

## Questions and Answers

#	Question	Answer
1	Please provide volumes of new enrollment applications and revalidations, training and Site Visits for at least 3 months and preferably the last year.	Refer to Appendix A below for: <ul style="list-style-type: none"> <li>New enrollment applications and revalidations for the most recent 4 months (July 2024 - October 2024) and the prior 12-month period</li> <li>Site Visits data for the most recent 4 months (July 2024 - October 2024)</li> </ul>
2	Please clarify if the current vendor is required to complete outreach activities for providers to acknowledge the agreement change.	Multiple areas of the SOW (both SPM Support and Advisory Services) related to outreach activities. Refer to Section 4: SOW for additional details on the incoming vendor's responsibilities.
3	Please confirm that the requirement is for a 30-60-90 Day Plan (As it is listed 30-60-09 Day Plan).	Yes, the requirement is for a 30-60-90 Day Plan.
4	Please confirm the expected duration of the transition period.	The incumbent vendor's contract is currently set to expire on March 31, 2025. PRMP's goal is to ensure a smooth and timely transition between vendors. See instructions in Attachment H: Initial Project Schedule for additional details.
5	Please verify if site visits are required to be performed in person, or if virtual site visits are permitted.	Site Visits are required to be performed in person except if the provider has received a Site Visit from Medicare in the last 5 years. Virtual Site Visits are not permitted, unless the provider is an out of state provider whose site visit cannot be waived, either through Medicare or another State Medicaid Agency.
6	Please specify the number of Telecontacto agents that the new vendor is required to audit.	As of November 1, 2024, Telecontacto has 8 agents and 2 in training for provider-related services. Telecontacto is contractually required to have 10 agents. PRMP will coordinate with awarded vendor to establish the percentage and/or number of agents to be audited.
7	PRMP has an automated calculation for the 5,000 unassigned hours per year that will be split depending upon how the vendor responds to the RFP. It seems like the 5,000 hours are being spread under General Support/SPM with 3,250 in partial scope (General support + SPM support and Hours assigned in cost spreadsheet) and 1,750 in partial scope (General support + Advisory services in the cost spreadsheet). Should it be interpreted that if bidding only General Support + SPM we should account for 3,250 hours annually?	Yes.
8	Please clarify if a USB is required for the redacted version of the RFP response? If so, how many USB drives are required?	The vendor must provide a redacted copy on their proposal on at least one of the two USBs submitted for both the technical and cost proposals.
9	Would PRDoH consider revising the requirement that Key Staff cannot leverage PRMP personnel as a reference? This restriction may artificially exclude good candidates who have spent their career in support of PRDoH.	RFP has been amended and section 2.2 should now read as follows "The vendor should provide two references for each proposed key staff. The reference should be able to confirm that the staff has successfully demonstrated tasks commensurate to the tasks they will perform in alignment with this RFP and the resulting contract. <del>Vendors may not use PRMP staff as a reference.</del> "
10	Regarding the provision of additional staffing at no extra cost, would PRMP be open to implementing measures to limit unlimited requests? For instance, could the bidder introduce the ability to charge or initiate a change request if the need for additional staffing arises from unforeseen volume or scope increases?	No.
11	Please provide the reference required under item 9, as it is showing an error: "The vendor must perform according to agreed upon SLAs and associated metrics in the areas listed in Error! Not a valid result for table."	This section is referring to Appendix 2: SLAs and Performance Standards.
12	Given that neither party can predict the impact of future legal changes, can the Bidder anticipate that such changes would be subject to the Change request process?	Yes.
13	Would PRMP be open to accepting the submission of an alternative cost model that includes offshore resources, given that utilizing labor located outside the United States would reduce costs and provide additional working hours?	No. Refer to Attachment E. Table 13. Mandatory Requirements, Line 11.
14	As the solutions proposed may include Bidder or third-party intellectual property, can the bidder assume that the transfer of ownership contained in this requirement does not extend to the bidder's or such third party's pre-existing intellectual property?	Yes, please refer to Appendix 6: Proforma Contract Draft, Intellectual Property Section on page 116 on the RFP.
15	Please clarify if the Puerto Rican dialect Spanish requirement is applicable to end user facing communications, site visits, and deliverables.	The Spanish requirement is applicable to all contract support including, but not limited to, communications, site visits, and deliverables, per Table 13: Mandatory Requirements item ID 16. PRMP prefers a Puerto Rican dialect of Spanish, but any form of Spanish is acceptable.

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16	Please provide the referenced document, Appendix 7: Procurement Library, PL-015. This document needs to be reviewed for a Puerto Rico Supreme Court ruling on vendor and staff qualifications and other considerations.	PL-015 is included as hyperlink in Appendix 7: Procurement Library. Refer to the following link: <a href="https://www.lexjuris.com/LexJuris/tspr2024/lexj2024069.htm#google_vignette">https://www.lexjuris.com/LexJuris/tspr2024/lexj2024069.htm#google_vignette</a>
17	Under Sections 1, 3 and 6 of Appendix I, PRMP permits a Bidder to take exceptions to the Terms and Conditions of the RFP as well as Appendix 6: Proforma Contract Draft inclusive of Health Insurance Portability and Accountability Act (HIPAA) Business Associate Agreement; however, Section 4 lists Appendix 6: Proforma Contract Draft inclusive of HIPAA BAA under the Mandatory Requirements and Terms which require the vendor to "Stipulate vendor's acknowledgment, understanding, and acceptance of the mandatory requirements and terms stipulated in this section."  Please either (i) confirm that the signature in this section will be read as being subject to the exceptions taken or (ii) send an amendment to the RFP which removes the bullet listed Appendix 6: Proforma Contract Draft inclusive of HIPAA BAA from Section 4.	The signature in this section will be read as subject to the exceptions taken; PRMP is not bound accept vendor exceptions.
18	Please verify if the arrow between "Vendor Develops and Submits Deliverable" and "Vendor Revises & Resubmits Deliverable" is correctly oriented.	In Figure 3: DED and Deliverable Review Process the arrow between Vendor Develops and Submits Deliverable" and "Vendor Revises & Resubmits Deliverable" should not be deleted. Refer to Appendix A below for the updated figure.
19	SLA-013 and SLA-014 make reference to EMS. In Appendix 8, the definition of EMS is Emergency Medical System. Please confirm if this is the correct definition of EMS in this context.	The correct definition of EMS is Enrollment and Maintenance Specialist.
20	Please advise how the Roles and Responsibilities of the Program Manager role would change if the bidder were competing for General Support and SPM only? Does this apply to any other Key Staff?	Key Staff positions related to Advisory Services are marked as (if applicable). If the vendor is not responding to the Advisory Services portion of the SOW, then these key staff positions are not applicable. Other key staff positions may have non-applicable scope depending on whether the vendor is responding to the Advisory Services portion of the SOW. Non-applicable roles and responsibilities are listed throughout Appendix 3. See Appendix 3 for additional details.
21	Please specify the desired response location of Appendix 5 in both the binder and the USB.	Per the instructions in Appendix 5, the vendor must provide a written certification disclosing lobbying activities or lack thereof. The written certificate should be titled as "Appendix 5 - Written Certificate" and included following Attachment I: Terms and Conditions Response, within both the printed copy and USB.
22	As stated in the Notes on row 8, Cell B8 - G8. "The costs on this worksheet will be automatically calculated using the information entered on the other worksheets. Do not change any cells on this tab. It is the responsibility of the vendor to ensure spreadsheet calculations are correct." Please unhide all the formulas in the cost proposal so we can verify the calculations on the spreadsheet are correct and/or revise the note to exclude this responsibility.	Vendors are not responsible for ensuring the accuracy or spreadsheet calculations per the workbook formulas; however, the vendor is responsible for reviewing their work and notifying PRMP of any perceived errors with the cost proposal template. Vendors are responsible for the accuracy of the data of the cells the vendor does populate.
23	Please verify the total cost column for all 3 sections (General, SPM Support, and Advisory Services). Beginning with the Additional Role 1, the total cost column for each year is using the labor rate from the previous row. For example, in tab 5 row 24, row 65 and row 106 the labor rate referenced is from row 22 of tab 3 Labor Rates.	The referenced cells have been updated in the cost proposal. Refer to Attachment A - Cost Proposal - Amendment 1.
24	Is the provider services vendor responsible for tracking MMIS/PEP COs? Or does this apply to requests for changes in services to this contract?	The provider services vendor is responsible for tracking system related changes (requests and orders) as outlined in the System Oversight sections of Section 4: SOW.
25	Please confirm if the training component still applies the SPM Support and Advisory Services.	Refer to Section 4.2.2.8. Training and Provider Communication for the training component included in the SOW for SPM Support. Refer to Section 4.2.3.1 Provide Subject Matter Expertise for training requirements in the Advisory Services SOW.

# Appendix A

Question ID 1:

Submission Date	NEW_ENROLLMENT	REVALIDATION	Grand Total
<b>Qtr3</b>	<b>2062</b>	<b>2184</b>	<b>4246</b>
Jul	613	606	1219
Aug	786	816	1602
Sep	663	762	1425
<b>Qtr4</b>	<b>816</b>	<b>1011</b>	<b>1827</b>
Oct	816	1011	1827
<b>Grand Total</b>	<b>2,878</b>	<b>3,195</b>	<b>6,073</b>

Month	Site Visits Conducted
July 2024	111
August 2024	138
September 2024	214
October 2024	105
<b>Total</b>	<b>568</b>

Row Labels	NEW_ENROLLMENT	REVALIDATION	Grand Total
<b>2023</b>	<b>1043</b>		<b>1043</b>
<b>Qtr4</b>	<b>1043</b>		<b>1043</b>
Oct	75		75
Nov	437		437
Dec	531		531
<b>2024</b>	<b>7770</b>	<b>4532</b>	<b>12302</b>
<b>Qtr1</b>	<b>2435</b>	<b>185</b>	<b>2620</b>
Jan	531		531
Feb	714	61	775
Mar	1190	124	1314
<b>Qtr2</b>	<b>2462</b>	<b>1152</b>	<b>3609</b>
Apr	753	248	1001
May	962	435	1394
Jun	747	469	1214
<b>Qtr3</b>	<b>2062</b>	<b>2184</b>	<b>4246</b>
Jul	613	606	1219
Aug	786	816	1602
Sep	663	762	1425
<b>Qtr4</b>	<b>816</b>	<b>1011</b>	<b>1827</b>
Oct	816	1011	1827
<b>Grand Total</b>	<b>8813</b>	<b>4532</b>	<b>13345</b>

Question ID 18:

