



Department of Health

Puerto Rico Medicaid Program

INTENT OF AWARD NOTIFICATION

Asset Verification System

2024-PRMP-MES-AVS-005

Pursuant to Administrative Order Num. OA-586¹, Act. No. 38/2017², as amended, and 45 CFR 74.327-329, the Puerto Rico Medicaid Program (PRMP or the program) issued the request for proposal 2024-PRMP-MES-AVS-005 (the RFP) with the purpose of evaluating responses and selecting a vendor to manage the program's Asset Verification System operations and oversee its technical services.

PRMP received proposals from two (2) vendors. After this evaluation had taken place, in accordance with section 5.1 of the RFP, proposals were evaluated by a Puerto Rico Department of Health (PRDoH) appointed committee, across Five (5) aspects (evaluation categories), using a weight/score methodology with a maximum overall total 395 points. The committee would recommend to the PRMP executive director the highest-ranked evaluated vendor.

Based on the committee's determinations and scores given to the proposals, the Evaluation Committee recommended to the PRMP executive director that the Buena Pro and subsequent contract be awarded to Public Consulting Group (PCG), whose proposal scored a total of 377. Having agreed with and accepted the committee's recommendation, the program's executive director notifies this Award Notification in favor of PCG.

The professional services will be based on a contract term of two (2) years, with two options of two 2-years extensions for a maximum possible contract period of six (6) years; subject to formalization of an agreement between PRDoH and the selected vendor and the availability of funds. Prior to the execution of the contract, this award letter and PCG's proposal must be verified by CMS. Once approved, PCG shall submit all required documentation to the PRMP contract office. Furthermore, it is notified that no service should be provided by PCG until a copy of the contract is filed with the Puerto Rico Office of the Comptroller.

¹ Issued by the Department of Health of Puerto Rico.

² Known as the Government of Puerto Rico Uniform Administrative Procedure Act

PROCEDURAL BACKGROUND

On September 19, 2024, PRMP published on several websites³ the RFP seeking competitive proposals from Asset Verification System vendors to manage the program's AVS operations and oversee its technical services, including all technology infrastructure and related services. The RFP provided vendors a chance to provide a stand-alone solution or a solution to be integrated to the current PRMP E&E system.

Interested vendors had the opportunity to present questions and receive their correspondent answers that helped clarify instances of the RFP. PRMP received 26 questions. Before submitting the proposals, PRMP issued one Important Update to announce events and amendments related to the RFP. The important update postponed evaluation of the proposals from November 2024 to January 2025.

PRMP received proposals from two (2) vendors. All proposals received passed the mandatory qualifications stage and were scored by the technical committee.

PROPOSAL SUMMARIES

CITIZ3N Government Solutions:

see
CITIZ3N Government Solutions, a subsidiary of Softheon, proposes to implement its VERIFY Asset Verification System (AVS) for the Puerto Rico Medicaid Program (PRMP). The VERIFY platform is presented as an immediately available, modular system designed to integrate with federal and state databases, including the Federal Data Services Hub (FDSH), National Accuracy Clearinghouse (NAC), and Puerto Rico-specific sources like CRIM and DTOP. It aims to streamline the verification of financial, real property, and vehicular assets, enhancing eligibility determination accuracy. The platform is built on MITA 3.0 principles and offers features like advanced data analytics, real-time verification, color-coded risk scoring, and customizable data integration. CITIZ3N emphasizes its experience in implementing AVS solutions in states like New Hampshire, West Virginia, Mississippi, Indiana, and New Mexico, citing improvements in fraud reduction and administrative efficiency. They highlight their ability to create multi-agency databases and their focus on providing a user-friendly interface that empowers caseworkers to make informed decisions. The proposal emphasizes a dedicated support team, including bilingual personnel, and offers comprehensive training programs.

CITIZ3N's proposal details its organizational capacity, highlighting its leadership team's expertise in government technology solutions and its qualified staff, including certified IT architects, data security experts, and project managers. They emphasize their capacity for large-scale operations, scalability, and commitment to excellence. The company partners with data providers like LexisNexis (Accuity), TransUnion, and Early Warning to obtain financial, real property, and vehicular asset information. These partnerships are presented as a key advantage,

³ Medicaid website, Puerto Rico Department of Health website, Puerto Rico General Services Administration website.

offering access to comprehensive data sources and additional solutions beyond the RFP's requirements. CITIZ3N emphasizes its experience in fraud detection and prevention, offering modules that can be integrated with the AVS. The proposal highlights past successes, such as increased application volume without system degradation in West Virginia and improved detection of ineligible individuals in Mississippi. The company aims to provide a reliable and efficient AVS, focusing on program integrity, fraud reduction, and enhanced service delivery.

Public Consulting Group:

PCG's proposal to PRMP centers on establishing a comprehensive Asset Verification System (AVS) through data aggregation and system integration. They intend to utilize data from Accuity, LexisNexis, and TransUnion, focusing on financial assets, property, and motor vehicle information, respectively. A key component is their "Multiplexer API," designed to streamline data access from multiple sources via a single interface, simplifying integration with PRMP's existing system and allowing for future data source expansion. PCG offers a "Searched FI List" for targeted follow-up with financial institutions and proposes enhancing their national bank search for improved comprehensiveness. The AVS includes optional automated analytics to flag potential eligibility discrepancies, aiming to support federal compliance and ex-parte renewal processes. PCG highlights their "PCG One" platform, a data hub connecting to numerous third-party data sources, offering a configurable system for data access and rule application. The vendor emphasizes their experience in implementing APIs and ETL interfaces for various state HHS agencies, citing numerous past projects and a highly experienced project team. Their subcontractor relationships with Accuity, LexisNexis, and TransUnion are presented, with established operational APIs. PCG details their management of Accuity's data, including a "Discrepancy Log" and monthly analyses, and addresses the specific challenges of property data in Puerto Rico, proposing to combine LexisNexis data with local records. They also highlight TransUnion's capabilities, particularly in motor vehicle data and household identification.

PCG emphasizes its extensive experience in implementing asset verification systems for state agencies, highlighting their project team's expertise and their track record of successful implementations. The proposal focuses on the technical aspects of their solution, particularly the data aggregation and API integration, and their commitment to federal compliance. They present themselves as a reliable partner with a robust system capable of handling PRMP's asset verification needs. Their approach emphasizes simplifying data access and integration, providing analytics for eligibility determination, and ensuring compliance with regulations. The proposal addresses potential challenges, such as property data limitations in Puerto Rico, and outlines their strategies for overcoming them. They also highlight their continuous monitoring and management of data quality and vendor performance, aiming to provide a reliable and efficient AVS for PRMP.

PROPOSAL EVALUATION – METHODOLOGY AND ANALYSIS

The purpose of this *request for proposals* was to seek competitive proposals from health information exchange operations and technical services vendors to provide an AVS and oversee

technical services. The selected vendor is expected to become a state designated AVS operator (SDE) responsible for overseeing and supporting the Implementation of AVS.

According to OA-535 proposals were evaluated by an evaluation committee, appointed by the secretary of the Puerto Rico Department of Health. Section 3.11.5 of the RFP instructed vendors to submit proposals in two distinct parts sealed in separate envelopes: technical proposal and cost proposal. Before the cost proposals opened, technical proposals were scored by each member of the Evaluation Committee at an individual level, followed by group sessions where members discussed their personal analysis and reached a consensus. After the Evaluation Committee finished its scoring.

Members were to assign a value from a scale of 1 through 5 to each criterion according to the following rubric:

- 5: Excellent – exceeds the specifications
- 4: Good – fully addresses the specifications
- 3: Marginal – addresses the specifications, but has substantial deficiencies
- 2: Deficient – Partially addresses the requirements or is very limited
- 1: Unacceptable – Fails to address the specifications

The following evaluation criteria was stated in the RFP:

Criteria	Points
Vendor qualifications and Experience	20
Project Organization and staffing	35
Response to Statement of Work	225
Plans	115
Cost	80
Total Points	475

To produce the *Points Allocated* in the RFP, a weight/score formula was implemented. Regarding each evaluation category, throughout the RFP vendors were solicited specific information. Proposals were evaluated based on their submitted responses. Each item had an assigned weight, which had to be multiplied by the consensus score given by the committee. The weights assigned to each *technical* criterion multiplied by a score of 5 would give 395, the maximum available points for technical proposals.

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The following table portrays the Evaluation Committee consensus score for each vendor's *technical* criterion and their respected allotted points (please see attached addendum for Scoring Area captions):

Scoring Table:

Vendor	CITIZ3N Government Solutions			Public Consulting Group		
Evaluation Category	Score	Weight	Points	Score	Weight	Points
1.	---	---	---	---	---	---
A.	4	2	8	4	2	8
B.	2	2	4	3	2	6
Sub total	---	---	12	---	---	14
2.	---	---	---	---	---	---
C.	4	1	4	4	1	4
D.	2	2	4	2	2	4
E.	4	2	8	4	2	8
F.	3	2	6	4	2	8
Sub total	---	---	22	---	---	24
3.	---	---	---	---	---	---
G.	2	1	2	4	1	4
H.	4	1	4	2	1	2
I.	3	1	3	4	1	4
J.	2	1	2	4	1	4
K.	4	1	4	5	1	5
L.	2	1	2	5	1	5
M.	3	1	3	3	1	3
N.	3	1	3	3	1	3
O.	3	1	3	3	1	3
P.	3	1	3	4	1	4
Q.	3	1	3	4	1	4
R.	4	1	4	4	1	4
S.	3	1	3	4	1	4
T.	4	1	4	4	1	4
U.	4	1	4	4	1	4
V.	3	1	3	4	1	4
W.	4	1	4	4	1	4
X.	3	1	3	5	1	5
Y.	2	1	2	5	1	5
Z.	2	1	2	4	1	4

POCS

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Aa.	3	1	3	4	1	4
Bb.	4	1	4	4	1	4
Cc.	4	1	4	4	1	4
Dd.	4	1	4	4	1	4
Ee.	3	1	3	4	1	4
Ff.	3	1	3	4	1	4
Gg.	4	1	4	4	1	4
Hh.	4	1	4	4	1	4
Ii.	3	1	3	4	1	4
Jj.	3	1	3	3	1	3
Kk.	3	1	3	4	1	4
Ll.	3	1	3	4	1	4
Mm.	3	1	3	4	1	4
Nn.	4	1	4	4	1	4
Oo.	4	1	4	4	1	4
Pp.	4	1	4	1	1	1
Qq.	4	1	4	4	1	4
Rr.	4	1	4	3	1	3
Ss.	4	1	4	4	1	4
Tt.	4	1	4	4	1	4
Uu.	4	1	4	3	1	3
Vv.	4	1	4	4	1	4
Ww.	4	1	4	4	1	4
Xx.	3	1	3	5	1	5
Yy.	4	1	4	2	1	2
Sub total	---	---	152	---	---	172
4.	---	---	---	---	---	---
Zz.	3	1	3	4	1	4
AA.	4	1	4	4	1	4
BB.	3	1	3	4	1	4
CC.	1	1	1	4	1	4
DD.	2	1	2	4	1	4
FF.	3	1	3	5	1	5
GG.	4	1	4	4	1	4
HH.	4	1	4	4	1	4
II.	4	1	4	4	1	4
JJ.	4	1	4	4	1	4
KK.	4	1	4	1	1	1
LL.	3	1	3	4	1	4
MM.	3	1	3	4	1	4
NN.	3	1	3	4	1	4

Recus

OO.	4	1	4	4	1	4
PP.	4	1	4	4	1	4
QQ.	4	1	4	5	1	5
RR.	4	1	4	4	1	4
SS.	2	1	2	4	1	4
TT.	4	1	4	5	1	5
UU.	4	1	4	3	1	3
VV.	4	1	4	3	1	3
WW.	3	1	3	1	1	1
Sub total	---	---	78	---	---	87
Total	---	---	264	---	---	297

After the technical evaluation exercise ended, the committee proceeded to add the cost proposal criteria to the equation. According to section 4.1 of the RFP only proposals reaching the minimum score threshold (70%) which in this RFP constitutes a score of 277. As shown in the tables above only PCG passed the minimum threshold to move forward with cost evaluations. A consideration was made, and the rate was multiplied to represent to total cost of operations for the two base years of the contract. The cost per transaction was multiplied by the amount of transactions given in the Q&A to the vendors and then multiplied by twelve (12) months. In the case of PCG since different costs per year were given, it was done with each cost and summed up to consider both base years. The maintenance cost was simply multiplied by the twenty-four (24) months in the base term of the contract. The highest possible score, 80 points, was automatically given to the proposal with the lowest cost, being that only one vendor passed the threshold for cost evaluation, PCG was given the 80 points. The scores provided to the other cost proposals were assigned with the following formula:

$$\frac{\text{lowest offeror's cost}}{\text{the offeror's cost being scored}} \times \text{the maximum number of cost points available}$$

According to the vendors cost proposals, scores are as follows:

$$\$4,976,680 / \$4,976,680 \times 80 = 80$$

The following table portraits the Evaluation Committee combined final points:

Vendor	Technical	Cost	Total
CITIZ3N Government Solutions (CITIZ3N)	264	N/A	N/A
Public Consulting Group (PCG)	297	80	377


As shown in the table above, PCG ended up with the highest score. Being the only vendor that passed the (70%) threshold to have their cost proposal evaluated. It seems clear that the

Evaluation Committee considers that PCG presented the best proposal, as it was consistently allocated with the highest scores across all categories of the technical evaluation.

According to their analysis, members concluded that PCG addressed the requirements of the RFP with a clear knowledge and understanding of the operation of an Automatic Verification System. Providing both options for integration and stand-alone option for the use of their platform as the RFP requested. While the vendor received a score of one (1) thrice⁴, the committee commented that their proposal was more detailed than Citiz3n's and provided more in-depth explanations for plans, operations and their response to their scope of work in general. The committee found that their openness to provide information that supports the vendors strategies and claims, such as the results of their stress test, evidenced how thorough the vendor is and the knowledge of the service the vendor would provide.

RECOMMENDATION

As provided by section 5.1 of the RFP, the Evaluation Committee shall make a recommendation for the contract to be awarded in favor of the vendor who receives the highest overall score of all eligible vendors, demonstrates that they meet all the mandatory specifications, reaches at least the minimum acceptable technical score, and was selected to move forward to the cost proposal evaluation phase. Public Consulting Group scored the highest among all eligible vendors, the Evaluation Committee proceeds to recommend to the executive director that the *Buena Pro* be given to PCG.

 As the scores show, points provided by members of the Evaluation Committee were generally distinct across both proposals and categories, providing the sense that only one vendor would be able to deliver the services specified in the RFP in a satisfactorily manner, demonstrated by the fact that Citiz3n did not pass the minimum threshold to move forward with the cost evaluation. The committee concluded that PCG presented the best proposal overall. Consistently, this vendor was allocated with the highest scores across all categories of the technical evaluation

Notwithstanding the foregoing, it is the consideration of the committee that it would be in the best interest of PRMP to examine and determine the vendors cost proposal to establish a limit in the amount of transactions, the implementation and integration fee and the maintenance costs. Thus, it is recommended for the PRMP administration and the sponsor of this RFP to conduct such examination pertinent to the pending negotiations.

⁴ See Public Consulting Group Scoring table, items Pp. KK. WW.

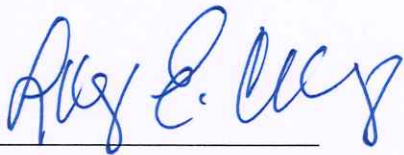
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PRMP DETERMINATION

Hereby it is notified that the Puerto Rico Medicaid Program interim executive director accepts the Evaluation Committee's recommendation to award the Buena Pro in favor of Public Consulting Group.

As stated before, this award letter and vendor's proposal must be verified by CMS, prior to the signing of the contract. Once approved, PCG shall submit all required documentation to the PRMP contract office and will not provide any service until a copy of the signed contract is filed with the Puerto Rico Office of the Comptroller.

On March 24, 2025 in San Juan, Puerto Rico.



Luz E. Cruz-Romero, MBA

Interim Executive Director

Puerto Rico Department of health


Medicaid Program

T: (787) 765-2929 ext. 6700

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RECONSIDERATION/JUDICIAL REVIEW – TERMS

According to 3 L.P.R.A. § 9655, the party adversely affected by a partial or final resolution or order may, within twenty (20) days from the date of filing in the records of the notification of the resolution or order, file a motion for reconsideration of the resolution or order. The agency must consider it within fifteen (15) days of the filing of said motion. If it rejects it outright or does not act within fifteen (15) days, the term to request judicial review will begin to count again from the date of notification of said denial or from the expiration of those fifteen (15) days, as the case may be. If a determination is made in its consideration, the term to request judicial review will begin to count from the date on which a copy of the notification of the agency's resolution definitively resolving the motion for reconsideration is filed in the records. Such resolution must be issued and filed in the records within ninety (90) days following the filing of the motion for reconsideration. If the agency grants the motion for reconsideration but fails to take any action in relation to the motion within ninety (90) days of its filing, it will lose jurisdiction over it and the term to request judicial review will begin to count from the expiration of said ninety (90) day term unless the agency, for just cause and within said ninety (90) days, extends the term to resolve for a period that will not exceed thirty (30) additional days.

 If the filing date in the records of the copy of the notification of the order or resolution is different from the one submitted through ordinary mail or sent by electronic means of said notification, the term will be calculated from the date of submission through ordinary mail or by electronic means, as appropriate.

The party filing a motion for reconsideration must submit the original motion and two (2) copies either in person or by certified mail with return receipt to the Division of Administrative Hearings within the Legal Advisory Office of the Department of Health. The requesting party must also notify all other involved parties within the designated timeframe and include proof of this notification in the motion.

Submissions must be made as follows:

For personal delivery: Monday through Friday (excluding holidays), between 8:00 a.m. and 4:30 p.m., at the following address:

Department of Health, Legal Advisory Office - Division of Administrative Hearings
1575 Avenida Ponce de León, Carr. 838, Km. 6.3,
Bo. Monacillos, San Juan, Puerto Rico 00926.

Alternatively, by certified mail with return receipt, to the following postal address:

Legal Advisory Office - Division of Administrative Hearings
Department of Health
PO Box 70184
San Juan, Puerto Rico 00936-8184.

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According to 3 L.P.R.A. § 9672, a party adversely affected by an agency's final order or resolution, and who has exhausted all remedies provided by the agency or the appropriate appellate administrative body, may file a request for judicial review with the Court of Appeals within thirty (30) days. This period begins from either the date the notification of the agency's final order or resolution is filed in the records or the applicable date provided under 3 L.P.R.A. § 9655, when the time limit for requesting judicial review has been interrupted by the timely filing of a motion for reconsideration.

The party requesting judicial review must notify the agency and all other involved parties of the filing simultaneously or immediately after submitting the request to the Court of Appeals. Notification to the agency must be sent to the same addresses designated for the filing of motions for reconsideration. The notification of the filing submitted to the Court of Appeals must include all annexes.

If the filing date of the copy of the notification of the agency's final order or resolution in the records differs from the date it was deposited in the mail, the time period for requesting judicial review will be calculated from the date of deposit in the mail.

The judicial review provided herein shall be the exclusive remedy for reviewing the merits of an administrative decision, whether it is of an adjudicative nature or of an informal nature issued under 3 L.P.R.A. § 9601 *et al.*

The mere presentation of a motion for reconsideration or request for judicial review does not have the effect of preventing the Puerto Rico Medicaid Program (PRMP) from continuing with the procurement process within this request for proposals, unless otherwise determined by a court of law.

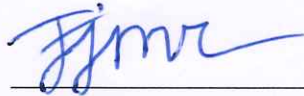
Finally, any party adversely affected by this *Award Notification* that decides to file a motion for reconsideration according to 3 L.P.R.A. § 9655 and eventually files a request for judicial review according to 3 L.P.R.A. § 9672, must comply with a *Notice Requirement* meaning that they have the obligation to inform other participating parties to ensure transparency, fairness, and due process.

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I hereby certify that in March 24 2025, copy of this award Notification has been sent via electronic mail to all vendors to the addresses provided for legal notices in the submitted proposals:

Recy

Victor Sanchez CITIZ3N Government Solutions vsanchez@citiz3n.com 410-340-5775	Peter H. Cheesman Public Consulting Group pcheeseman@pcgus.com 207-861-1950
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Francisco J. Moreno Rodriguez
Acting Solicitation Coordinator
francisco.moreno@salud.pr.gov

Addendum:*Scoring Area Captions*

ID	Evaluation Items	Points
1.	Vendor Qualifications and Experience	20
A.	Overview	10
B.	References	10
2.	Project Organization and Staffing	35
C.	Identify key staff and roles of each key staff.	5
D.	Provide the names of the proposed staff for each service area, include their qualifications and experience. Describe how the proposed staff are best suited to meet the requirements of this RFP.	10
E.	Describe how the proposed staff will understand their roles and responsibilities based on the requirements described in this RFP.	10
F.	Describe the management structure, staff management process and how talent management support will be provided.	10
3.	Response to statement of work	225
G.	Please detail your company's compliance with the AVS Requirements. Please clearly describe how each requirement is met.	5
H.	Describe how identifying information such as name, date of birth, social security number, and current and previous address must be submitted to and returned from an AVS electronically.	5
I.	Describe the security implementation of the proposed solution, to include user access authentication methodology.	5
J.	Provide examples of previous engagements implementing bank account validation.	5
K.	Describe how the proposed solution will implement security to protect sensitive HIPPA and privacy data.	5
L.	Describe the proposed methodology to request information concerning both open and closed accounts including balances and date of closure on accounts closed with the five-year (sixty-month) lookback period.	5
M.	Describe the proposed methodology to determine if the identifying information appears or appeared on any account as single or joint owner during the five-year (sixty month) lookback period.	5
N.	Describe the proposed methodology to match individuals to accounts.	5
O.	Describe the proposed methodology to include at a minimum checking, savings, investment accounts, individual retirement accounts, treasury notes, certificates of deposit, annuities and any other assets that may be held or managed by a FI.	5
P.	Describe the proposed method to allow for verification requests to be sent to FIs other than those identified by the applicant or recipient.	5

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Q.	Describe the proposed methodology to provide for matching of assets to include FIs located outside of Puerto Rico.	5
R.	Describe the maximum timeframe for matching of assets to include FIs located outside of Puerto Rico for the proposed solution.	5
S.	Describe the established network of FI who will participate in the AVS.	5
T.	Describe the current arrangements or plan for arrangements with the FIs.	5
U.	Describe the proposed methodology to establish a system for recruiting FIs.	5
V.	Describe the proposed methodology to maintain FIs in the network.	5
W.	Describe the proposed methodology to make FI verifications available for inspection, and how to modify a request that has already been submitted for corrections, such as SSN.	5
X.	Describe any AVS reporting capabilities available to the state.	5
Y.	Describe the proposed methodology to make available FI verifications to the state after completion of contract.	5
Z.	Describe the proposed methodology to allow for verification requests to be sent to disclosed FIs.	5
Aa.	Describe the proposed methodology to allow for verification requests to be sent to undisclosed FIs as determined by the state.	5
Bb.	Describe the maximum number of concurrent user sessions for the proposed solution.	5
Cc.	Describe any performance degradation that may result from additional concurrent user sessions for the proposed solution.	5
Dd.	Please describe available help services for eligibility workers and IT program staff.	5
Ee.	Please describe available customer service options (including for any FCRA-related inquiries) for applicants and beneficiaries with regard to asset verification.	5
Ff.	Please detail available training options and reference materials for system users. Please provide a recommendation for a training program for initial implementation of the AVS and further on an ongoing basis.	5
Gg.	Describe the on-going maintenance strategy for the AVS solution.	5
Hh.	Describe the maintenance strategy to ensure non-intrusive maintenance.	5
Ii.	Describe how the proposed training provides training and customer support to both state and FI staff.	5
Jj.	Describe the proposed training approach and methodology.	5
Kk.	Describe the proposed training plan.	5
Ll.	Describe the role and experience of the proposed Key Trainers.	5

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Mm.	Describe the training on any necessary tools and methodologies used and provide a sample curriculum and user guide.	5
Nn.	Provide sample training materials.	5
Oo.	Provide a sample of training survey.	5
Pp.	Describe the Vendor hosted solution facility physical security features, including intrusion prevention/detection.	5
Qq.	Describe the Vendor hosted solution facility's data and network security features including intrusion prevention/detection.	5
Rr.	Describe the Vendor hosted solution facility's backup power capabilities, including the timeframe for restoration of normal AVS processing.	5
Ss.	Describe the Vendor hosted solution's disaster recovery/continuity of operations capabilities, including the timeframe for restoration of normal AVS processing.	5
Tt.	Describe the Vendor hosted solution's facility's redundant communications capabilities, including timeframe for restoration of normal AVS processing.	5
Uu.	Describe the notification process, including maximum timeframe, to be used in case of an event.	5
Vv.	Include a chart showing how the project will be organized, including all tasks and deliverables and the overall leadership, business management, task or team leader and staff for each part.	5
Ww.	Include a timeline or schedule of task and subtask starts, endings and milestones.	5
Xx.	Include a brief overview of how the project will be managed.	5
Yy.	Provide details on vendor SLA technical support that will be provided post go-live including but not limited to response and resolution time for issue severity and Points of Contact (POCs).	5
4.	Plans	115
Zz.	Proposed approach to turnover.	5
AA.	Tasks and subtasks for turnover.	5
BB.	Schedule for turnover.	5
CC.	Detailed chart illustrating the vendor's total operation.	5
DD.	Transfer of PRMP documents.	5
FF.	Ad hoc reports as requested by PRMP.	5
GG.	Detailed tasks and timeline, outlining the major tasks planned by the vendor.	5
HH.	Work breakdown structure.	5
II.	The project schedule for all project deliverables and milestones.	5
JJ.	Identification of resources assigned as the responsible entity for each deliverable within the wbs to the level at which control will be exercised.	5

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KK.	Dependencies to task should be identified.	5
LL.	Outline the deployment process, installation, configuration and integration with existing system.	5
MM.	Detail the allocation of personnel, equipment and budget required for operations.	5
NN.	Identify potential risks and mitigation strategies to minimize disruptions to operations.	5
OO.	Describe how the system will be monitored for performance, reliability, and security.	5
PP.	Describe the procedures for regular maintenance and updates.	5
QQ.	Provide plan for training users on system operation and troubleshooting.	5
RR.	Include ongoing support and updates	5
SS.	Outline procedures for data storage, backup, and protection to ensure compliance with federal and state regulations and safeguard against unauthorized access.	5
TT.	Include a communication plan, establish the communication channels and protocols for internal and external stakeholders. Include escalation procedures for addressing issues and concerns.	5
UU.	Detail procedures for ensuring the accuracy, reliability, and integrity of the data that is processed by the system.	5
VV.	Establish mechanisms for collecting feedback, analyzing performance data, and implementing improvements to enhance system functionality and effectiveness over time.	5
WW.	Include milestones, key performance indicators and metrics for evaluating effectiveness.	5
Total	---	395

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