

Questions and Answers

#	Question	Answer
1	On the RFP Schedule of Events, what time AST must the proposal response be submitted by (for example, 5:00 PM AST)?	The proposal response must be submitted by 3:00 PM AST on the date specified in the RFP's schedule of events.
2	Are the interfaces listed currently all in active development? If yes, will the Incumbent Vendor complete development on all in development interfaces prior to the takeover? Please confirm that only the support of these interfaces needs to be included in the pricing and not the actual interface implementation?	The interfaces listed in the RFP are active with the exception of two of the local interfaces listed (DRNA and DTOP, which are not planned to be in production in the coming year. Vendors should only price support of interfaces in their cost proposal response and not interface implementation for interfaces included in the RFP.
3	Please clarify the scope for the new M&O vendor to support the future areas of focus. Is this scope of work included in the pool of 20,000 hours per contract year specified in section 7.0?	Known scope for PRMP's future plans is documented in the RFP and vendors should be prepared to support these plans as well as other utilizing the enhancement pool of hours.
4	We couldn't find the approved E&E Release schedule in the Procurement Library. Can you provide the file name containing this information? Our understanding is that the list would contain the list of CRs and their targeted production date.	Refer to the newly added PL-080 (Release Schedule February 2024) in the Procurement Library.
5	1. Based on that statement - is the intent that the vendor must include all licensing costs for all software (i.e., database, app server, web server and others), COTS Products, and hosting infrastructure as part of our pricing OR does only future licensing/Subscription and Support (S&S) need to be included? 2. Will licenses and accounts, including cloud accounts, be transferred from the incumbent vendor to the new vendor as a direct pass through to PR? This is a more advantageous and cost-effective option for PR as the new vendor can take advantage of the previously agreed rates instead of the potentially higher new quotes from the vendor. 3. If the licenses are transferred from the incumbent to the new vendor, please confirm how this should be represented in the pricing sheet?	1. Vendors should assume they are responsible for providing all licensing costs for all software, COTS Products, and hosting infrastructures. 2. The vendor should assume that licenses and accounts will not be transferred from the incumbent vendor. 3. Not applicable. See response above.
6	In Section 3.2 Contract Duration the contract start date is mentioned as December 2024. In Attachment H: Initial Project Schedule the start date is mentioned as November 2024 via the below statement "The Initial Project Schedule should presume a start date of November 1, 2024." Can the State clarify what start date vendors should assume?	The vendor should expect a contract execution date of January 1, 2025. The Initial Project Schedule should be aligned with that date. As cited in the RFP's Schedule of Events, all dates are the proposal submission date are anticipatory.
7	Are any 'assumptions' added as part of the response included in the page count limitation?	Assumptions are included within the page count limitation.
8	Please confirm that vendor should leave each attachment template as is OR shall the vendor leave only the template heading and remove the instructions and requirements? Are the instructions and requirements included are part of the response page count	Vendors may remove the instructions in each attachment but must maintain the structure and headings included within the RFP.

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	limitation? If yes, can the instructions and requirements can be on Font Size 9 instead of the prescribed font size 11?	
9	<p>The contents of this section describes a need to continue developing ad hoc reports and also develop a brand new system generated reporting solution.</p> <p>a. Can you please confirm that the manually generated reports will be estimated and priced as a M&O activity?</p> <p>b. Can you please confirm that the design, development and implementation of the brand new system generated reporting solution will be part of the 20,000 hours enhancement pool and vendors should not estimate and include the price of this system generated reporting solution as part of M&O pricing?</p> <p>c. As per section "2.3.1 Enterprise Data Warehouse" from 2023 a new EDW solution is being built with EDW and BI capability using OneX. Should the vendor assume that this solution will be ready to use by the time this M&O support work starts? Should the vendor assume that the tool for system generated reporting will be reusing OneX / PowerBI or will the vendor need to propose and price a different reporting tool that supports system generated report?</p>	<p>A: Yes.</p> <p>B: Yes.</p> <p>C: Vendor should not assume that EDW and OneX will be put in place by the time M&O support work starts. The vendor should expect to maintain the current reporting database and have personnel available to assist with reporting/analytics initiatives as part of the EDW project and/or PRMP reporting requirements.</p>
10	All vendors, with the exception of the incumbent vendor, will incur some transition and turnover costs during their initial start to the project during Year 1, including development or modification of existing documentation. How will the cost proposal pricing be evaluated for year 1 so as not to give the incumbent this built-in advantage?	Cost represents 200 (20%) of the 1,000 overall points. Per Section 1.1 of the RFP, PRMP seeks to procure necessary services at the most favorable and competitive prices and to give all qualified vendors an opportunity to do business with the PRMP.
11	<p>When additional Key Vendor Staff need to be on-site, will PRMP provide additional office space (as needed) beyond the two (2) office seats provided OR can key staff work remotely when on-island and be available in PR office for meetings only?</p> <p>Does PR require the vendor to secure additional on-site facility space?</p>	Key vendor staff that are required to be on-site may work remotely when on-island but are expected to be available in the PRMP office for meetings and when requested by PRMP. PRMP does not require vendors to secure additional on-site facility space.
12	Do vendors submit the redacted version on a separate USB or is it included in either the Original or Copy USB? If vendor submits the redacted version on its own USB, do we provide only 1 copy of the redacted version?	Vendors should include the redacted copy on either the original or copy USB. The vendor should include a redacted copy along with an original copy on the USB.
13	Can table of content be included after the Title Page and Cover letter verses after the Executive Summary?	Vendors should follow the outline and structure stipulated in the RFP.
14	Is there a page count restriction for each of the two Table 9 references and for each of the three Table 10 references?	No.
15	Resumes are part of Section 3: Key Staff, Resumes, and References. It appears the number is incorrect for '2.1 Resumes' and '2.2 Key References'. Please confirm that these subsections should be numbered 3.1 and 3.2, respectively.	Yes, the Resume and Key Staff subsections should be numbered as 3.1 and 3.2, respectively.
16	Is the page limitation for resumes 2 page or 3 pages?	The page limitation for resumes is 2 pages.
17	<p>Please clarify what "each section" means in this context.</p> <ul style="list-style-type: none"> - Is each Phase 1, 2, 3 considered a section, so that phase 1 response is limited to 14 pages, for example., or - Are the subsections under phases considered as a section, so that " 1. Approach to Phase I: Transition in and Takeover --> Project Initiation and Planning" is limited to 14 pages, for example. 	The 14-page count is specific to each Approach (I-III). The vendor may have up to 14 pages (16 including images and diagrams) for each Approach section (potential for 48 total pages including images and diagrams).

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18	Deliverables D11 through D31 - Given that the system is already in production, those documents should already exist. If the new M&O vendor proposes the takeover of the existing solution from the incumbent vendor, those documents should be transitioned so that the new vendor can review, validate, and update them. Is it the expectation from PRMP that existing documents will be available and updated, or that new Vendor will create those as new documents?	PRMP will share available reference documents with the selected vendor as part of transition and takeover activities. Some reference documents may not exist or may not be available; in such cases, the vendor will create/update deliverables based on conversations and participation between the vendor, PRMP, and the incumbent vendor.
19	Can you please confirm if the current system setup meets the RPO and RTO goals, Latency SLAs, and System Availability? Please provide the current metrics for the same.	MEDITI3G to date has met RPO and RTO goals. The Latency SLA is 95% of all transactions within two seconds. MEDITI3G has met the goal during the period of measurement from October 1, 2023 - July 31, 2024. The System Availability SLA is 99.9% available. There was one month during the period of measurement from October 1, 2023 - July 31, 2024, where the system availability did not meet the goal.
20	Will PR, please provide the current system design including all components and environments required for the operation of the system and current technologies in use for those components for a better understanding of the E&E System landscape?	PRMP will share system design documentation and additional system specifications with the selected vendor. In their response, vendors should document any assumptions related to the areas listed in the question. Additional information may be shared by PRMP during vendor demonstrations or negotiations.
21	Will PR please provide the current size and capacity of the infrastructure, including the number of VMs, Containers, database Storage, cloud storage, cloud internet services, etc.?	PRMP will provide this information to the selected vendor. Vendors should document any assumptions within their technical and cost proposals.
22	Please provide a list of all the licensed software currently utilized as part of the MEDITI3G solution. For each software, does PRMP currently own the licenses OR will licenses need to be transferred from the incumbent OR repurchased? In the case of perpetual licenses (such as Cúram, WebSphere, DB2, SSO, etc.), should annual Subscription & Support cost be included within the cost proposal? What annual inflationary (CPI/COLA) escalator should be assumed)?	Vendors should assume licenses will need to be repurchased. PRMP will provide additional information to the selected vendor. Vendors should document any additional assumptions within their technical and cost proposals.
23	Are there any existing Test Scripts and Test Cases related to Manual Testing, Automation, and Performance which the new vendor could leverage in testing of the application? If they are available what tools were used for Automation and Performance testing so that those can be re-used.	PRMP will provide the system test and UAT test cases/scripts to the selected vendor. The selected vendor will provide the tools they will use for Automation and Performance testing.
24	What is the current training tool used by PR for training their internal staff? Is there a Learning Management System (LMS) available to be leveraged by the new vendor?	PRMP does not currently have internal training tools or an LMS. Vendors should be prepared to bid, provide, and support the use of their own tools in support of training activities.
25	In the 2. Cost Summary tab of the Attachment A_Cost_Proposal workbook cell B11 under the column labeled 'Year 1' adjacent to row labeled 'Maintenance & Operations Support' is colored in black. A. Does this mean the incumbent vendor will continue to perform the Maintenance & Support work for the Year 1 i.e. from December 2024 - November 2025? B. If answer to question A above is yes, then can you confirm that the new vendor should not plan to staff and price any Maintenance & Support work during Year 1? C. If answer to question A above is yes, then can you confirm that the new Vendor should only plan to staff and price the key personnel for Year 1 as per the Allocation phase mentioned in Table 22: Vendor Key Staff Allocation by Project Phase? Also, can you confirm that the key personnel should focus on the deliverables related to Phase 1 only during Year 1?	A. PRMP assumes there will be a 12-month transition period between the incumbent vendor and the incoming vendor. Under this assumption, the incoming vendor would continue to perform Maintenance & Support throughout the duration of Year 1. Vendors may propose a transition period shorter than 12 months. See Attachment A – Cost Proposal Amendment 1, 1. Instruction #6 for additional guidance. B. The vendor should staff and price based on their assumed transition period. See the response above and Attachment A – Cost Proposal Amendment 1, 1. Instructions #6 and #8 for additional guidance. C. See the responses above for additional guidance.
26	Enhancement pool budget is calculated based on the average rate across all the roles. Enhancements are performed mostly by Cúram developers, testers, and BAs	PRMP will not be updating the enhancement pool budget calculation. PRMP encourages vendors to provide as much detail as possible regarding cost information and assumptions.

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	with oversight from PMO. These Cúram roles tend to have higher than industry average costs, and calculating the enhancement pool budget across all roles would not yield an equitable rate for these resources. Would PRMP consider revising how the enhancement pool average rate is calculated?	
27	There is no place for the vendors to account for additional costs such as insurance, travel, and other general and administrative costs in the cost proposal. Adding them to the labor rates will unnecessarily escalate the enhancement budget usage. Is there a recommendation from PR on how those costs can be accounted?	Vendors should account for all their assumed costs within the cost proposal, including labor rates. PRMP encourages vendors to provide as much detail as possible regarding cost information and assumptions.
28	Row 10 - Project Deliverable cost calculation for Years 2 through 6 is incorrect as it is using row 57 instead of row 59 from the Project Deliverable Sheet. Please update formulas in Attachment A Cost Proposal, Section 2 Cost Summary.	The referenced cells and formula have been updated and included in the reposted Attachment A - Cost Proposal.
29	Row 46 - The Sum formula is incorrectly calculating from column E instead of column C. Row 47 - The Sum formula is incorrectly calculating from column C instead of column E. Please update formulas in Attachment A Cost Proposal, Section 4 Project Deliverables.	The referenced cells and formula have been updated and included in the reposted Attachment A - Cost Proposal.
30	Phase 1 (Year 1) deliverables D03 Monthly Status Report and D04 Project Schedule are duplicated in rows 11/12 and 52/53 (respectively) potentially increasing the cost of the deliverables beyond 12 monthly submissions. Is this correct?	The referenced cells and formula have been updated and included in the reposted Attachment A - Cost Proposal. See the Notes section within the Project Deliverables tab for further details.
31	RFP Section 2.3 states, "This section provides a high-level overview of current and anticipated projects related to E&E that will impact PRMP's future E&E environment ... Any E&E costs related to these activities should be accounted for in the cost proposal." How does the Commonwealth expect the bidders to estimate and price these current and anticipated projects without firm requirements? Doing so by making assumptions on project scope and requirements will unnecessarily increase the bid prices. Can the Commonwealth please consider including E&E costs related to these projects through the Change Request process?	Scope and cost related to the initiatives listed in Section 2.3 will leverage the enhancement pool hours, at PRMP's discretion.
32	RFP Section 4.2.1.1.2 states, "The vendor will coordinate with the other applicable PRMES vendors, including the ePMO and PgMO support services vendors, to align on project responsibilities including establishing meetings and coordinating on other applicable portions of the SOW." Please confirm who the ePMO and PgMO vendors are.	The ePMO and PgMO support services vendors are Intervoice and BerryDunn, respectively.
33	RFP Section 4.2.1.2.1 states, "The vendor will coordinate and execute data management responsibilities, including: Creating and executing plans for conversion of legacy data" We understand from the RFP that PRMP partnered with RedMane Technology in 2018 to help modernize its Medicaid eligibility process, and MEDITI3G went live on June 1, 2021.	PRMP expects the vendor to convert and/or migrate data, as necessary to support project scope and goals. Refer to Appendix 1, D13: Data Conversion Plan.

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	As we understand it, MEDITIG3 is now in production and CMS certified. Does the Department envision a new vendor providing data conversion services? If yes, would the Department clarify the extent of any required data conversion for which the Vendor will be responsible?	
34	<p>RFP Section 4.2.1.3.1 states, "Testing will be required throughout the duration of the contract and will include, at a minimum, development testing, system integration testing (SIT), UAT, ORT, parallel testing, regression testing, and volume (load/stress) testing. The vendor will conduct all necessary testing in alignment with the CMS MES Testing Guidance and Framework."</p> <p>Please confirm which of the testing efforts referred to above will be carried out by the vendor and which ones by PRMP. Will the Department confirm that it is responsible for User Acceptance Testing?</p>	The selected vendor is responsible for all testing phases and is expected to collaborate with PRMP to help ensure adequate PRMP participation in certain testing phases (i.e. UAT, ORT). The vendor's provided support should be in alignment with the language included in the RFP.
35	<p>RFP Section 4.2.1.3.2 states, "Vendor support for hosting will include: Providing a hosting environment for all system components that has a Federal Risk and Authorization Management Program (FedRAMP) Certification, FedRAMP Risk Assessment that indicates compliance, or a documented NIST 800-53 rev 4 at a "moderate" system risk assessment designation or higher."</p> <p>Because the system is already deployed, certified, and operational, please provide details of the hosting environment, and confirm whether the existing environment can be priced and assumed by the incoming vendor.</p>	Vendors should assume that the existing hosting environment will not be directly transferred to the incoming vendor. PRMP will provide additional information to the selected vendor. Vendors should document any additional assumptions within their technical and cost proposals.
36	<p>RFP Section 4.2.1.3.2 states, "The vendor will provide PRMP with the appropriate licensing for the E&E system, including: Managing a directory/log of all PRMP-attributed licenses for the E&E system, including a breakdown of vendor-owned and third-party licenses."</p> <p>Please provide a list of all current licenses, whether hardware, software, services, etc. being used to support the E&E system.</p>	PRMP will provide this information to the selected vendor. Vendors should document any assumptions within their technical and cost proposals.
37	<p>RFP Section 4.2.1.3.3 states, "The vendor will ensure that all applicable documentation is current throughout the duration of the contract, including: Developing and updating user and system documentation compliant with Commonwealth standards, Developing and updating user manuals that detail the operational and processing features provided by the system"</p> <p>Please make available copies of the existing User Manuals and other User and System documentation available to Vendors.</p>	PRMP will share these documents with the selected vendor.
38	Are Key Staff required to be on-site or are there options to be remote? Or is there a hybrid approach? Please elaborate for Key Staff and other staff as well.	Per Appendix 3: "All key staff are expected to be... on-site at least 25% of the time during the applicable project phases." Non-key staff's on-site presence is not stipulated by PRMP but should be managed according to project needs.
39	Please provide a software inventory list with the number of licenses and who owns them.	PRMP will provide this information to the selected vendor. Vendors should document any assumptions within their technical and cost proposals.
40	RFP Section 4.2.2.2.3 states, "PRMP has allocated 20,000 hours per contract year that may be used, at PRMP's discretion, for the vendor to develop and implement upgrades and enhancements across the E&E system".	Yes, Cúram upgrades will be done through the 20,000 hours set aside for the Modifications and Enhancements pool.

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	Please confirm that Cúram upgrades will be done through the 20,000 hours set aside for contract modifications and/or enhancement activities.	
41	<p>Instruction # 4 of Tab 1 of RFP Attachment A – Cost Proposal states that “Phase I/DDI is expected to be 12 months in duration with Phase II/M&O starting immediately after cutover (go-live)”.</p> <p>Our understanding from the RFP is that MEDITI3G went live on June 1, 2021, and is currently in production.</p> <p>Please clarify what is meant by Phase I/DDI and Go-Live in the Cost Proposal.</p>	<p>In this context, "DDI" refers to Phase I of the scope of work, inclusive of the Transition in and Takeover activities.</p> <p>In this context, "Go-Live" refers to the milestone during which the incoming vendor takes over the system and is responsible for system operations.</p>
42	<p>Tab 7 of RFP Attachment A – Cost Proposal requires bidders to provide Packaged Software specifications and cost.</p> <p>Since MEDITI3G is currently already in production and presumably functioning well in its host environment, please provide details on the hosting environment, including a list of all packaged software in use, so that in the interest of potential risk mitigation, vendors may consider the current environment in preparing their proposals.</p>	Vendors should develop their technical and cost proposals considering PRMP’s specifications and the vendor’s industry experience. Additional information will be provided to the selected vendor. Vendors should document any assumptions within their technical and cost proposals.
43	<p>RFP Attachment C states, “Preference may be provided to vendors with references specific to taking over a Medicaid IT solution that is already in operations.”</p> <p>Since MEDITI3G is currently already in production and presumably functioning well, will the Department apply any preference or additional points for a vendor’s experience with enterprise level Cúram applications?</p>	Per section 1.1 of the RFP, PRMP seeks to procure a qualified Cúram vendor who can take over the existing system and can meet PRMP’s goals and requirements. PRMP desires vendors with experience and/or references which showcase implementation and/or operation support for an Cúram E&E system.
44	<p>RFP Attachment C states, “Include at least two references from projects performed within the last five years that demonstrate the vendor’s ability to perform the scope of work described in this RFP.</p> <p>Will the Department clarify that the two references must be with Cúram projects?</p>	The two references are not required to be for Cúram projects but must demonstrate the vendor's ability to perform the scope of work described in this RFP. Refer to question 43 and its associated response.
45	<p>RFP Attachment C requires Prime Vendor to provide at least two references for themselves and three references for each Subcontractor.</p> <p>Please confirm that at least three references are required for each Subcontractor.</p>	If the vendor's proposal includes the use of subcontractor(s), provide three references for each subcontractor.
46	<p>RFP Attachment D: Vendor Organization and Staffing, 2. Use of PRMP Staff states, “PRMP will reject the vendor’s proposal if PRMP is unwilling or unable to meet the requirements.”</p> <p>Can PRMP please specify the nature and extent of support that PRMP is unwilling or unable to provide?</p>	PRMP has limited staff available to support this initiative and is reliant on the vendor’s support. PRMP will not reject proposals based on their proposal use of PRMP staff but will evaluate and score the vendor’s response accordingly. Vendors should specify all assumptions and other necessary details in their response.
47	<p>RFP Table 13: Mandatory Requirements states, “The vendor must help ensure that all applications inclusive of internet, intranet, and extranet associated with this contract are compliant with Section 508 of the Rehabilitation Act of 1973, as amended by 29 United States Code (U.S.C.) §794d, and 36 Code of Federal Regulation (CFR) 1194.21 and 36 CFR 1194.22.”</p> <p>Please confirm that all aspects of the existing MEDITI3G system that the successful</p>	Yes, MEDITI3G underwent 508 testing before go-live. The testing identified several areas out of compliance, and they were remediated before the initial go-live.

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	<p>vendor will be taking over are 508 compliant.</p> <p>If MEDITI3G is not 508 compliant, please list system aspects that are not 508 compliant and confirm that the takeover vendor will be expected to bring them into compliance. Please also confirm that the cost of all activities to bring the systems in compliance with Section 508 will be handled through the Change Request (CR) process.</p>	
48	<p>RFP Table 14: Mandatory Qualifications states, "The vendor must have at least five years of experience in operating and managing an E&E system of similar size, scope, and complexity as described in this RFP."</p> <p>Will the Department clarify that the required experience must be with Cúram systems?</p>	<p>This mandatory qualification specifically requires experience in operating and managing "an E&E system of similar size, scope, and complexity as described in this RFP." Refer to question 43 and its associated response as well as the other mandatory qualifications for further guidance and direction on PRMP's expectations related to the vendor's Cúram E&E system experience and capabilities.</p>
49	<p>RFP Table 14: Mandatory Qualifications states, "The vendor must have at least five years of experience in operating and managing an E&E system of similar size, scope, and complexity as described in this RFP."</p> <p>Can this mandatory qualification be met through Subcontractor qualifications or does the Prime Vendor need to have this experience?</p>	<p>The prime vendor is required to have the experience necessary to meet this mandatory qualification.</p>
50	<p>RFP Table 14: Mandatory Qualifications states, "The vendor must include at least two references from projects performed within the last five years that demonstrate the vendor's ability to perform the scope of the work described in this RFP."</p> <p>Do these projects need to be Cúram-based Medicaid eligibility systems?</p>	<p>This mandatory qualification specifically requires vendors to "include at least two references...that demonstrate the vendor's ability to perform the scope of the work described in the RFP." Refer to question 43 and its associated response for further guidance and direction on PRMP's expectations related to the vendor's Cúram E&E system experience and capabilities.</p>
51	<p>Under the RFP Table 14: Mandatory Qualifications, it is stated that "See Appendix 7: Procurement Library, PL-078 for a ruling by the Puerto Rico Supreme Court regarding vendor and staff qualifications and other considerations."</p> <p>PL-078 of the Procurement Library is the SMC Intake Form. Please provide the Puerto Rico Supreme Court ruling referred to in the RFP.</p>	<p>The referenced Supreme Court ruling should have been referenced as PL-079, as indicated in Appendix 7. Please refer to the hyperlink in Appendix 7 (PL-079) for the referenced Supreme Court ruling (2024 TSPR 69).</p>
52	<p>RFP Attachment_F_OTM.xlsx, EE Outcomes Tab states, "*Functionality related to this outcome is not currently offered by PRMP. The system and vendor must demonstrate that the system is designed and capable of complying with these outcomes, should PRMP choose to implement these outcomes/functionality."</p> <p>Is it the Department's expectation that the incoming Vendor will be able to demonstrate that the incumbent or current system, the development of which the Vendor was not involved in, is designed and capable of complying with these outcomes should the PRMP choose to implement these outcomes/functionality? Will the Department confirm that any changes needed to make the system capable of compliance with the stated outcomes will be done through the 20,000 hours set aside for contract modifications and/or enhancement activities?</p>	<p>For outcomes with associated functionality not currently offered for PRMP, the vendor should describe their approach and/or experience with implementing/managing the functionality and achieving the outcomes specified in the OTM.</p> <p>At PRMP's discretion, the vendor would leverage the modifications and enhancements pool to update the system to comply with the above referenced outcomes.</p>
53	<p>Please confirm that the current system is already meeting these outcomes and the functionality related to the ones that are not currently offered by PRMP will be implemented using the Change Request process.</p>	<p>Refer to questions 19 and 52 and their associated responses.</p>

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54	Parts or all of a number of outcomes mentioned in the RFP are dependent on tasks performed by Caseworkers and other PRMP personnel and not system dependent or in the control of the Vendor. Please confirm that the Vendor will not be penalized for not meeting an Outcome not in their control.	Per Appendix 3: "The vendor will not be liable for any failed SLAs caused by circumstances beyond its control and that could not be avoided or mitigated through the exercise of prudence and ordinary care, provided that the vendor immediately notifies the PRMP in writing, takes all steps necessary to minimize the effect of such circumstances, and resumes its performance of the services in accordance with the SLAs as soon as possible."
55	<p>The "Appendix 7 - Procurement Library.Zip" file does not have all the documents listed in the RFP Appendix 7: Procurement Library.</p> <p>A total of 79 documents are listed in the RFP whereas the Zip file only has 63 documents. We understand that web links have been provided for some Procurement Library documents, but there seems to be a number of others which neither have a web link nor a corresponding document in the Zip file. Will the Department confirm that the Procurement Library contains all the documents referenced within the RFP as being available therein?</p>	The Procurement Library has been updated to include PL-025 ASES Interface Management SOP v1.5 and PL-034 PgMO Plan Aids. Refer to question 4 and its associated response for information on additional procurement library updates.
56	<p>The following documents would be very helpful in ensuring a comprehensive and thoughtful response to the RFP. Would the Department consider adding them to the Procurement Library?</p> <ol style="list-style-type: none"> 1. MEDITI3G Technical Architecture 2. MEDITI3G Solution Architecture 3. MEDITI3G System Design Document 4. Technical Design Documents (TDDs) – While a number of Functional Design Documents (FDDs) have been provided, no TDDs have been provided 5. Eligibility Rules Design Document 6. List of Software Licenses and counts currently in use on the Project 	PRMP will share these documents with the selected vendor, if applicable.
57	What is the size and staffing mix of the incumbent vendor's project team currently supporting MEDITI3G?	PRMP is interested in reviewing each vendor's proposed staffing plans as outlined Attachment D of the RFP. Vendors should propose a staffing approach that aligns with their experience and the specifications of the RFP. Vendors should note any assumptions to their staffing approach.
58	<p>RFP Attachment A: Cost Proposal states, "Upon initiation of Phase II of the contract, the vendor will submit a monthly invoice for maintenance and operations that is inclusive of the total costs for maintenance and operations (M&O) support, hosting and disaster recovery, applicable deliverables (D32), packaged software, and hardware."</p> <p>Please confirm that PRMP already has all the packaged software that is required for MEDITI3G and no new software is required to be bid. If that is not true, please provide a list of current packaged software being utilized on the project and list of new packaged software that PRMP requires vendors to bid.</p>	PRMP will provide this information to the selected vendor. Vendors should assume that they are responsible for providing all required software necessary to supporting the system and services outlined in the RFP. Vendors should document any additional assumptions within their technical and cost proposals.
59	<p>RFP Attachment A: Cost Proposal states, "Upon initiation of Phase II of the contract, the vendor will submit a monthly invoice for maintenance and operations that is inclusive of the total costs for maintenance and operations (M&O) support, hosting and disaster recovery, applicable deliverables (D32), packaged software, and hardware."</p> <p>Please confirm that PRMP already has all the hardware that is required for MEDITI3G and no new hardware is required to be bid. If that is not true, please provide a list of current hardware being utilized on the project and list of new hardware that PRMP requires vendors to bid.</p>	PRMP will provide this information to the selected vendor. Vendors should assume that they are responsible for providing all required hardware necessary to supporting the system and services outlined in the RFP. Vendors should document any additional assumptions within their technical and cost proposals.

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60	Where is MEDITI3G currently hosted and who is paying the hosting costs, PRMP or the incumbent vendor?	MEDITI3G is hosted in the Azure Government (PRDoH) Cloud. The SI vendor pays hosting costs which are then passed onto PRMP.
61	Please provide a detailed system architecture diagram with hardware and software details.	PRMP will provide this to the selected vendor.
62	What Cúram by Merative modules are currently licensed by PRMP?	See Appendix A – PRMP’s Cúram Licenses below.
63	Where is Azure Integration Layer deployed? Who owns it? What services of Azure Integration layer are in use?	Refer to question 60 and its associated response. Additional details will be shared with the selected vendor.
64	Do the deliverables mentioned in the various sections of the Scope of Work currently exist in the project? If so, could you please add them to the procurement library?	PRMP will provide these to the selected vendor. Some of the deliverables align with current project deliverables while others may be new.
65	How many Operations Incidents are created on average each month? Are the numbers trending up or down? Additionally, how many of these incidents require a code fix (due to code defects) and how many are resolved with a data fix only?	The number of operations incidents opened per month has trended downward over the last seven months. In July 2024 there were 110 operations incidents opened. Between January 2024 to July 2024, 69% of incidents required data fixes and 31% required code fixes.
66	How many environments exist for development, system testing, user acceptance testing, production support, staging, performance testing, production, and disaster recovery? What are the configurations of these environments? Additionally, what is the size of the production database?	PRMP will provide this information to the selected vendor. Vendors should document any additional assumptions within their technical and cost proposals.
67	What is the current staffing plan of the current vendor? Specifically, how many resources are allocated to the following areas: 1. Development 2. Testing 3. Production Support 4. Infrastructure Support 5. Security 6. Training/ OCM 7. Project Management	Refer to question 57 and its associated response.
68	RFP Section 2.3 states, “This section provides a high-level overview of current and anticipated projects related to E&E that will impact PRMP’s future E&E environment ... Any E&E costs related to these activities should be accounted for in the cost proposal.” Because there are no specific requirements in place for the areas of focus, may the vendor assume that work required in support of them will be channeled through the 20,000-hour discretionary change pool referenced in Section 4.2.2.3?	Refer to question 31 and its associated response.

Appendix A – PRMP’s Cúram Licenses

Quantity	Description
250	Cúram Platform Authorized User Annual SW Subscription & Support Renewal
750	Cúram Platform Professional Authorized User Annual SW Subscription & Support Renewal
250	Cúram Provider Management Authorized User Annual SW Subscription & Support Renewal
750	Cúram Provider Management Professional Authorized User Annual SW Subscription & Support Renewal
250	Cúram Outcome Management Structured Decision Making Add- on Authorized User Annual SW Subscription & Support Renewal
750	Cúram Outcome Management Structured Decision-Making Add-on Professional Authorized User Annual SW Subscription & Support Renewal
250	Cúram Life Event Management Authorized User Annual SW Subscription & Support Renewal
750	Cúram Life Event Management Professional Authorized User Annual SW Subscription & Support Renewal
250	Cúram Income Support Authorized User Annual SW Subscription & Support Renewal
750	Cúram Income Support Professional Authorized User Annual SW Subscription & Support Renewal
250	Cúram Business Intelligence and Analytics Authorized User Annual SW Subscription & Support Renewal
750	Cúram Business Intelligence and Analytics Professional Authorized User Annual SW Subscription & Support Renewal