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| **#** | **Section** | **Page** **Number** | **Questions**  | **Answer** |
| 1 | 1.2 Period of Performance3.1 Scope of Work3.8 Criteria | 31119 | There are multiple references to period of performance in the RFP. Section 1.2 refers to approximately twelve months. Section 3.1 refers to a deliverable four to six weeks of the end of the 12-month planning phase. And section 3.8 refers to twelve months. Can Puerto Rico please confirm the anticipated project duration? | Period of Performance for the MFP Grant ends on 9/30/2026. The LTSS Needs Assessment final document is expected to be delivered 4 to 6 weeks of the end of the 12-month period of the contract in order for the TA vendor to help PRMP estimate the resources needed to implement LTSS, develop a plan for LTSS service implementation, and provide direction for initial LTSS capacity building.Section 3.1 must read: The final report will be delivered within four to six weeks of the end of the 12-month Needs Assessment.  |
| 2 | 2.2 Purposes | 5 | The RFP states: “Throughout the Assessment, technical assistance (TA), and NEMT activities, Puerto Rico will be identifying opportunities for capacity building. All vendors will be assisting PRDoH with capacity building, which will include cost-effective elements that can be implemented with no or limited additional funding.”This statement speaks to TA and NEMT activities in addition to the Assessment. Is the Assessment vendor expected to participate in TA and NEMT activities? If yes, can PRDoH provide more detail on the expected scope to be performed by the awarded vendor related to TA and NEMT activities? | No, the LTSS Needs Assessment Contractor is not expected to participate in TA or NEMT Contract Activities. However, the LTSS Needs Assessment deliverable will contribute significantly to the TA vendor’s efforts to help PRMP estimate the resources needed to implement LTSS, develop a plan for LTSS and NEMT service implementation, and provide direction for initial LTSS capacity building. The information and data presented in the LTSS Needs Assessment must provide the actual needs, challenges, and opportunities of the target population, to help the TA Contractor develop the Operational Protocol. |
| 3 | 2.2 Purposes | 5 | The RFP states “All vendors will be assisting PRMP with capacity building….” Are there other vendors involved in MFP activities? If so, can PRDoH provide a list of the other vendors and their roles on the MFP project? | Currently, there are no vendors assisting the MFP Project. |
| 4 | 2.2 Purposes | 6 | The RFP refers to “the results of the Needs Assessment and final report” – are the Needs Assessment and final report the same document, or does this refer to two distinct deliverables?  | A needs assessment is **a process** for determining the needs, or gaps, between a current and desired outcome. It helps identify the strategies currently in place to identify areas of improvement. The final report (LTSS Needs Assessment findings drafted in a written final document) will be the deliverable PRMP expects to receive. |
| 5 | 3.1 Scope of Work | 1011 | The RFP refers to a “Planning Phase” in section 3.1. Can Puerto Rico please clarify if the scope of work is limited to the LTSS Assessment or if the scope is for the full MFP Planning Grant time period of approximately 5 years? Section 3.1 refers to capacity building, which may occur after an LTSS assessment and be part of the broader MFP planning activities. | The scope is limited to the LTSS Assessment. The planning phase of the project consists of the data collection processes, such as the LTSS Needs Assessment (expected to be delivered in the 12-month period by the LTSS Contractor), and the Operational Protocol which will detail how the MFP project will be implemented. The data and information presented in the LTSS Needs Assessment will help the TA Contractor assist PRMP with Capacity Building, which is part of the Operational Protocol. All other vendors involved in the MFP Grant Planning phase will be providing information as they are assessing the needs of HCBS and NEMT in Puerto Rico. This information will assist the TA Contractor in developing the Operational Protocol. All vendors will provide recommendations to PRMP for capacity building depending on their assessment findings.  |
| 6 | 3.1 Scope of Work | 11 | This RFP refers to a “Planning Phase” in section 3.1. Can Puerto Rico please clarify if the Planning Phase refers to the approximate 12-month assessment or the full MFP Planning Grant time period of approximately 5 years? | The Scope is limited to the LTSS Assessment. Correction p.11: “Planning Phase” **must** read as follows: “Needs Assessment”. “The final deliverable of the Assessment vendor will be a detailed report that summarizes information in a format agreed upon during the contract negotiation process. A summary of all input received from focus groups, surveys, interviews and any other data gathering methods. The final report will be delivered within four to six weeks of the end of the 12 month Needs Assessment”.  |
| 7 | 3.1 Project Deliverables | 11 | The RFP includes the following statement: “For this project to be successful the following must be accomplished:” and then is followed by a list of items related to surveys. This section seems to prioritize the survey(s); however, other areas of the RFP include reference to focus groups: Section 3.1 includes the following references to focus groups: “Assemble a list of stakeholders for focus meetings and other meetings to inform the Assessment; Assembling a broad list of questions for the focus groups meetings; Determining the number of focus groups; Determining the number of attendees per meeting; and A summary of all input received form focus groups, surveys, interviews and any other data gathering methods.”Please confirm if the Assessment vendor will be responsible for activities related to focus groups or if the intent is for the assessment vendor to prioritize input via surveys.  | The vendor will prioritize input via surveys and assist the PRMP staff investigators as needed or requested with focus groups. |
| 8 | 3.2 Project Deliverables | 15 | There are 4 Deliverables identified in this section: 1. Project Schedule/Management Plan, 2. Survey administration, execution, and analysis plan, 3. Survey response findings, and 4. LTSS Assessment Final Report. In Section 3.1 Scope of Work (Pages 10 and 11), there are “Capacity Building Activities” noted that appear to be outside of the Project Deliverables. Please clarify if the following “capacity building” activities listed in the RFP are expected of the Assessment vendor and, if so, in which deliverable they are to be provided:* Developing provider reimbursement and payment methodologies.
* Developing and implementing DSW training and credentialing.
* Developing and implementing case management worker training and credentialing.
* Establishing a system for NEMT provider enrollment/credentialing.
* Developing an eligibility and assessment process, including functional eligibility.
* Selecting a functional eligibility assessment tool.
* Training case management staff on the use of the assessment tool.
* Identifying quality measure options and standards for continuous quality improvement.
* Training staff and providers.
* Developing policy manuals (DSWs, case managers, NEMT providers).
* Designing, developing, and implementing system modifications or new systems (subsystems) needed.
* Preparing Medicaid state plan amendments or waivers.
* Assisting the MFP Team in the design and implementation plan for services related to LTSS to be included in the project’s Operational Protocol (OP). The vendor will work closely with the MFP Project Lead and Advisory Committee experts to ensure that the OP is effective, culturally appropriate/sensitive, and realistic to the challenges and opportunities of implementing LTSS and NEMT ground transportation in Puerto Rico.
 | The LTSS Needs Assessment Contactor will provide the TA Contractor recommendations for capacity building activities based on the LTSS Needs Assessment findings in the final report. |
| 9 | 3.2 Project Deliverables | 15 | The Project Deliverables do not include providing an estimated cost to implement Medicaid funded LTSS; however, other sections of the RFP reference identifying or estimating costs, such as Sections 1.1 and 2.2. Please clarify if the Assessment vendor is expected to prepare an estimated cost to implement Medicaid funded LTSS in Puerto Rico, and if so, what deliverable is it attached to? | The LTSS Needs Assessment Contractor will not be expected to prepare an estimated cost to implement Medicaid funded LTSS in Puerto Rico. |
| 10 | 3.2 Project Deliverables | 15 | Does PRMP anticipate that all items listed in Section 3.1, Scope of Work, are to be addressed in deliverable D, the LTSS Assessment Final Report?  | Items in section 3.1, including recommendations of capacity building for TA Contractor to develop operational protocol, are to be addressed in deliverable D. PRMP is expecting **one** deliverable that includes the LTSS Needs Assessment and final recommendations. |
| 11 | 3.5 Vendor’s Minimum Qualifications and Experience  | 17 | Specific vendor requirements focus extensively on expertise conducting surveys. Is experience/expertise in federal and Puerto Rico Medicaid required, and/or expertise in long term care services and systems?  | Expertise in federal and Puerto Rico Medicaid, and/or expertise in long term care services and systems is not required for survey development. Vendor must demonstrate they are able to develop evidence-based surveys that are able to gather population needs. |
| 12 | 4.1 Proposal Format | 21 | Under proposal summary, the RFP lists “Detailed scope of services” as information required. In the Appendices section, the RFP lists “Statement of Work.” What does PRDoH require in each section? | Statement of Work must be read as Scope of Work, (mentioned in the 3.1 section of the RFP). |
| 13 | 6 Attachment A: Cost Proposal | 23 | Does PRDoH have an Attachment A template that they wish the vendor to submit? If so, please post. If not, does PRDoH want costs by deliverable, phase, hourly rates by staff position, or some other method? | A Cost Proposal Template was published, see attachment A.  |
| 14 | 6 Attachment A: Cost Proposal | 23 | Will vendors have another opportunity to ask questions, once Attachment A is published or cost is clarified? | Only of the Attachment A. |
| 15 |  |  | Can you clarify the extent to which you anticipate the contracted vendor will provide “technical assistance” to providers within the one-year engagement?  | The LTSS Needs Assessment vendor will not provide technical assistance. The TA (technical assistance) Contractor will leverage the information from the LTSS Needs Assessment final report delivered by the LTSS Contractor. The information and data presented in the LTSS Needs Assessment must provide the actual needs, challenges, and opportunities of the target population, to help the TA Contractor develop the Operational Protocol.  |
| 16 |  |  | Can you clarify what advice you expect the contracted vendor to provide on matters related to non-emergency transportation (NEMT)?  | LTSS Needs Assessment Contractor will not be expected to provide NEMT advice. |
| 17 |  |  | Can you elaborate on the role the “advisory committee” will play during the course of the LTSS assessment?  Specifically, (1) do you anticipate the advisory committee will be provided copies of deliverables from the contracted vendor for its review?  (2) will the advisory committee be asked to advise on or approve specific recommendations from the contracted vendor?   | (1) Yes, active stakeholders (such as the advisory committee members) will be provided with copies of deliverables for their review throughout the LTSS Needs Assessment.(2) The MFP staff, advisory committee members, and Executive Director of PRMP will advise on or approve specific recommendations from the contracted vendor. |
| 18 |  |  | Can you elaborate on the extent to which you anticipate the contracted vendor will participate in drafting state plan amendments, waiver applications and operating protocols, particularly given that the scope of the EOMC vendor RFP including some of those services?  | This is not a task for the LTSS Needs Assessment Contractor in this RFP. The contractor may recommend PRMP to draft state plan amendments and waiver applications based on LTSS Needs Assessment findings. |
| 19 |  |  | Is the “cultural competency plan” a specific deliverable that the contracted vendor must produce; if so, by when does it need to be submitted?   | The vendor must ensure that LTSS Needs Assessment has a comprehensive and culturally sensitive approach. It is not a separate deliverable; cultural sensitivity must be integrated into the Scope of Work. |
| 20 |  |  | What is the “statement of work” referenced in the RFP?  | Statement of Work must be read as Scope of Work, (mentioned in the 3.1 section of the RFP). |
| 21 |  |  | Is the required “organizational chart” an organization chart of the firm submitting a proposal or an organizational chart of the firm’s proposed project team?  | Both. |
| 22 |  |  | Can you provide the Cost Proposal file (Attachment A)?  It is not available on the PRMP website.  | Yes. A Cost Proposal Template was published, see attachment A.  |