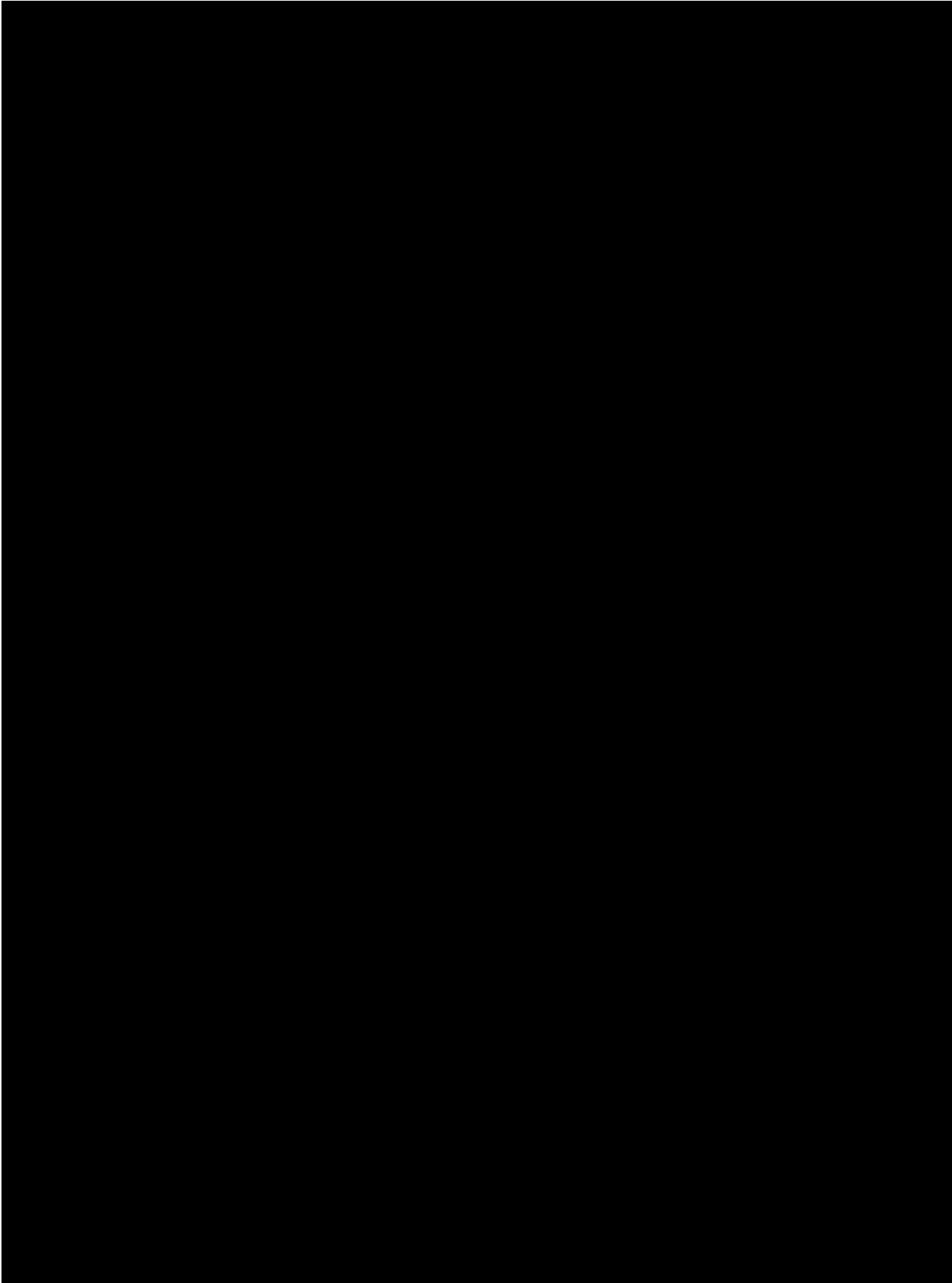


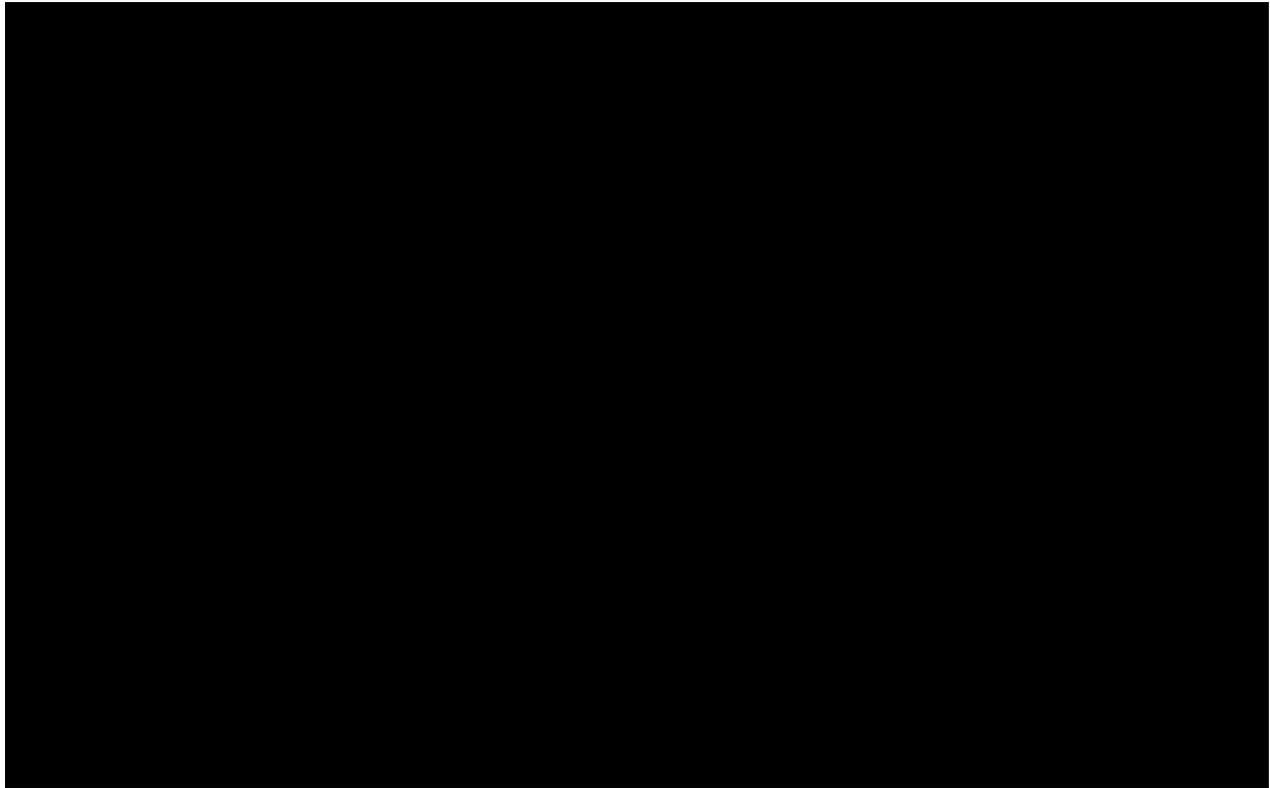




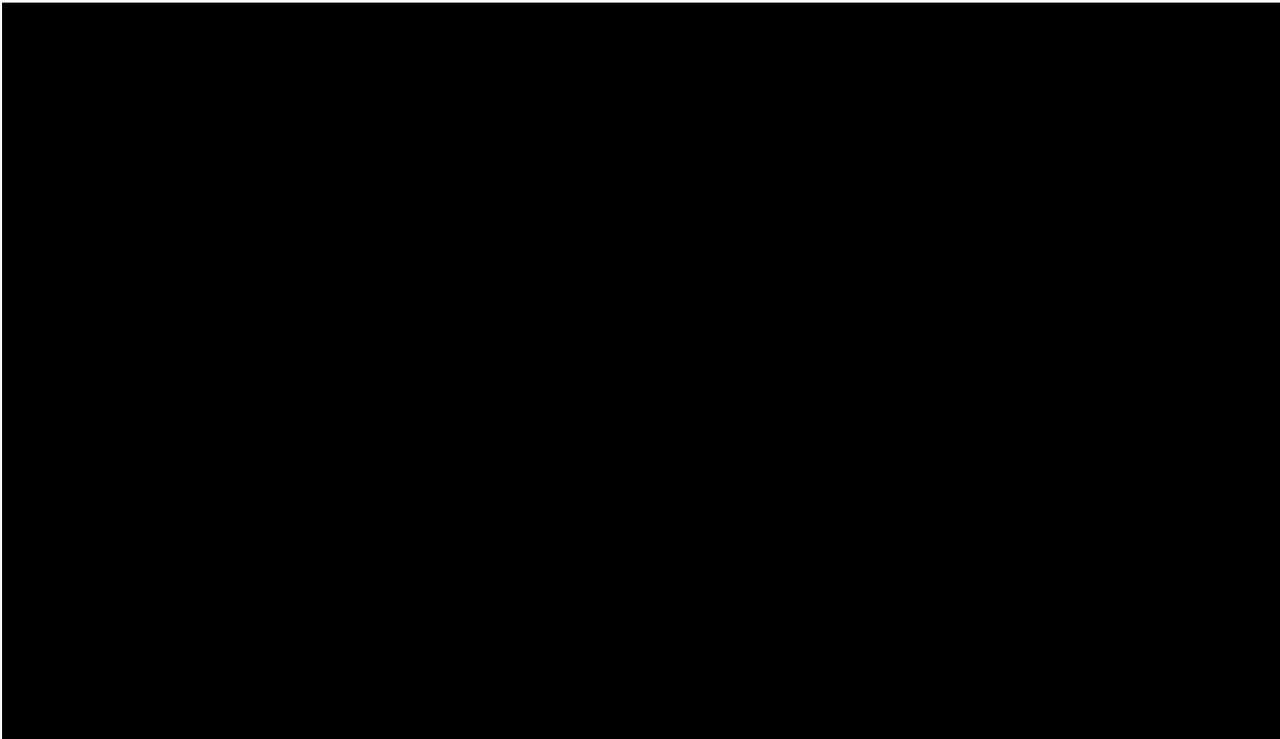
**e. Describe your capabilities, knowledge, and experience with assisting agencies/organizations with the services requested in this RFP.**

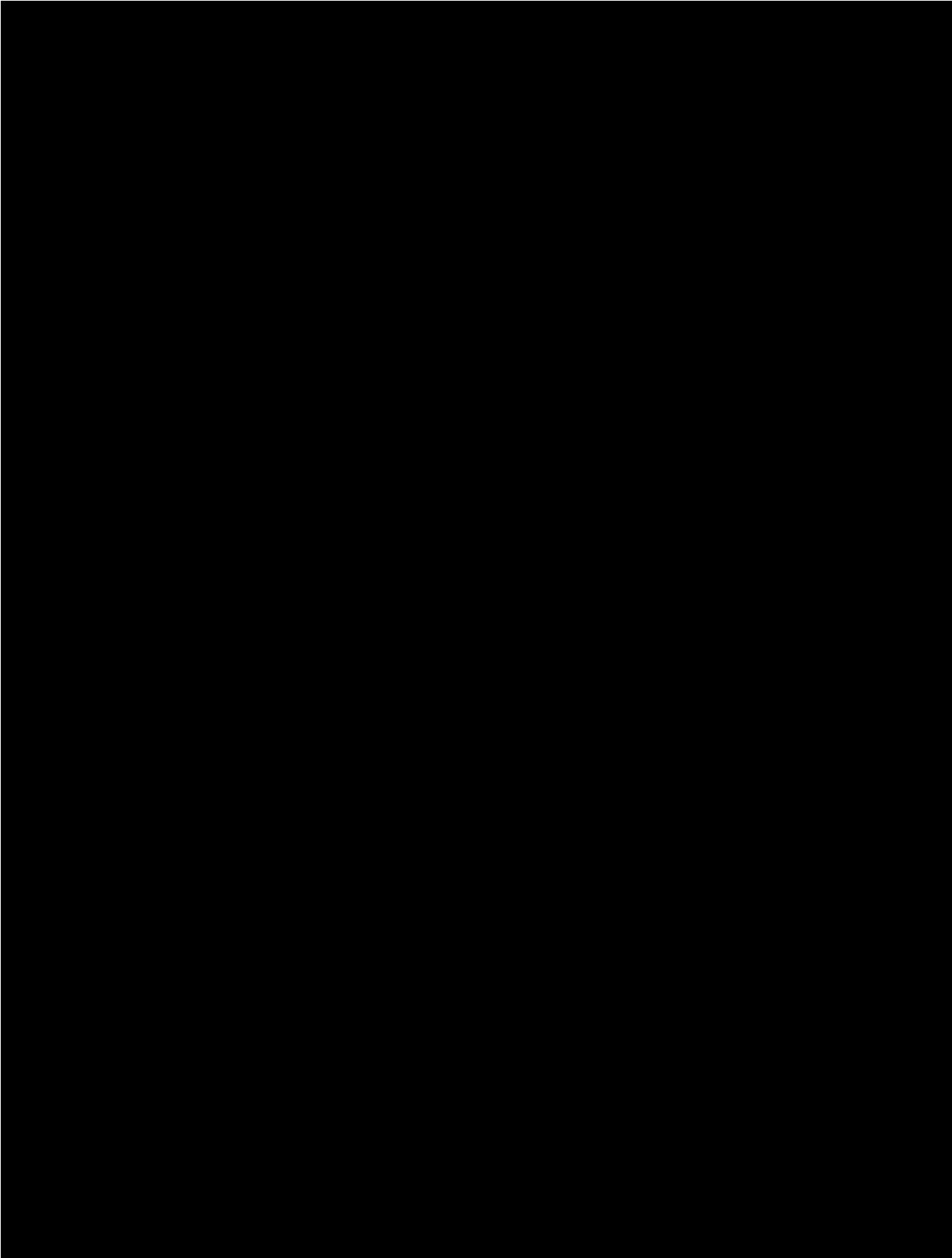


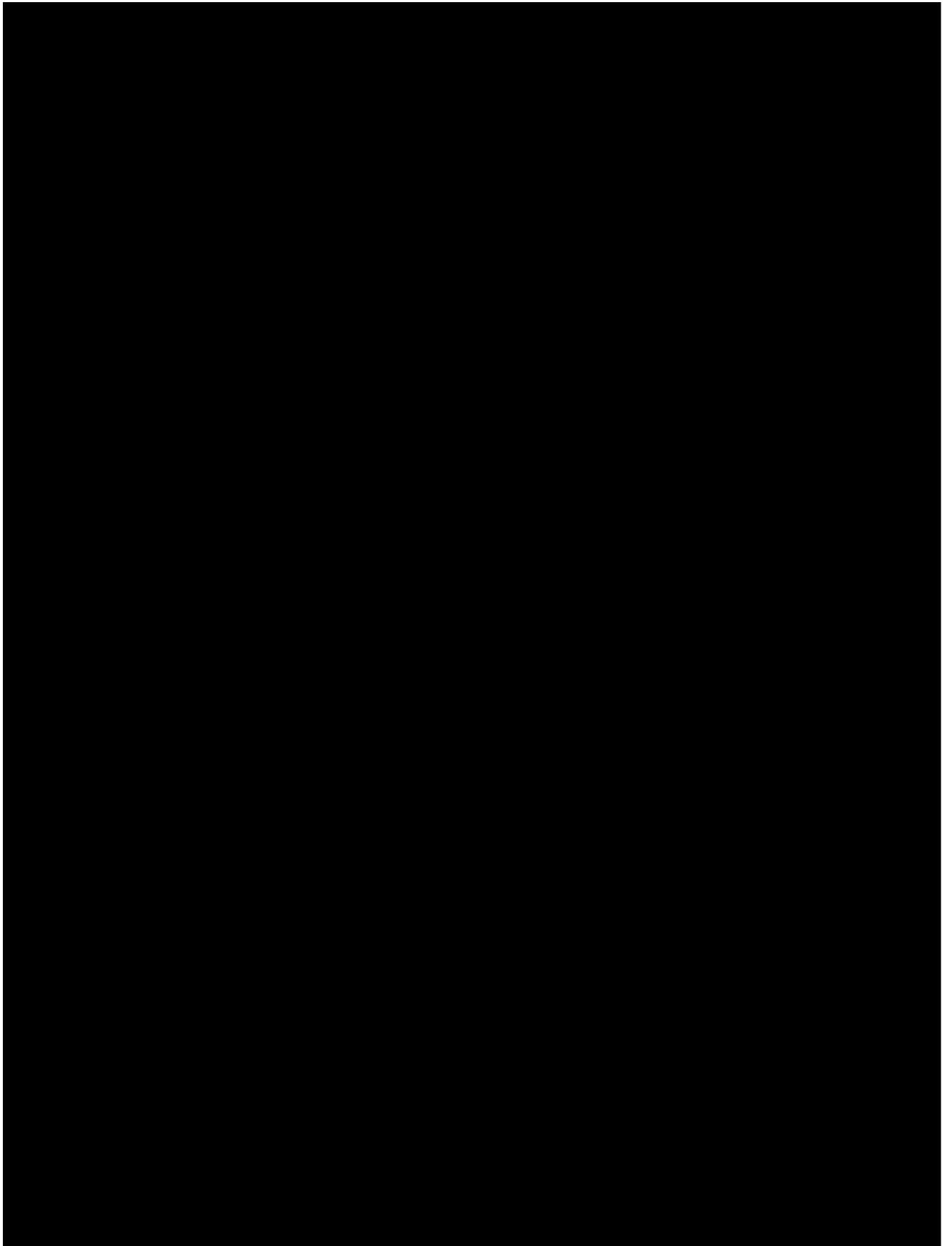


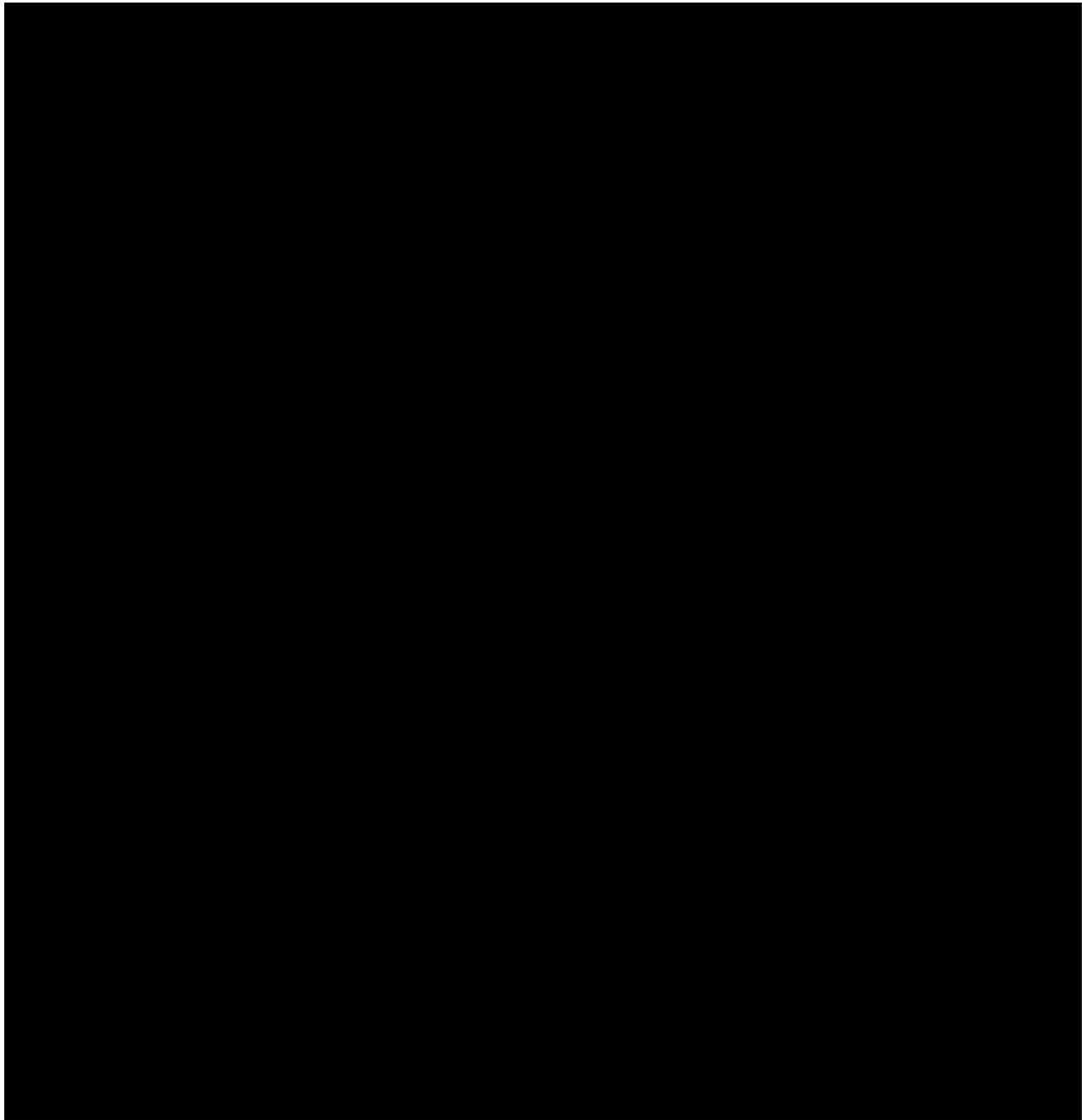


- f. Describe the overall approach and plan for assessing PRMP, programs and processes, including an illustration of the timeline with key activities, deliverables and milestones that includes the anticipated resource allocations by labor category that will support the proposed plan.**

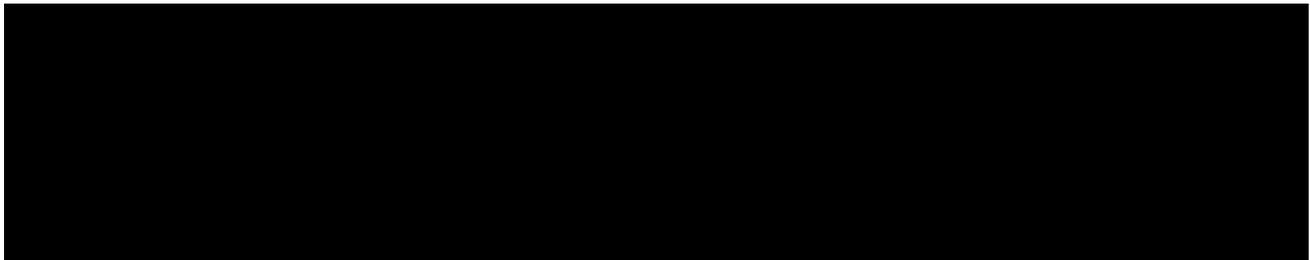


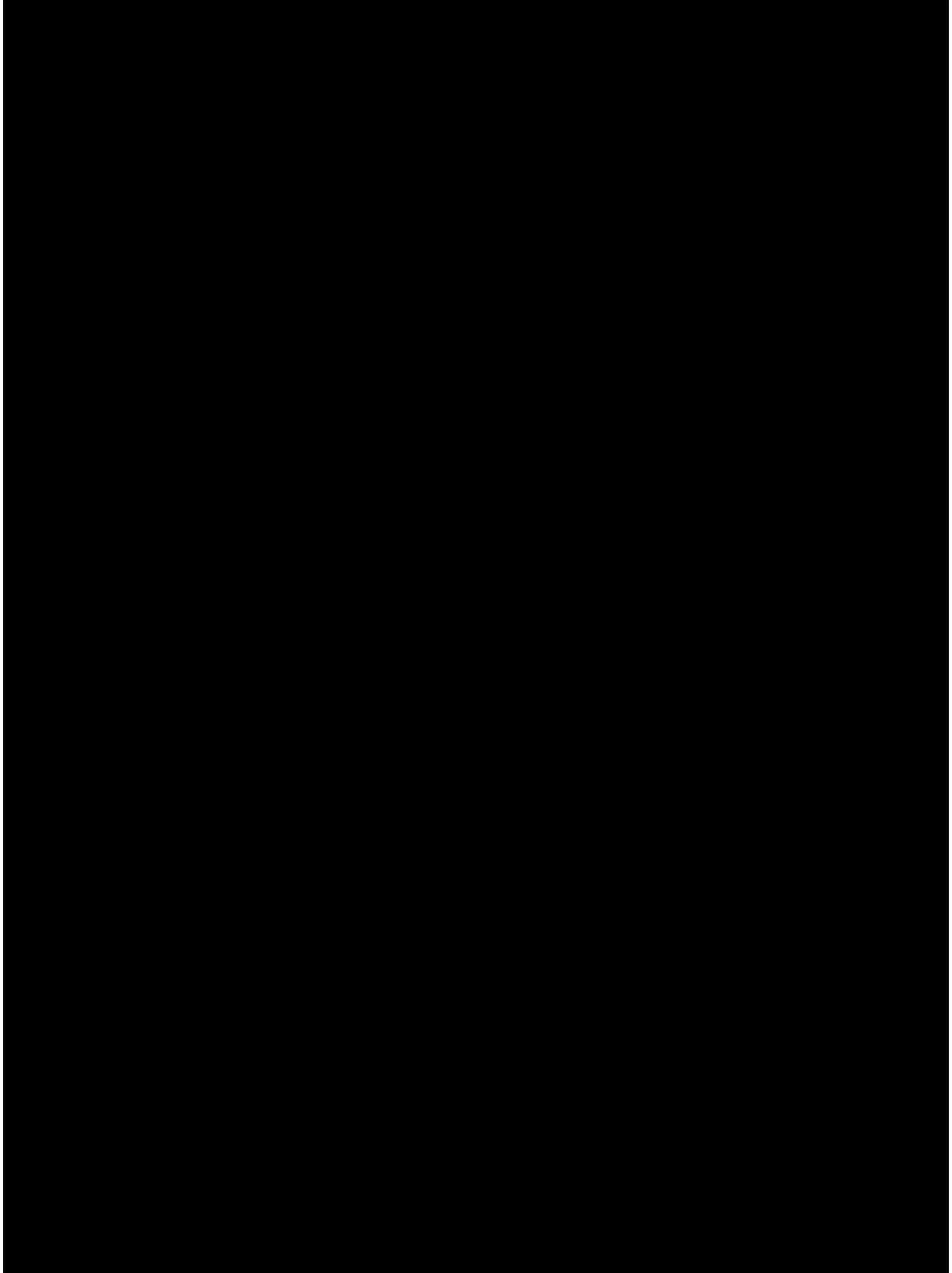


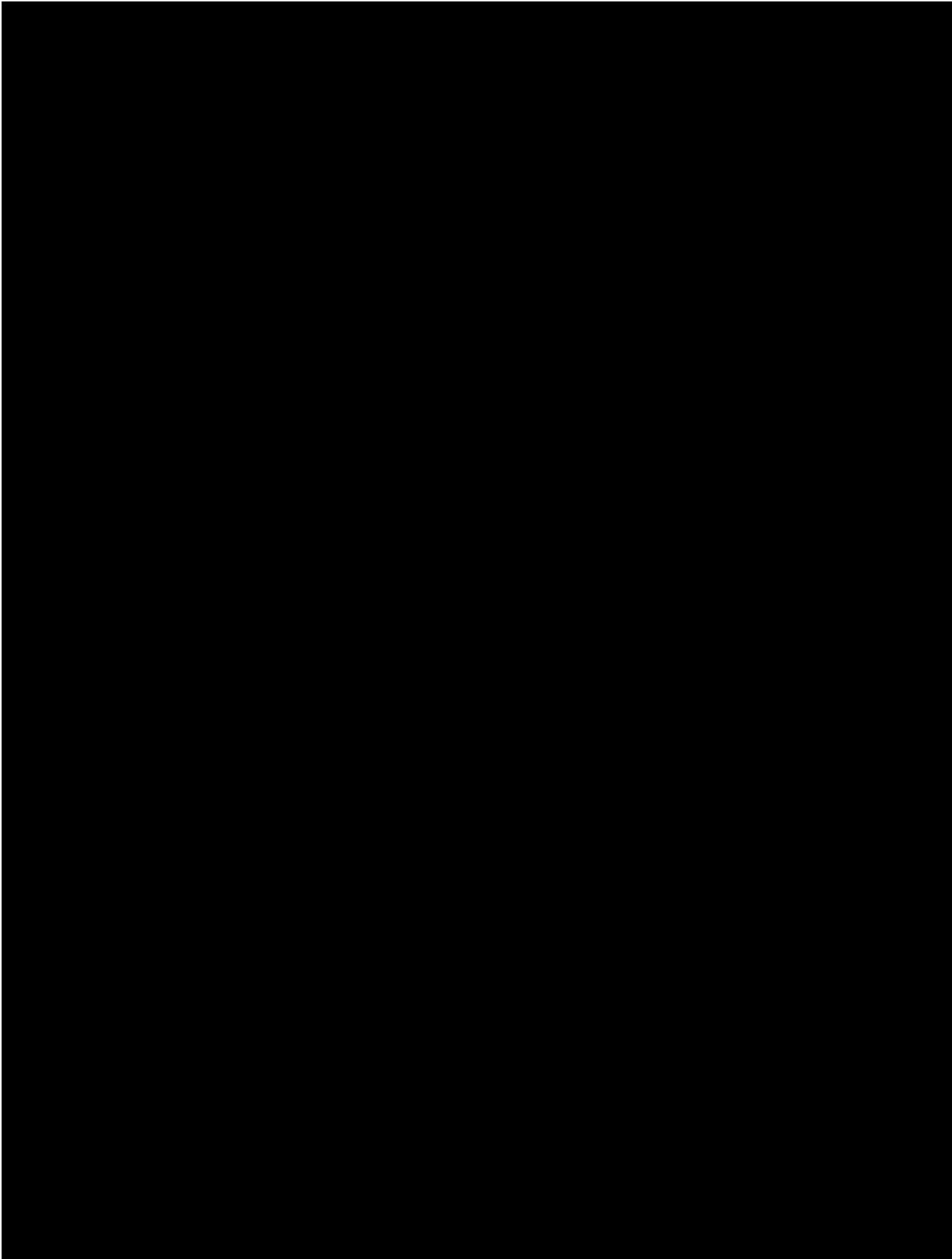


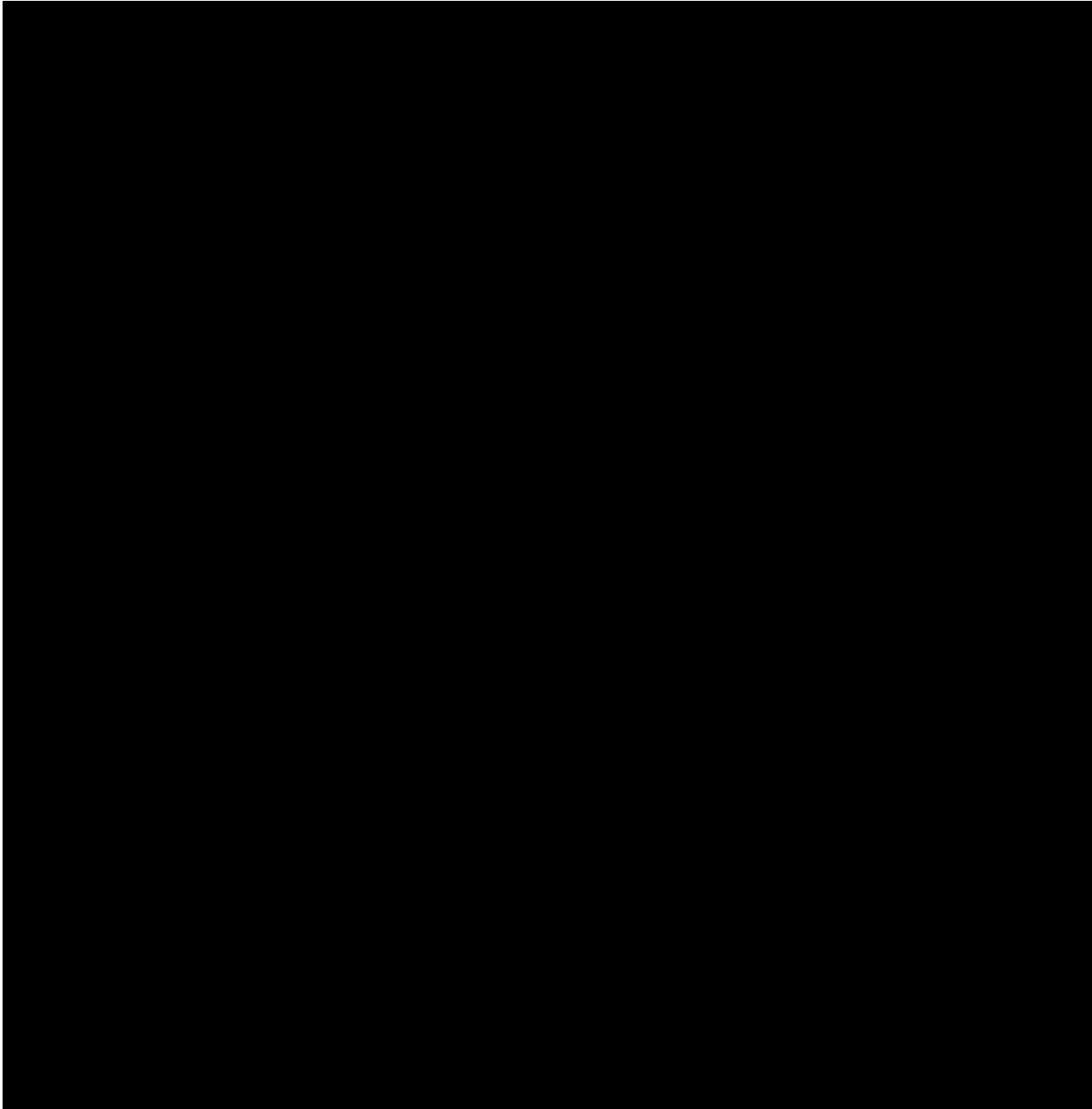


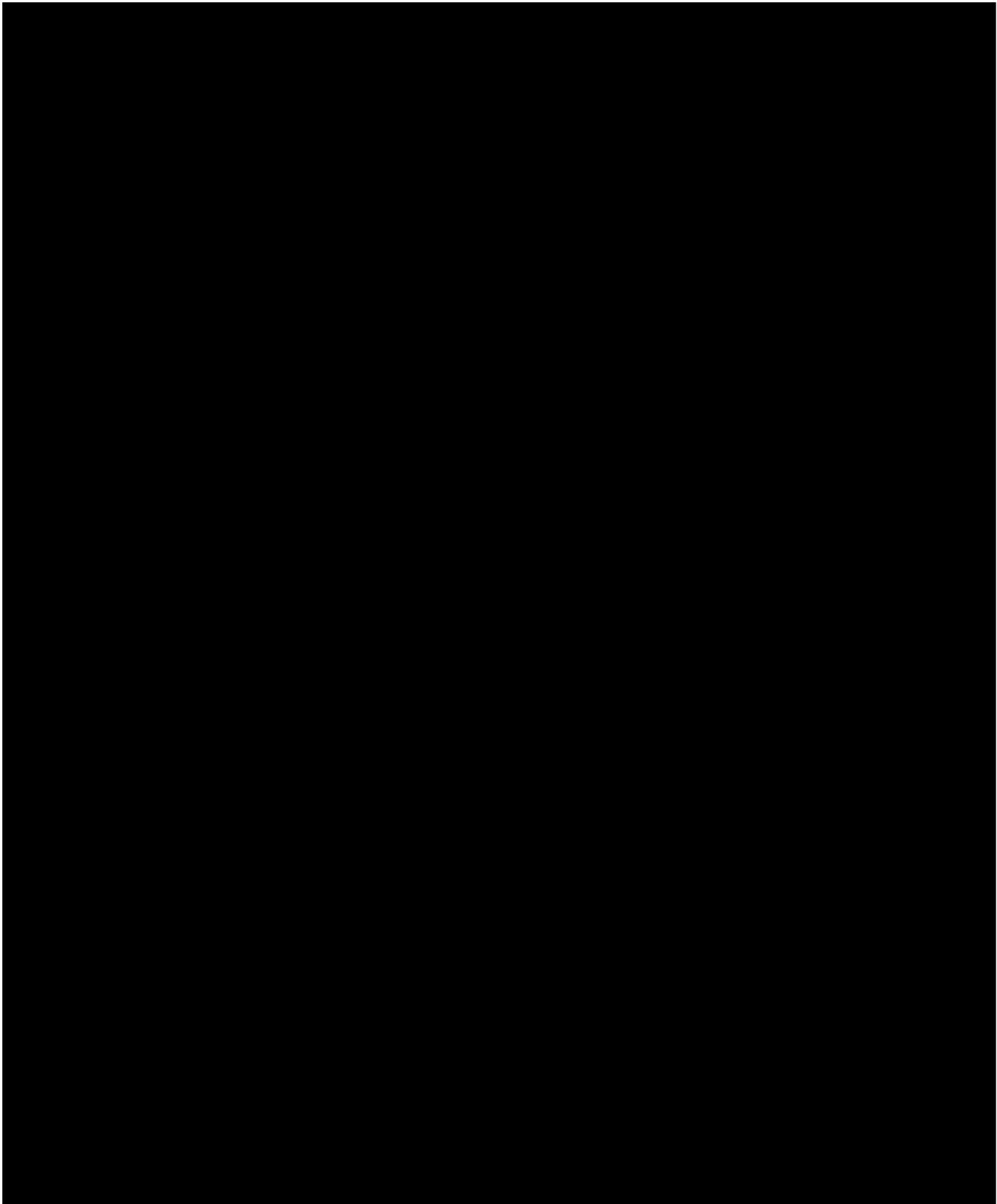
- g. Describe in detail your Program Management experience with program management tools and processes. Provide recommendations for Program Management tools and how they could be used in PRMP.**

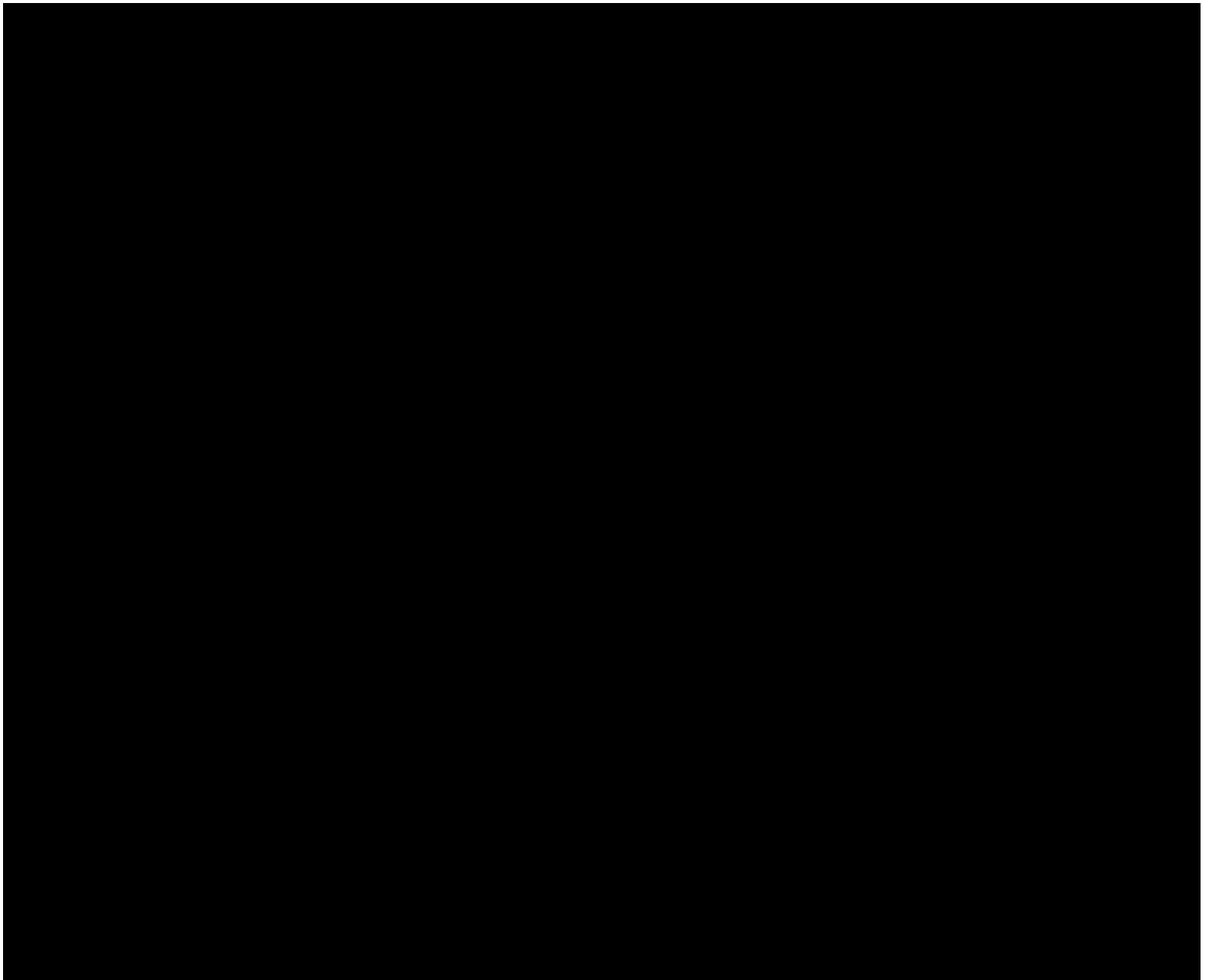






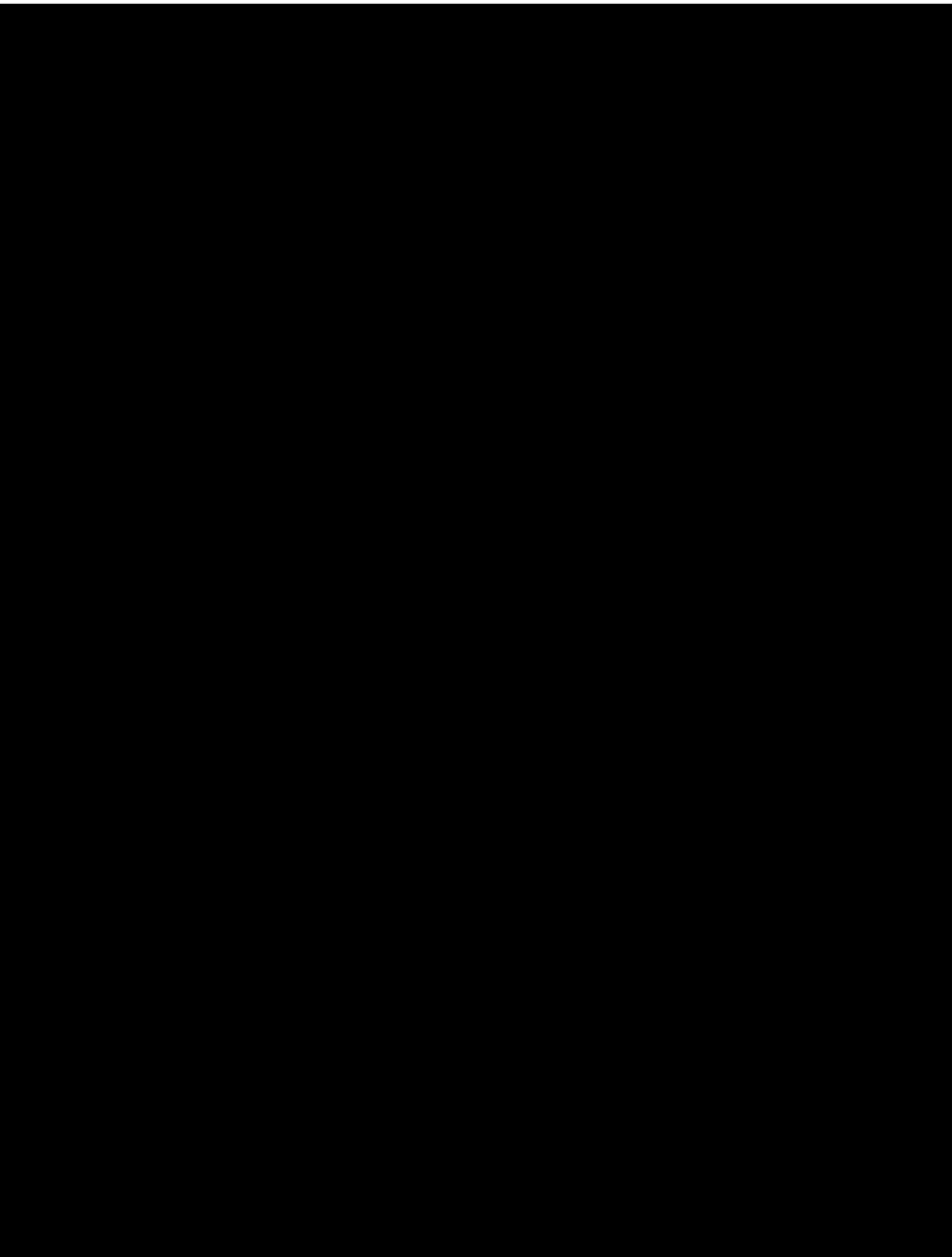






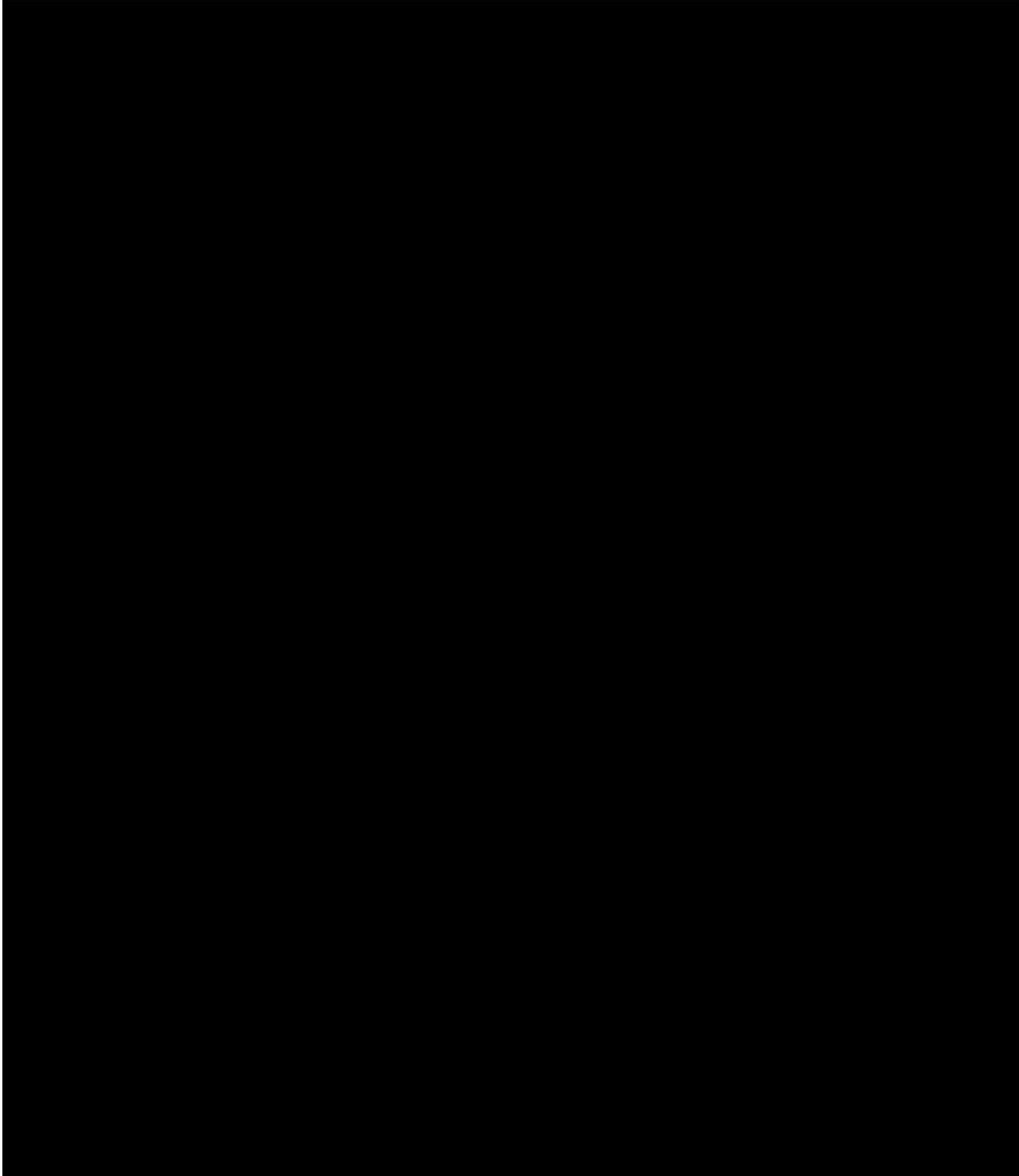
## **2. Medicaid Knowledge and Experience**

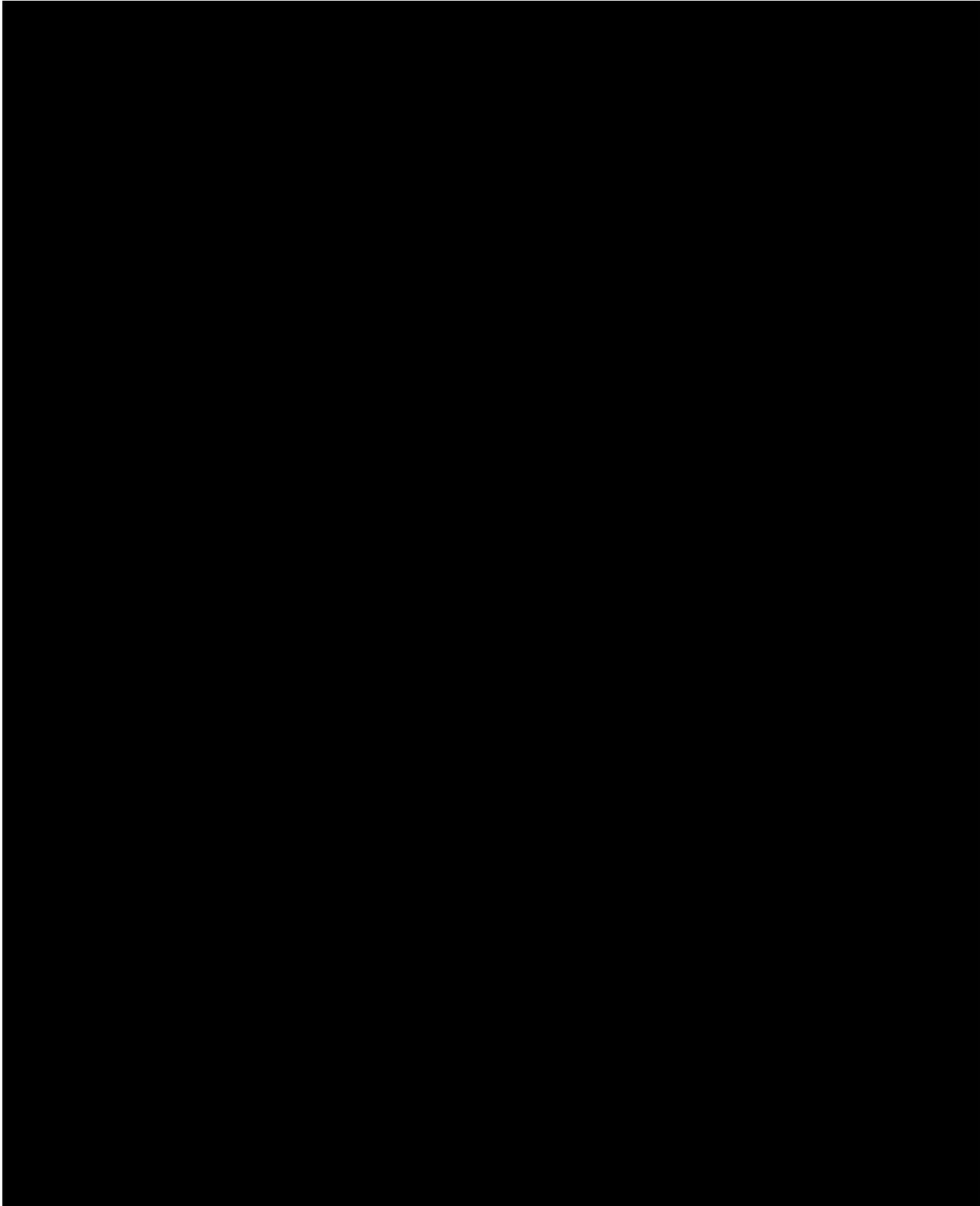
**Please describe the vendor's knowledge and experience for each item (a-k). Describe the anticipated deliverables for each section and how your team will perform the work involved toward meeting the requirements in the following Areas:**



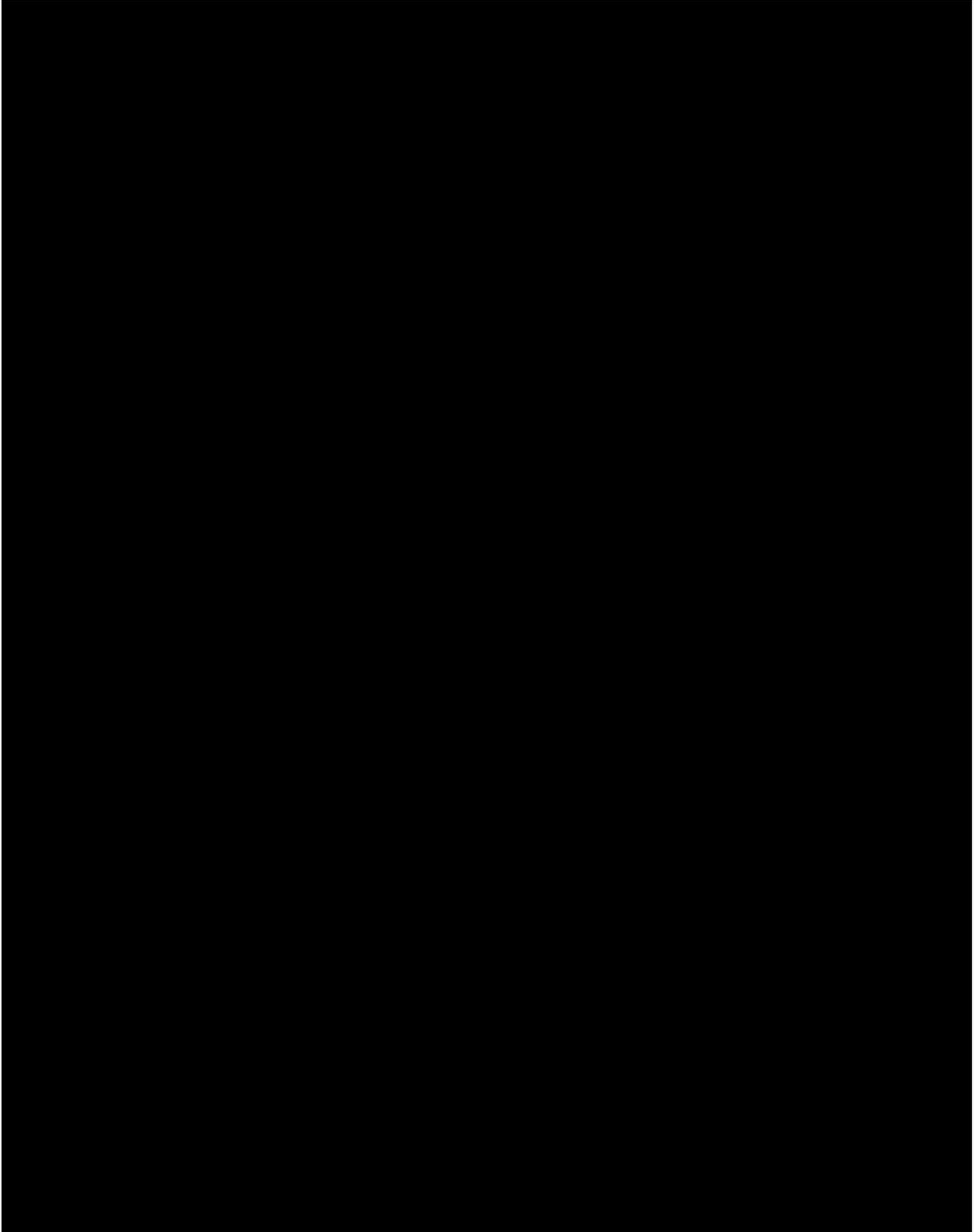


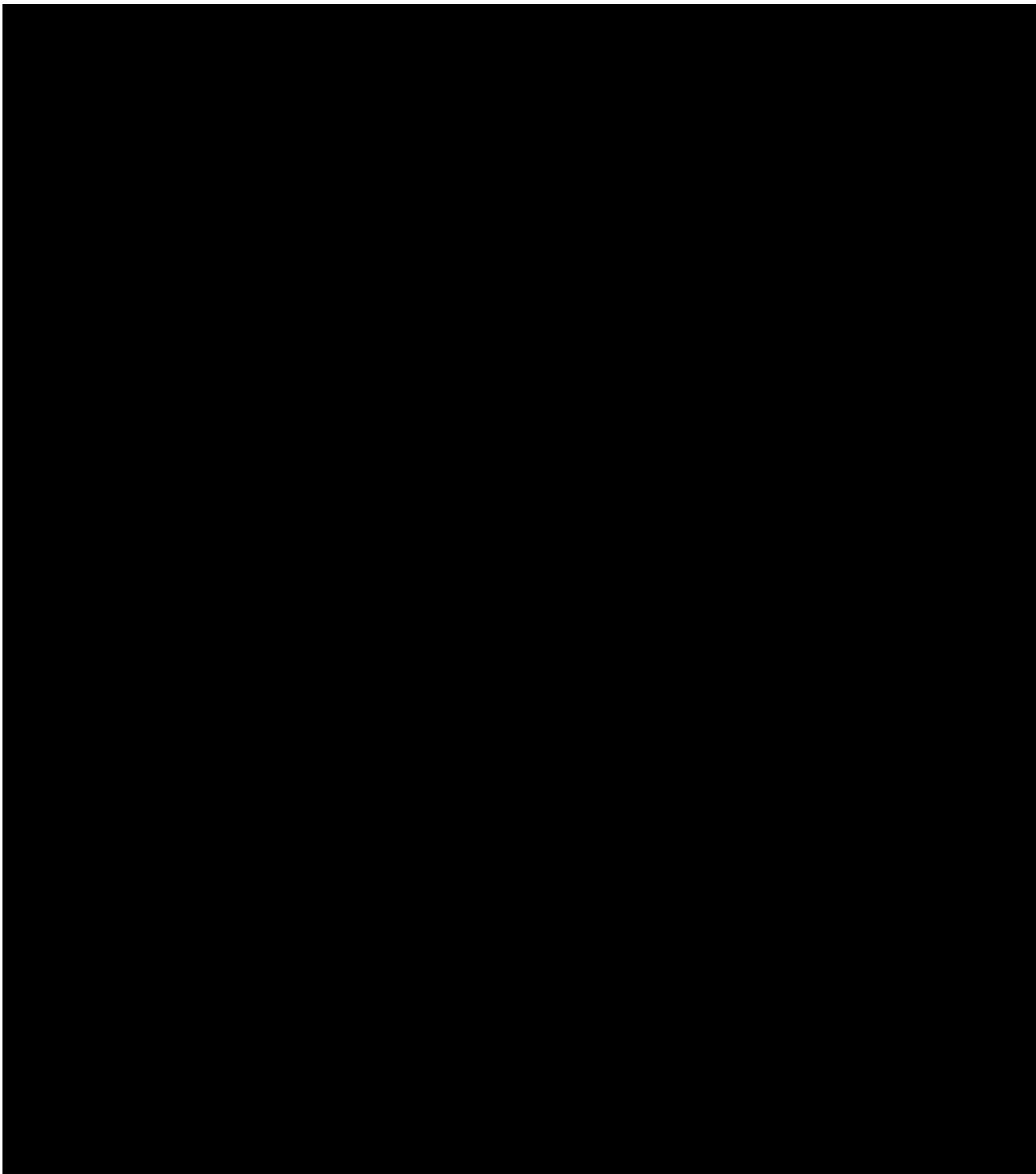
**a. Medicaid Enterprise System and/or Puerto Rico Medicaid Enterprise System (PRMES)**



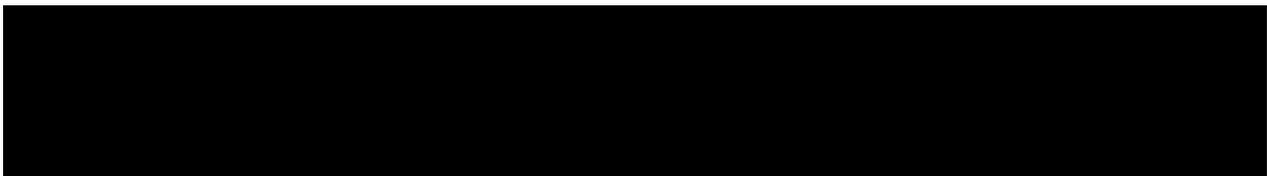


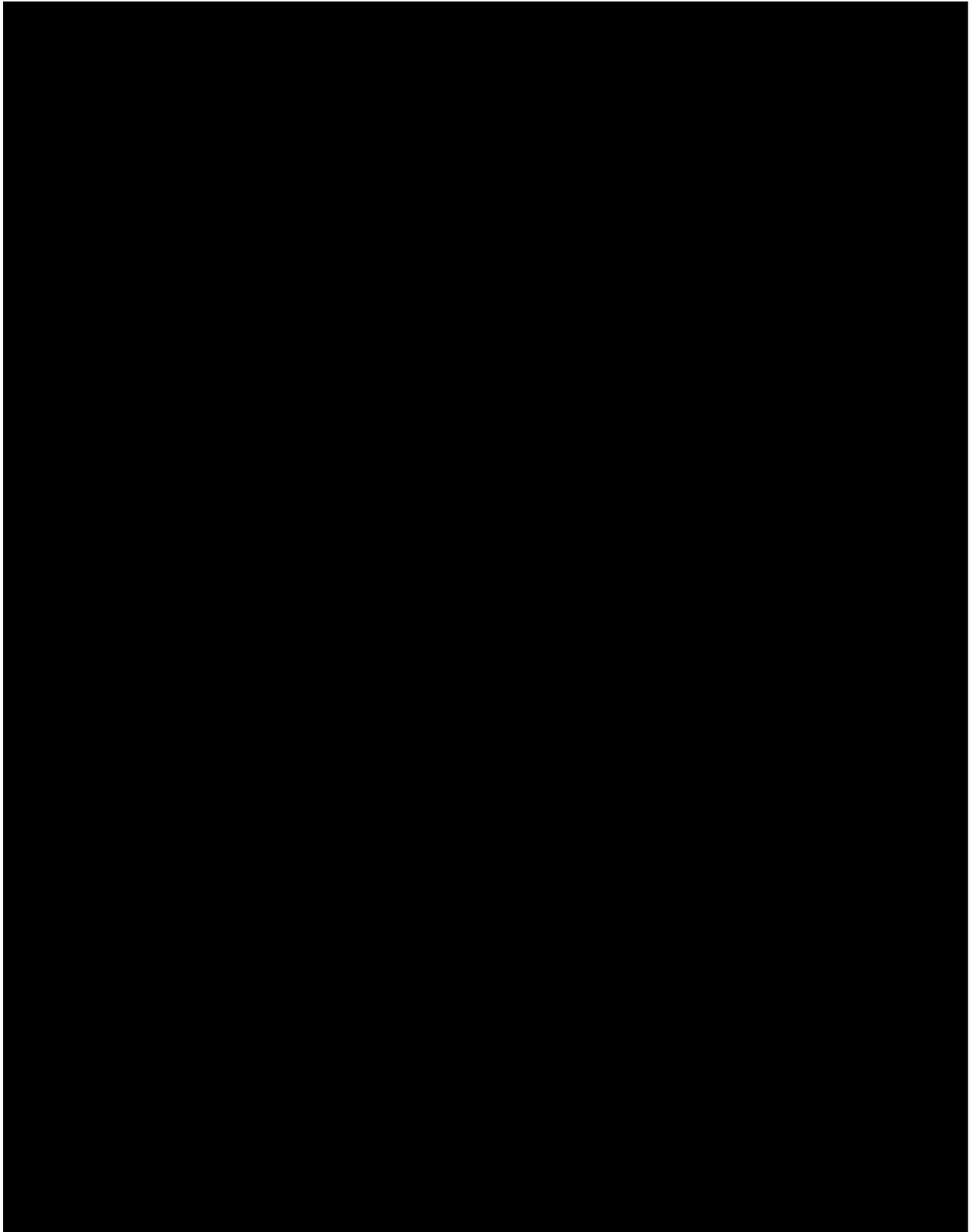
**b. Management Information System Puerto Rico Medicaid Management Information System (PRMMIS)**





**c. Provider Enrollment Portal (PEP)**



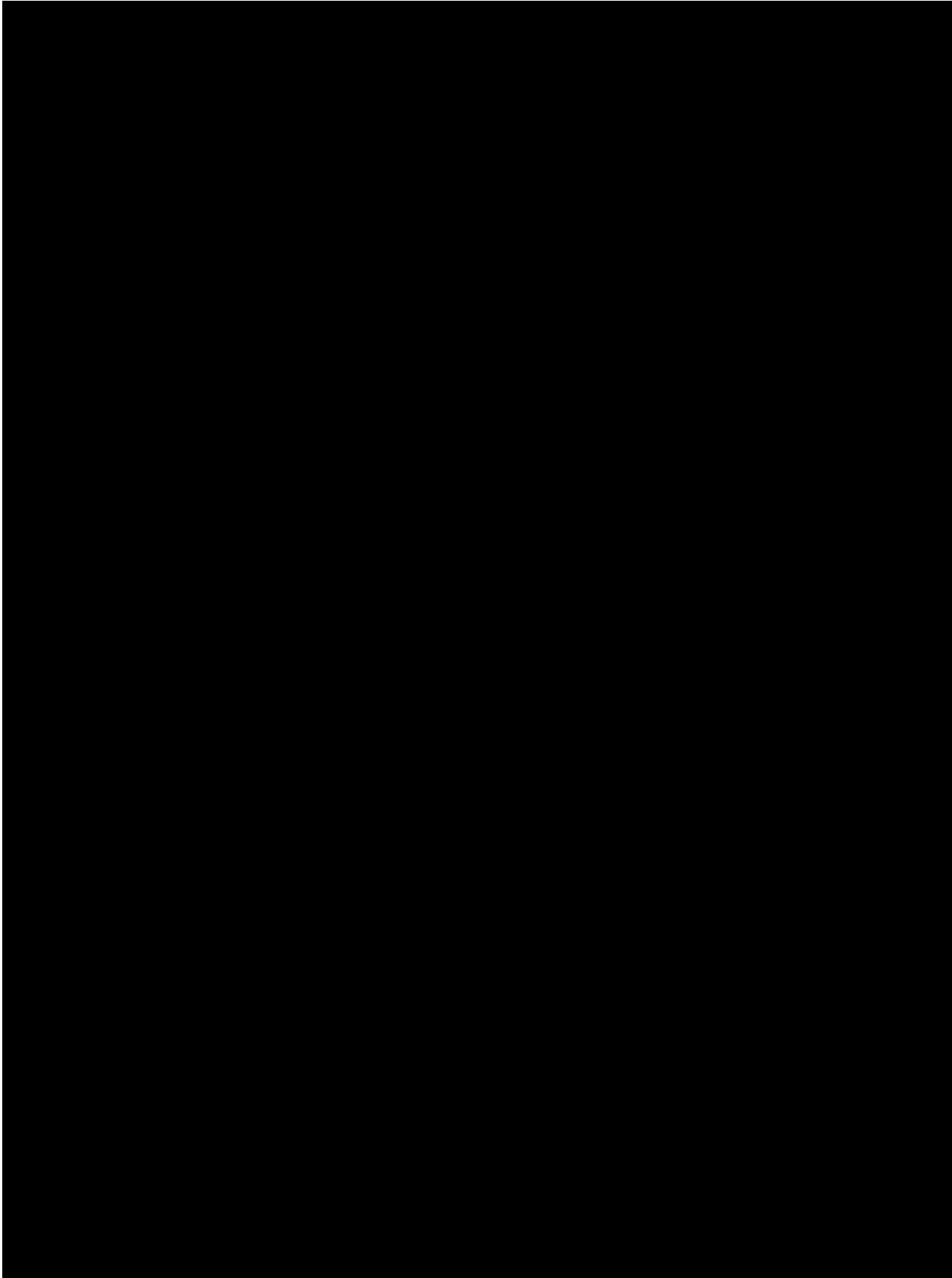




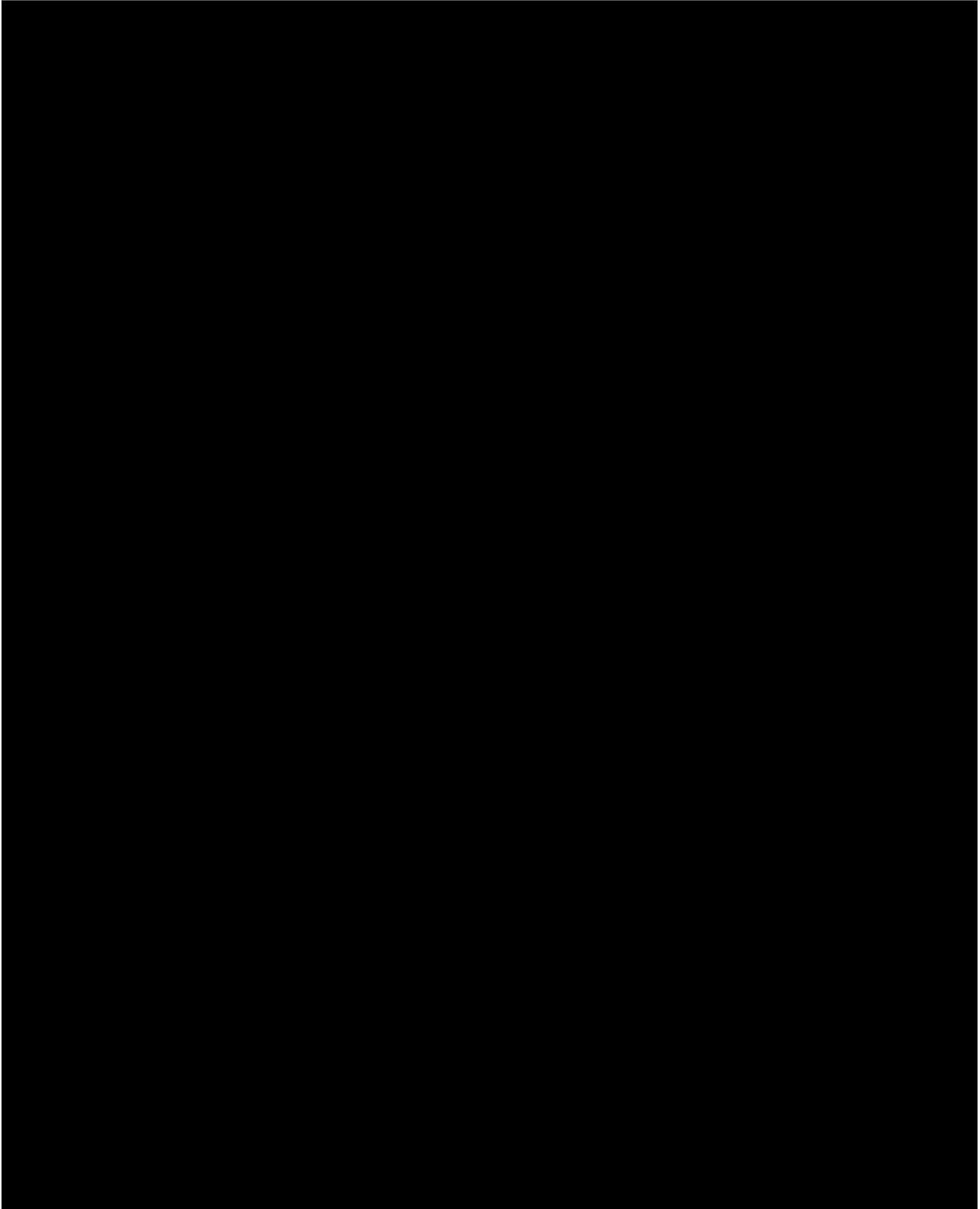
**d. Eligibility and Enrollment (E&E)**

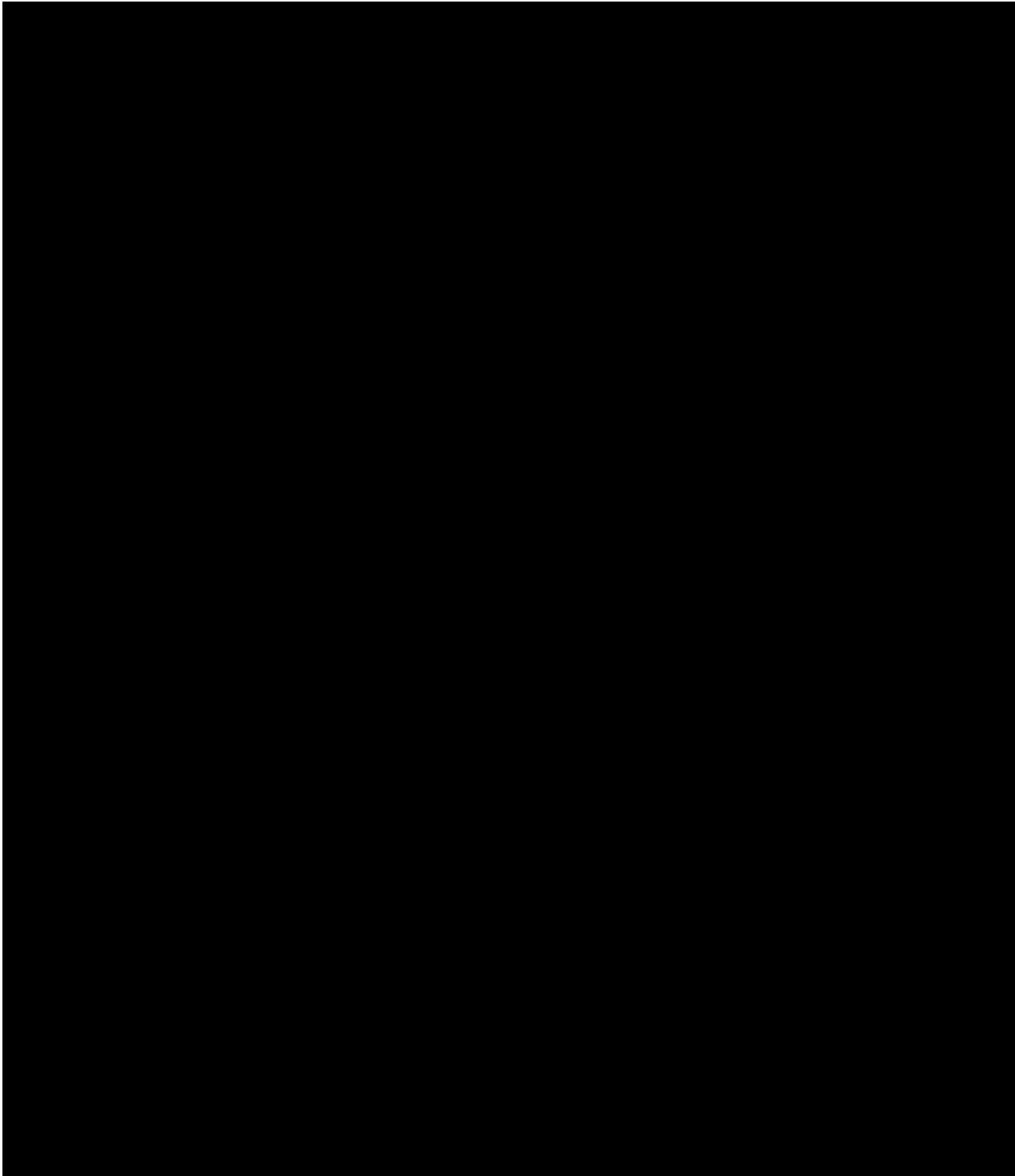
- i. System known as Medicaid Information Technology Initiative, (MEDITI3G)



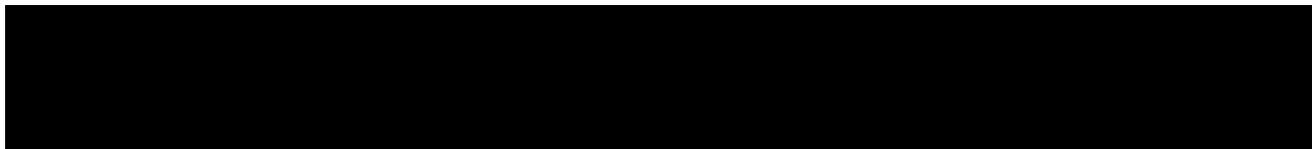


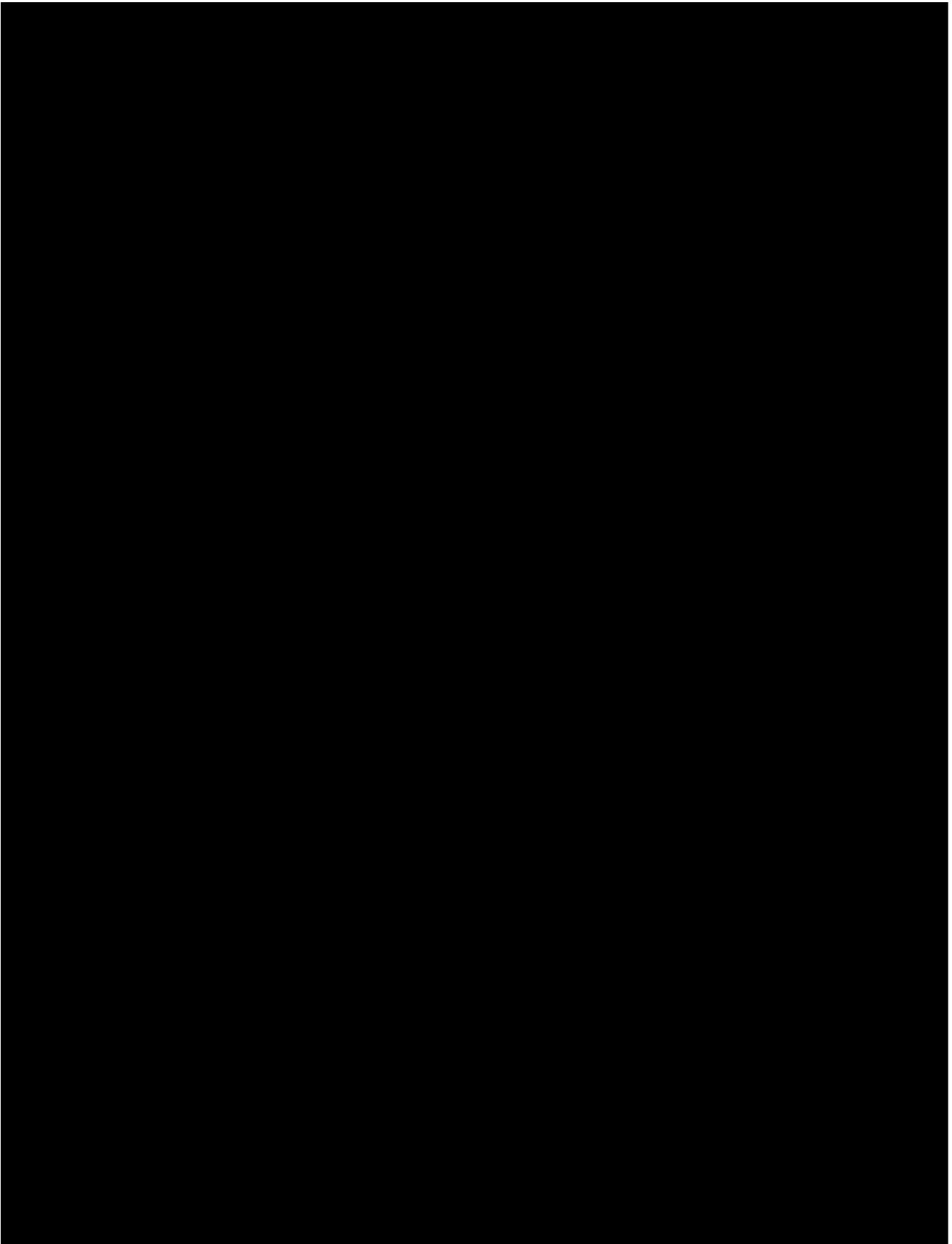
**e. The Commonwealth's Health Information Exchange (HIE)**

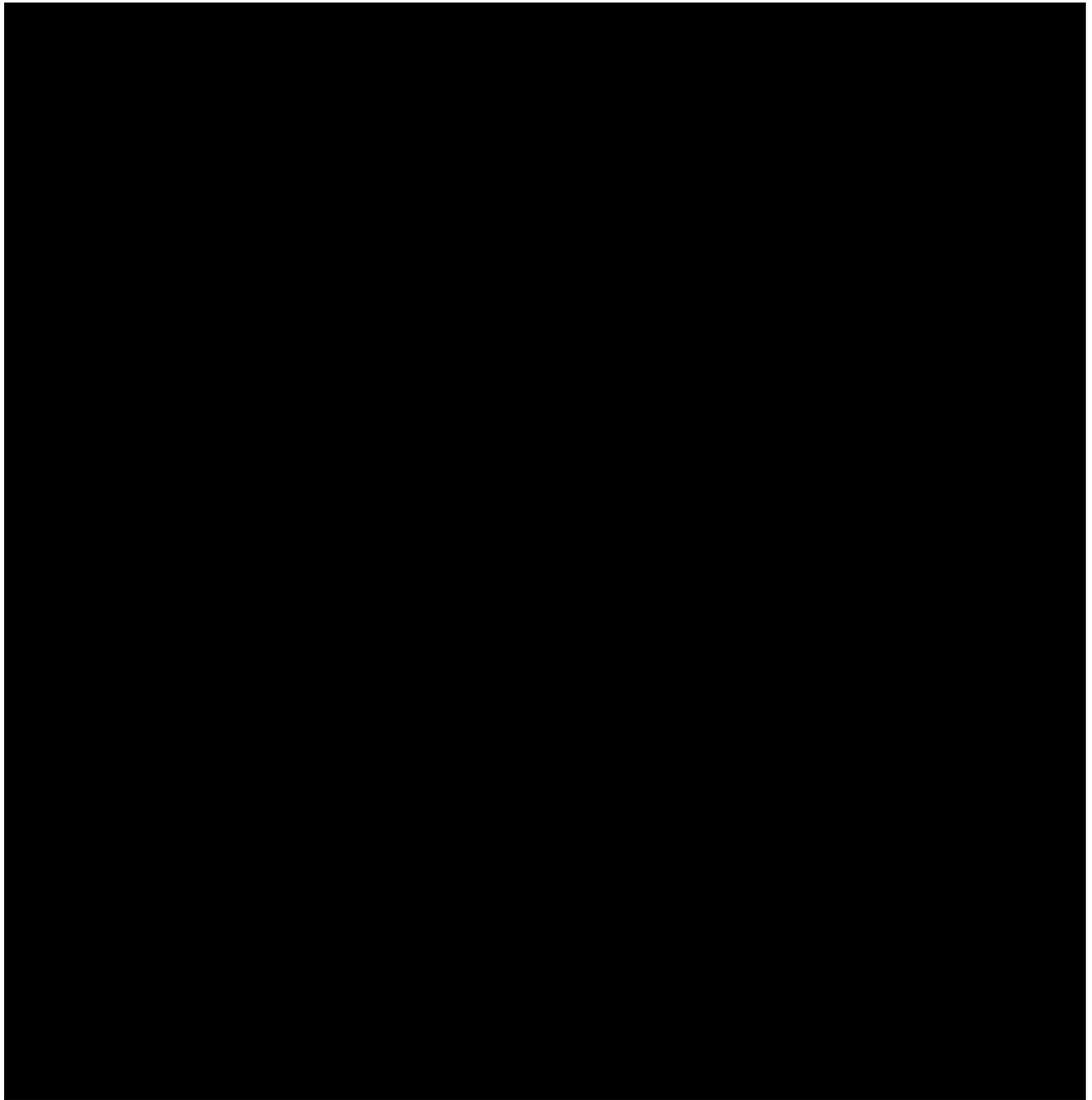




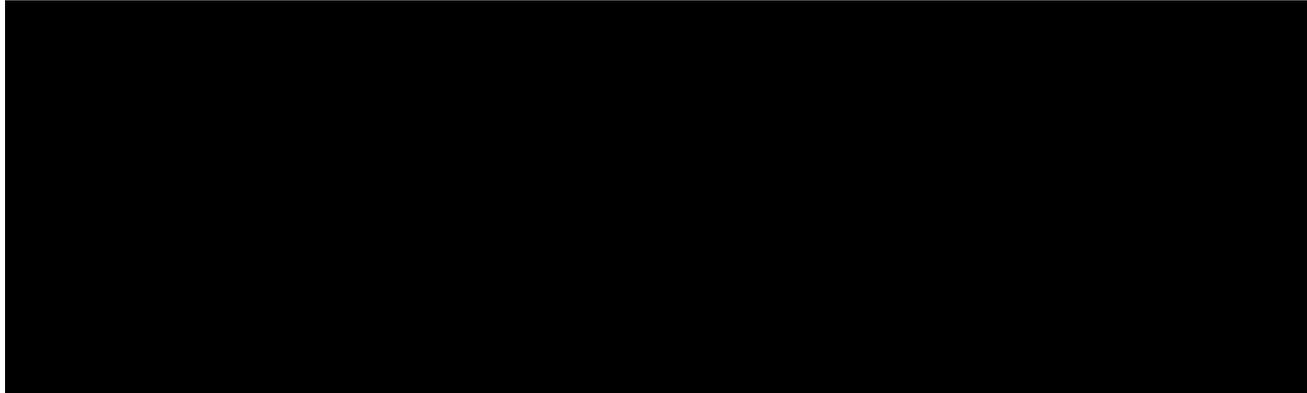
**f. Procurement Office**

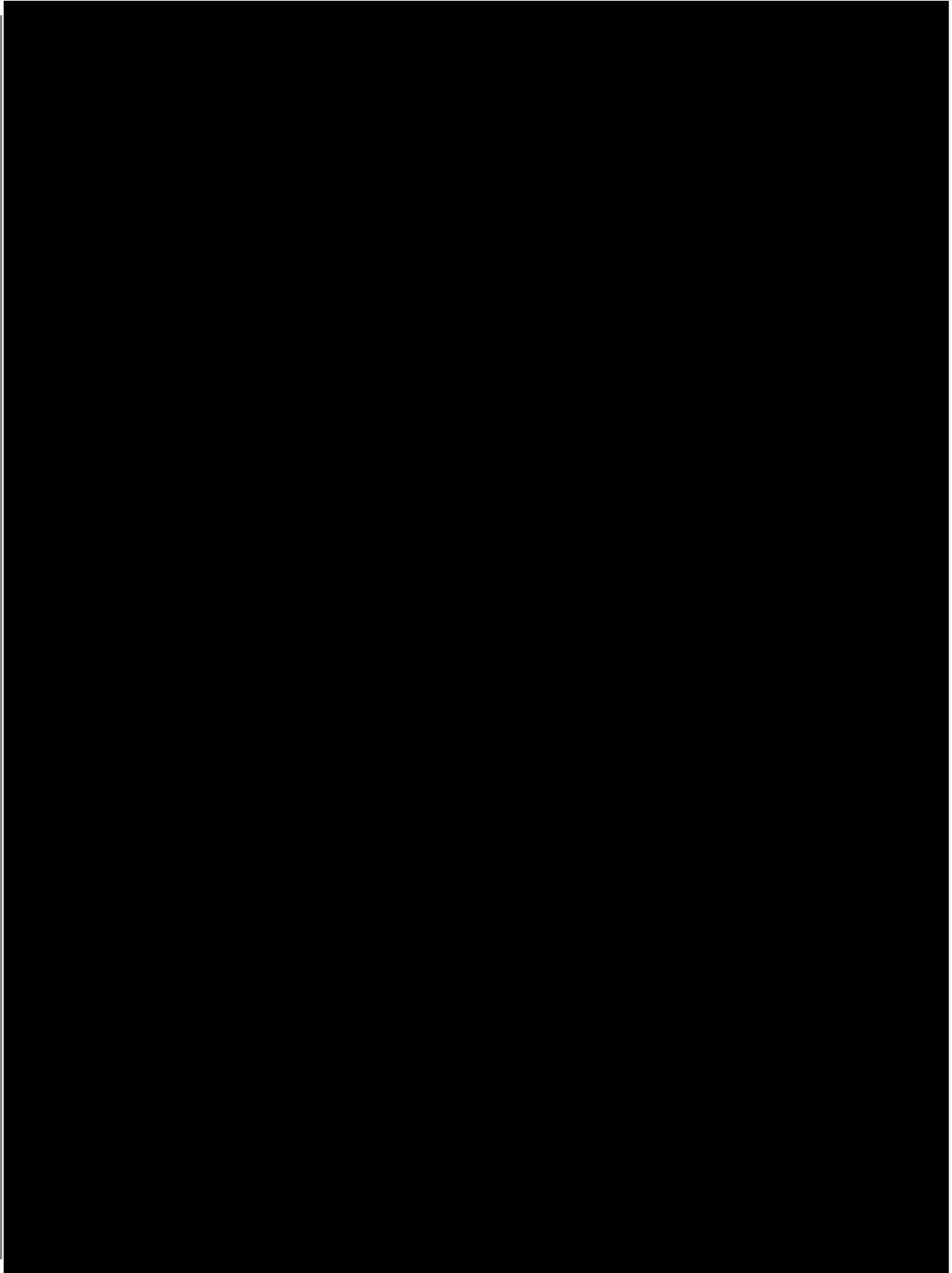


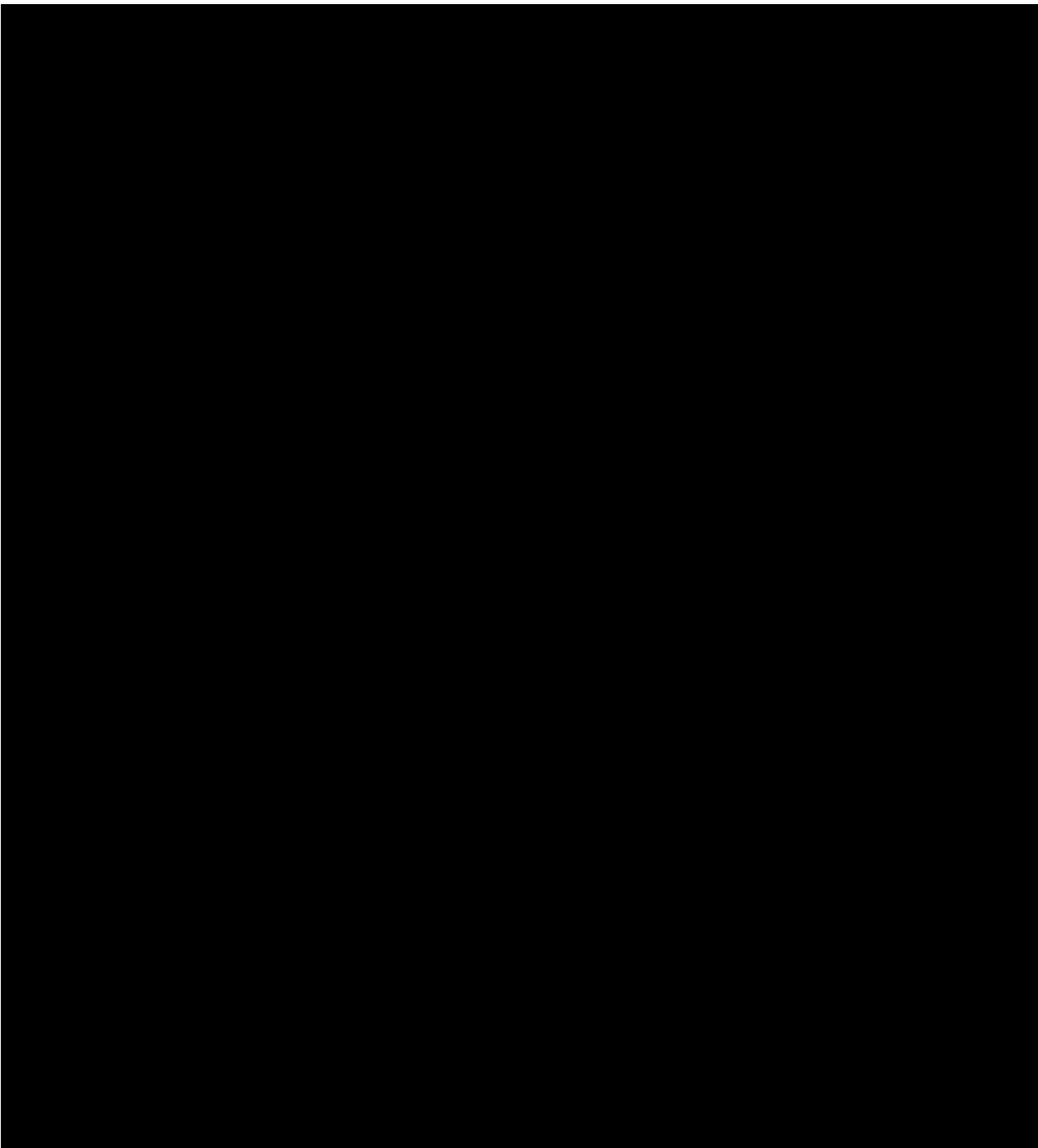




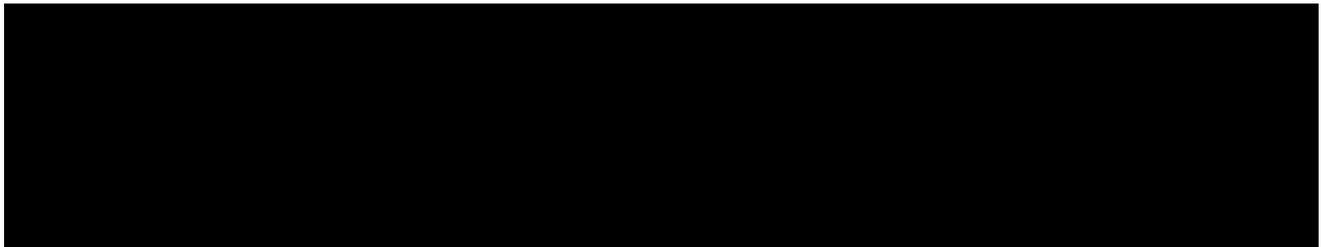
**g. Program Integrity Unit (PIU)**

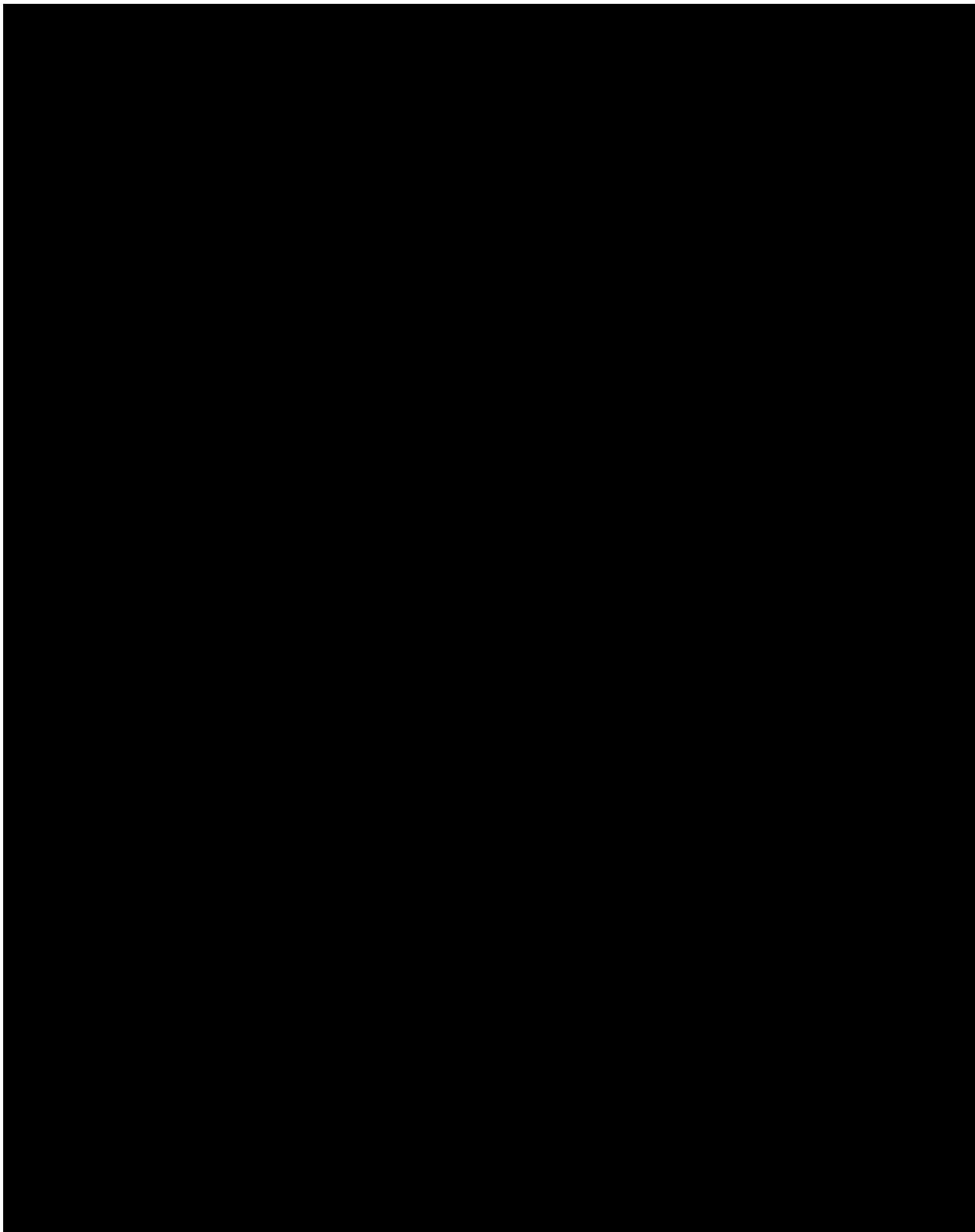


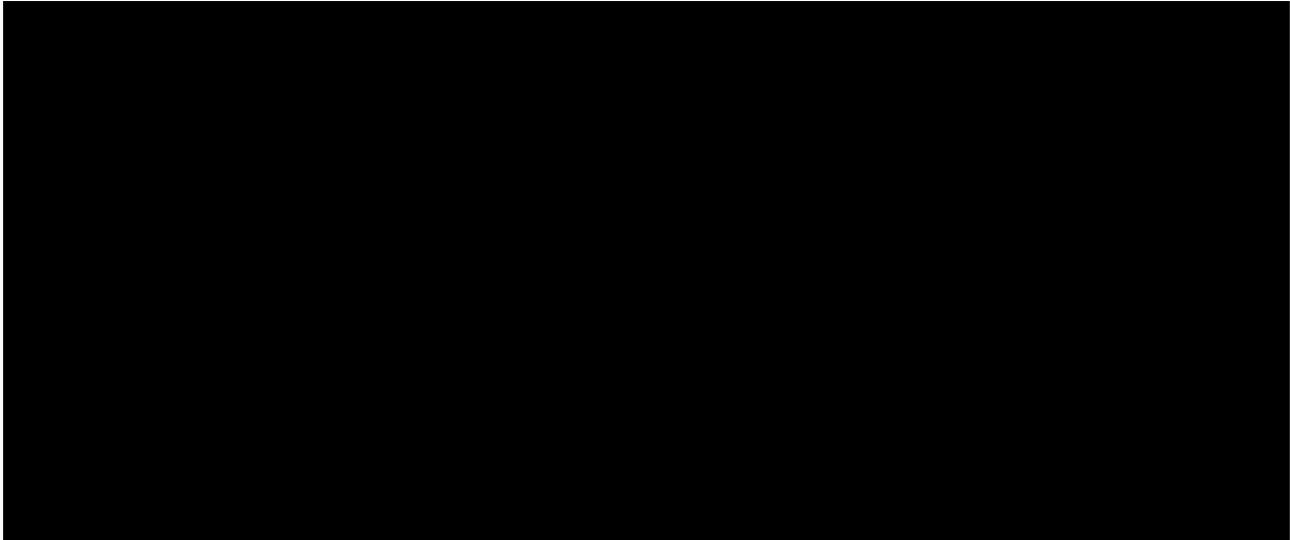




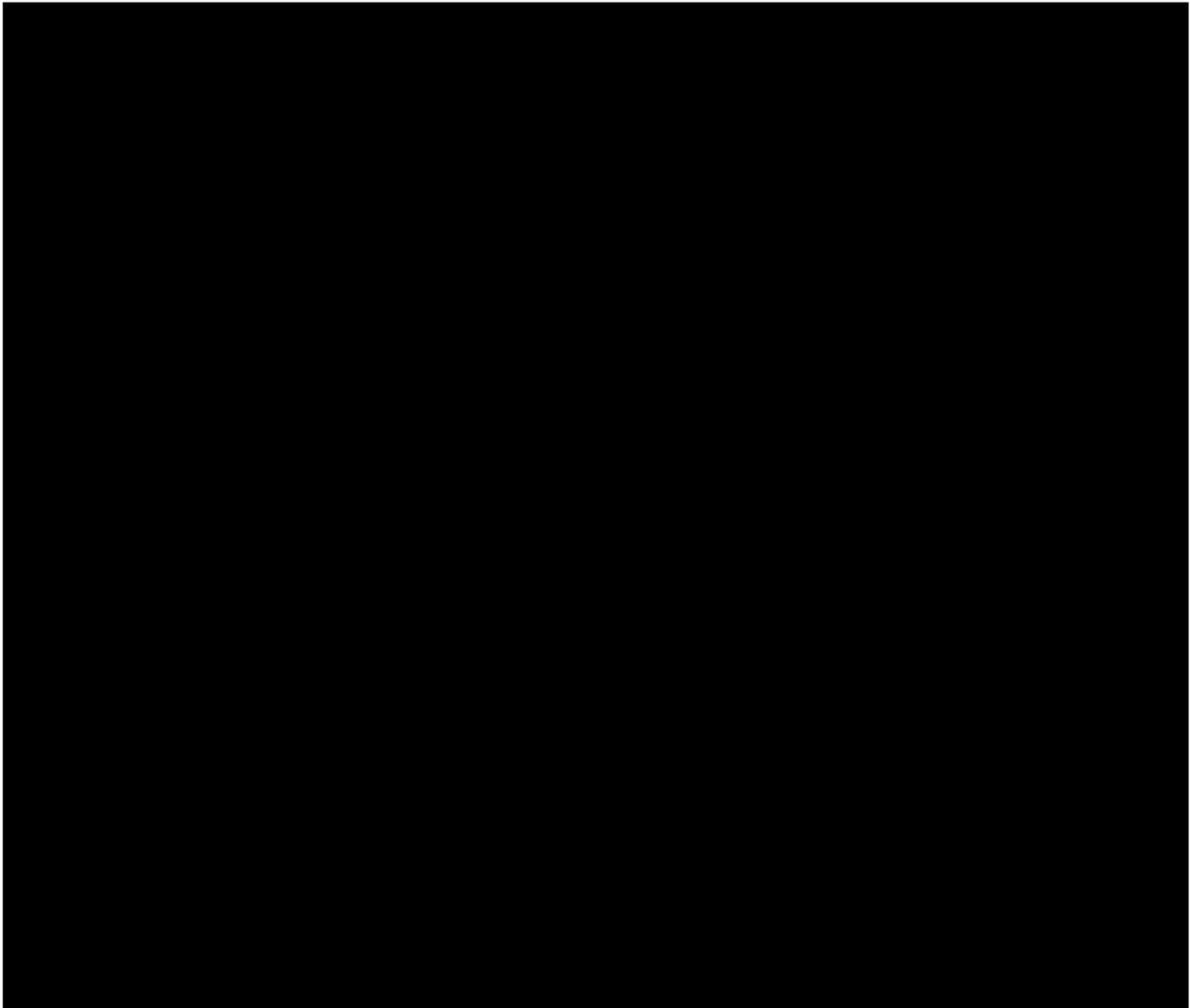
**h. Money Follow the Person Grant (MFP)**

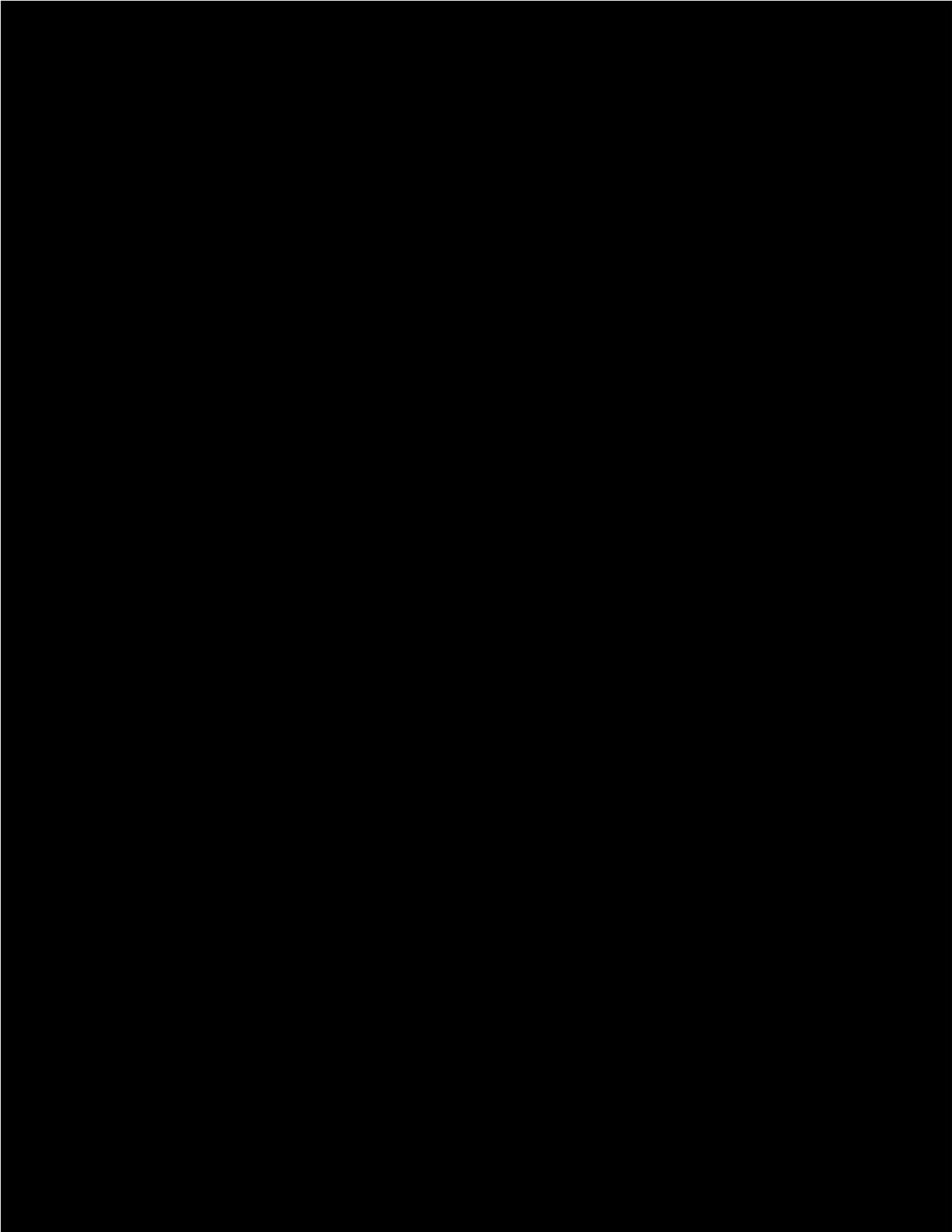


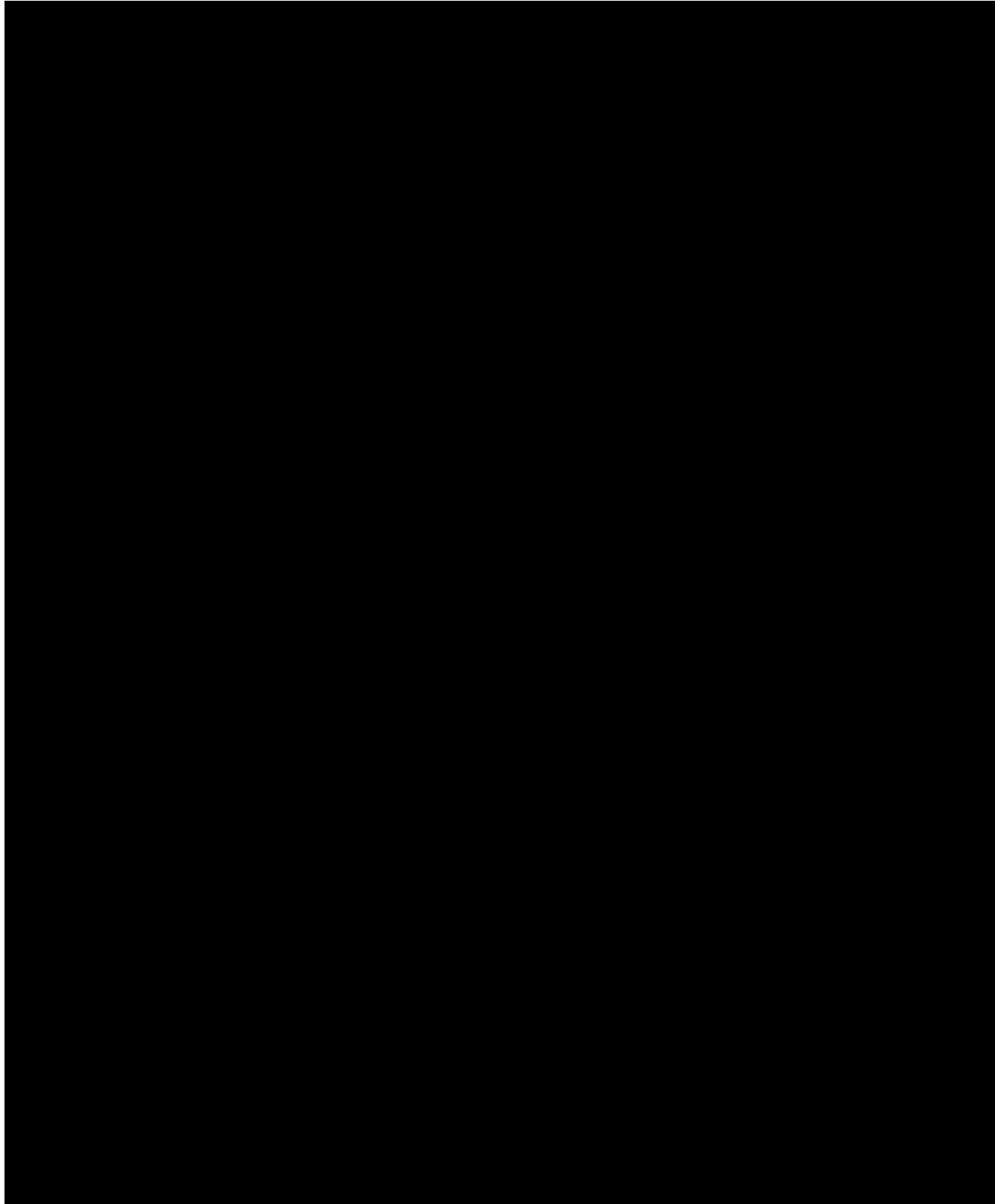




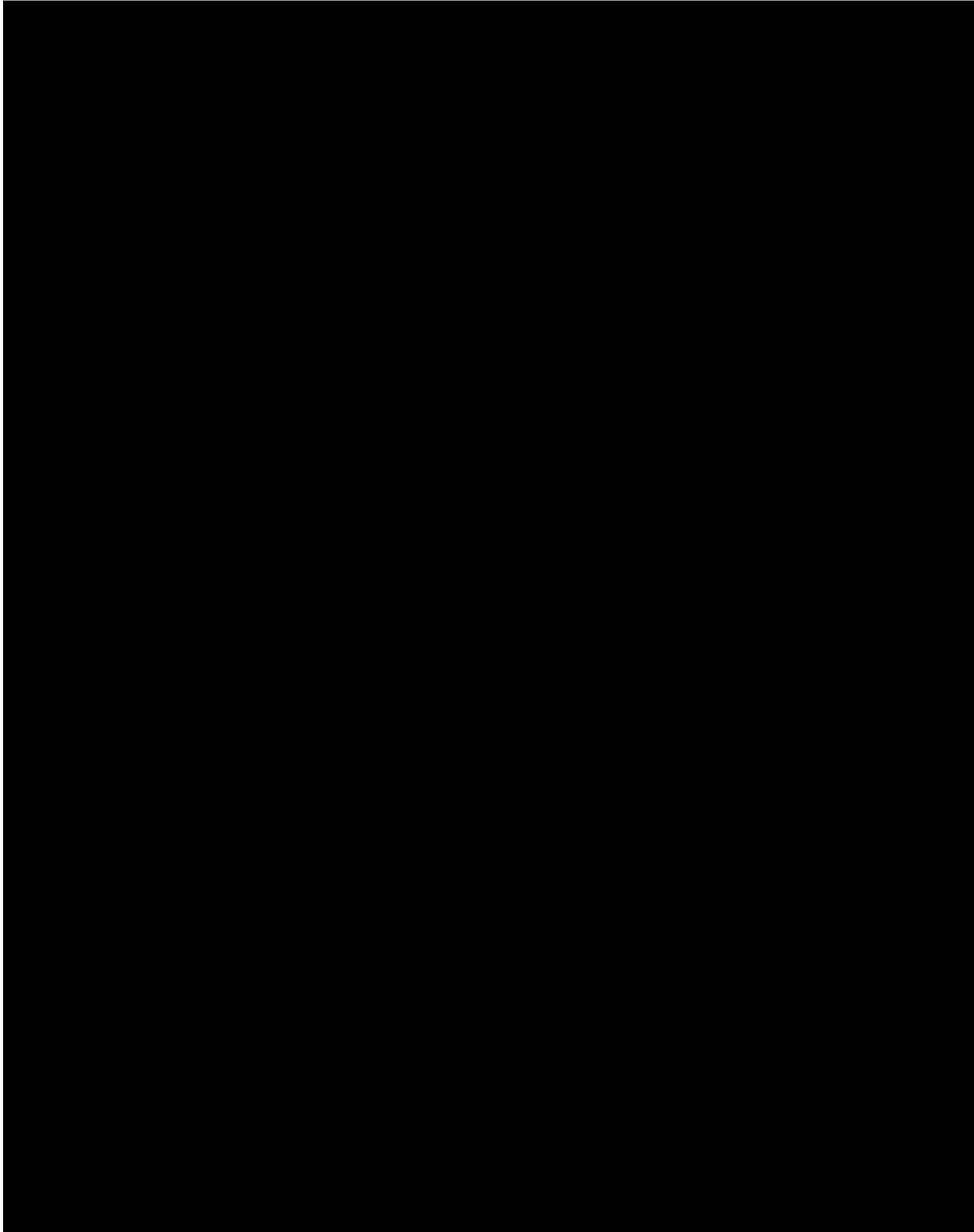
**i. Centralized Provider Enrollment and Credentialing (CPEC)**

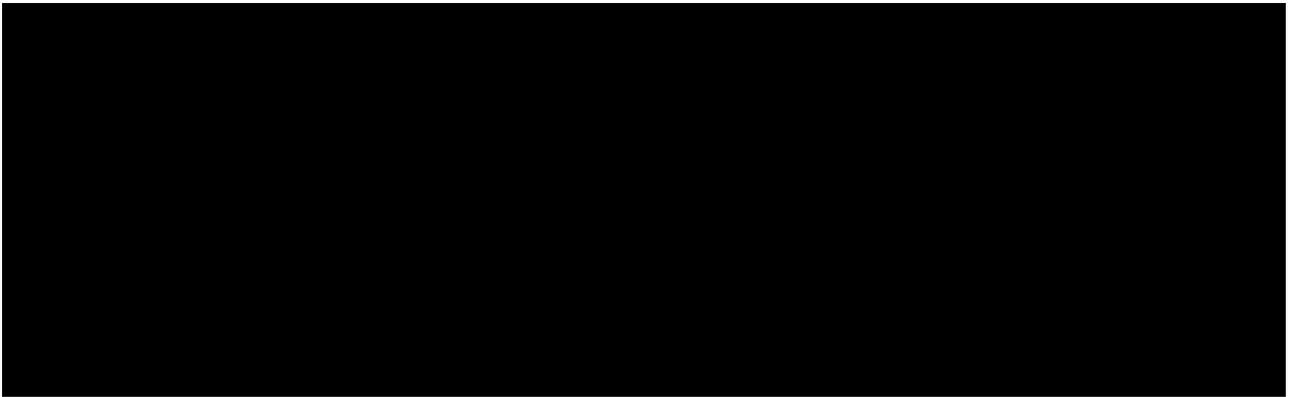




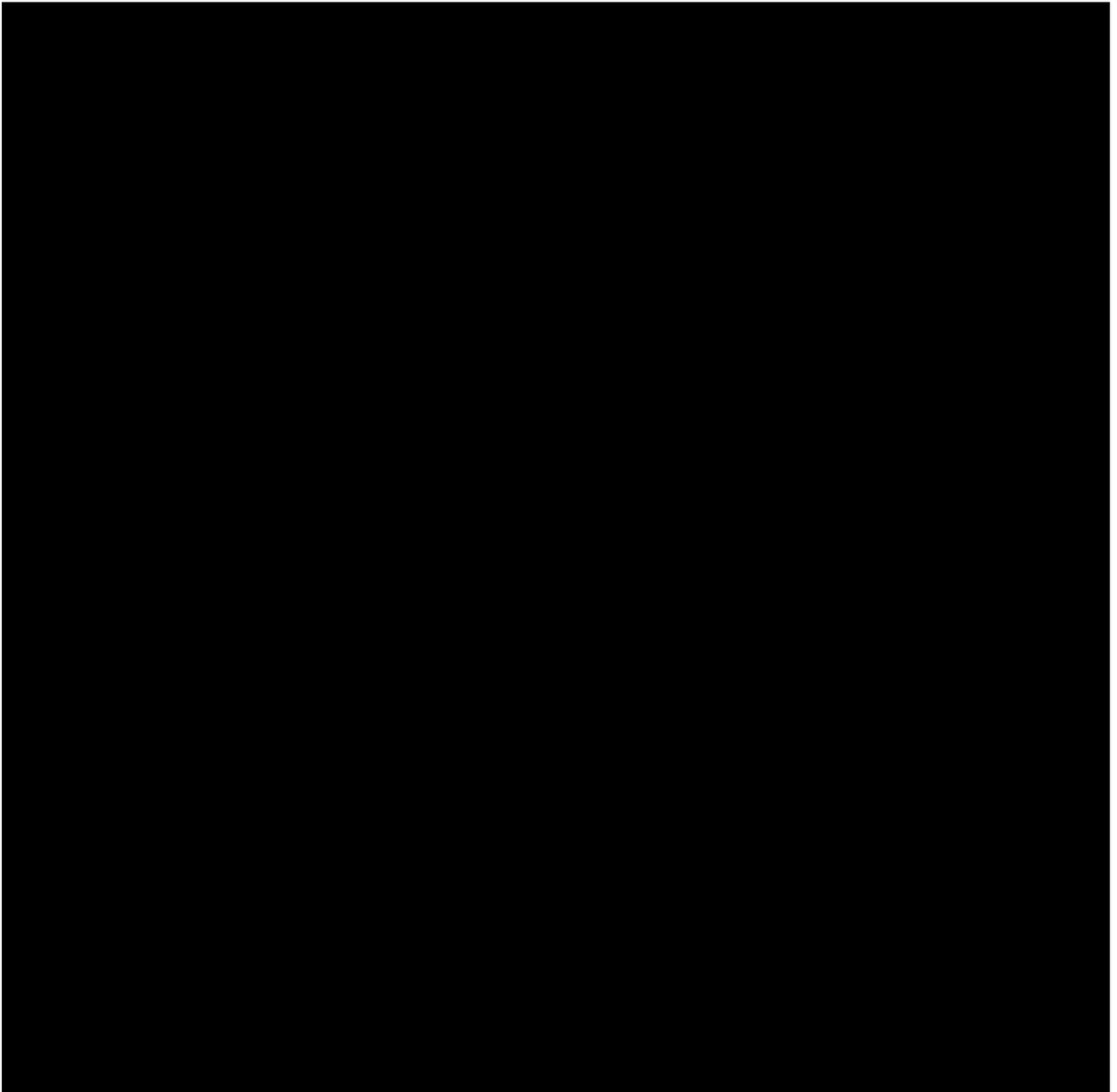


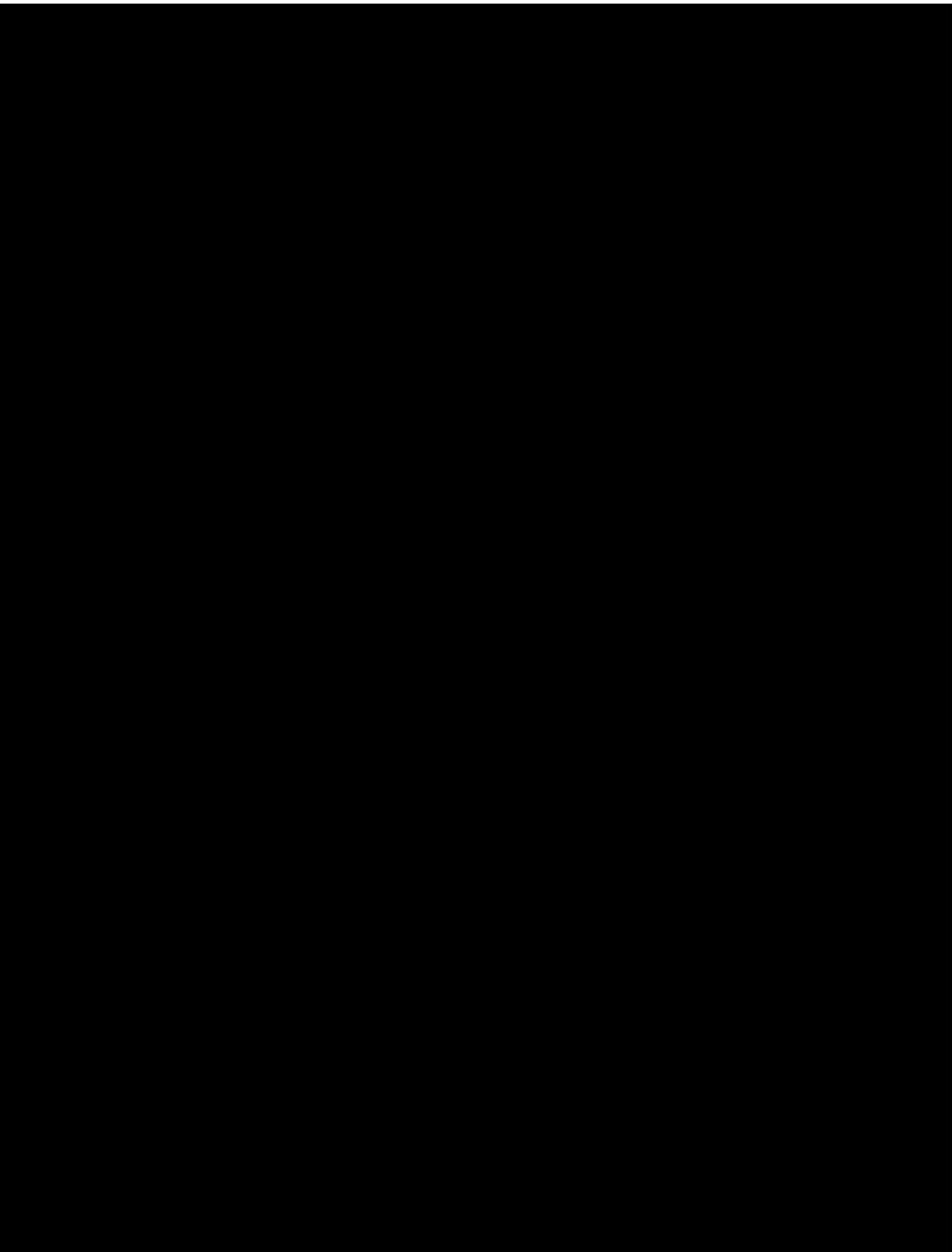
**j. Organizational Change Management (OCM)**

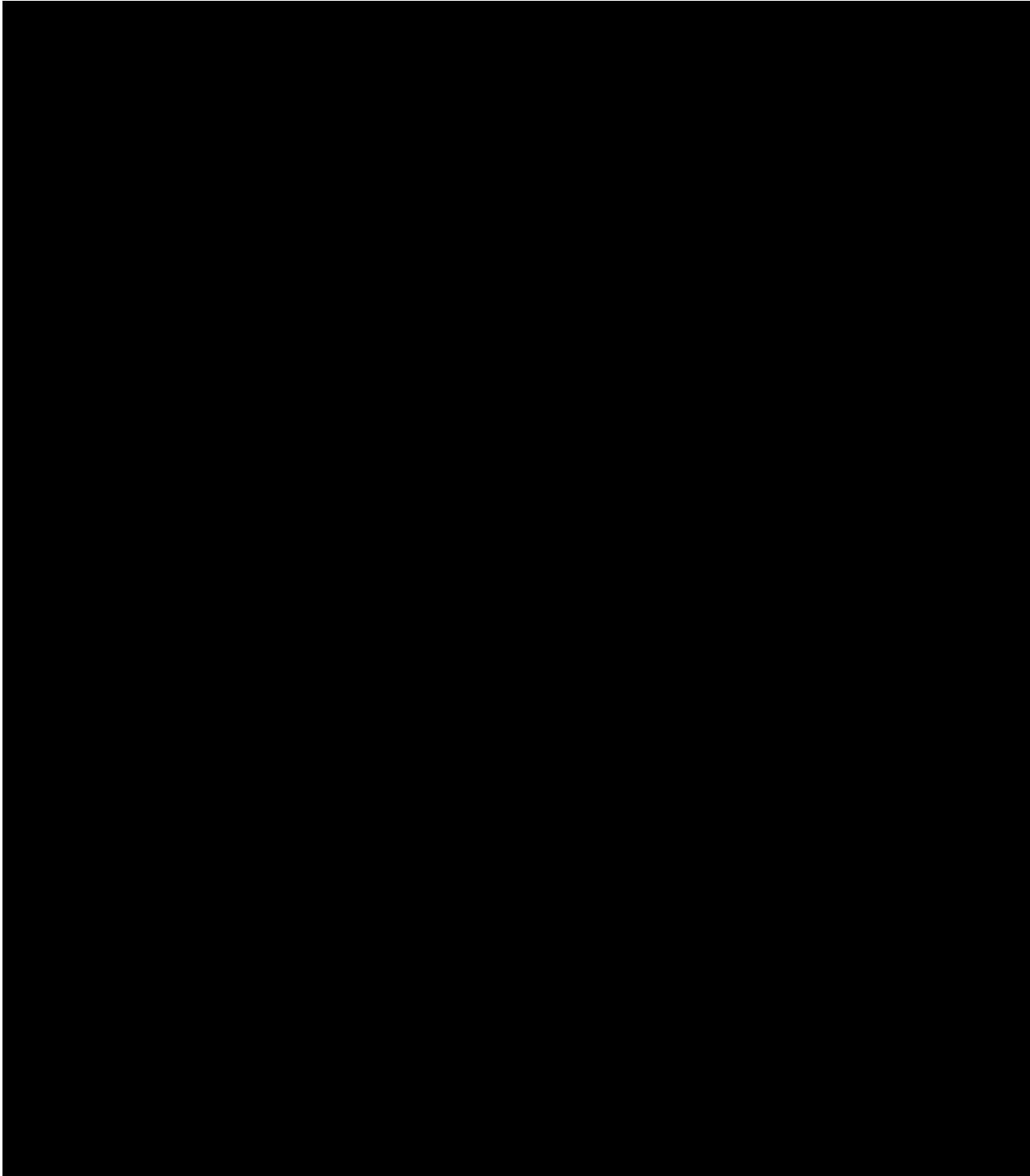




**k. Enterprise Data Warehouse (EDW)**

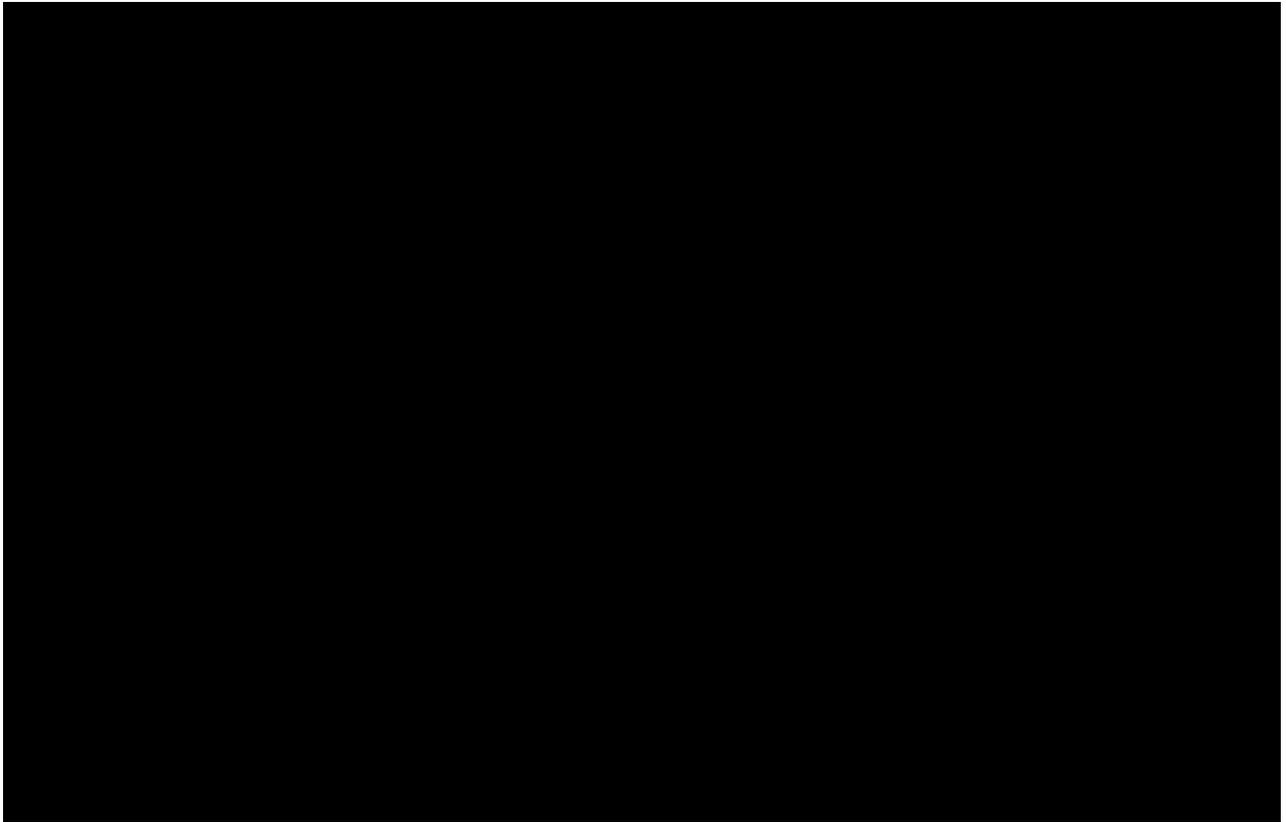




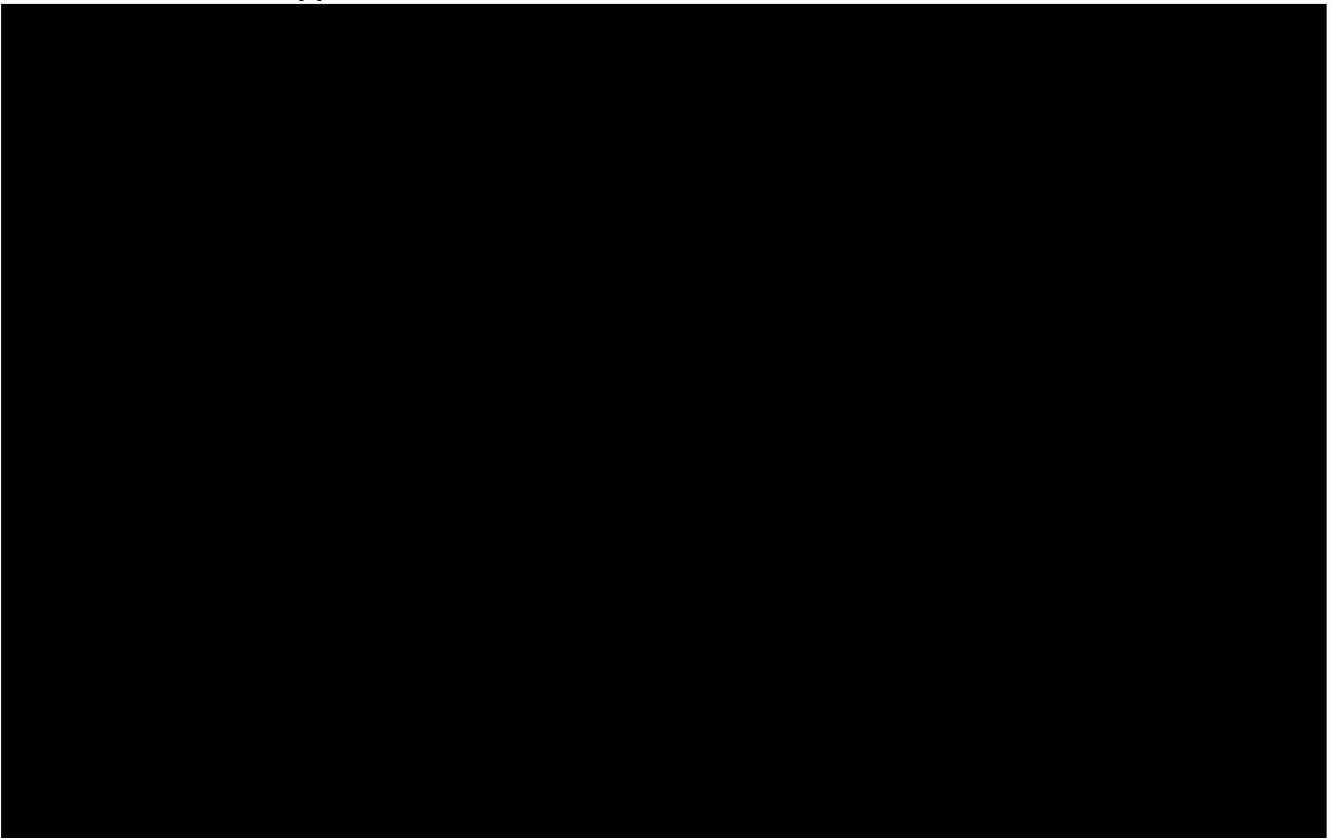


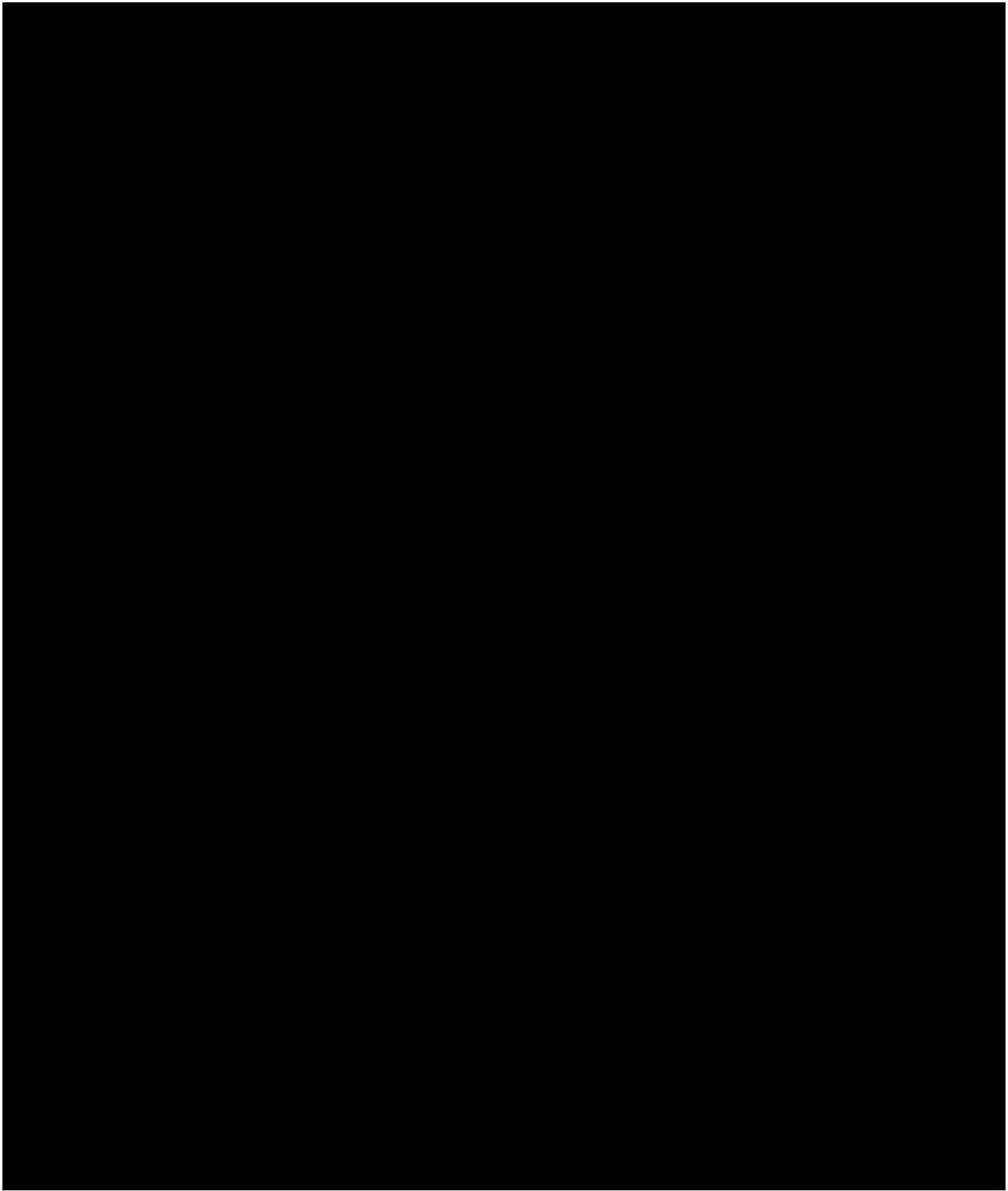
### **3. Service Areas Knowledge and Experience**

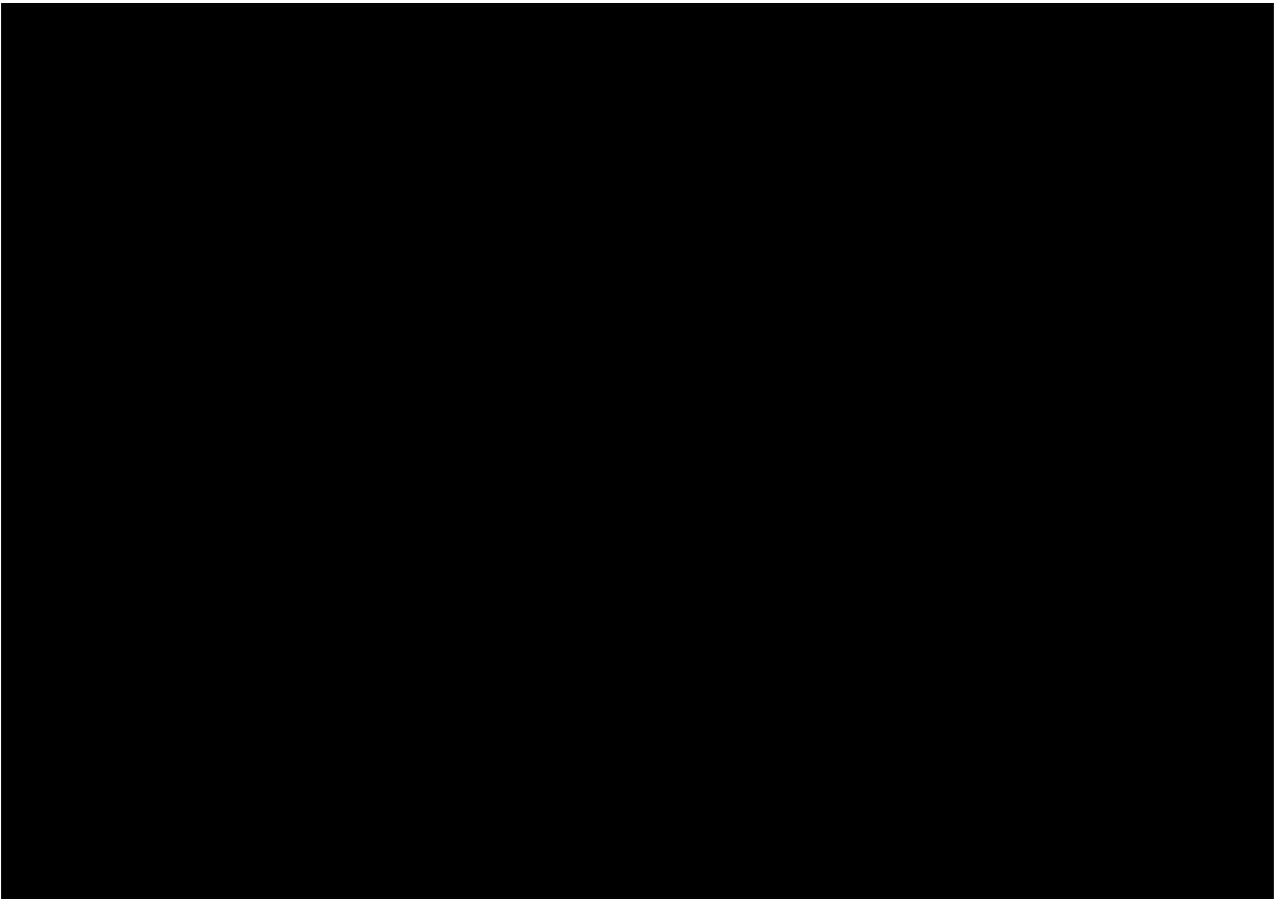
**Please describe your knowledge and experience for each item (a-o). Describe the anticipated deliverables for each section and how your team will perform the work involved toward meeting the requirements in the following Support Service Areas:**



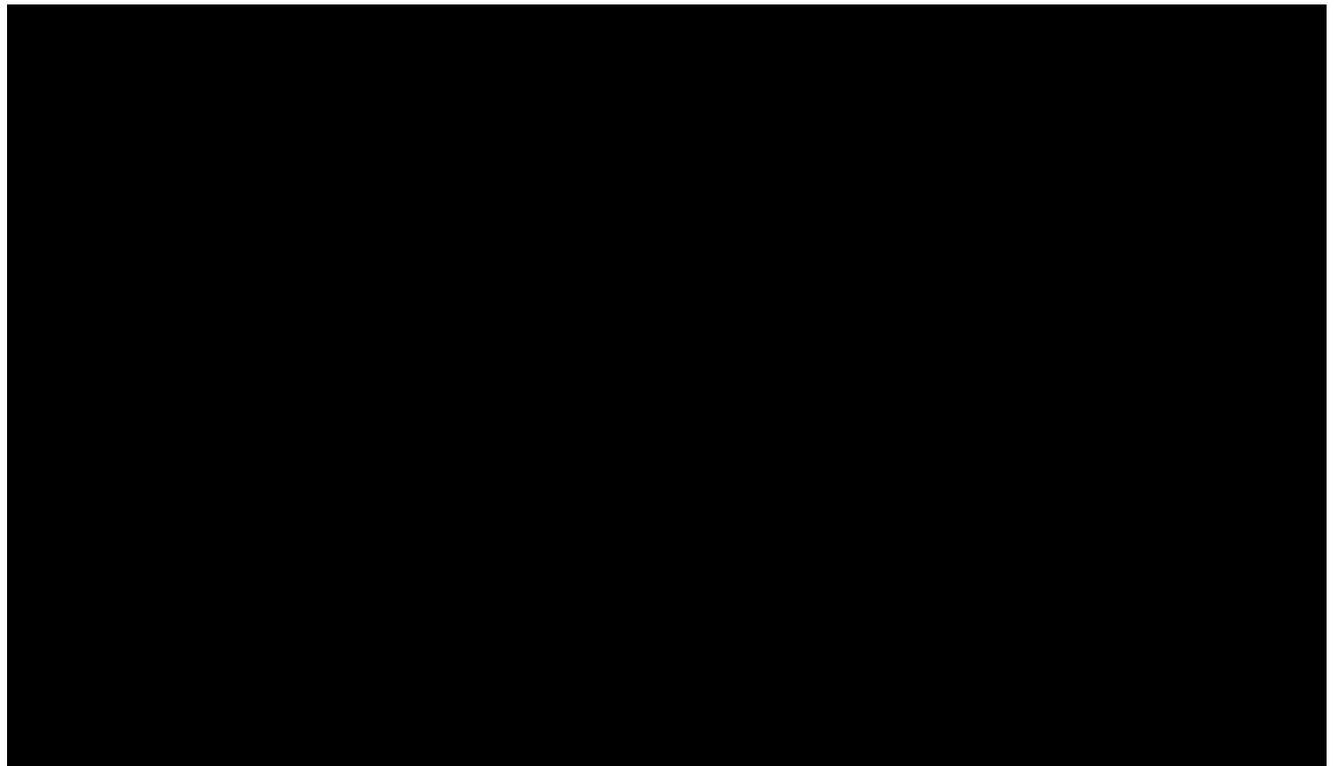
**a. Procurement Support**

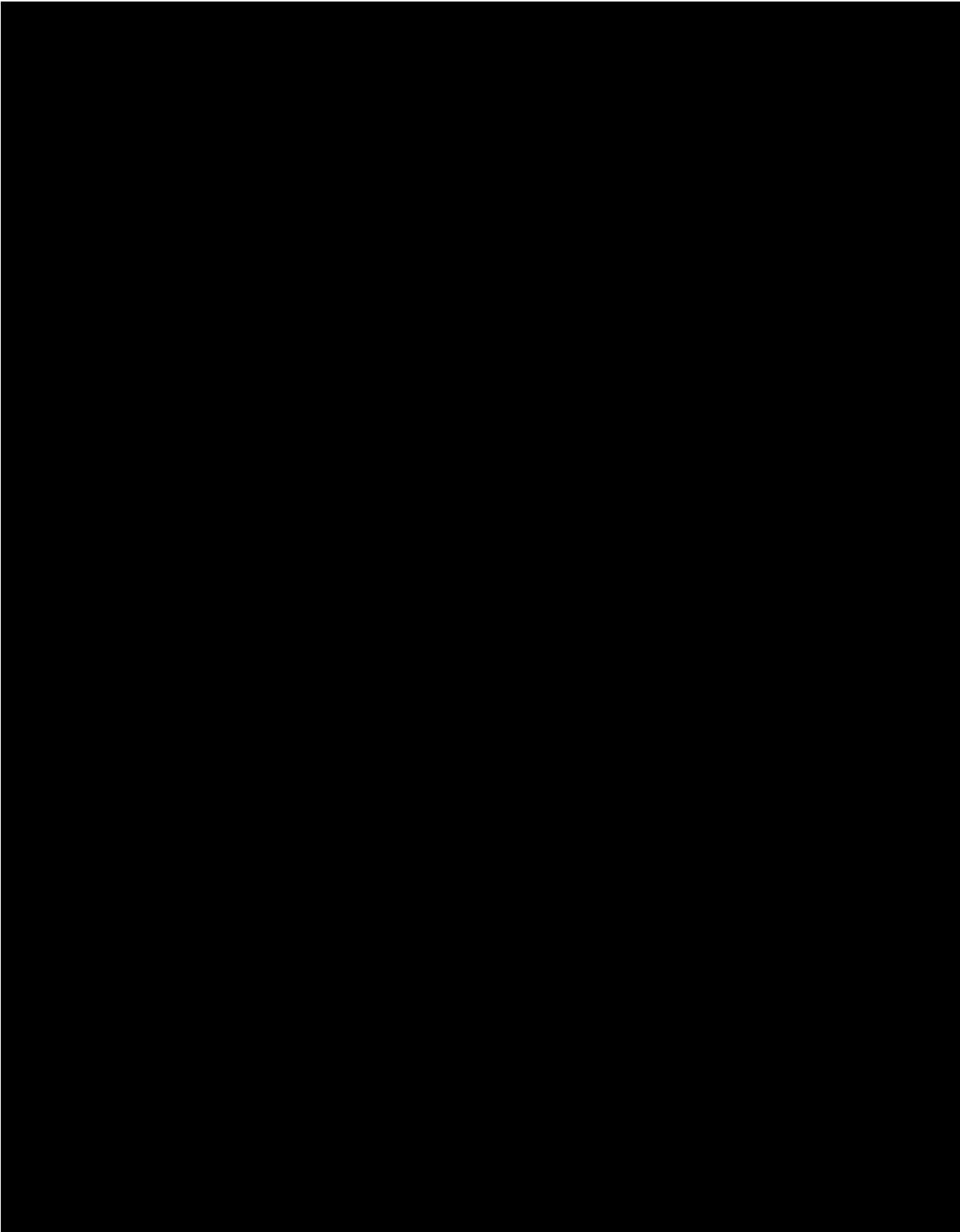




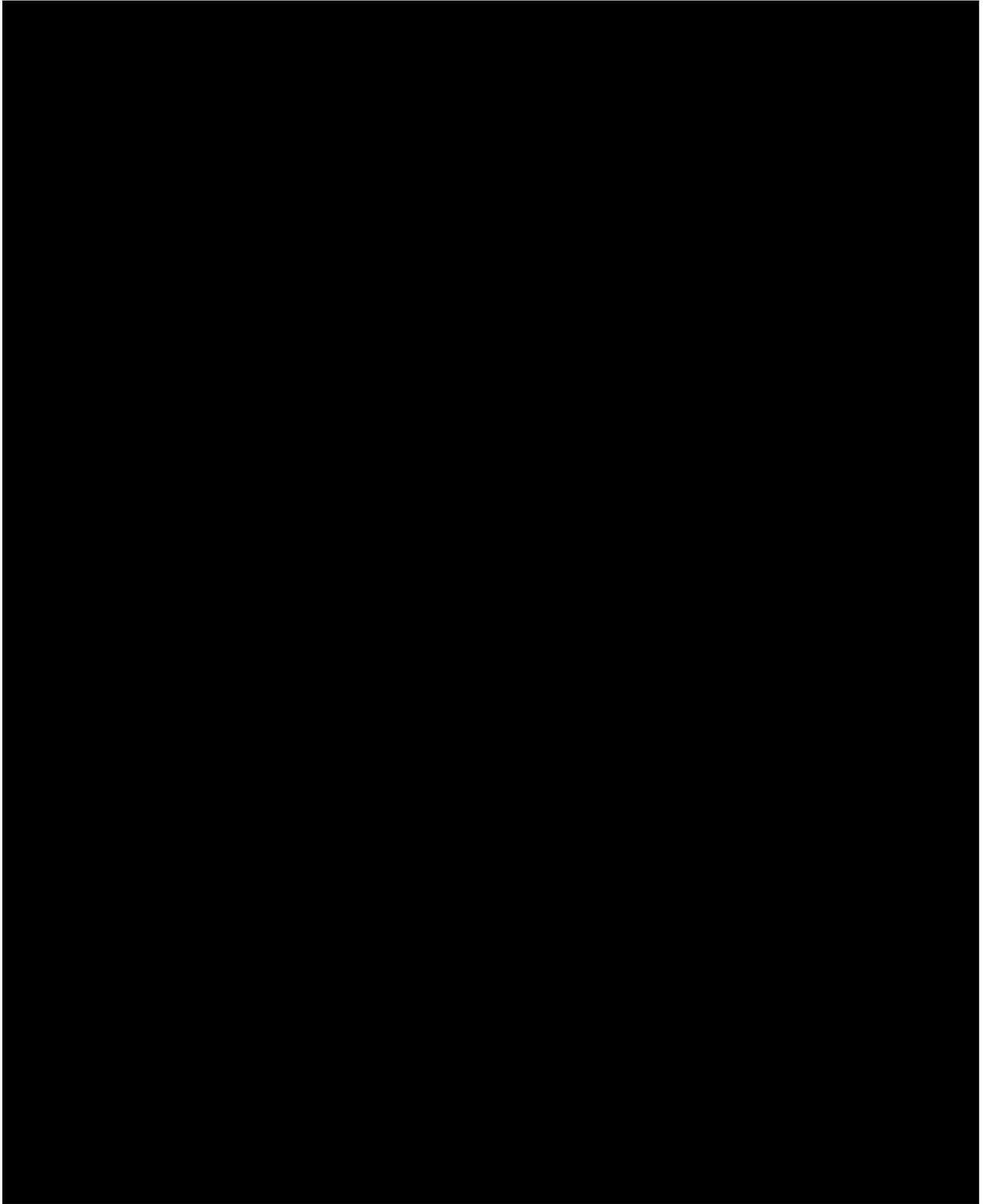


**b. Advance Planning Documents Support**



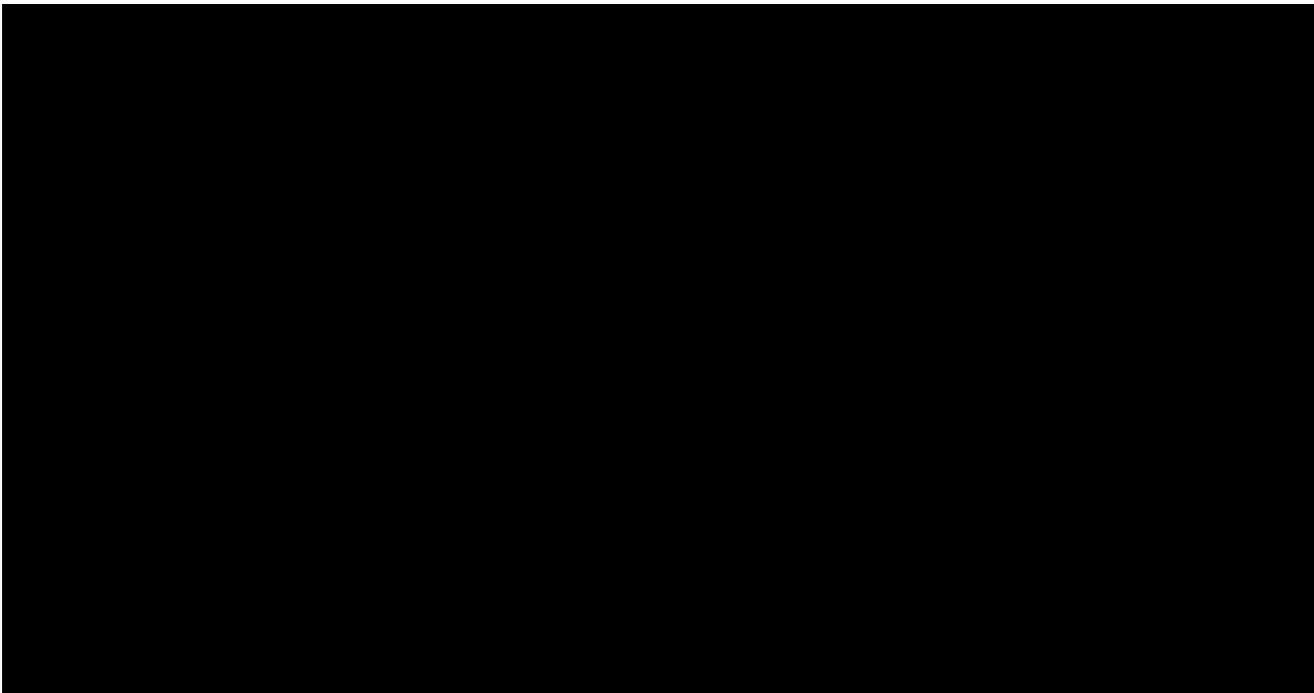


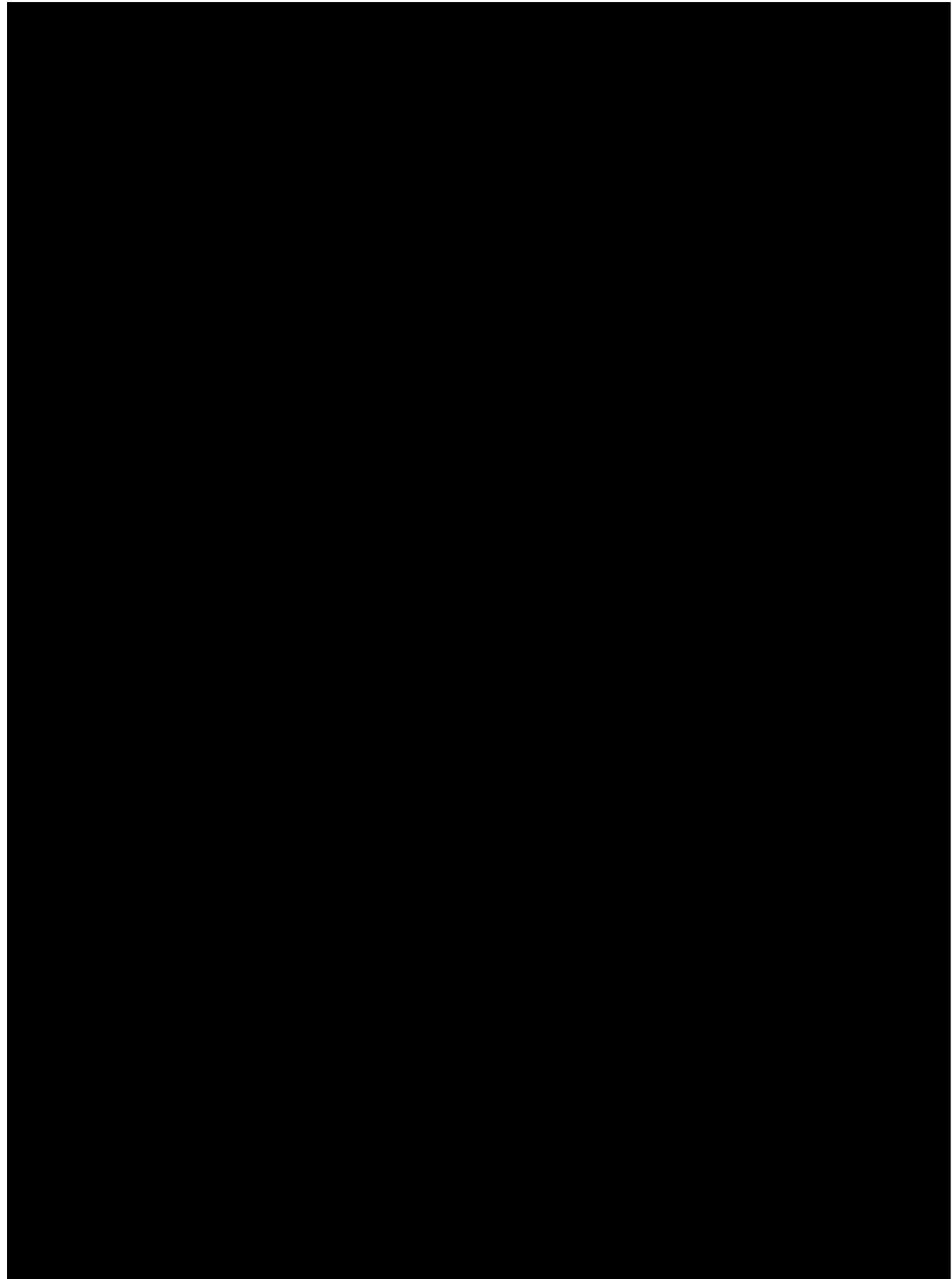
**c. MITA SS-A Support**





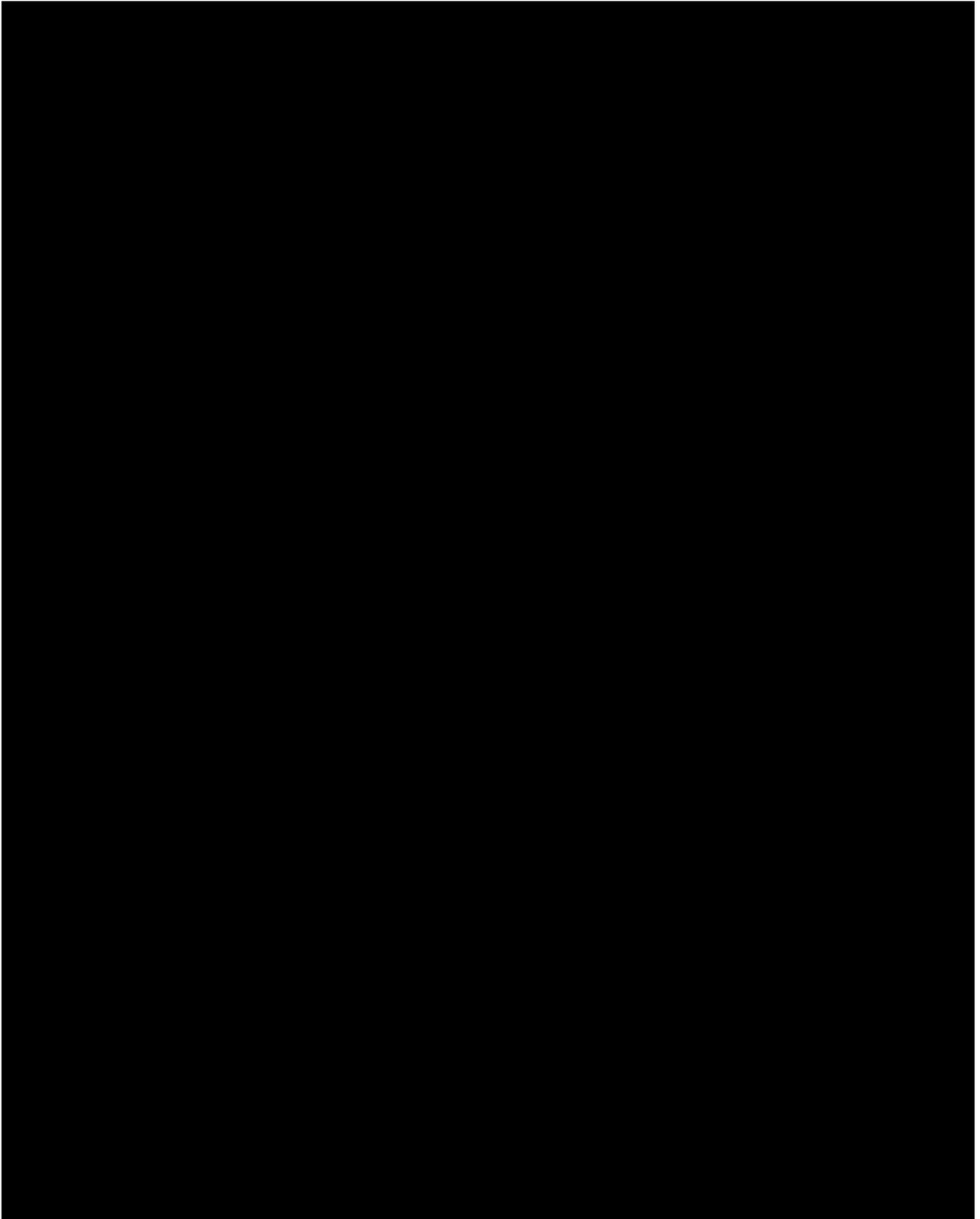
**d. MES Streamline Modular Certification (SMC) (MES Outcomes-Based Certification (OBC) Support. How many and which SMC certifications have you worked on?**

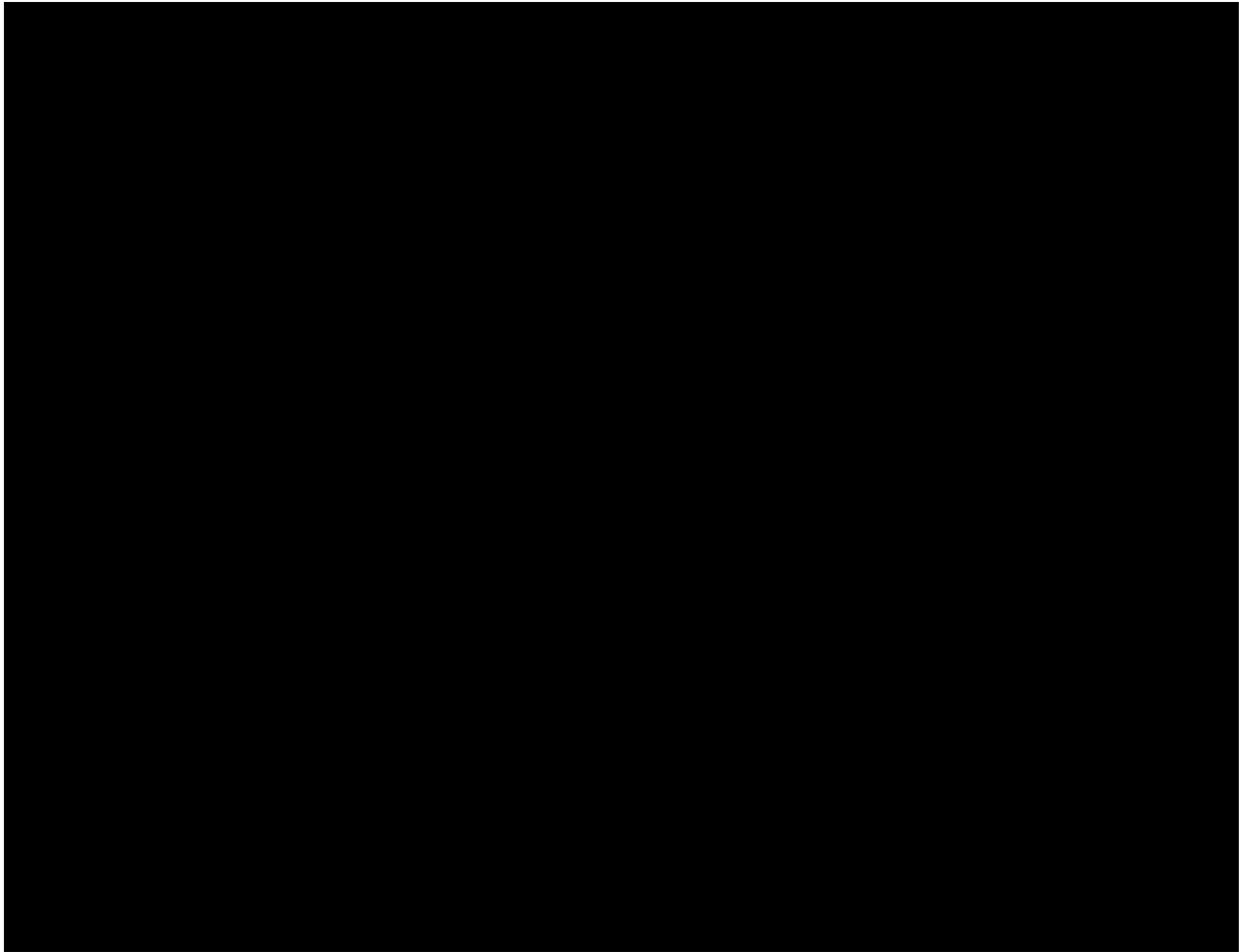




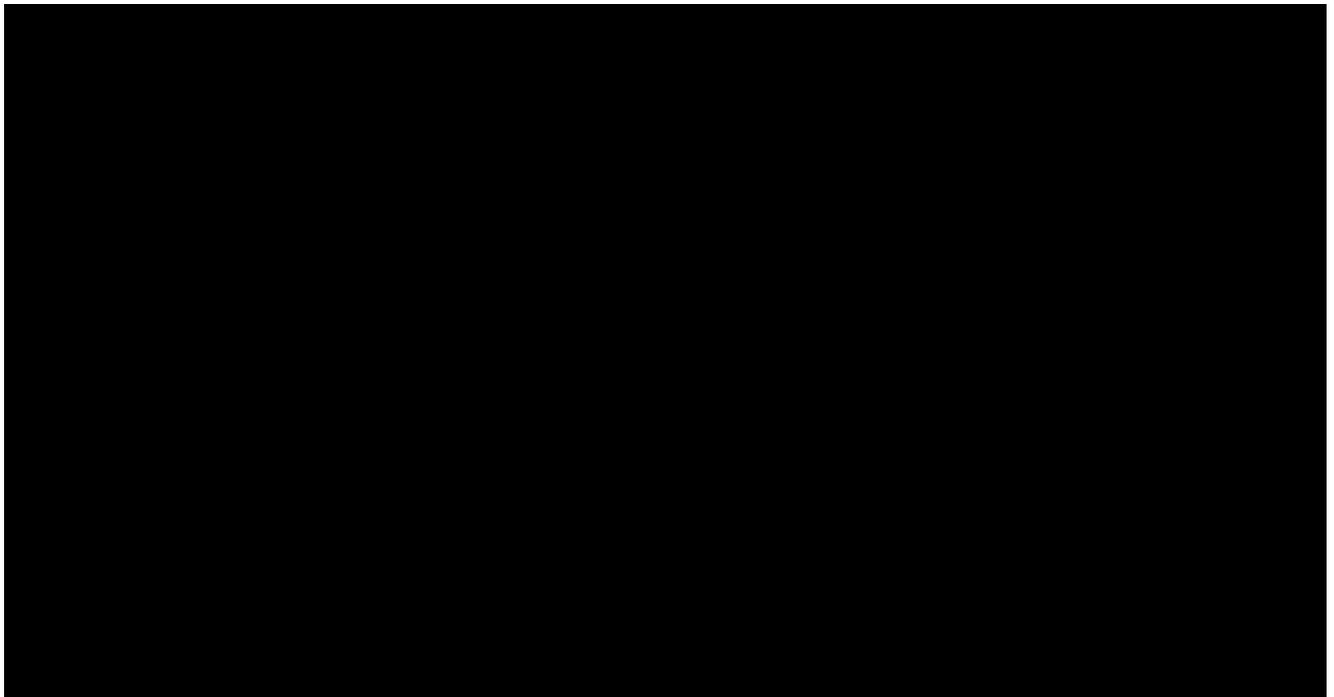
**e. Payment Error Rate Measure (PERM) Compliance and Implementation Support**

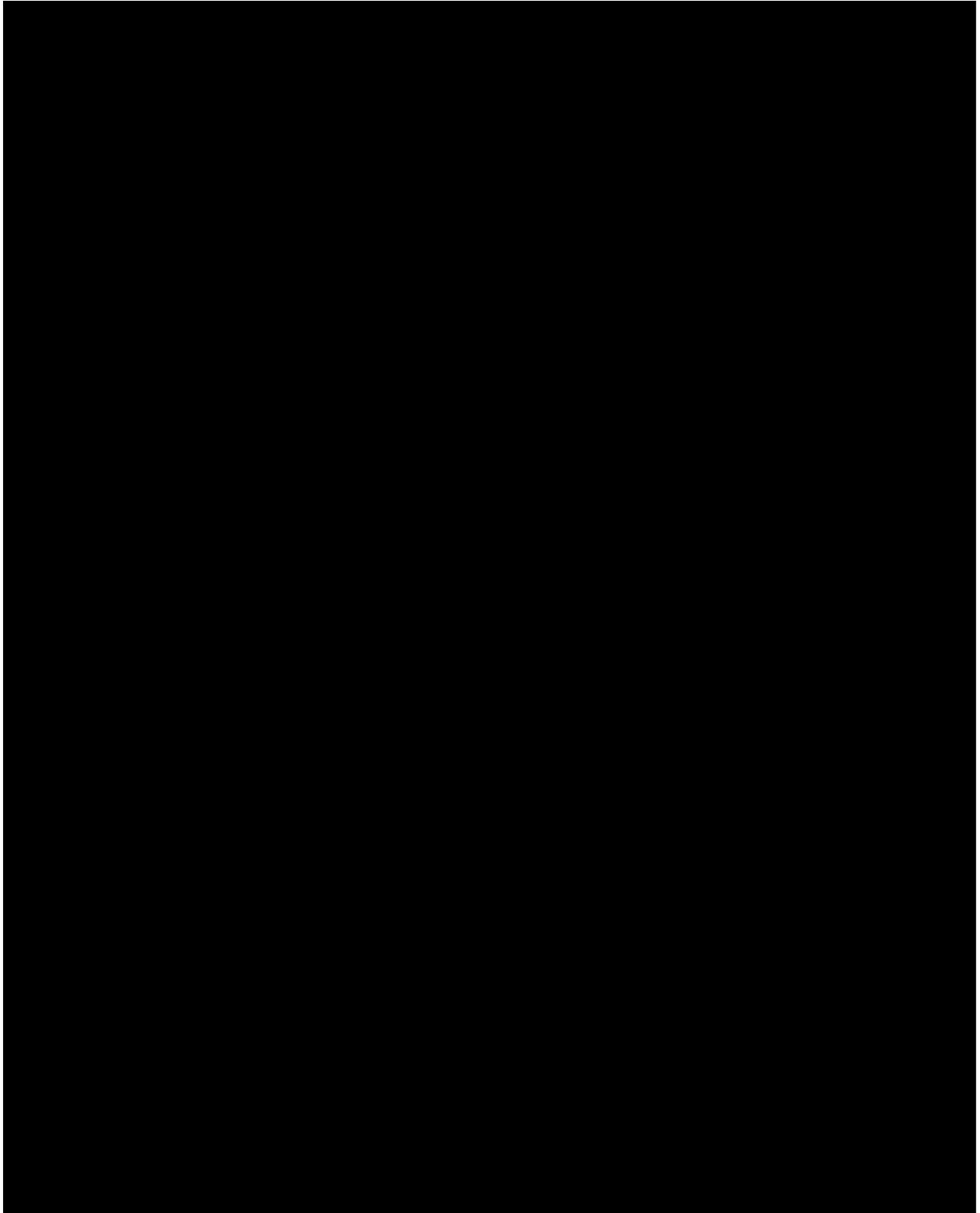
**f. Integrated MES Program Management (IMES) Support**





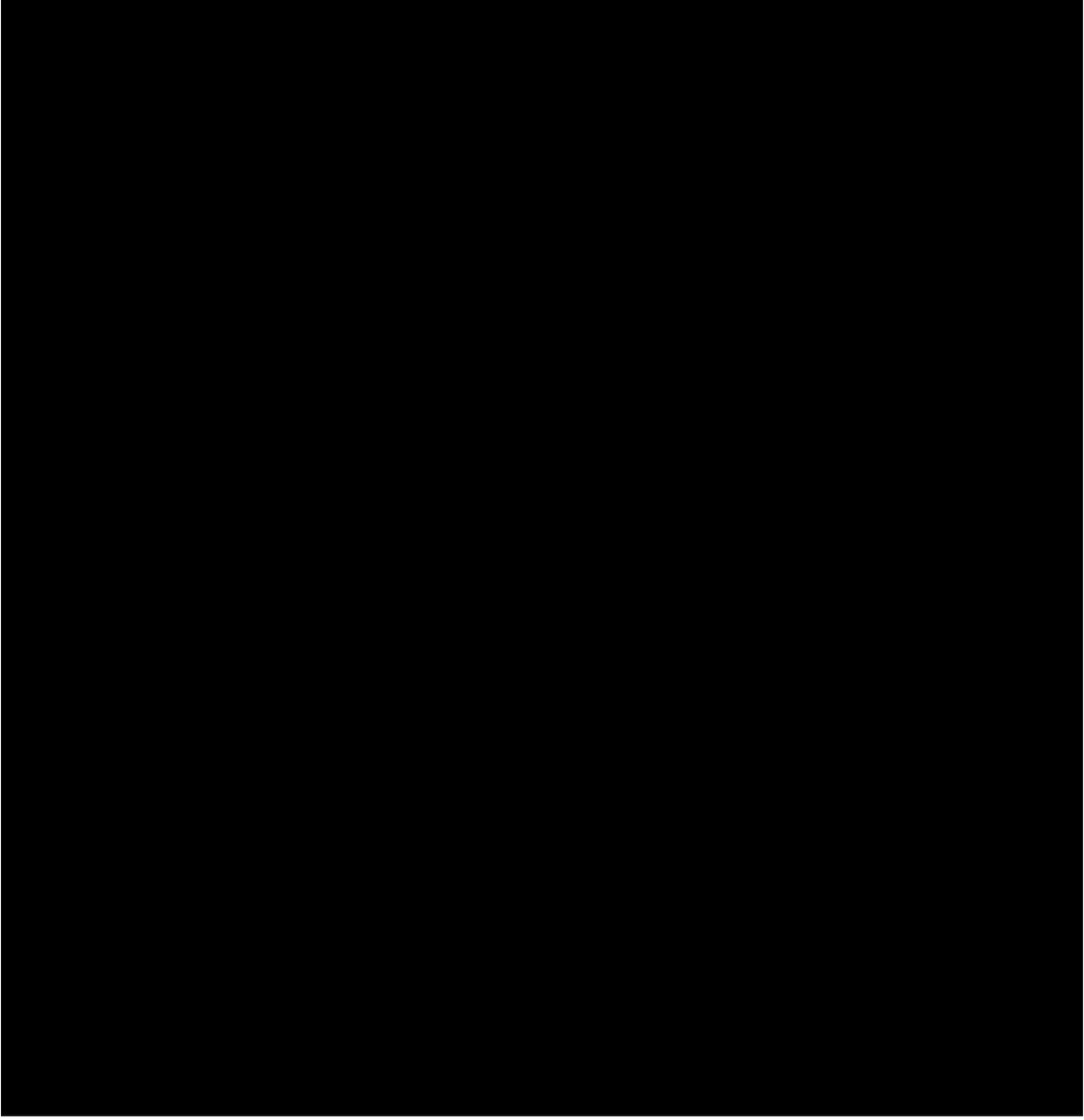
**g. Spenddown Implementation Support**



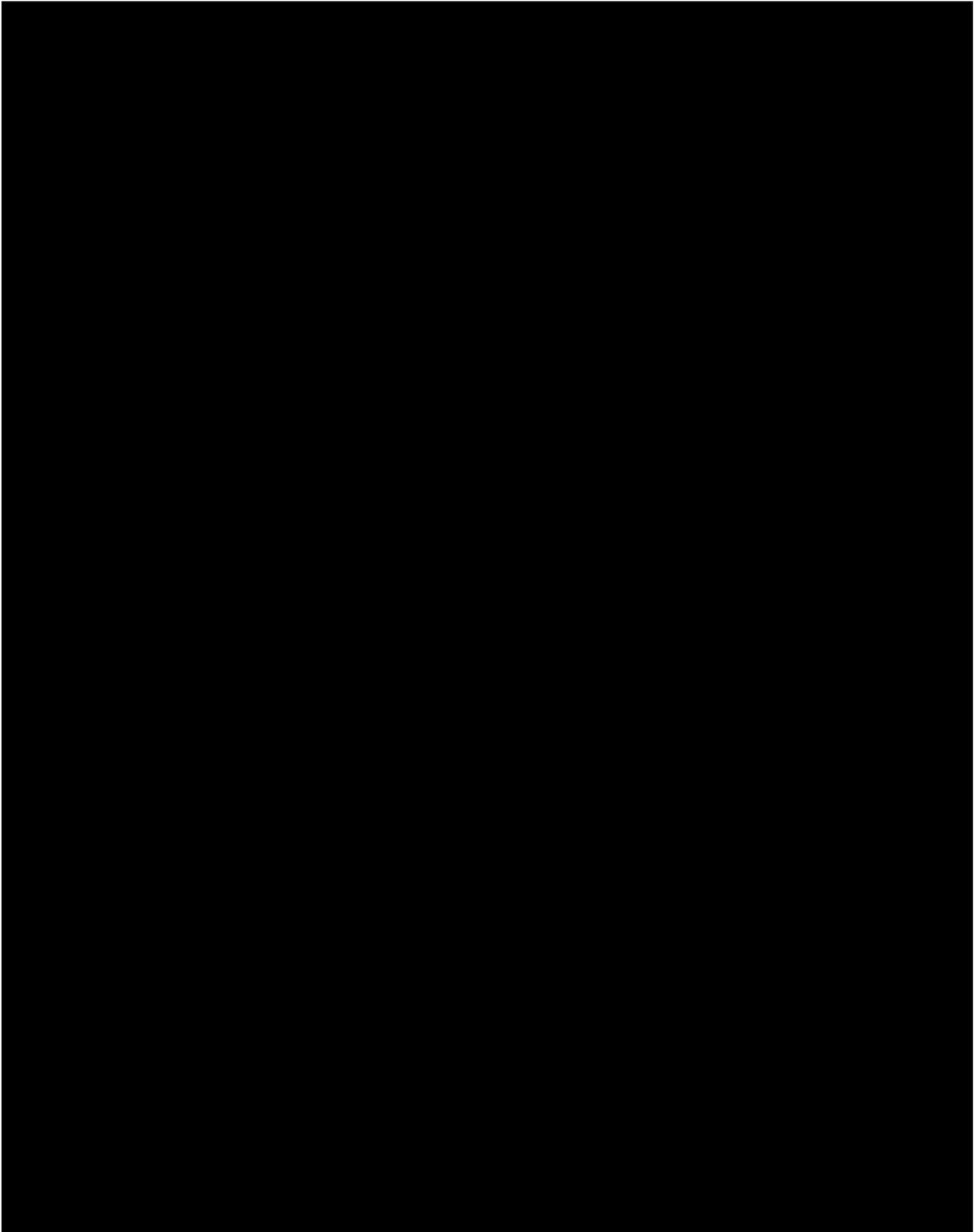


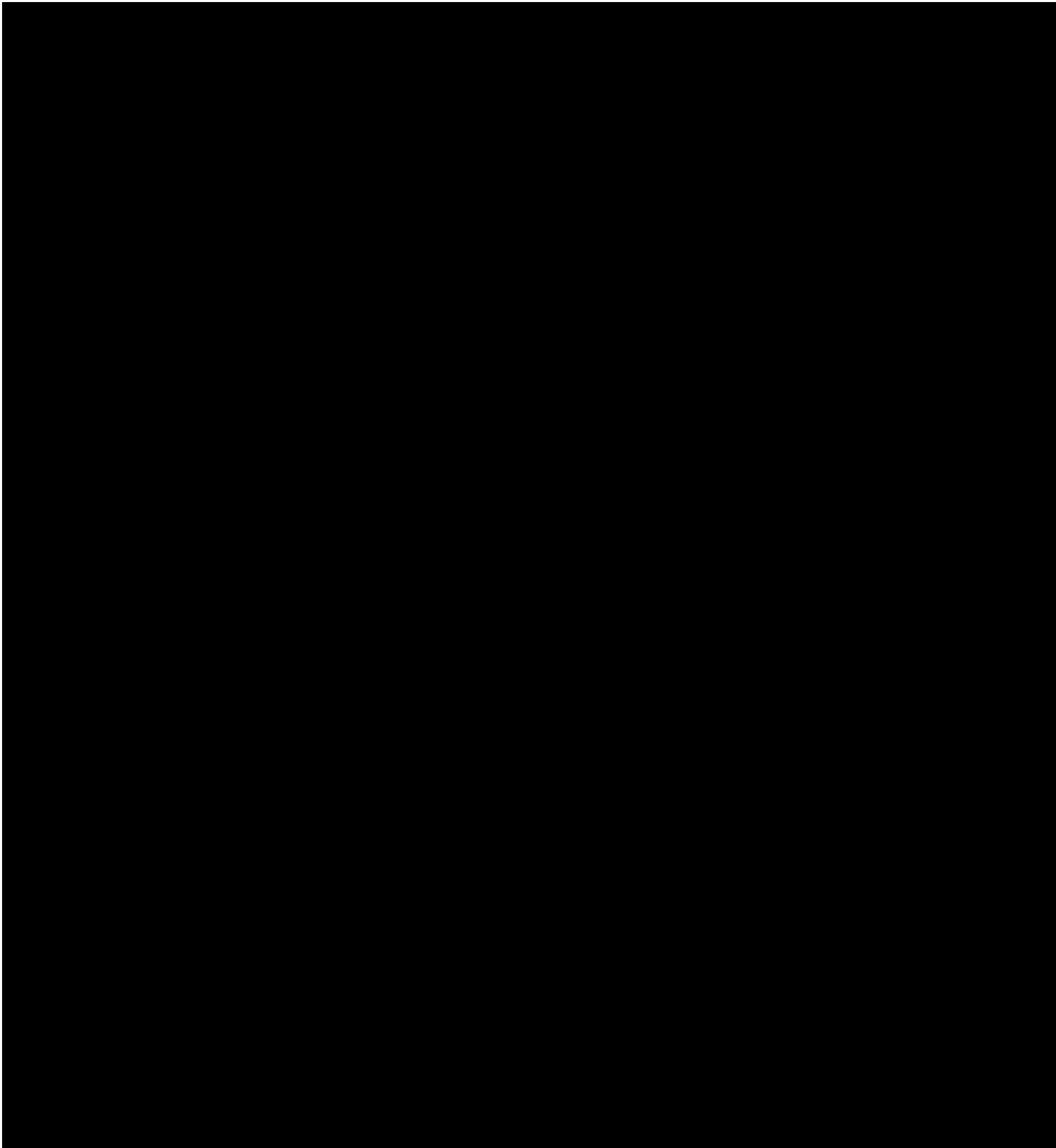


**h. State Plan Amendments (SPA) Support**

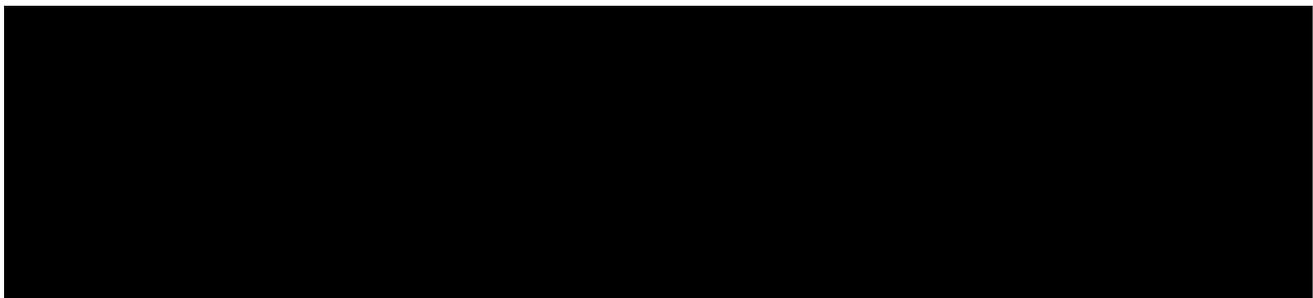


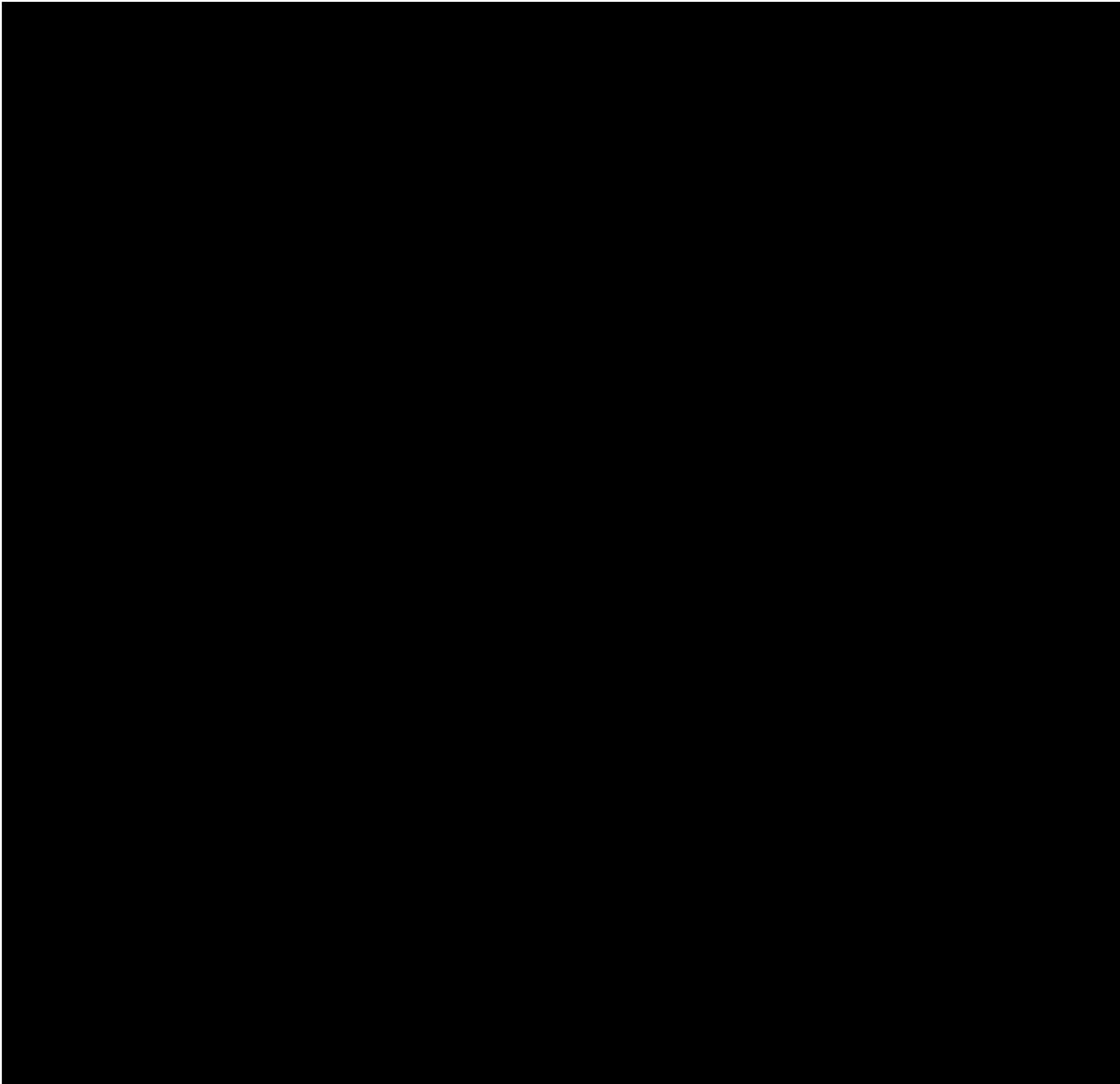
**i. Money Follows the Person (MFP) Implementation Planning Support**

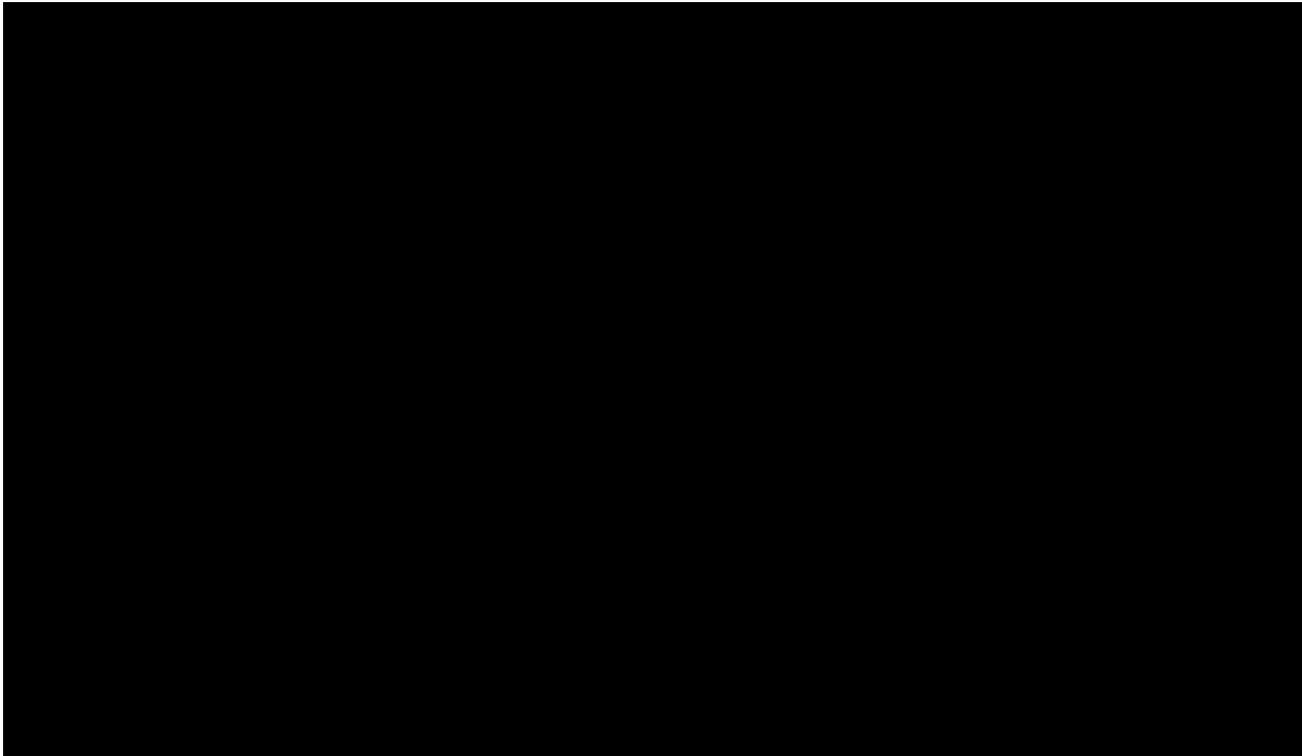




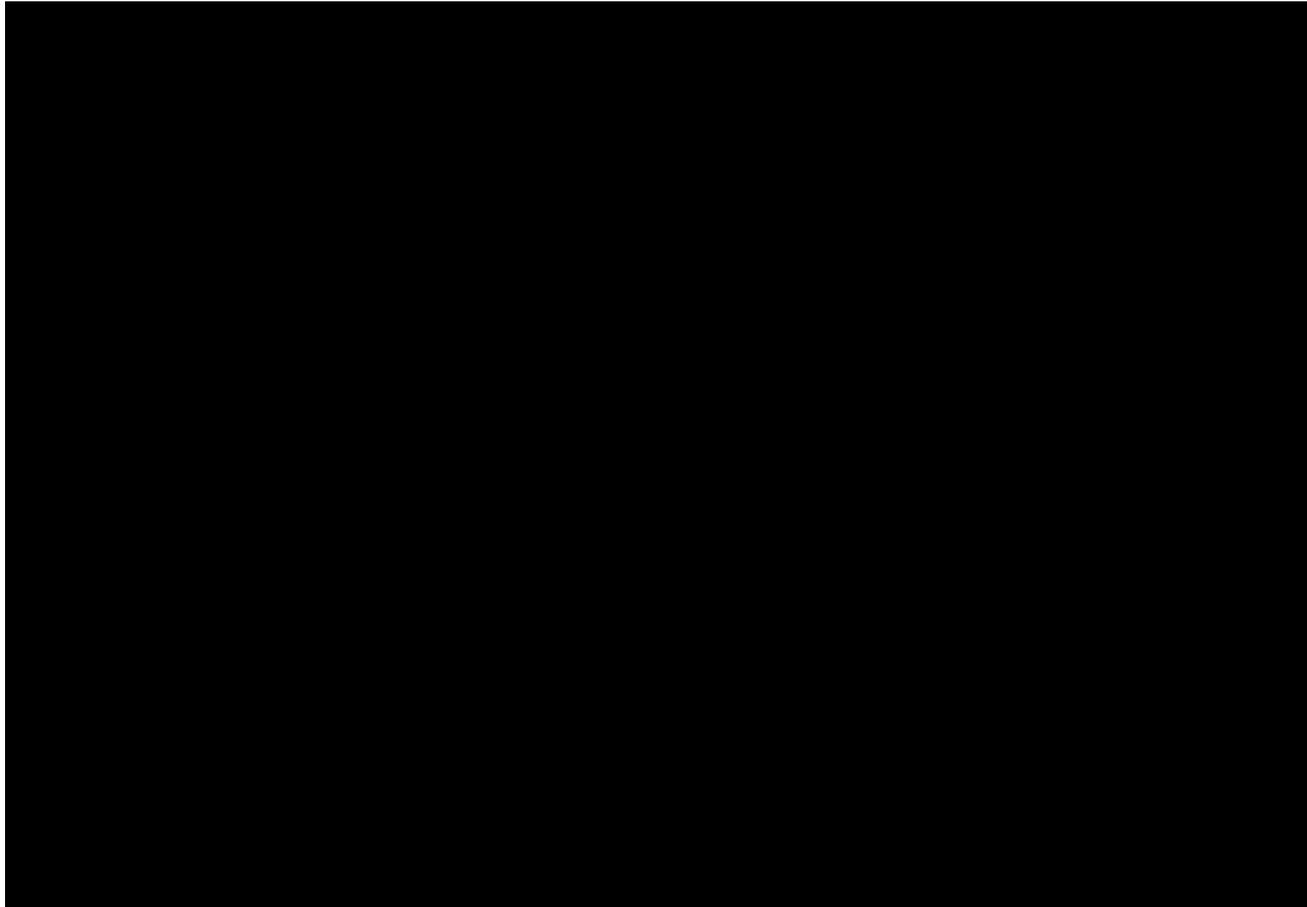
**j. Policy Updates Support**







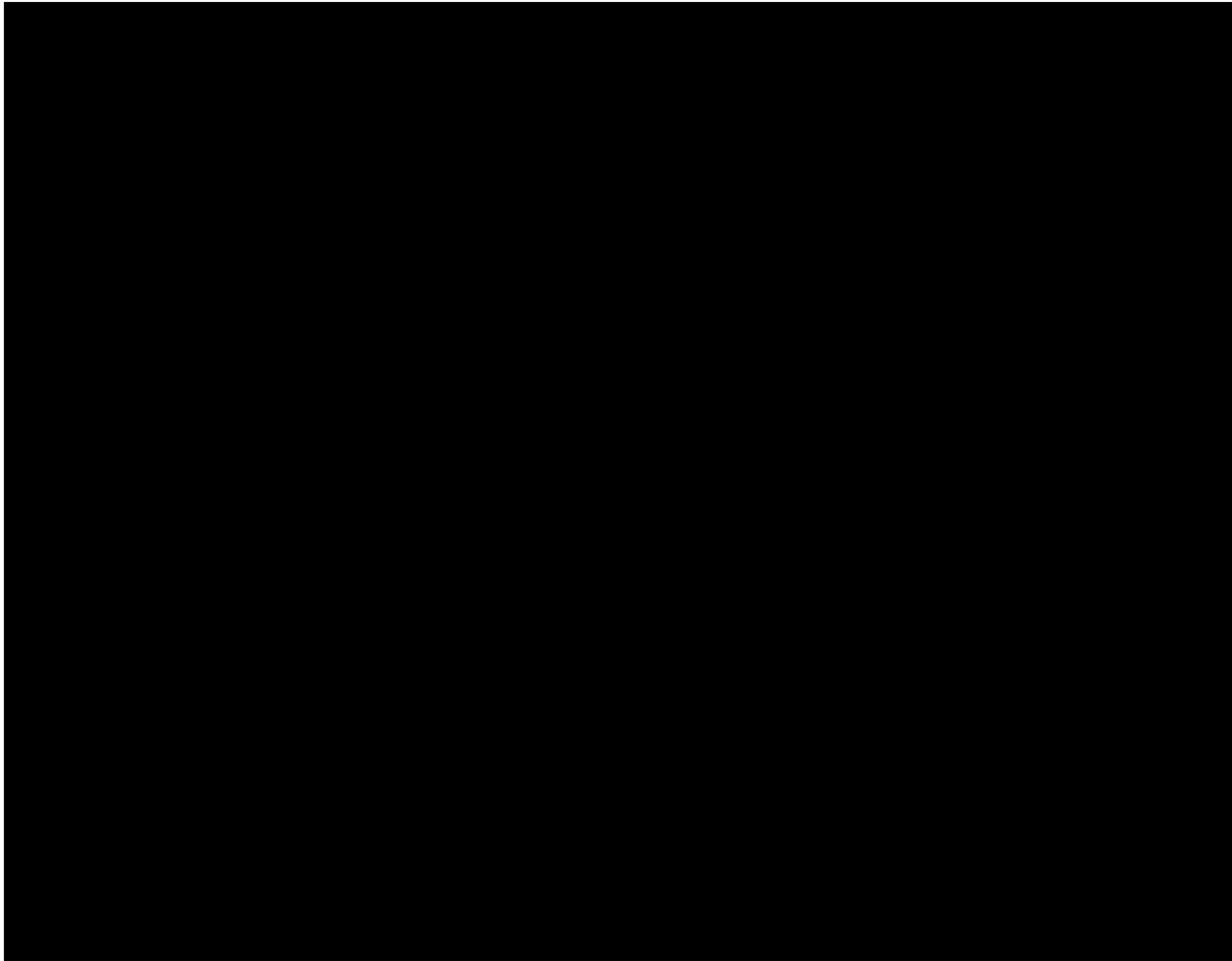
**k. Other EOMC Support**



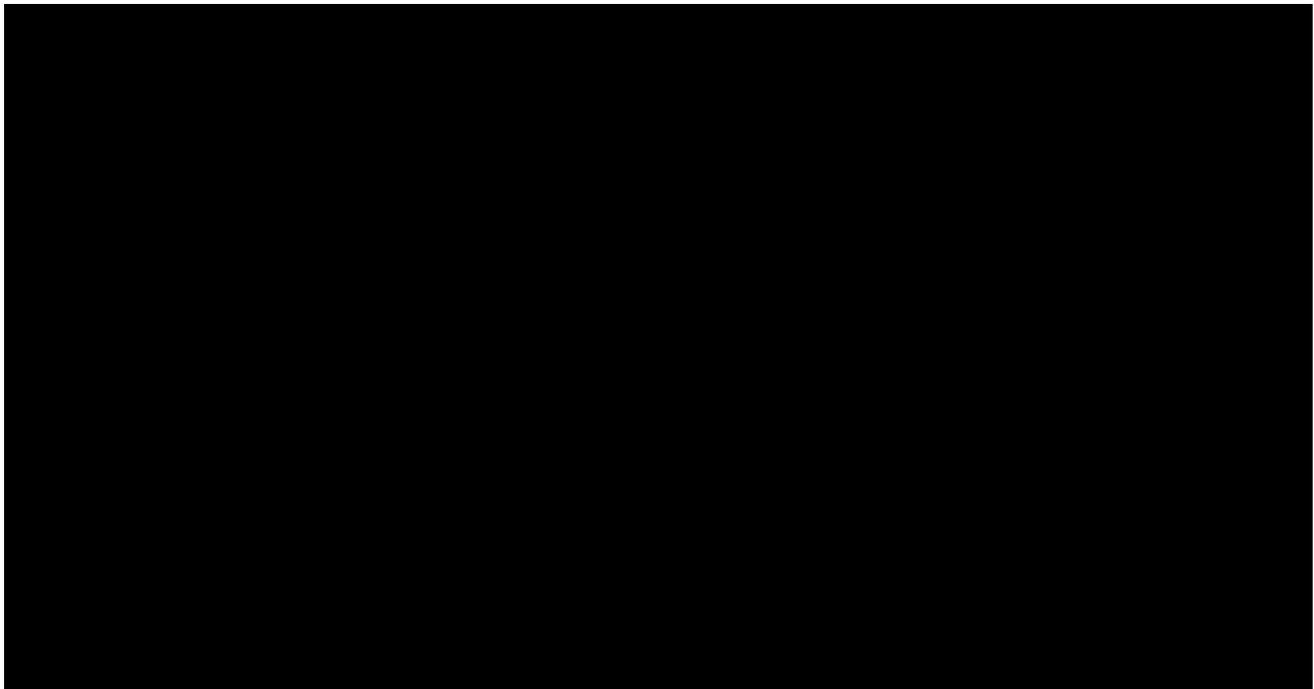


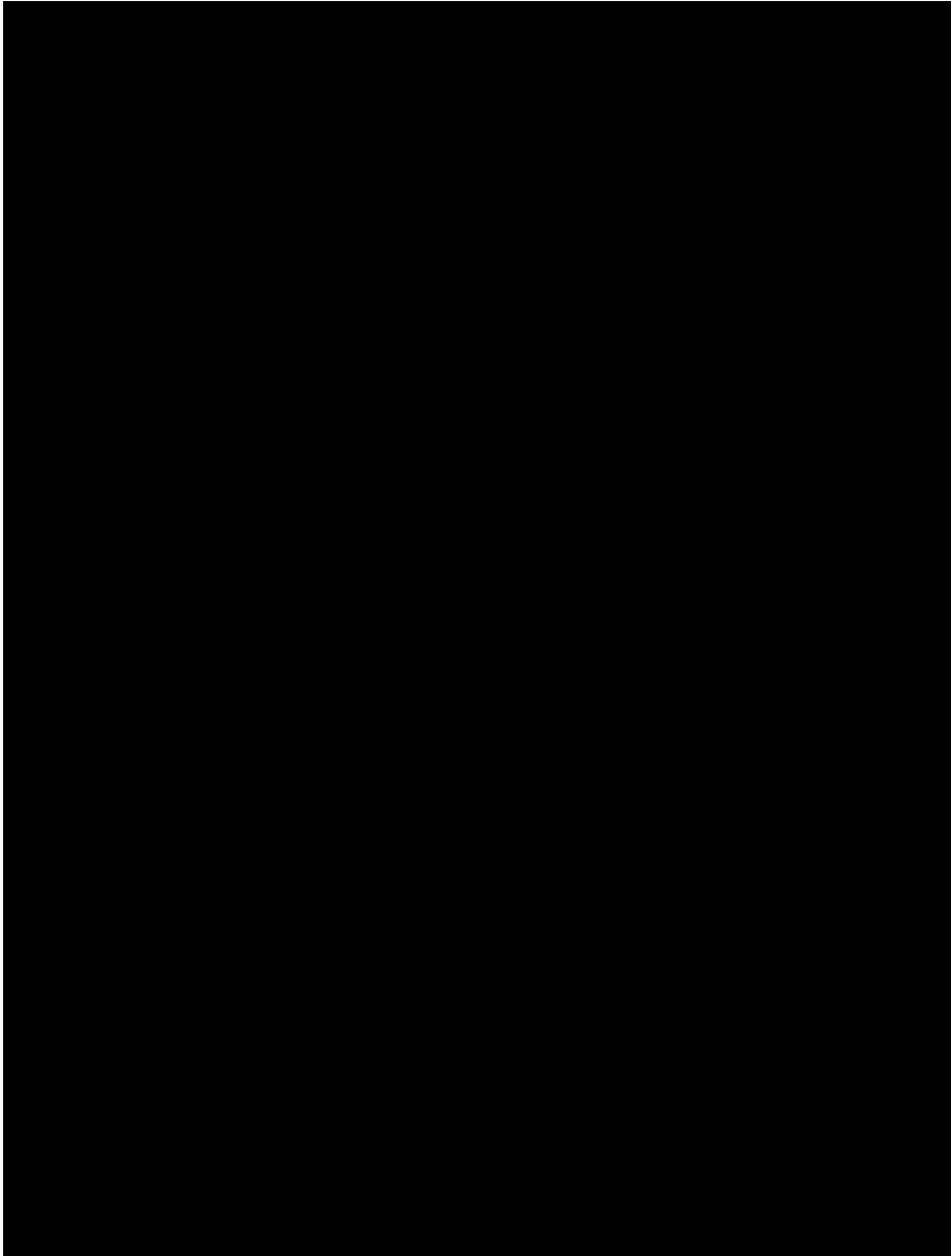
**I. Organizational Change Management (OCM)**

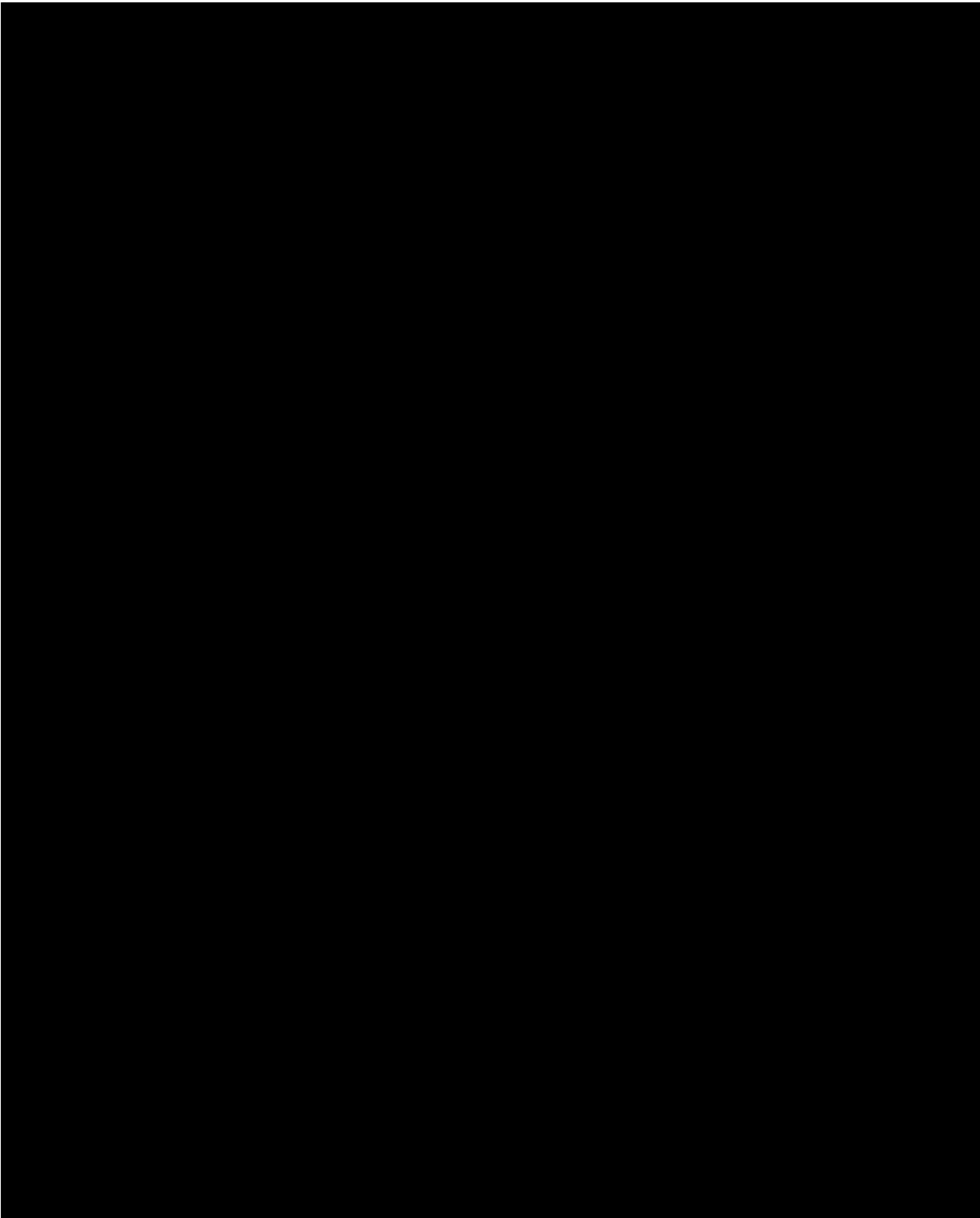




**m. Enterprise Data Warehouse (EDW)**

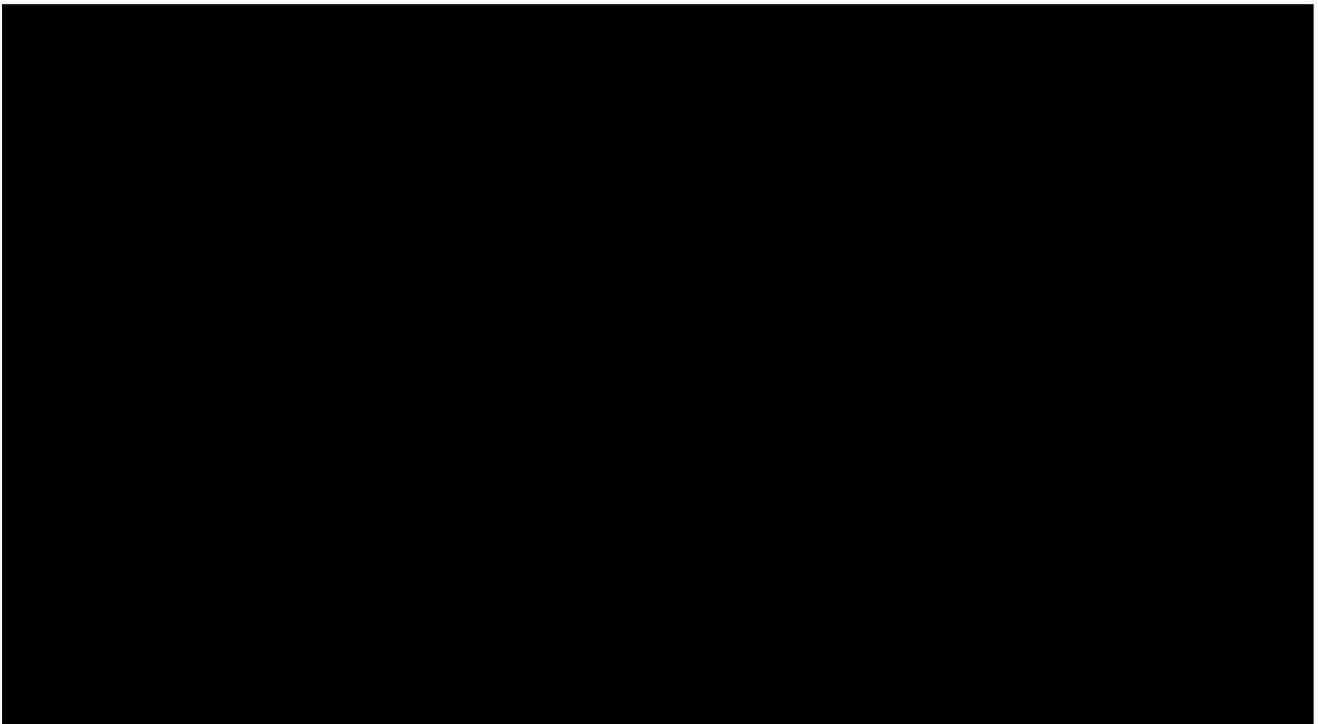


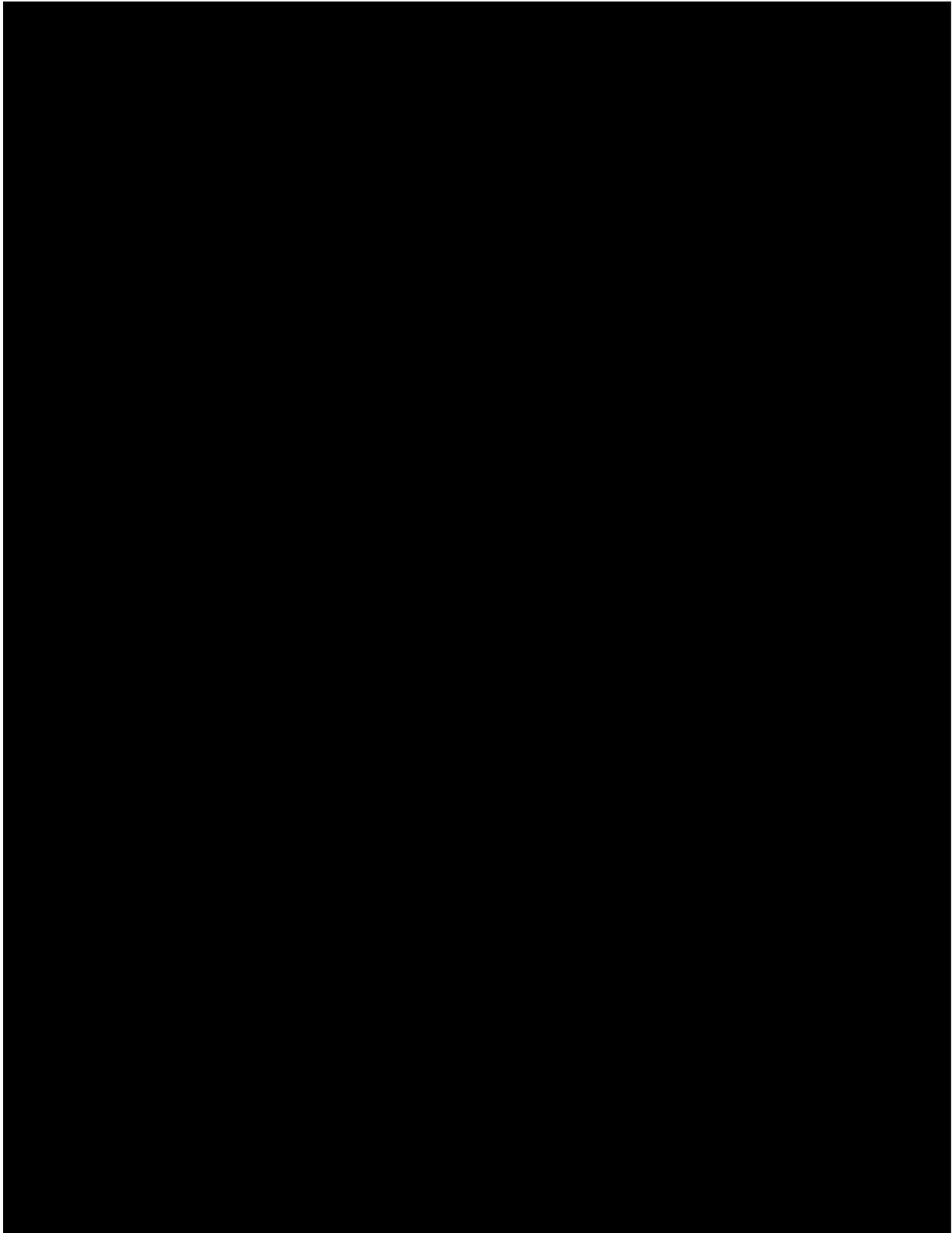


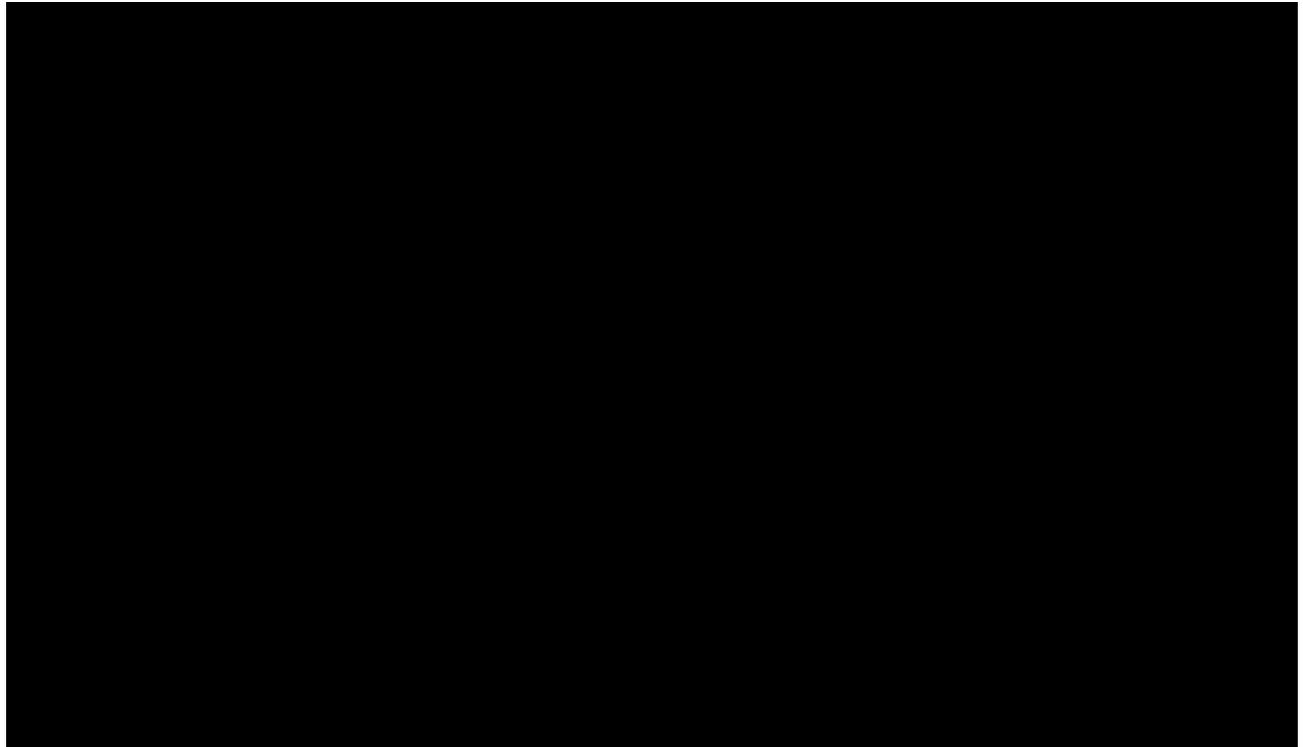




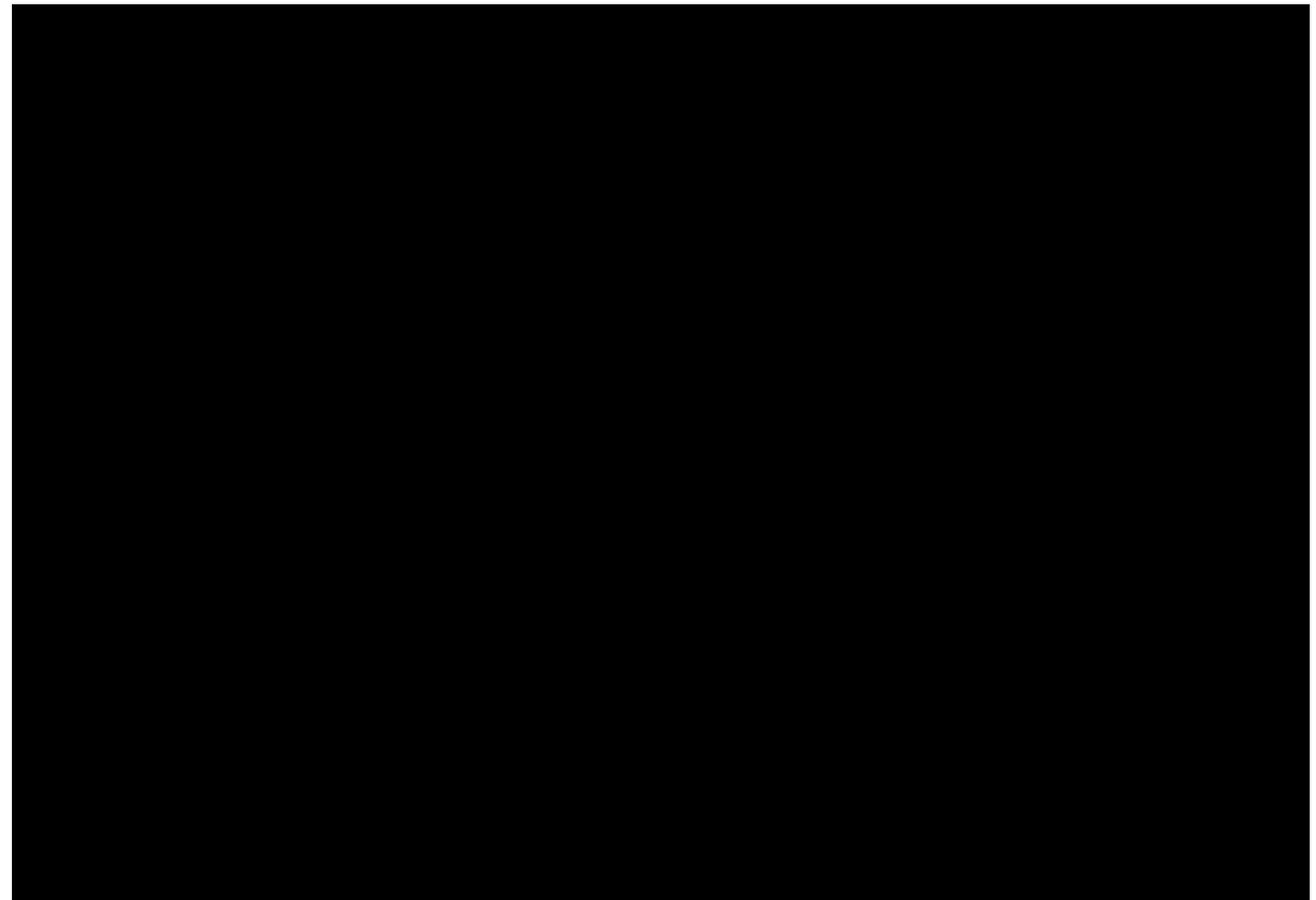
**n. The Commonwealth Health Information Exchange (HIE)**

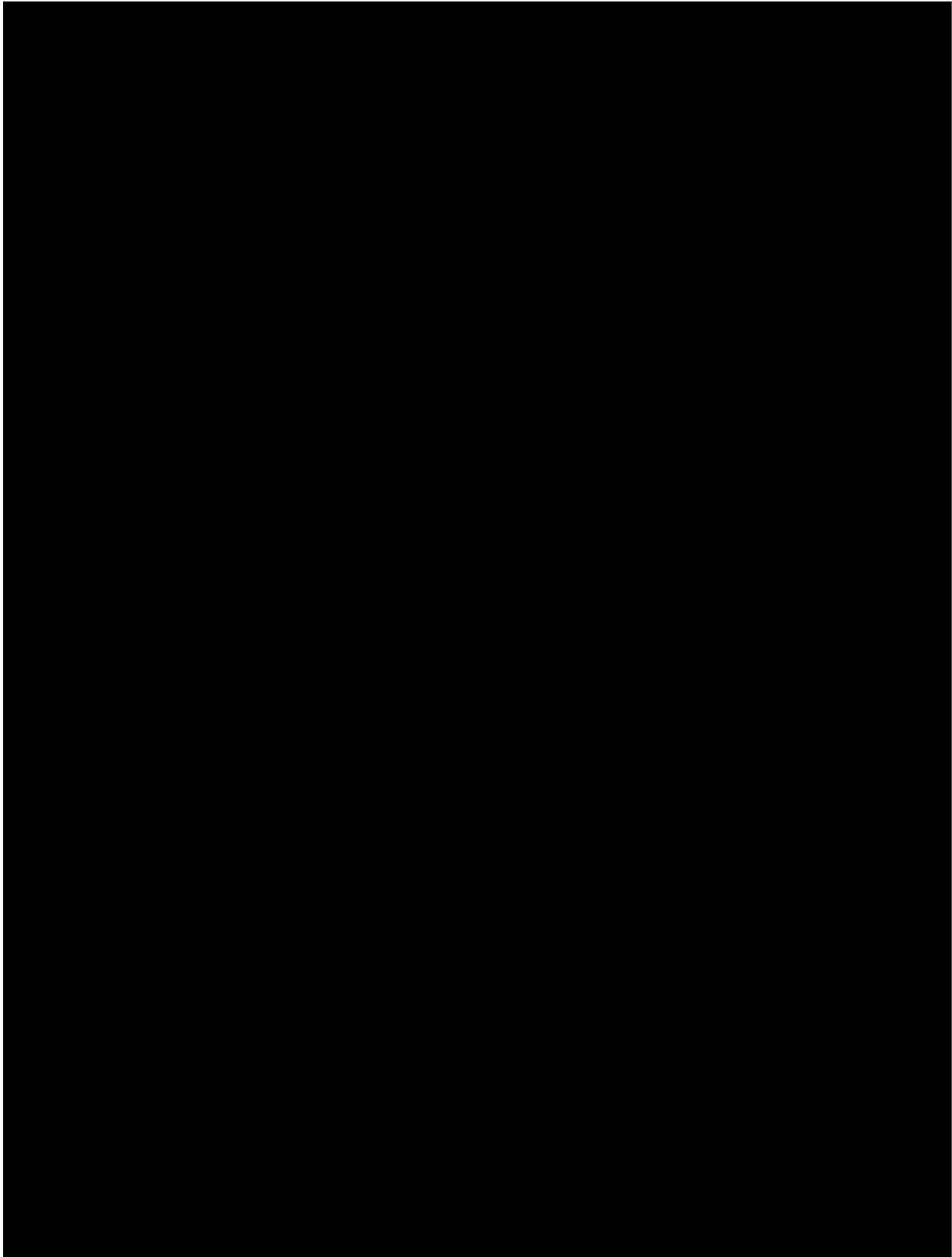


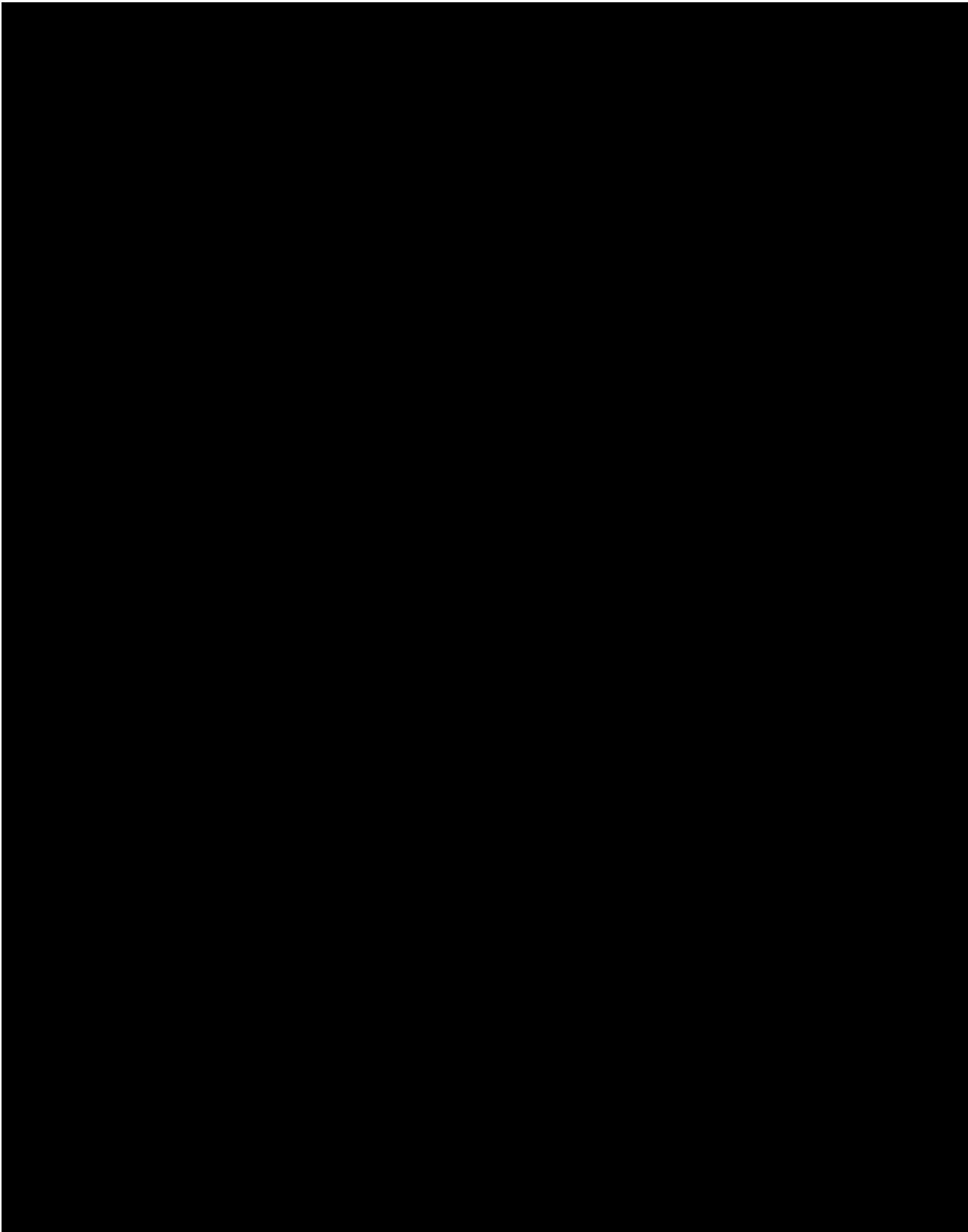




**o. Security Assessment Audits**

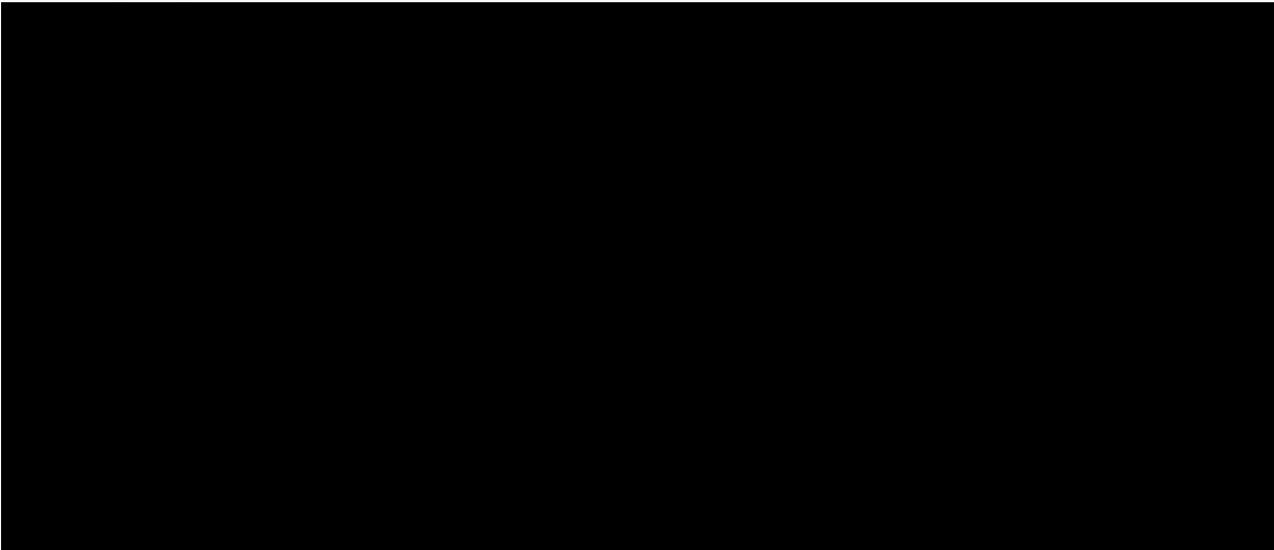




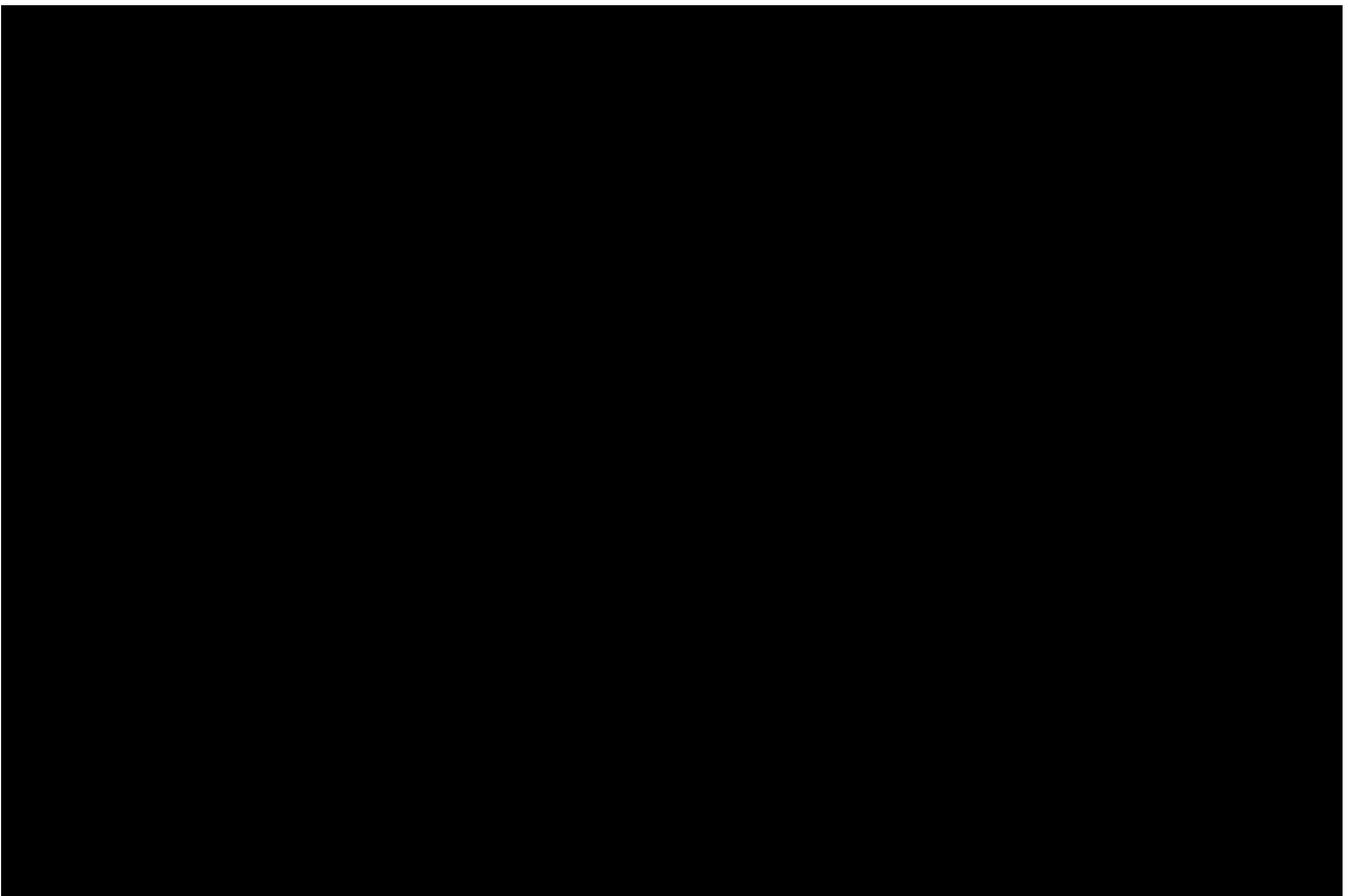


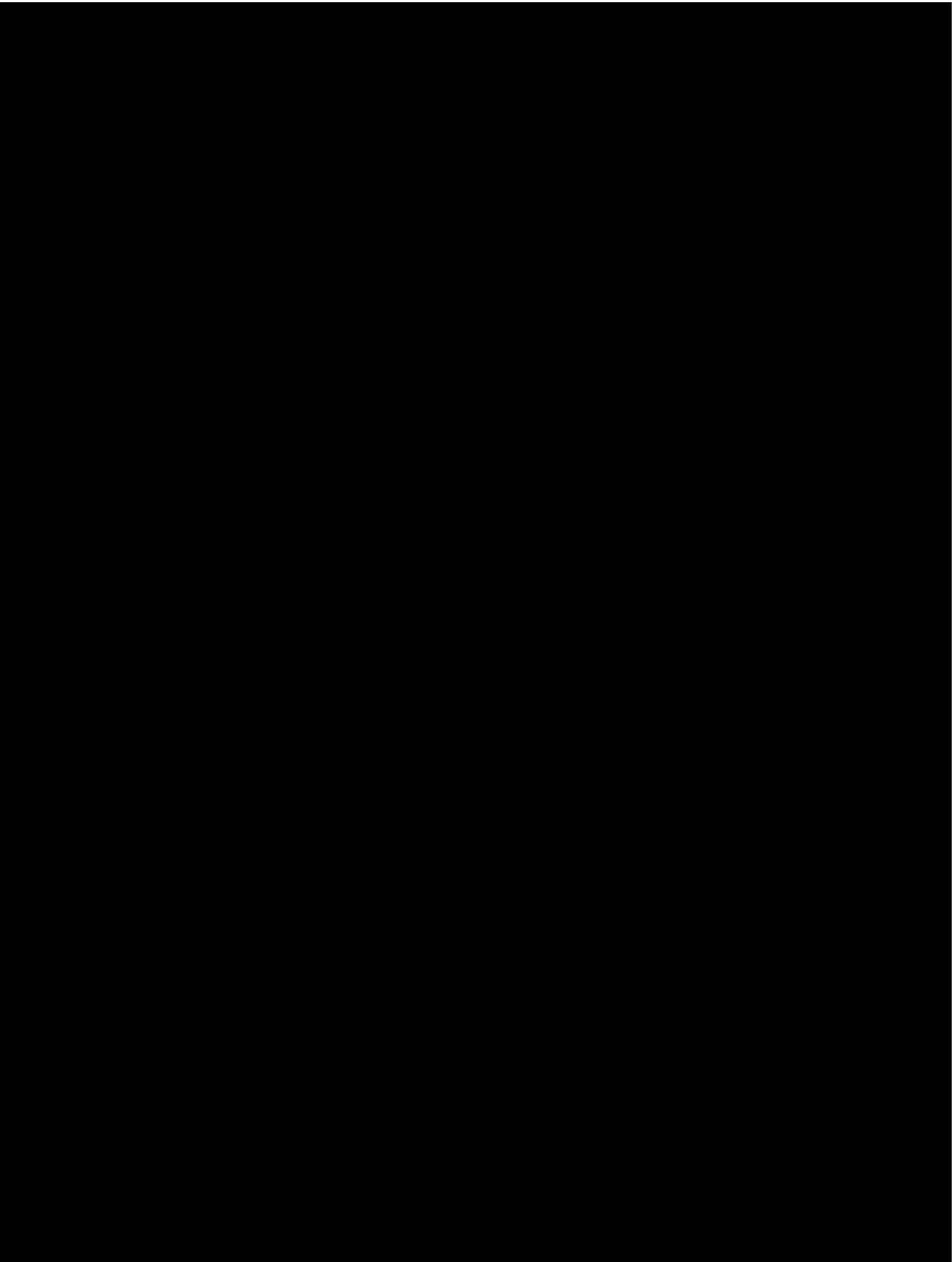
#### **4. Staffing Approach**

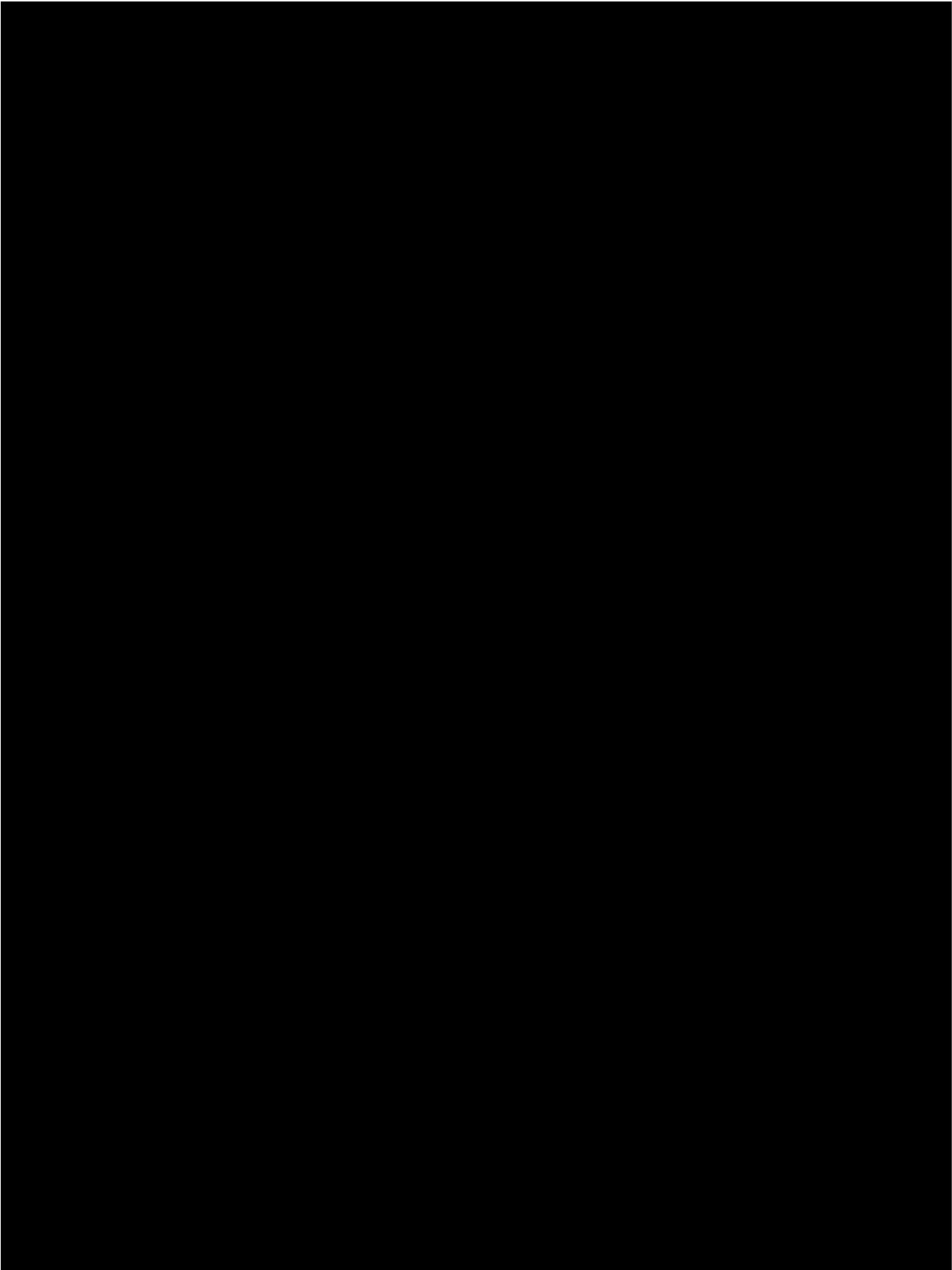
**Please describe in narrative form how your organization will meet the following Staffing requirements:**

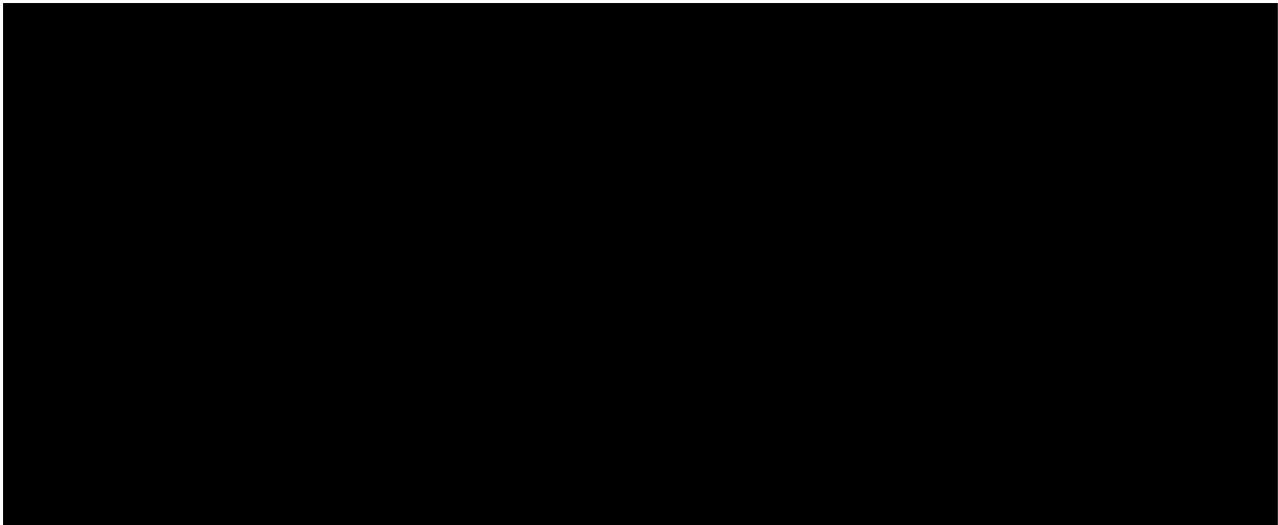


- a. Provide the names of the proposed staff for each service area and include their qualifications and experience. Describe how the proposed staff are best suited to meet the requirements of this RFP.**

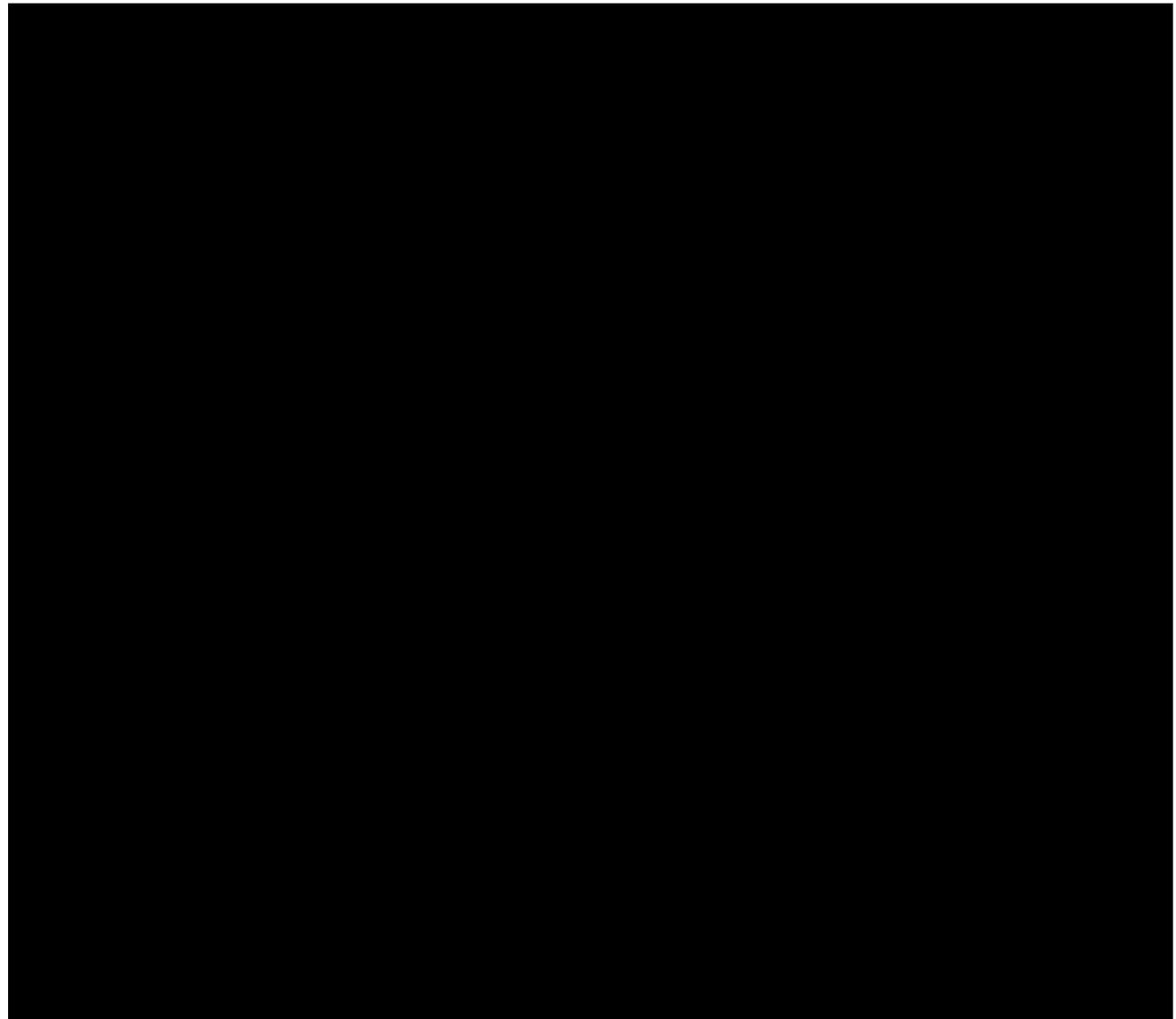


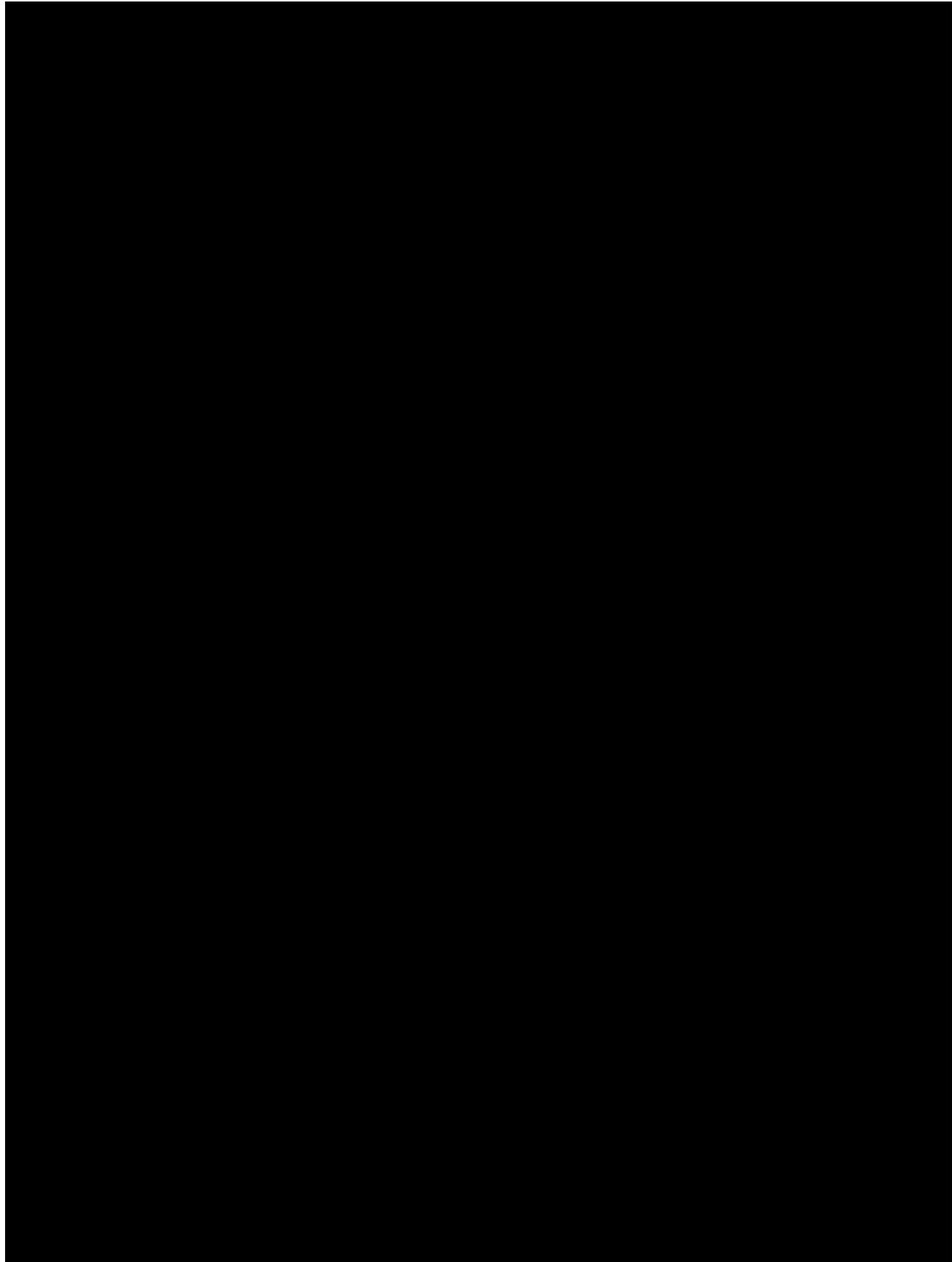


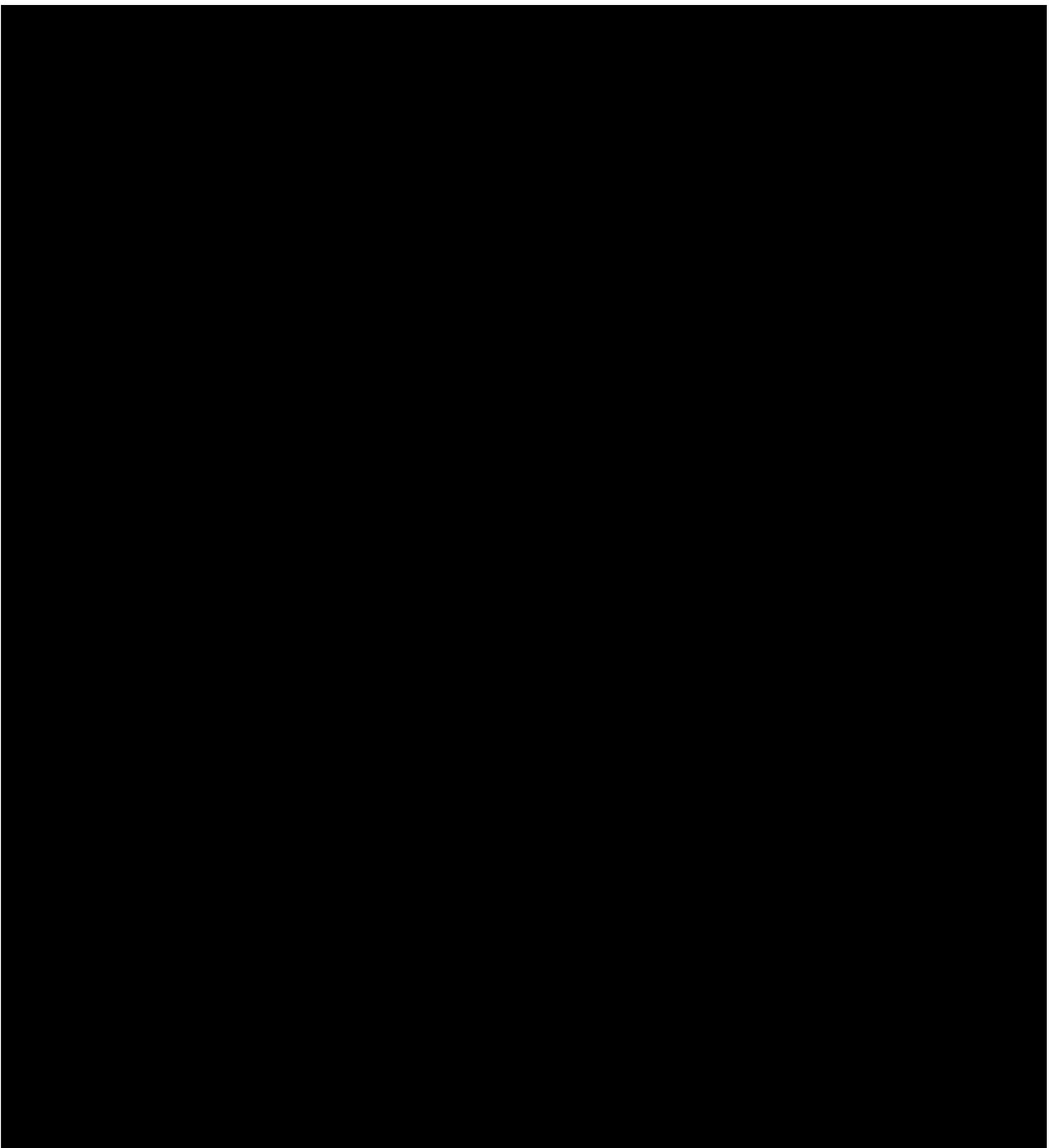




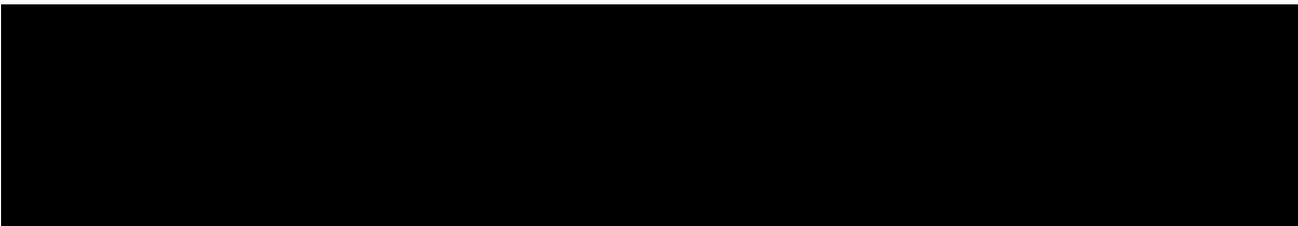
**b. Describe how staff will be identified, recruited, and supported by the vendor.**

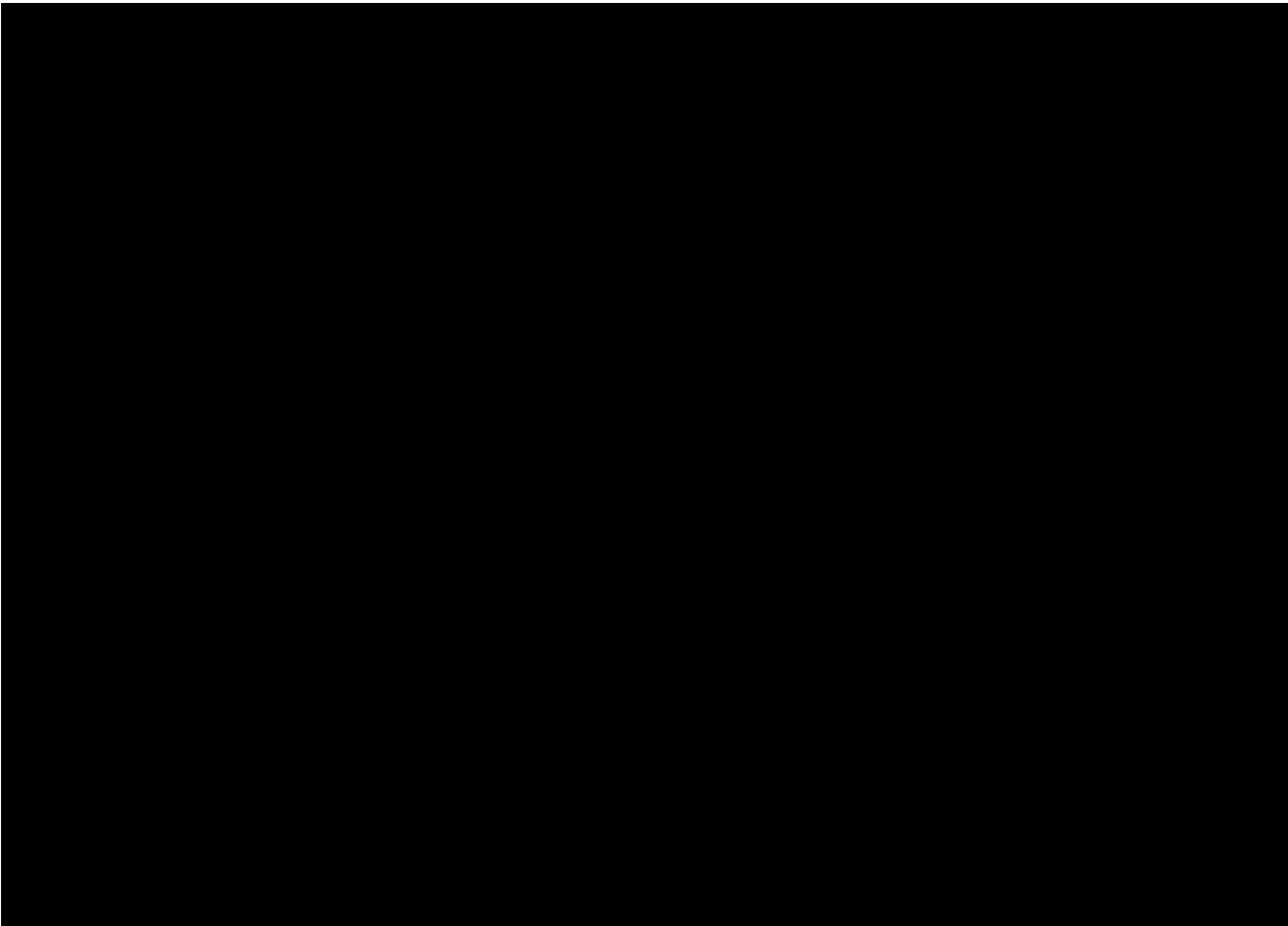




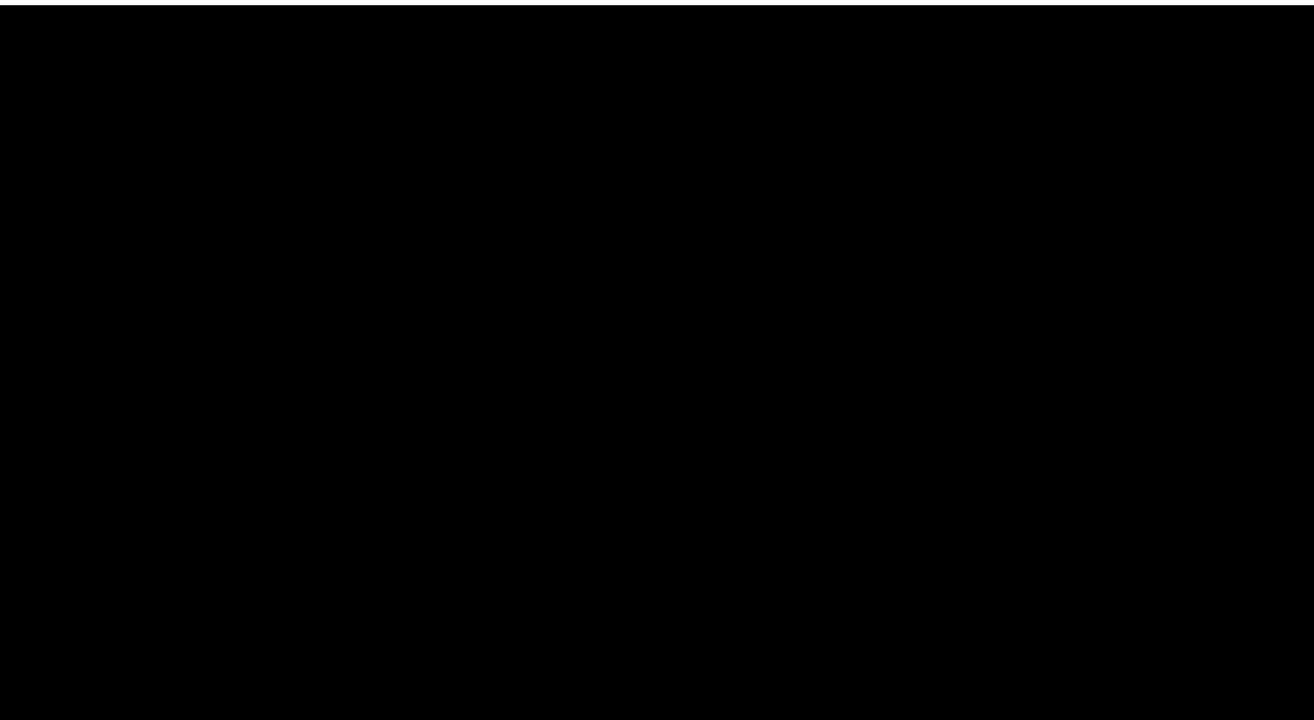


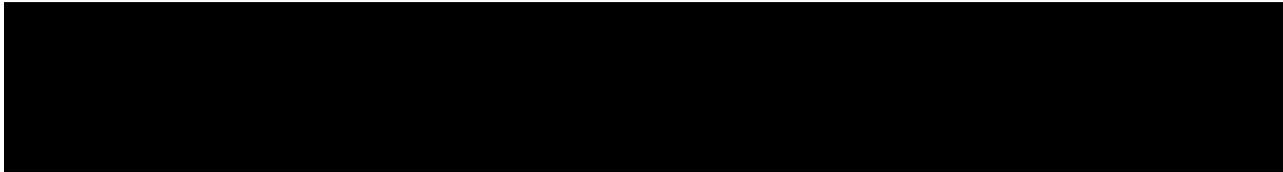
**c. Describe how the proposed staff will understand their roles and responsibilities based on the requirements described in this RFP.**



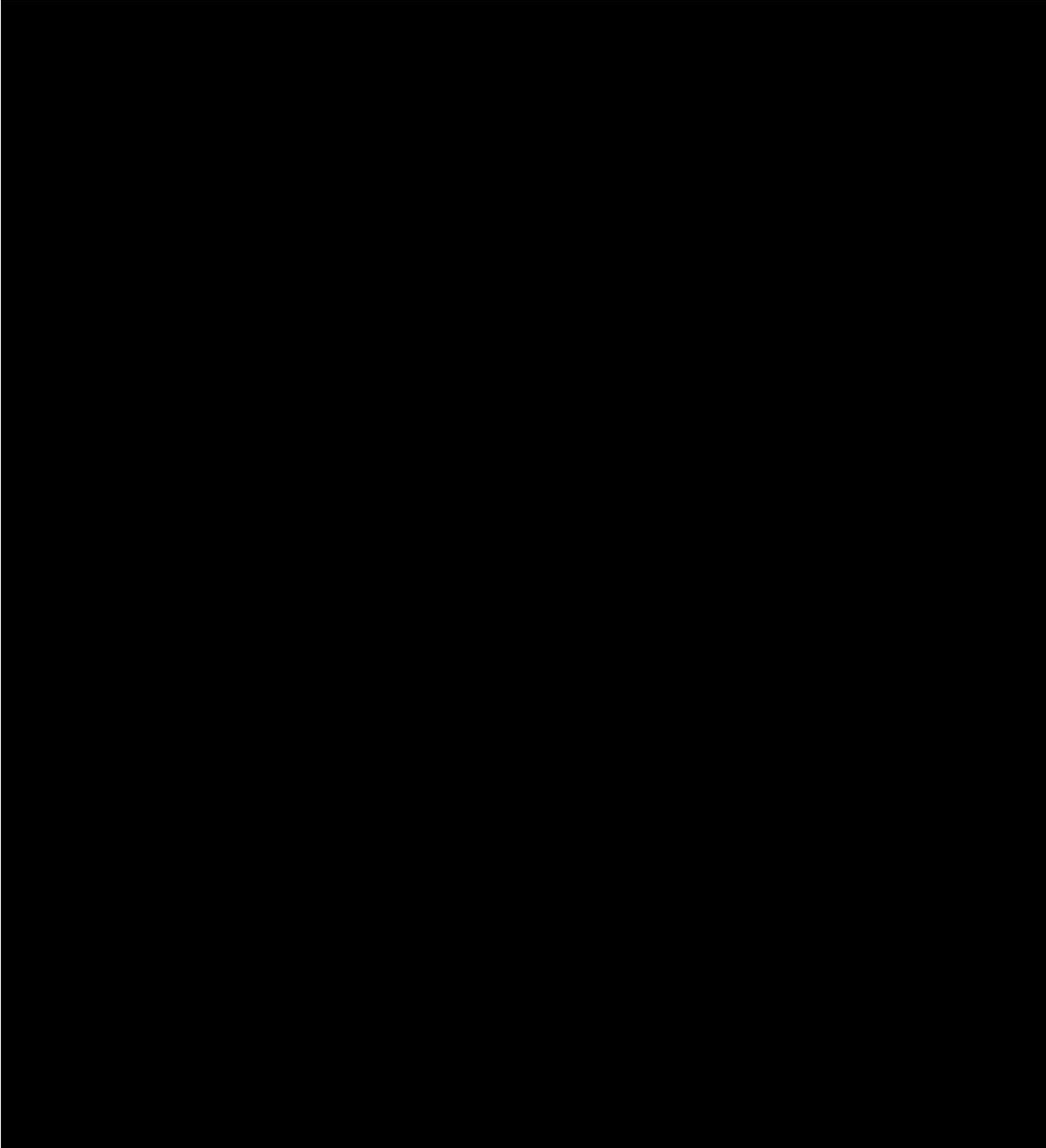


**d. Describe how backup staff will be designated.**

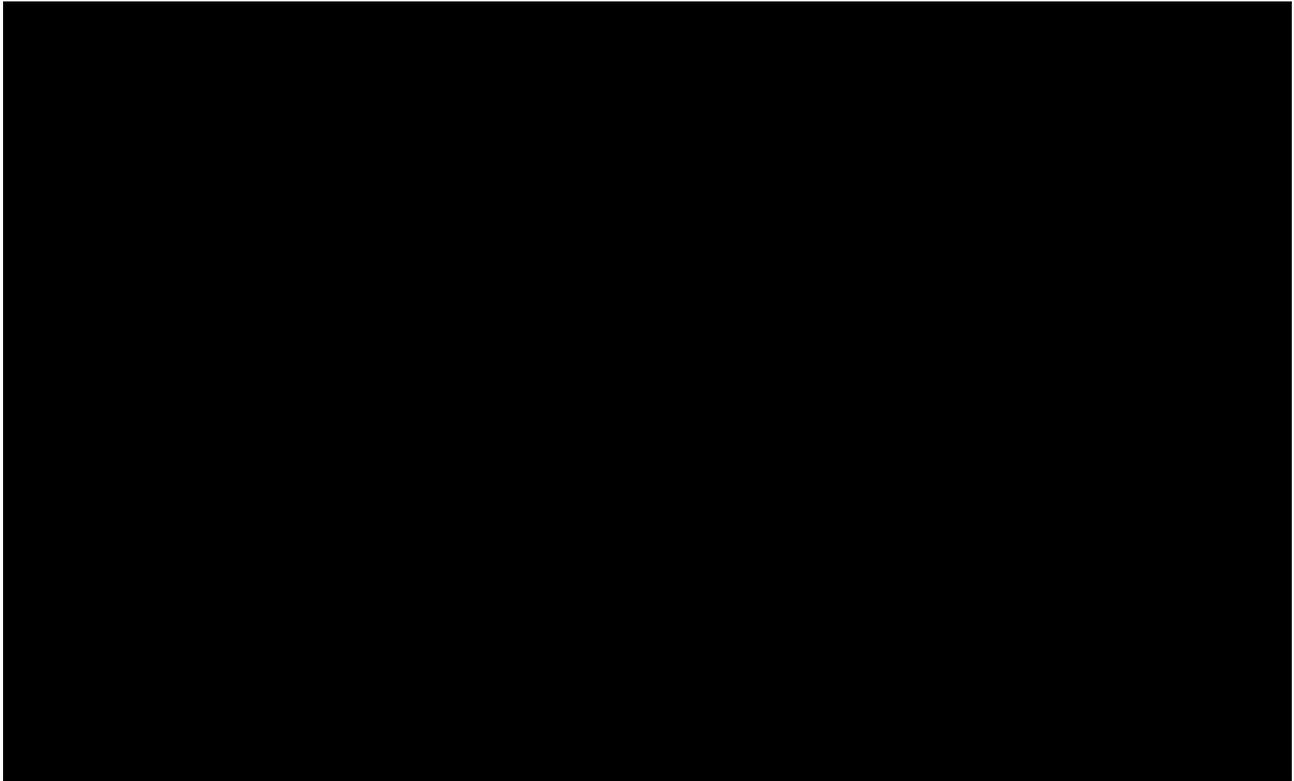




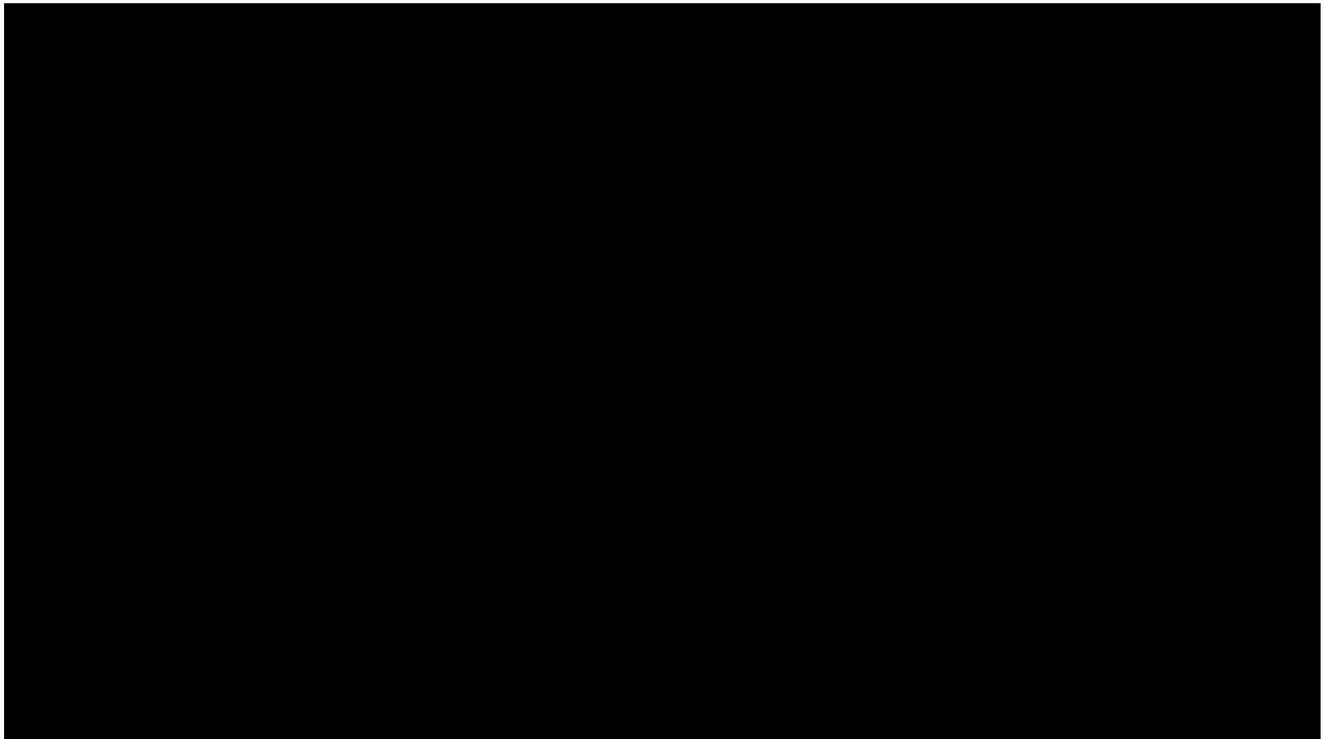
**e. Describe how continuity responsibilities will occur should a staff member need to be replaced.**



**f. Describe the management structure, staff management process and how talent management support will be provided.**



**g. In the event a staff remediation plan is requested by the Department, describe how you will provide oversight and manage the remediation plan.**

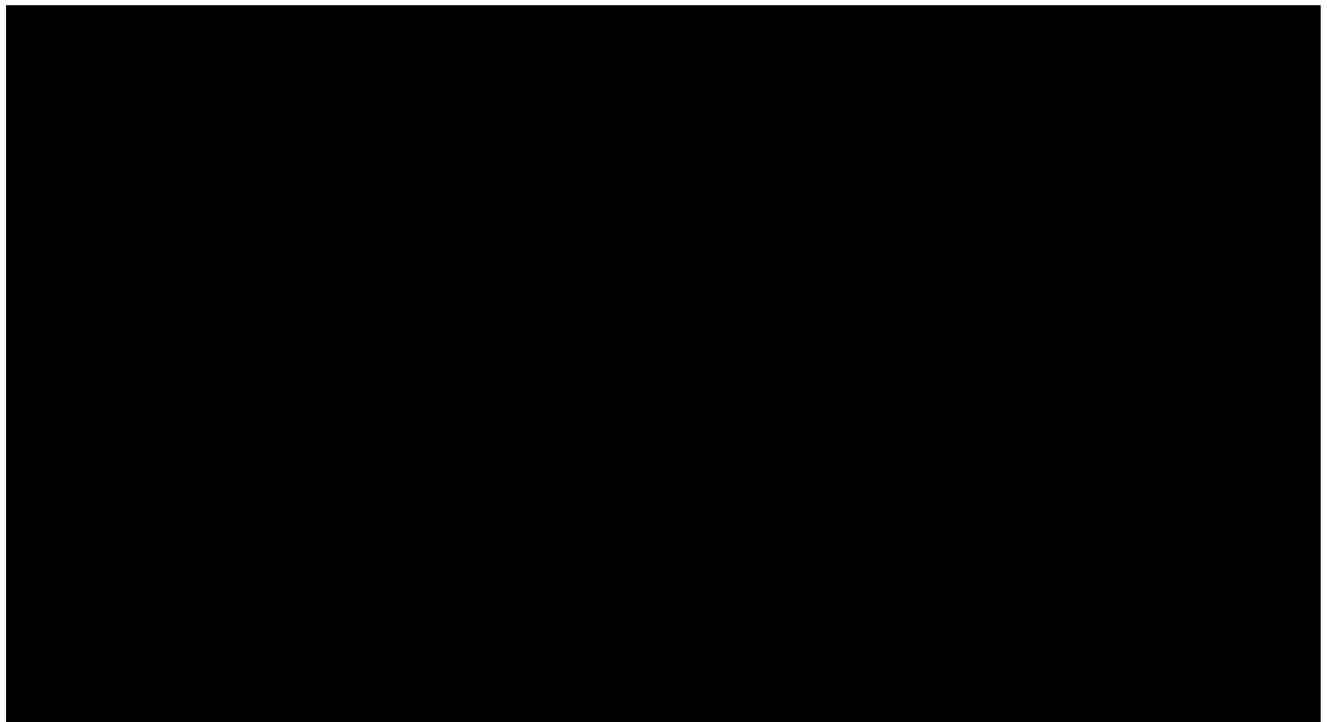


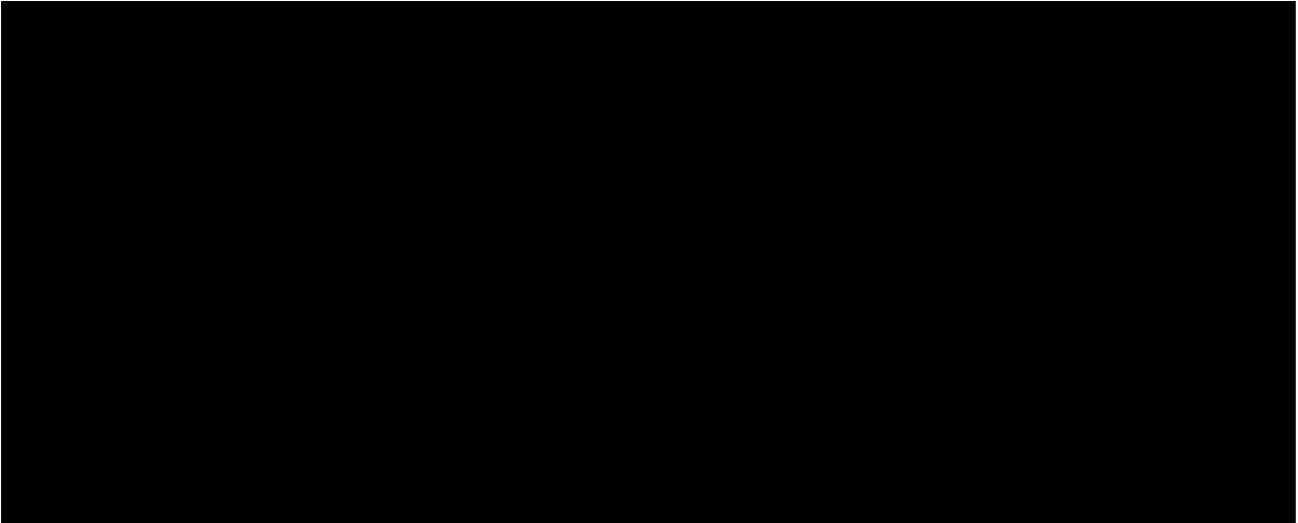


**5. Management Approach**

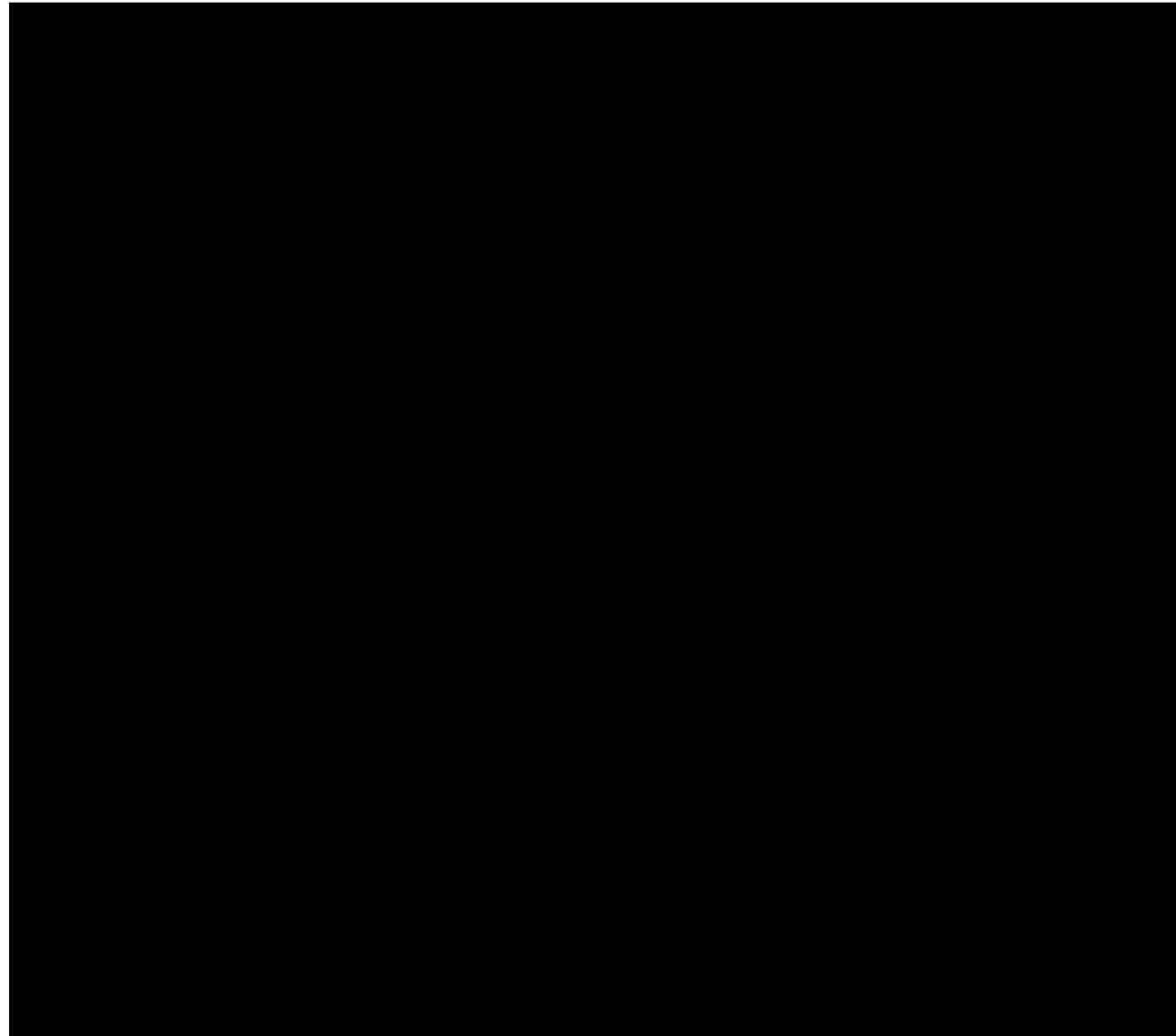
**Please describe in narrative form how your organization will meet the following requirements:**

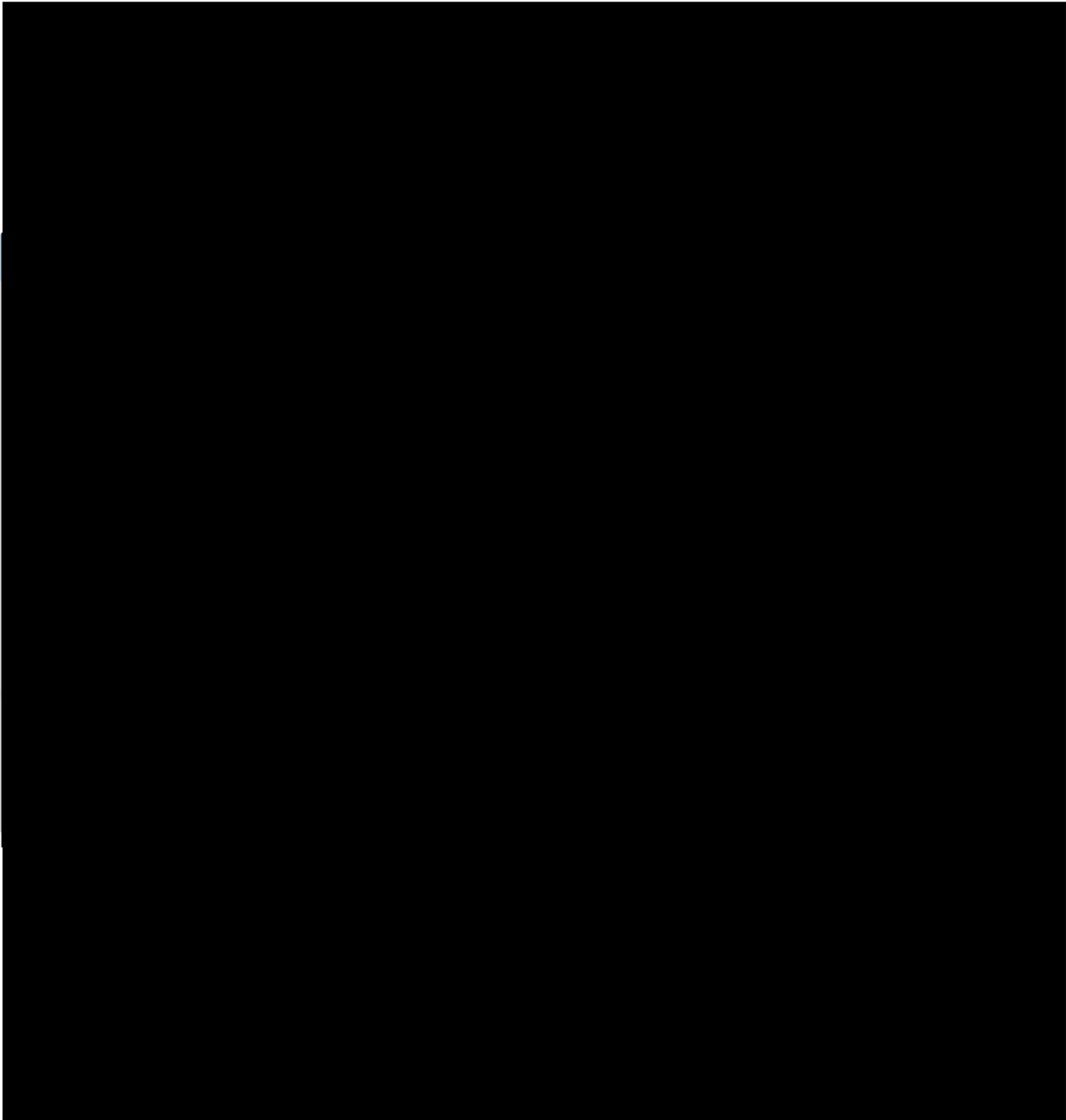
- a. Describe what you believe will be the most effective approach to managing the entire contract.**



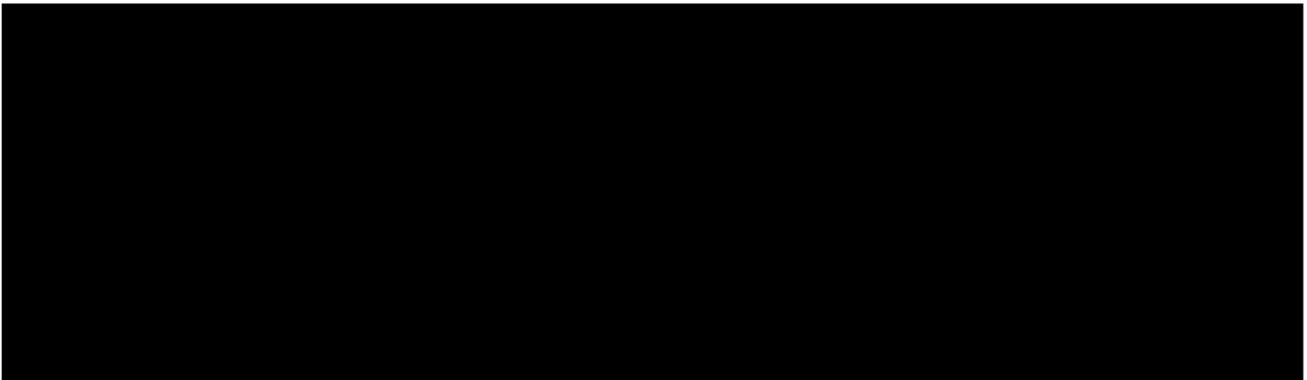


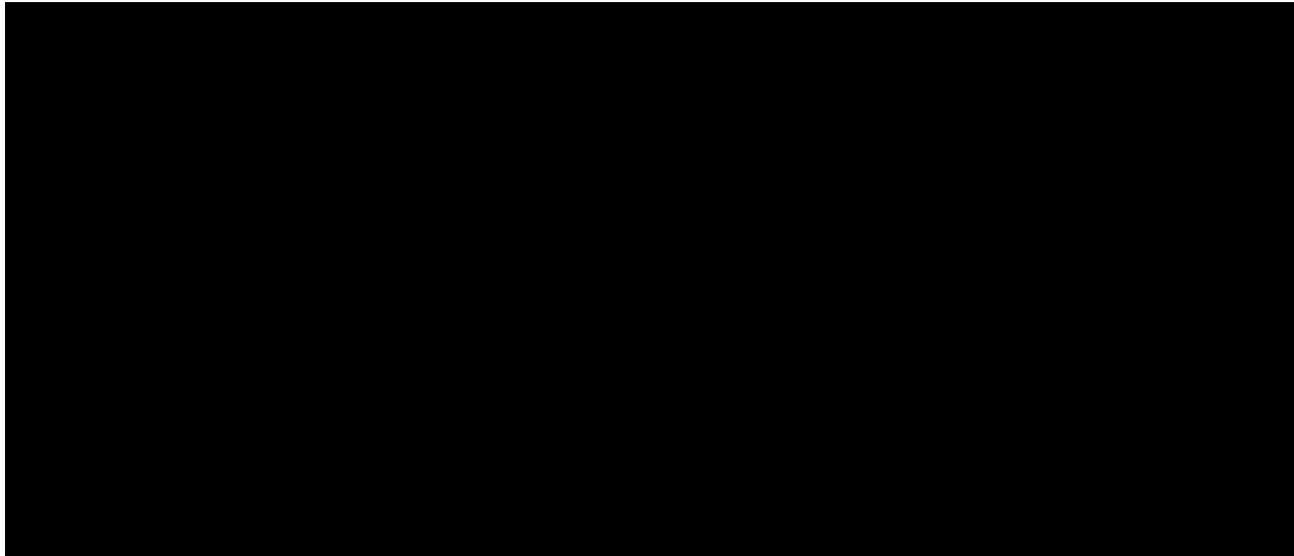
**b. Describe how SLA will be monitored and reported.**





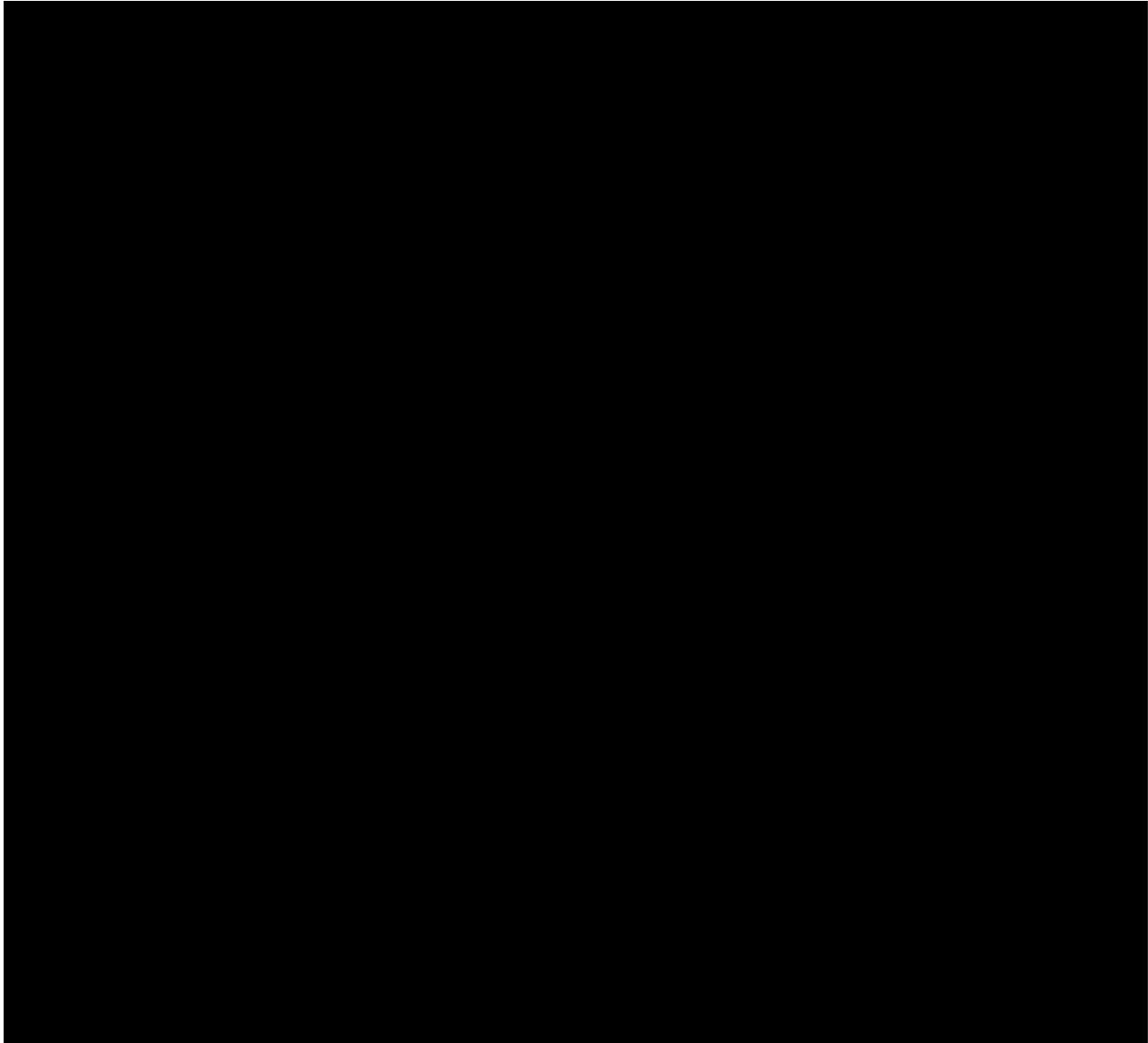
**c. Describe how staffing/resource needs or changes will be managed.**





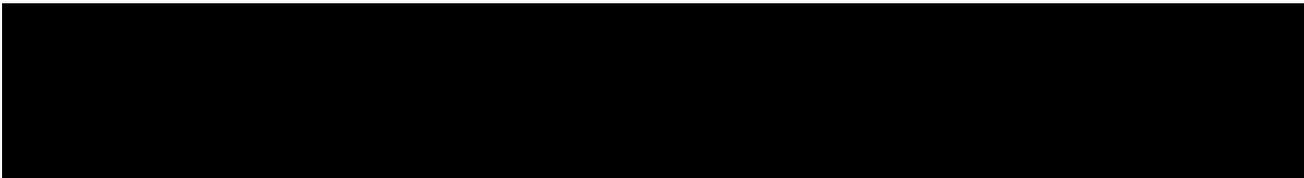
- d. Describe how the Communication Plan will include all stakeholders, your approach to stakeholder analysis and how the communications will be managed.**





**6. Security Approach**

**Please describe in narrative form how your organization will meet the following Security requirements:**

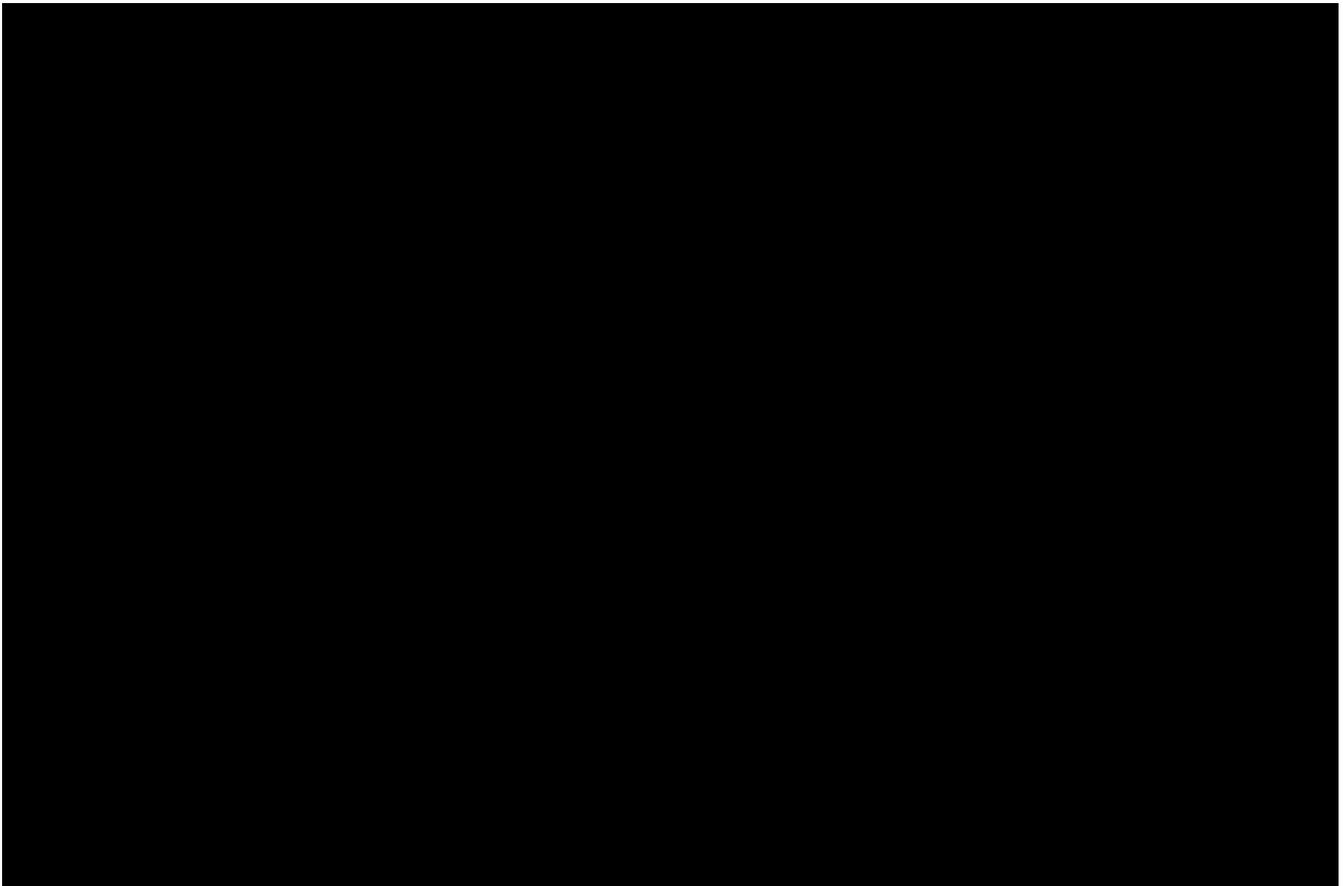


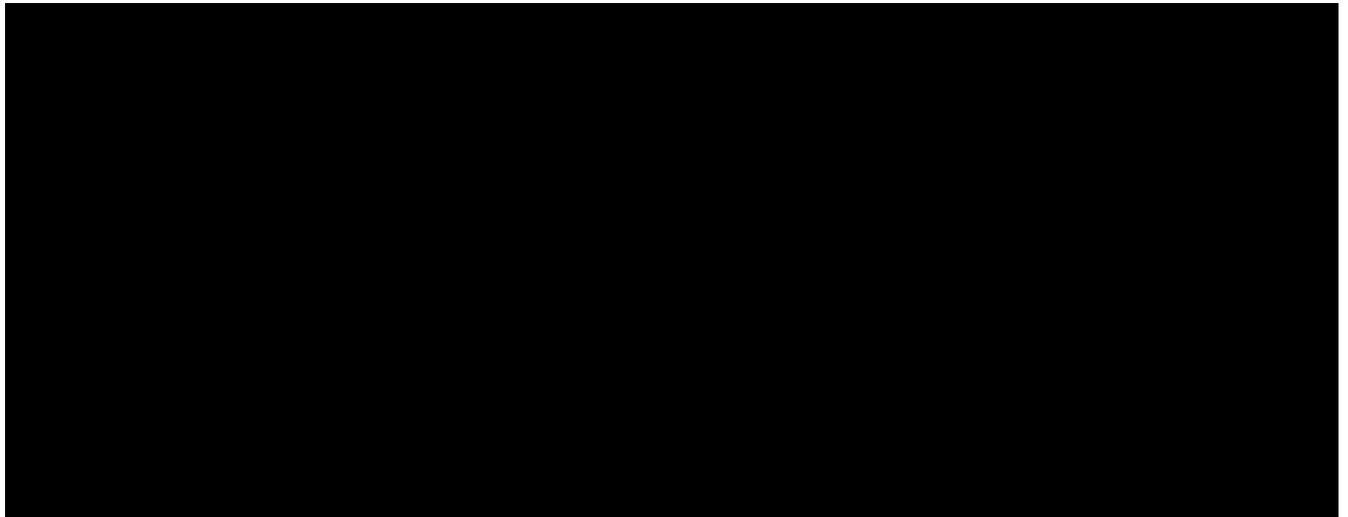
**a. Describe how you will ensure all staff, including subcontractors, will protect sensitive data.**



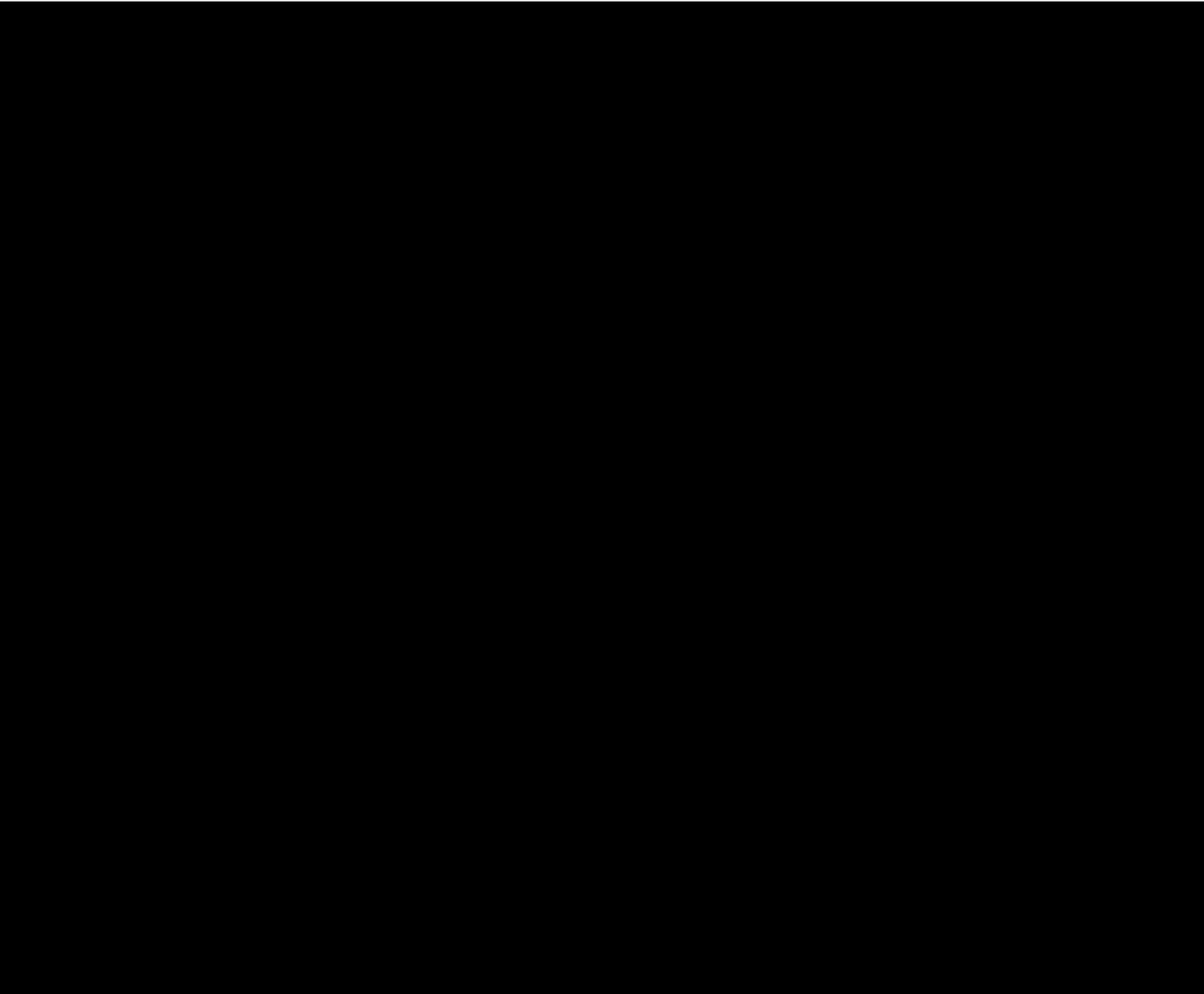


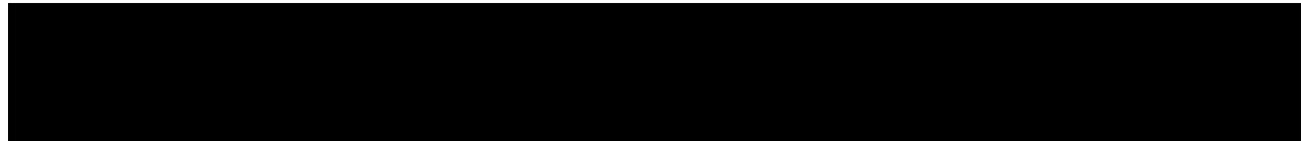
**b. Describe how you will ensure data confidentiality.**



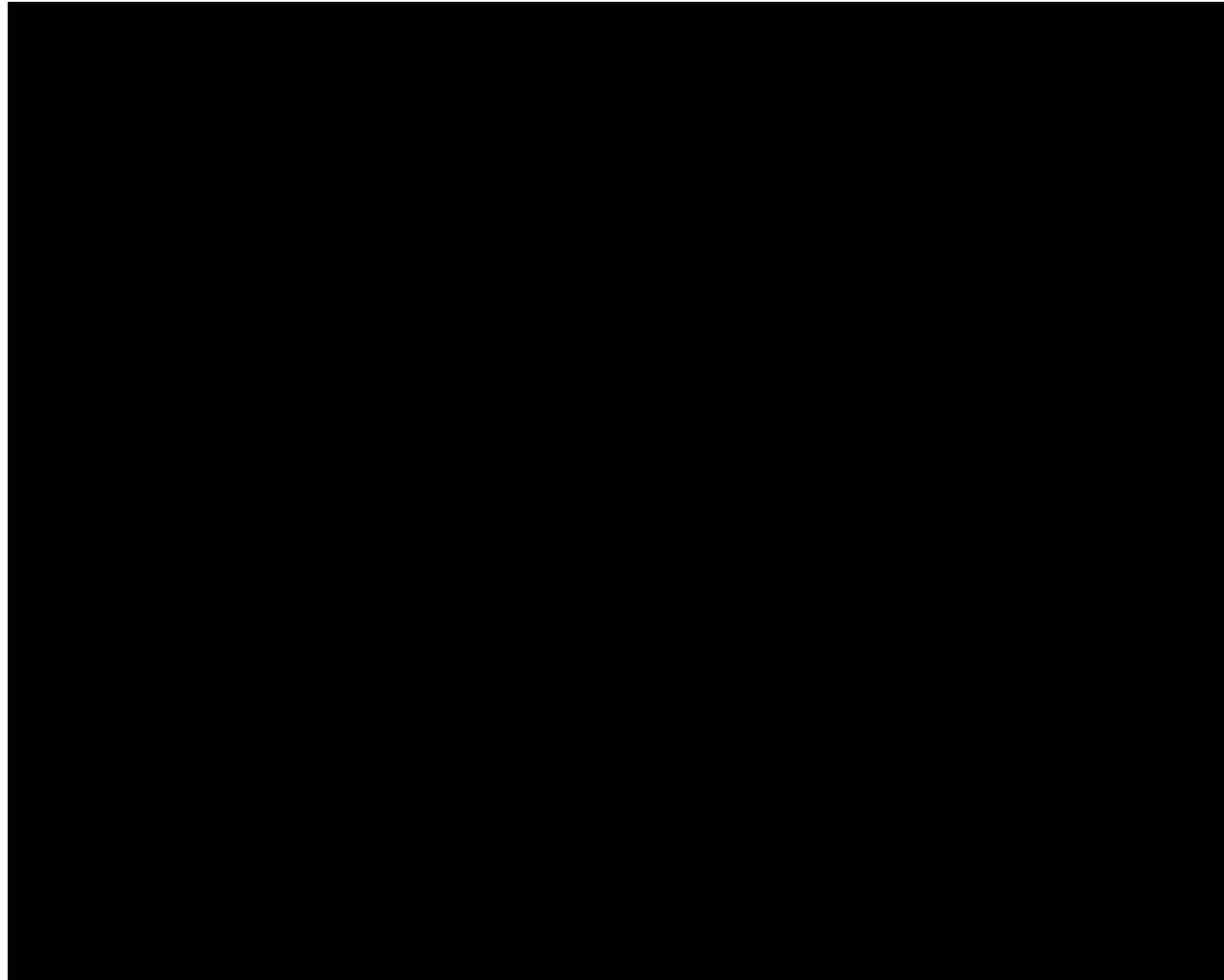


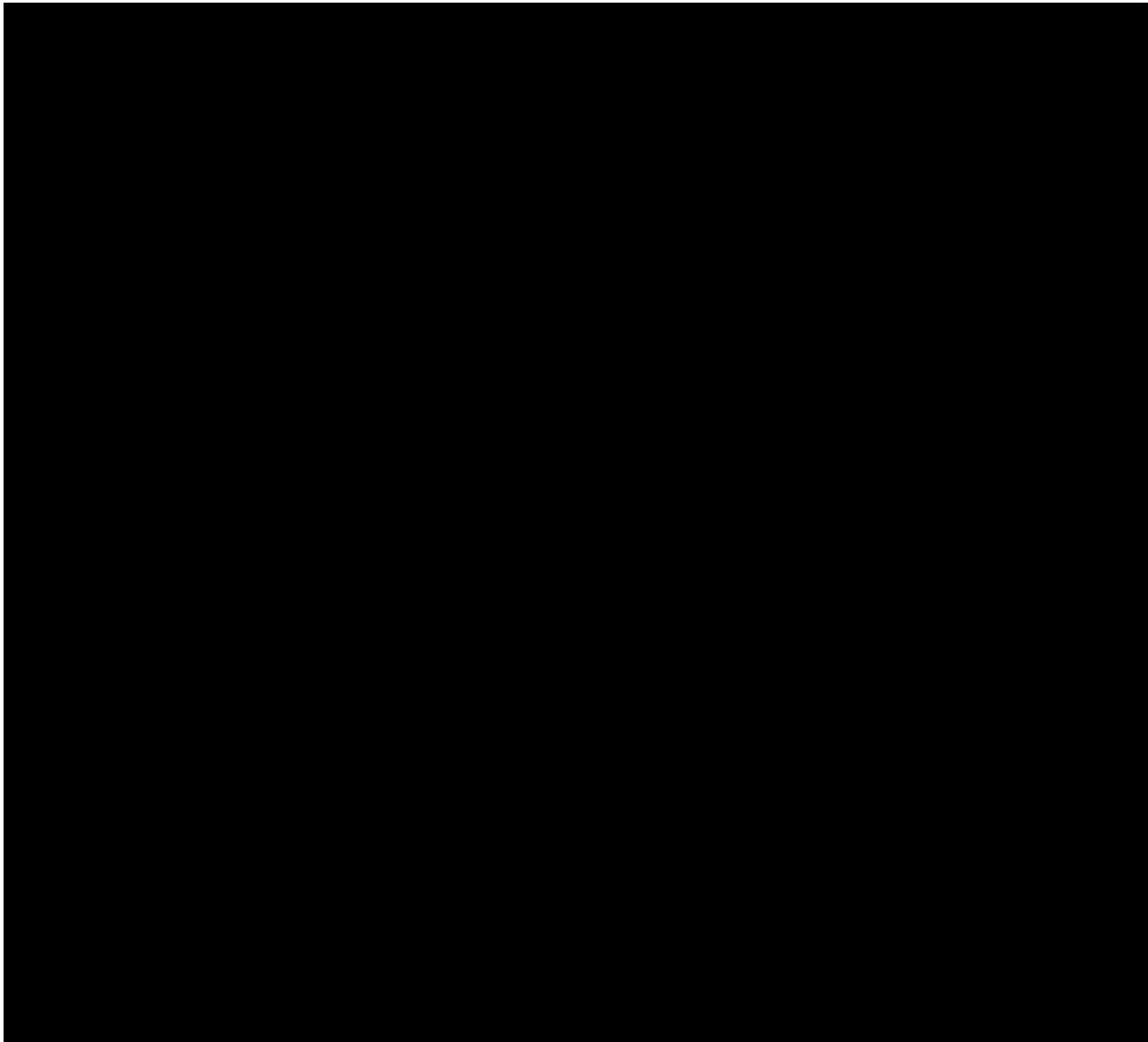
**c. Describe how you will train staff to ensure they understand and observe requirements related to confidentiality included in this RFP.**





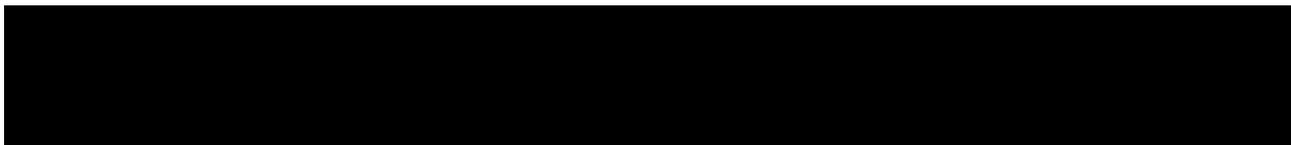
**d. Describe your processes if a security breach were to occur (as it relates to this RFP).**



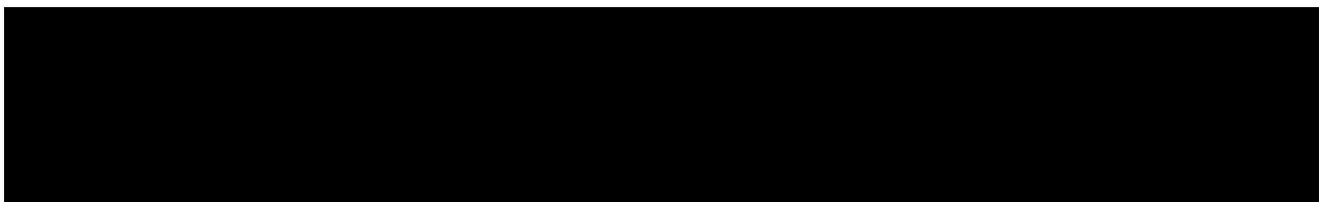


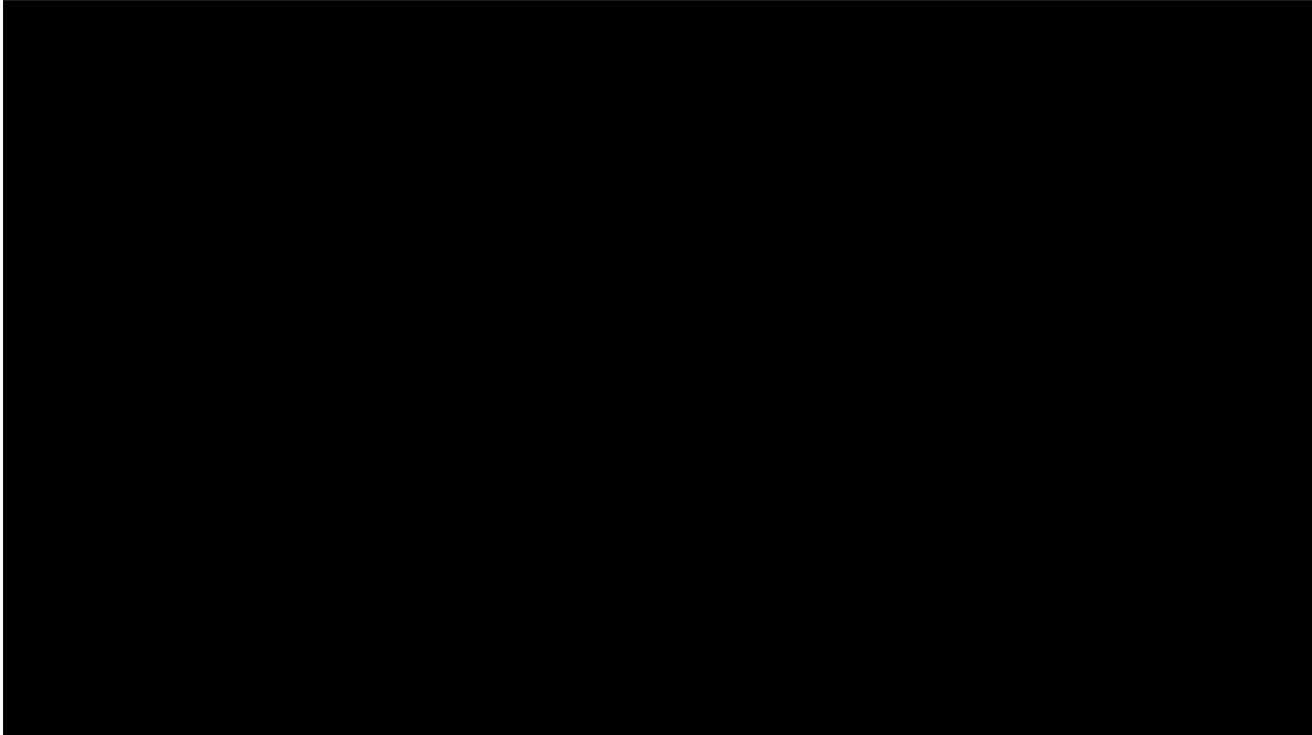
**7. Transition Approach**

**Please describe in narrative form how your organization will meet the following Transition requirements:**

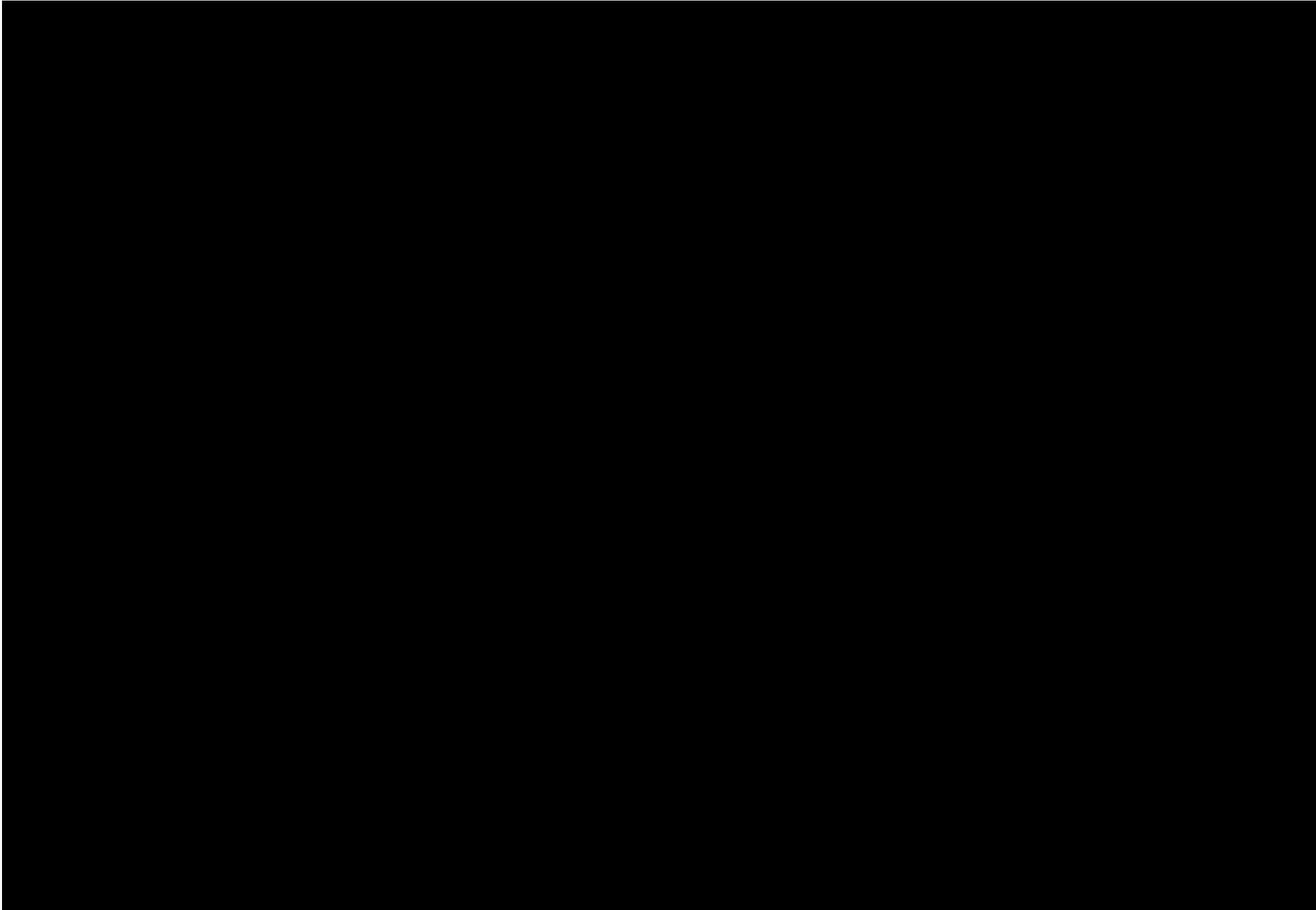


**a. Describe the activities and methodology to be included in the Transition Plan.**



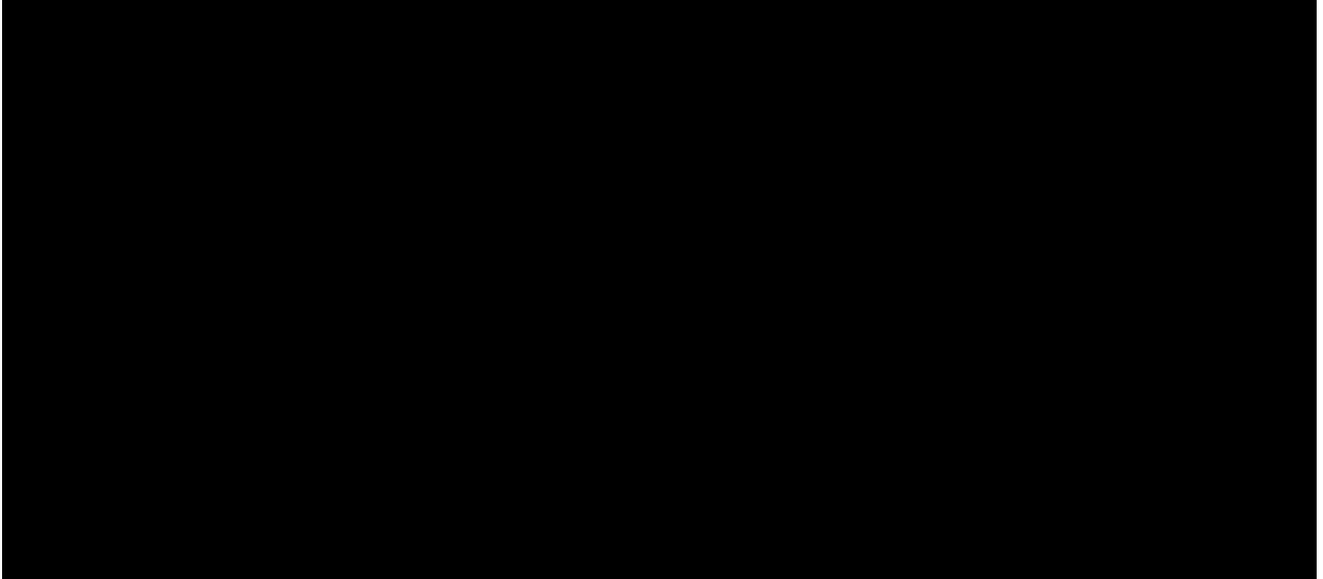


**b. Describe the staff responsible for the transition.**





**c. Describe your approach to maintaining the Documentation Repository during Transition.**



## **Attachment G: Terms and Conditions Response (RFP 9.8)**

Please see the following pages for NTT DATA's completion of Attachment G.

## 9.8 Attachment G: Terms and Conditions Response

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

### 1. Title Page

The vendor should review **Attachment G: Terms and Conditions Response** 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 G: Terms and Conditions Response of the RFP but raised during contract negotiations, PRMP reserves the right to cancel the negotiation if, at its sole discretion, it deems that to be in the best interests of PRMP.

### 2. RFP Terms and Conditions

RFP Terms and Conditions consist of provisions throughout this RFP. Moreover, these provisions encapsulate instructions, State, and federal procedures, and 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 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.**



### 3. Customary Terms and Conditions

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

- **Appendix 1: Service-Level Agreements and Performance Standards**
- **Appendix 3: Proforma Contract Draft *inclusive of HIPAA Business Associate Agreement***

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



**If the vendor is NOT taking exceptions to any of 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 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 G: Terms and Conditions Response, Section 6: Exceptions.**



#### 4. 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 Requirements

- Prior to the Contract resulting from this RFP is signed, the successful 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 Internal Revenue Unified System (SURI). 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 Contractor 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 is 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 coverages 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 3: Proforma Contract Draft**.
- A performance bond may be required for this RFP.
- Evidence of good standing.
- **Appendix 1: Service-Level Agreements and Performance Standards**
- **Appendix 3: Proforma Contract Draft** inclusive of HIPAA Business Associate Agreement

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.**



## 5. 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 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.

All paper deliverables will be fully owned by PRMP once delivered.

## 6. Exceptions

The vendor should indicate exceptions to PRMP's Terms and Conditions in this RFP. Any exceptions should include an explanation for the vendor's inability to comply with such term or condition and, if applicable, alternative language the vendor would find acceptable. Rejection of PRMP's Terms and Conditions, in part or in whole, or without any explanation, may be cause for 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, PRMP reserves the right to cancel the negotiation, at its sole discretion, if it deems that to be in the best interests of 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. 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 PRMP's terms and conditions using the tables provided below, adding tables, as needed. If no changes are listed, the vendor is indicating 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 Requirements 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 PRMP statutes and regulations is prohibited.
- PRMP has no obligation to accept any exception(s).

**Table 53: Exception #1 – Addition of Limitation of Liability Clause:  
 Pro Forma Contract Terms & Conditions**

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
Addition of Limitation of Liability Clause: Pro Forma Contract Terms & Conditions	To help enable NTT DATA to perform the requested services on time and on budget at a competitive price, Contractor requests the inclusion of a reasonable, IT-industry standard limitation of liability provision.	Neither party will be liable for incidental or consequential damages, including without limitation, lost profits or revenue, even if advised of the possibility of such damages. Contractor's liability, regardless of the form of action, will not exceed the amount paid to Contractor in the twelve-month period immediately preceding the event giving rise to the damage or claim.
NOTES/COMMENTS: <FOR PRMP USE ONLY>		

**Table 54: 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
N/A	N/A	N/A
NOTES/COMMENTS: <FOR PRMP USE ONLY>		

## **Attachment H: Requirements Traceability Matrix (RTM) (RFP 9.10)**

Please see the following pages for NTT DATA's completion of Attachment H. We are also submitting the Excel version of Attachment H as an electronic copy on USB.

**PRMP Enterprise Objective Monitoring and Control Services**  
**RFP: 2023-PRMP-MES-EOMC-004**  
**Attachment H: Requirements Traceability Matrix**

**Instructions**

This attachment to RFP: 2023-PRMP-MES-EOMC-004 contains the requirements and service level agreements (SLAs) for the talent resourcing contract.

This Requirements Traceability Matrix contains the following worksheets:  
 A. Requirements  
 B. SLAs

This Microsoft Excel file must be completed and submitted as part of the vendor’s proposal. The vendor should also provide a narrative description of how the requirements will be met in Attachment G: Response to Statement of Work.

A description of the columns in worksheets A through B is provided below.

Field	Definition / Instructions
<b>Req. #</b>	The unique identification number assigned to each requirement or service level agreement (SLA) DO NOT EDIT THIS FIELD.
<b>Requirement Description</b>	The detailed description of the requirement or SLA. DO NOT EDIT THIS FIELD.
<b>Requirement Met</b>	Vendor response to whether the requirement will be met by the vendor. For worksheets A and B, indicate whether the requirement, as currently written, will be met by the vendor’s proposal: Yes, No, or Clarification For each SLA requirement, indicate agreement: Yes or No
<b>Vendor Proposed Response</b>	If the Response Met is set to "No" the vendor must provide a response as to why the requirement cannot be met, as currently written.
<b>Clarifying Comments*</b>	If the Response Met is set to "Clarification", the vendor must provide clarifying comments.
<b>Proposed Liquidated Damages Amount**</b>	For each SLA, provide a recommended Liquidated Damages amount per measure for noncompliance.

\* Only applicable to worksheets A through B

### A. Requirements

REQ #	Requirements Description	Vendor Response		
		Will meet	Vendor Proposed Response	Clarifying Comments
1	The EOMC vendor will help ensure PRMP regulatory compliance.	Yes	Attachment F, Section 1, Page 54	N/A
2	The EOMC vendor will help improve operational efficiency.	Yes	Attachment F, 2.j Organizational Change Management (OCM), Pages 92-93	N/A
3	The EOMC vendor will develop risk assessment methodology, templates and guidelines.	Yes	Attachment F, 3.f Integrated MES Program Management (IMES), Page 105	N/A
4	The EOMC vendor will identify applicable regulations and requirements.	Yes	Attachment F, 1.j Policy Updates Support Page 109-111 / Attachment F, 6. Security Approach, Pages 129 - 132.	N/A
5	The EOMC vendor will comply with the timelines that PRMP will establish.	Yes	Attachment F, 1.f Integrated MES Program Management (IMES), Pages 65-66, Attachment F, 1 Approach to Scope and Requirements Management, Pages 54-56	N/A
6	The EOMC services include strategic planning and procurement, certification and compliance, program and policy management, organizational integration, security subject matter expertise and security and privacy assessments, implementation support and development support for Advanced Planning Document and MITA SS-A Annual updates.	Yes	Attachment F, 3, Pages 95 - 120	N/A
7	The EOMC vendor will be required to work with PRDoH and CMS to ensure compliance with CMS standards.	Yes	Attachment F, 1, Page 54 Attachment F, Security Approach a, Pages 134, 135	N/A
8	The EOMC vendor must use their knowledge and expertise to lead PRDoH in the development of the Center of Medicaid and Medicare System (CMS) requirements.	Yes	Attachment F, 2. Medicaid Knowledge and Experience, Pages 73-95	N/A
9	The EOMC vendor must have expertise of Puerto Rico Enterprise Medicare System (PRMES).	Yes	Attachment F, 2. Medicaid Knowledge and Experience, Pages 75-76.	N/A
10	The EOMC vendor must have expertise of Puerto Rico Medicaid Management Information System (PRMMIS).	Yes	Attachment F, 2. Medicaid Knowledge and Experience, Pages 77-78	N/A
11	The EOMC vendor must have expertise of Provider Enrollment Portal (PEP).	Yes	Attachment F, 2. Medicaid Knowledge and Experience, Pages 78-80	N/A
12	The EOMC vendor must have expertise of Eligibility and Enrollment (E&E): i. System known as Medicaid Information Technology Initiative. (MEDITIG)	Yes	Attachment F, 2. Medicaid Knowledge and Experience, Pages 80-81	N/A
13	The EOMC vendor must have expertise of The Commonwealth's Health Information Exchange (HIE).	Yes	Attachment F, 2. Medicaid Knowledge and Experience, Pages 82-83	N/A
14	The EOMC vendor must have expertise of Procurement.	Yes	Attachment F, 2. Medicaid Knowledge and Experience, Pages 83-85	N/A
15	The EOMC vendor must have expertise of Program Integrity Unit (PIU).	Yes	Attachment F, 2. Medicaid Knowledge and Experience, Pages 85-87	N/A
16	The EOMC vendor must have expertise of Money Follows the Person (MFP).	Yes	Attachment F, 2. Medicaid Knowledge and Experience, Pages 87-89	N/A
17	The EOMC vendor must have expertise of Centralized provider enrollment and credentialing (CPEC).	Yes	Attachment F, 2. Medicaid Knowledge and Experience, Pages 89-91	N/A
18	The EOMC vendor must have expertise of the EOMC service areas.	Yes	Attachment F, 3. Service Areas Knowledge and Experience, Pages 95-120	N/A
19	The EOMC vendor must have at least three (3) years of experience with Medicaid Enterprise Systems (MES) and Federal (CMS) & State Governmental requirements and documentation.	Yes	Attachment B, Executive Summary, pg. 5 Attachment C, Table 5 Mandatory Qualifications, Pages 16-19	N/A
20	All the EOMC Vendor Key staff must have at least five (5) years of experience working with Medicaid and CMS.	Yes	Attachment D, Section 1, Pages 33-34	N/A
21	The EOMC vendor must have all the liability policies.	Yes	Attachment G - Terms and Conditions Response, 3. Customary Terms and Conditions, Page 142	N/A
22	The EOMC vendor that provide services to PRMP that may represent a conflict of interest may be disqualified. Vendors that provide services that involve overseeing other services may be disqualified.	Yes	Attachment G - Terms and Conditions Response, 3. Customary Terms and Conditions, Page 142	N/A
23	The EOMC vendor's that provide services to PRMP that may represent a conflict of interest may be disqualified. Vendors that provide services that involve overseeing other services may be disqualified.	Yes	Attachment G - Terms and Conditions Response, 3. Customary Terms and Conditions, Page 142	N/A
24	ALL INCLUSIVE SERVICES – Additional work necessary to meet the terms of service under the above scope of work should be identified and included in Proposals.	Yes	N/A	NTT DATA has not identified additional work that is necessary to meet the terms of service under the scope of work.

B. SLAs

SLA	SLA Description	Vendor Response		
		Will meet	Vendor Proposed Response	Proposed Liquidated Damages for Non-Compliance
1	Deliverables: The vendor will comply with the dates for completion of these deliverables will be used as checkpoints for performance monitoring and vendor payments. The vendor's status reports will provide information on progress toward meeting these deliverable dates.	Yes	Signed Attachment E, Item 6. The vendor must perform according to approved SLAs and identified KPIs with associated metrics in the areas listed in Appendix 1: Service-Level Agreements and Performance Standards.  Attachment F, Management Approach b, Pages 131, 132 confirms the mandatory SLA requirement is met.	NTT DATA will adhere to the Liquidated Damages set forth by Appendix 1: Service-Level Agreements (SLAs) and Performance Standards (Amendment 7 - RFP 10.1)
2	Turnover: The vendor will comply with the Turnover and Management Plan.	Yes	Signed Attachment E, Item 6. The vendor must perform according to approved SLAs and identified KPIs with associated metrics in the areas listed in Appendix 1: Service-Level Agreements and Performance Standards.  Attachment F, Management Approach b, Pages 131, 132 confirms the mandatory SLA requirement is met.	NTT DATA will adhere to the Liquidated Damages set forth by Appendix 1: Service-Level Agreements (SLAs) and Performance Standards (Amendment 7 - RFP 10.1)
3	Turnover documentation: The vendor must provide to PRMP or its designee, within seven (7) business days of notice of termination the following information: •Copies of all subcontracts and third-party contracts executed in connection with the services included in this contract. •A list of services provided by subcontractors, including the names and contact information for the subcontractors. •Other documentation as defined by PRMP.	Yes	Signed Attachment E, Item 6. The vendor must perform according to approved SLAs and identified KPIs with associated metrics in the areas listed in Appendix 1: Service-Level Agreements and Performance Standards.  Attachment F, Management Approach b, Pages 131, 132 confirms the mandatory SLA requirement is met.	NTT DATA will adhere to the Liquidated Damages set forth by Appendix 1: Service-Level Agreements (SLAs) and Performance Standards (Amendment 7 - RFP 10.1)
4	Email Triage and Acknowledgment: The vendor must triage all inquiries received from PRMP-approved email addresses. All emails received must be acknowledged within twenty-four (24) hours of receipt and resolved within three (3) business days unless otherwise approved by PRMP. The vendor must forward to the designated PRMP staff within one (1) calendar day those inquiries that are either: 1. Determined to be outside the response scope for the vendor. 2. Should be handled by PRMP staff. Compliance and Calculation: •Acknowledge all emails received within twenty-four (24) hours and resolve all emails within three (3) business days. •Forward to PRMP staff within one (1) calendar day emails that are determined to be outside of the vendor's response scope.	Yes	Signed Attachment E, Item 6. The vendor must perform according to approved SLAs and identified KPIs with associated metrics in the areas listed in Appendix 1: Service-Level Agreements and Performance Standards.  Attachment F, Management Approach b, Pages 131, 132 confirms the mandatory SLA requirement is met.	NTT DATA will adhere to the Liquidated Damages set forth by Appendix 1: Service-Level Agreements (SLAs) and Performance Standards (Amendment 7 - RFP 10.1)
5	Key Staff: During the entire duration of the contract, key staff commitments made by the vendor must not be changed without thirty (30) days prior written notice to PRMP unless due to legally required leave of absence, sickness, death, resignation, or mutually agreed-upon termination of employment of any named individual.	Yes	Signed Attachment E, Item 6. The vendor must perform according to approved SLAs and identified KPIs with associated metrics in the areas listed in Appendix 1: Service-Level Agreements and Performance Standards.  Attachment F, Management Approach b, Pages 131, 132 confirms the mandatory SLA requirement is met.	NTT DATA will adhere to the Liquidated Damages set forth by Appendix 1: Service-Level Agreements (SLAs) and Performance Standards (Amendment 7 - RFP 10.1)
6	Key Staff Replacement: The vendor will replace key staff in a timely fashion. Replacement of key staff will take place within thirty (30) calendar days of removal unless a longer period is approved by PRMP's authorized representative.	Yes	Signed Attachment E, Item 6. The vendor must perform according to approved SLAs and identified KPIs with associated metrics in the areas listed in Appendix 1: Service-Level Agreements and Performance Standards.  Attachment F, Management Approach b, Pages 131, 132 confirms the mandatory SLA requirement is met.	NTT DATA will adhere to the Liquidated Damages set forth by Appendix 1: Service-Level Agreements (SLAs) and Performance Standards (Amendment 7 - RFP 10.1)
7	Meeting Agendas: The vendor will prepare agendas and distribute each agenda and any documents to be addressed at the meeting at least one (1) Business Days before the meeting, unless waived by PRMP.	Yes	Signed Attachment E, Item 6. The vendor must perform according to approved SLAs and identified KPIs with associated metrics in the areas listed in Appendix 1: Service-Level Agreements and Performance Standards.  Attachment F, Management Approach b, Pages 131, 132 confirms the mandatory SLA requirement is met.	NTT DATA will adhere to the Liquidated Damages set forth by Appendix 1: Service-Level Agreements (SLAs) and Performance Standards (Amendment 7 - RFP 10.1)
8	Meeting Minutes: The vendor will publish meeting minutes it attends no later than two (2) Business Days after the meeting, unless waived by PRMP.	Yes	Signed Attachment E, Item 6. The vendor must perform according to approved SLAs and identified KPIs with associated metrics in the areas listed in Appendix 1: Service-Level Agreements and Performance Standards.  Attachment F, Management Approach b, Pages 131, 132 confirms the mandatory SLA requirement is met.	NTT DATA will adhere to the Liquidated Damages set forth by Appendix 1: Service-Level Agreements (SLAs) and Performance Standards (Amendment 7 - RFP 10.1)
9	Monthly Status Reports: The vendor must provide monthly reports identifying the current status of the EOMC activities, including any issues.	Yes	Signed Attachment E, Item 6. The vendor must perform according to approved SLAs and identified KPIs with associated metrics in the areas listed in Appendix 1: Service-Level Agreements and Performance Standards.  Attachment F, Management Approach b, Pages 131, 132 confirms the mandatory SLA requirement is met.	NTT DATA will adhere to the Liquidated Damages set forth by Appendix 1: Service-Level Agreements (SLAs) and Performance Standards (Amendment 7 - RFP 10.1)