

ID	Question	Answer
1	There is no indication of when PRMP intends to provide responses to Bidder Questions. If the "Addendum Issued" date of 8/13/2021 is when PRMP will provide answers to bidder questions, there will not be adequate time for bidders to react to the new information. Bidders would reasonably need at least five to six weeks following receipt of question responses to adequately assess, incorporate, and govern the impacts from those responses.	PRMP has decided to extend the deadline by 30 days. The due date for proposals is now September 20, 2021. It is our expectation that this will not have an impact on the contract start date.
2	Based on historical precedent for MMIS module procurements, 6 1/2 weeks is insufficient time to adequately prepare and respond to an RFP of this significance. We respectfully request that PRMP consider an extension of at least five to six weeks.	PRMP has decided to extend the deadline by 30 days. The due date for proposals is now September 20, 2021. It is our expectation that this will not have an impact on the contract start date.
3	Section 3.1 indicates that T&Cs are non-negotiable, and page 22 likewise indicates that the Cost Proposal, "should not include exceptions and additional terms and conditions." However, pages 48-49 appear to contradict this by implying that bidders may take exceptions. Please clarify whether (and where) bidders can take exceptions as part of their RFP response, for PRMP's consideration.	<p>The RFP and draft proforma contract identify the non-negotiables within the RFP. One of those non-negotiable areas is the Mandatory Requirements and Terms as detailed in attachment K. Please note that the draft proforma contract is a draft of the future contract for this RFP; however, it also identifies future terms and conditions that will be non-negotiables.</p> <p>The terms and conditions contained within the Proforma Contract Draft will be discussed with the PRDoH Legal Department subsequent to issuance of the RFP's 'Intent to Award'. Vendors should be aware that the contract will contain clauses that PRDoH is unable to modify due to local laws and regulations.</p>
4	Table 4 refers to vendor References, yet it includes rows for "Key Personnel and Role." Please confirm that this is referring to the vendor key personnel?	References are requested for Vendor Key Personnel.
5	Can PRMP please provide further information on how to submit the confidential proposal containing Trade Secrets? Should a redacted version of the technical proposal be submitted? If so, please confirm if this should be packaged separately from the technical and cost envelope.	A redacted version of the technical proposal can be provided to PRMP in the event that there are 'trade secrets' the proposing Vendor wishes to not be made public. A redacted proposal should be provided separately from the technical and cost envelopes, and should be in addition to (not in place of) the actual technical or cost proposal.
6	Please confirm if the vendor needs to submit a separate USB flash drive as part of the electronic submission. If so, should it be included in a separate package? Also, please confirm the number of printed copies the vendor should submit?	Please submit separate USBs or other electronic media for both the technical and cost proposals for a total of four USBs or other electronic media (2 technical proposals on two cost proposals). Please submit ten printed copies of both the technical and cost proposals, and be sure the technical and cost proposals are packaged separately.
7	Given the current COVID-19 pandemic and the uncertainties of safe access to physical facilities and mail services, would PRMP consider allowing electronic proposal submission only?	No.
8	The formula in cell D31 is incorrect. The formula is adding from cell E21 to E39 but should add from cell E32 to E54. Will PRMP provide a new Cost proposal or allow the bidder to make the changes themselves?	An updated Attachment A, Cost Proposal V2 has been provided.
9	There are four task groups in this tab. The tab starts with Task Group 1, Task Group 2, Task Group 3, then goes to Task Group 5. Should there be a Task Group 4?	An updated Attachment A, Cost Proposal V2 has been provided.
10	Request PRMP to confirm which is this section? In the RFP, Section 4.1 is Rejection of Proposals but we do not see a requirement for a signature here.	Attachment B has been updated with the correct section reference.
11	Please confirm that only one reference is required for each proposed key staff.	Only one reference for each proposed key staff candidate is required.
12	Are the optional terms mutually agreed to by Puerto Rico and the vendor or is it Puerto Rico's discretion to execute the Optional terms?	Optional contract terms will be granted at the sole discretion of PRMP and PRDoH.
13	Does PRMP have an expectation of which roles it considers to be "Support Staff," or is the vendor free to designate based on our experience? Can the vendor submit representative resumes for the identified support staffs?	Anyone not identified as Key Staff are considered 'Support Staff'. Proposing Vendors may provide representative resumes for 'Support Staff'.
14	Does PRMP expect a response to Section 3? Why does it state that this section is exempted from the page limit?	Section 3: General Instructions has been removed from the list provided in Section 3.10.3 Proposal Format.



15	<p>In Section ATTACHMENT D: PROJECT ORGANIZATION AND STAFFING - Subsection 3. Key Staff, Resumes, and References states the following as key roles:</p> <ul style="list-style-type: none"> • Account Manager • Project Manager • Business Lead • Technical Lead • Implementation Manager • Operations Manager • Certification Lead • Documentation Management Lead • Quality Assurance Manager • Testing Manager • Information Security Architect / Privacy Data Protection Officer <p>Whereas, Table 3 in Section 5. Project Organization and Staffing on page 73, states the following roles as key:</p> <ul style="list-style-type: none"> • Account Manager • Project Manager • Business Lead • Technical Lead • Implementation Manager • Operations Manager • Certification Lead • Quality Assurance Manager <p>Could PRMP please clarify which are the key roles?</p>	<p>It seems the bidder was referring to Table 23 (as opposed to Table 3). We believe the table is complete as is and match Attachment D.</p>
16	<p>Can we assume that PRMP will provide space for the Key Staff that have to be onsite 50% of the time?</p>	<p>PRMP has planned for enough space to accommodate ten (10) staff to support this project. Please be aware that the details of this workspace are still being finalized. It's likely that this space will include 1-2 offices and approximately 6-8 work stations or spaces around table(s). Please note that office equipment (i.e. phone, computers) will not be provided.</p>
17	<p>Please identify the manual and automated rate cell adjustments made and the expectation for manual adjustments in the MMIS Phase III module.</p>	<p>PRMP expects the vendor to propose a solution that will accommodate both manual and automated rate cell adjustments. The details of said adjustments will be provided as a part of solutions implementation.</p>
18	<p>What kind of reconciliation process is expected?</p>	<p>This question should be discussed as a part of the solution's design discussions. The PRMP also provided detail on PRMP and ASES's current reconciliation process in the procurement library of the RFP.</p>
19	<p>Does the Commonwealth expect that the MMIS Phase III module will validate the data against beneficiary enrollment and encounter history or allow Milliman to perform the reconciliation? If so, what role do you expect the vendor to play in this process?</p>	<p>The vendor should be prepared to provide a solution and business processes that will support reconciliation of the rate cells against information such as beneficiaries enrollment information and encounters. The MMIS Phase III solution should include the business processes and functionality to support capitation payment with the exception of actuarial services.</p>
20	<p>Does PRMP expect that ASES will continue to perform this task or is the vendor expected to do this task?</p>	<p>ASES or PRMP will be responsible for distribution of the updated premium rate information to CMS; however, the solution vendor should be prepared to provide ASES or PRMP with the updated rate information in the PRMP/ASES desired format and at the frequency requested by PRMP/ASES.</p>
21	<p>Does PRMP expect that ASES will continue to perform this task or is the vendor expected to do this task?</p>	<p>ASES or PRMP will be responsible for this task.</p>
22	<p>Does PRMP expect that ASES will continue to perform this task or is the vendor expected to do this task?</p>	<p>ASES or PRMP will be responsible for working with the MCOs to accomplish this task.</p>
23	<p>What process or user interface is in place to update the rate cells?</p>	<p>This question should be discussed as a part of the solution's design discussions. The PRMP also provided detail on PRMP and ASES's process to update the rate cells in the procurement library of the RFP.</p>
24	<p>What validation steps are performed manually? Why are steps manual? Does PRMP intend to have all steps automated and auditable?</p>	<p>The vendor should be prepared to provide a solution and business processes that will support reconciliation of the rate cells. The vendor should be prepared to automate processes to the furthest extent possible.</p>
25	<p>What is PRMP's expected process flow if the numbers are out of balance?</p>	<p>The vendor should propose an approach to capitation payment validation that includes working collaboratively with all necessary parties. The proposed business processes should assist PRMP in improving their existing business processes in alignment with the RFP's vision, goals, and business objectives.</p>

26	If the vendor wants to propose a shorter DDI term how does the vendor change the formula on the cost summary tab cell D13? The cell is protected.	Attachment A - Cost Proposal has been updated to allow for Vendors to provide costs for maintenance and operations should it begin prior to year two of the contract.
27	On the Project Deliverables tab, for Task Group 5 we agree that these deliverables are correct for the Implementation period but for Maintenance and Operations some of these deliverables do not pertain. This will overstate our price in the operations period. The field is protected so how do we correct this?	The deliverables listed in Task Group 5- Project Monitor & Control are accurate. The Vendor should be prepared to support updates to those deliverables as is necessary throughout the life of the contract.
28	What is meant by "one-time costs" under the Project Measurements reference table? Are one-time costs the same as implementation cost?	Estimated one-time costs' are those costs that were initially estimated in support of a solution's implementation. These may be for solution hardware, equipment, licenses, etc.
29	Will a Performance and Payment Contract Bond be required for project implementation?	It is likely that a performance bond will be required for this contract. The details of the performance bond will be provided subsequent to the evaluation phase of the RFP.
30	Please confirm if a performance bond is required for this RFP.	It is likely that a performance bond will be required for this contract. The details of the performance bond will be provided subsequent to the evaluation phase of the RFP.
31	Please verify the two requirements are duplicate in error.	Supplement Two - Detailed Requirements has been updated to remove the duplicate requirement - BF-026.
32	For Attachment K, Appendix 3, Section 3. Customary Terms and Conditions, the last paragraph states it is possible to ask for exceptions. However, in the same Attachment K, Appendix 3, Section 4. Mandatory Requirements and Terms, the last paragraph states that vendors that cannot comply with these terms should not bid. Is it acceptable or not to take exceptions to Appendix 3. Service Level Agreements?	Exceptions will be considered on a case by case basis.
33	The proposal format instruction states that the vendors need to leverage the template and submit an in-line response to the RFP. Table 2 - Expected Proposal Sections and Content Structure defines a structure where there are assumptions expected in some of the sections. However, the template does not have a place for adding assumptions. Please clarify if the vendors have the freedom to make changes to the template and add assumptions?	Vendors are permitted to add a section to the attachments templates that allow for assumptions to be noted. Assumptions should not be provided in lieu of exceptions.
34	Could we add the following statement to the Standard T&C in the intellectual property clause: vendor shall be the exclusive owner of all the intellectual property that already exists and is provided and used by the vendor to fulfill its obligations under this Agreement?	The terms and conditions contained within the Proforma Contract Draft will be discussed with the PRDoH Legal Department subsequent to issuance of the RFP's 'Intent to Award'. Vendors should be aware that the contract will contain clauses that PRDoH is unable to modify due to local laws and regulations.
35	Could PRMP grant vendor a royalty free, sub-licensable, perpetual, worldwide license to the Materials for use with, copy for, make derivative works of, display for, perform for, and transmit to vendor's other Medicaid clients?	The terms and conditions contained within the Proforma Contract Draft will be discussed with the PRDoH Legal Department subsequent to issuance of the RFP's 'Intent to Award'. Vendors should be aware that the contract will contain clauses that PRDoH is unable to modify due to local laws and regulations.
36	Are some materials delivered by the vendor to PRMP expected to be owned by the Federal government? If so, can PRMP provide a list?	<p>Please refer to RFP Appendix 6, Section 2 regarding Puerto Rico Intellectual Property specifications. Vendors must also comply with CMS' Standards and Conditions and State Medicaid Director's Letter #18-005.</p> <p>The terms and conditions contained within the Proforma Contract Draft will be discussed with the PRDoH Legal Department subsequent to issuance of the RFP's 'Intent to Award'. Vendors should be aware that the contract will contain clauses that PRDoH is unable to modify due to local laws and regulations.</p>

37	<p>Could we specify that any third-party licensing rights purchased from the vendor are granted to PRMP under a royalty free, non-exclusive license to be used for PRMP's internal purposes?</p>	<p>Please refer to RFP Appendix 6, Section 2 regarding Puerto Rico Intellectual Property specifications. Vendors must also comply with CMS' Standards and Conditions and State Medicaid Director's Letter #18-005.</p> <p>The terms and conditions contained within the Proforma Contract Draft will be discussed with the PRDoH Legal Department subsequent to issuance of the RFP's 'Intent to Award'. Vendors should be aware that the contract will contain clauses that PRDoH is unable to modify due to local laws and regulations.</p>
38	<p>Is it possible to add to the limitation of liability clause? In the event tort damages cannot be limited, is it possible to limit vendor liability for other types of damages? What is the applicable law? If under Puerto Rico Law, how would this apply to the limitation of liability?</p>	<p>The terms and conditions contained within the Proforma Contract Draft will be discussed with the PRDoH Legal Department subsequent to issuance of the RFP's 'Intent to Award'. Vendors should be aware that the contract will contain clauses that PRDoH is unable to modify due to local laws and regulations.</p>
39	<p>Can the vendors take exceptions to Appendix 6? What is Appendix 6's scope? In the event of a conflict between Appendix 6 and Appendix 7 which one takes precedence?</p>	<p>Vendors may take exception to Appendix 7. In the event of a conflict between Appendix 6 and 7, Appendix 7 would take precedence.</p>
40	<p>Please define the functionality required to support HCHN assignment and assignment verification.</p>	<p>PRMP provided multiple documents relating to the HCHN assignment and assignment verification. These documents can be found in the RFP procurement library. Additional detail on HCHN assignment and assignment verification can be provided as-is necessary during the solutions implementation phase.</p>
41	<p>What is the amount of time it takes today to complete the financial business processes? What would you like it to be?</p>	<p>The draft outcomes and metrics detailed in Table 19 as well as the length of time associated with completion of these outcomes can be discussed further as a part of the solution's implementation.</p>
42	<p>Will all of the information for determining the amount the provider was paid be passed on an extended 820 file, or will there be an additional data file including the additional fields?</p>	<p>This level of detail will be discussed as part of the design phase. As part of your proposal PRMP expects to see your approach to determining what data elements are needed in the interface. The vendor should also detail in their response the information needed to support processing provider capitation verifications. The awarded vendor should be prepared to collaborate with both PRMP and the MCO's in support of finalization of the files necessary to support provider capitation verifications.</p>
43	<p>We respectfully request that PRMP allow for additional time to respond to the RFP by extending the Proposal Due Date from August 31, 2021 to September 30, 2021. Given the complexity of the Detailed Requirements within Phase 3 of the PRMP MMIS, extra time would provide the vendors needed time to thoroughly analyze, design and develop detailed technical responses to PRMP's requirements. The benefit to PRMP would be an increase in submissions by multiple qualified vendors across each of the scope areas.</p>	<p>PRMP has decided to extend the deadline by 30 days. The due date for proposals is now September 20, 2021. It is our expectation that this will not have an impact on the contract start date.</p>
44	<p>"We respectfully request that PRMP consider unbundling the scope of the RFP and permit vendor proposal submissions in one or more technical areas, but not all. Upon review of RFP 2021-PRMP-MES-MMIS-P3-001, PRMP is seeking three (3) distinct scope of service areas - ESB/Data Integration/Business Process Improvement/M&O, EDW/Reporting, and Payment Processing. In our experience, other state government Medicaid Departments have unbundled similar scope and permitted vendors to issue compliant responses in one or more technical areas, but not all. The benefits to PRMP of this solicitation approach include:</p> <ul style="list-style-type: none"> · Selection of "best of breed" solutions in each functional area, and a single integration point for data/reporting. · Supporting the reuse beyond financial areas in the future, as PRMP continues to modernize and innovate. · Ensuring, with the MMIS modules in the hands of the "best of breed" vendors, that there are appropriate checks and balances within the MMIS where a single vendor does not provide the data integration and reporting while also processing payments. " 	<p>No, PRMP does not consider the proposed approach to be in alignment with the RFP Vision, Goals, and Business Objectives. The vendor must propose a solution and demonstrate an understanding of the proposed solution interface within the MES framework, including all integration and supporting systems and services. It is recommended that the vendor detail their proposed approach towards meeting or exceeding the RFP requirements to best demonstrate their systems' and/or services' competency.</p>



45	We respectfully request an extension of 30 days with a revised proposal due date of 9/30/21, to allow for a full and robust competitive procurement.	PRMP has decided to extend the deadline by 30 days. The due date for proposals is now September 20, 2021. It is our expectation that this will not have an impact on the contract start date.
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