



ID	Question	Answer
1	In terms of the paper size, can you confirm it is 8.5"x11"? The document states "8.5x 11.5" as part of collateral specifications.	The correct paper size is 8.5 x 11. The RFP will be amended to reflect this correction.
2	Can you elaborate more on the process of triage and decommission activities required?	The triage and decommission activities required, as explained by Table 6 of Section 4.1 on page 15 of the RFP, include identifying the reason for unsuccessful delivery (triage) and then disposing of the mail appropriately (decommission).
3	What is an E&E vendor?	The Eligibility & Enrollment (E&E) vendor is the vendor responsible for managing and supporting PRMP's E&E system. Please refer to Section 2. Background and Overview of Existing Programs and Services for additional details.
4	What is the ideal timeline for the Printing and mailing services according to PRMP's needs?	The vendors must deliver mail within two (2) days after a printing and mailing order is submitted. Please refer to "Appendix 3: SLAs and Performance Standards" on page 65 of the RFP.
5	In what format will the data be processed?	Data will be processed from a standard file transfer protocol site (SFTPS) to a portable document format (PDF). Please refer to section 2.2.3 Printing and Mailing Order Sent to Vendor for more information.
6	Do the files (a letter) includes an ID number?	Yes.
7	The deposited files indicate the total amount of records to be printed.	PRMP cannot provide a response, as the question is unclear.
8	Average letter impressions and mailings per day?	Monthly volume is specified in Table 21: Printing and Mailing Volume Sample of the RFP.
9	Does PRMP provide a monthly calendar with the total printing/sending of letters?	Monthly volume is specified in Table 21: Printing and Mailing Volume Sample of the RFP.
10	What will be the format and content of the Daily Activity Report?	D04 in Appendix 2: Deliverables Dictionary explains the content of the Daily Activity Report. The file format will be as agreed upon by PRMP and the selected vendor, unless otherwise specified in the RFP.
11	What will be the format and content of the Monthly Return Mail Address Validation Report?	D06 in Appendix 2: Deliverables Dictionary explains the content of the Monthly Return Mail Address Validation Report. The file format will be as agreed upon by PRMP and the selected vendor, unless otherwise specified in the RFP.
12	Will the daily and monthly reports be sent out by transmission or email?	As stated in Appendix 2: Deliverables Dictionary on the second paragraph of page 55: "All deliverables should be provided to the PRMP via email, or another form of electronic submission as agreed to by the PRMP and the printing and mailing services vendor".
13	Can the incident reporting be separated from operational processing reporting?	As stated on the D04 Section of Appendix 2: Deliverables Dictionary, incidents will be reported on in the Daily Activity Report. If the vendor anticipates a benefit to PRMP by separating incident and operational reporting, PRMP encourages the vendor to include any relevant details and/or assumptions in their proposal.
14	How will the vendor know if files received daily are complete or if any is missing? Will staff be available from PRMP to confirm this information on a daily basis?	The PRMP E&E Team will be available to support the selected printing and mailing services vendor.
15	What will be the format of the input files received from the PRMP? If it is a proprietary file, will a layout be provided for each file to be processed?	File format will be discussed with the selected vendor.
16	Will the templates be created for the vendor or will the letters received in PDF be printed As Is?	PRMP will provide the selected vendor with templates.
17	Will the printing be in black and white?	Printing will be in black and white ink, unless otherwise requested by PRMP.
18	Will artwork exist for the envelope? If so, will the artwork be provided?	As stated in Table 5: Printing and Mailing Service Area, the PRMP logo will be included on the envelope. PRMP will provide the logo. Any other artwork will be provided by PRMP.
19	Will the printing be double-sided?	Yes.
20	What will be the names or prefixes for the input and output files?	PRMP will discuss file naming conventions with the selected vendor.
21	Please confirm that addresses that are rejected in the address standardization process will not be delivered to USPS and will only be returned electronically to PRMP.	As per Table 4: Validating Addresses Service Area, addresses that cannot be validated against USPS standards, will be flagged and returned to PRMP for correction. They will not be delivered to USPS.



22	The Address Validation system identifies an address with Change of Address (COA), which address will be used?	Business rules will be defined and agreed upon between PRMP and the selected vendor.
23	The Change of Address (COA) should be notified to the PRMP? Will it be a separate report?	As per D06: Monthly Return Mail Address Validation Report, any change of address should be reported to the PRMP.
24	What will be the retention time according to contract for input files, output files and reports?	Retention times and requirements will be discussed between PRMP and the selected vendor.
25	The SLA for Timeliness of Printing and Mailing, is it two calendar days or two business days?	The vendor must deliver mail with addresses that can be validated to USPS within two business days. The RFP has been updated to reflect this correction.
26	At what time will the input files be received?	The printing files are currently being sent to the printing and mailing services vendor each morning. The exact time of the file exchange will be discussed between PRMP and the selected vendor.
27	Is it feasible to handle returned mail through USPS's Electronic Service Requested?	Vendors are encouraged to propose processes/solutions that will effectively and efficiently meet all PRMP's needs and requirements included in the RFP. Vendors should describe all details and processes and include any relevant assumptions.
28	What happens when the address is correct according to the Address Validation Process, and it still arrives back in the Electronic Service Request process. Does the penalty apply, even if the vendor provides evidence that the process was correct?	There is no SLA holding the vendor responsible for returned mail, if the vendor correctly validated the address prior to mailing.
29	Who will fund the printing services herein? Will it be paid by state or federal sources?	Invoices for this contract will be paid for by PRDoH.
30	Are the printing services to be provided from Puerto Rico?	As stated in section 4.1 "The printing and mailing services vendor is not required to conduct operations in Puerto Rico but must be located and operate in the United States and its territories. The printing and mailing services vendor is expected to physically pick up returned mail from the PRMP. Regardless of the location of operations, the timeliness of mail delivery must at least meet the amount of time it would take for mail to be delivered locally in Puerto Rico. Additionally, the PRMP will only cover costs for standard postage for Medicaid mail and will not cover any additional postage costs." Timeliness of mail delivery will be considered as part of evaluations.
31	Does the PRMP require a specific disaster recovery service?	PRMP does not require a specific disaster recovery service. The vendor is expected to meet all disaster recovery requirements included in the RFP and resulting contract. Any additional disaster recovery service specifications will be discussed with the selected vendor.
32	Will the PRMP inform vendors beforehand of what specific information needs to be presented for the oral presentation?	If the evaluation committee elects to host oral presentations, PRMP will inform selected vendors of the expected content to be covered as part of the presentation.
33	Clauses and Conditions, Section 8. Please provide a copy of the "Administrative Policies."	PRMP may provide a copy of these documents to the selected vendor.
34	Clauses and Conditions, Section 11. Intellectual Property, please clarify that the claim of Intellectual Property of the Department of Health is for work, reports and/or products resulting from the services are for those exclusively developed by the Provider under the Contract. Prior Provider Intellectual Property, including those duly license, are not being transferred.	Intellectual property claims under this contract are not applicable to prior intellectual property.
35	Clauses and Conditions, Section 13(10). Please confirm the reference to the "Secretary of the Interior".	This referenced section of the RFP has been updated.
36	Clauses and Conditions, Section 14. Monetary Interest. i. Please revise the first paragraph. The second reference to "SECOND PARTY" should be "FIRST PARTY" ii. Please revise the third paragraph. The reference to "family relationship" should be the defined term (Unidad Familiar) in Act 1 – 2012.	The reference to the "SECOND PARTY" has been updated in the RFP.
37	Clauses and Conditions, Section 16. i. Please revise, not clear if they are "Or"/ "And" (like sect 23). ii. Please update all references to "Governmental Ethics Law" as its name was modified by Act 2-2018.	The vendor needs to comply with each paragraph of section 16 or indicate whether a section is not applicable. References have been updated throughout the section.
38	Clauses and Conditions, Section 17. The first paragraph for "Crimes Against the Public Treasury" should be as provided in the Act 2 -2018 with the applicable language for corporations.	The referenced section of the RFP has been updated.
39	Clauses and Conditions, Section 18. Confidentiality obligations should be mutual with the standard carveouts.	The referenced section of the RFP has been updated.
40	Clauses and Conditions, Section 21. Please provide the Insurance Policies coverage amounts.	The required insurance policy coverage amounts will be discussed with the selected vendor.
41	Clauses and Conditions, Section 30. Please provide the Health Department's Policies and Procedures Regarding Privacy and Security Practices.	PRMP may provide a copy of these documents to the selected vendor.