

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 due date for proposals to 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 due date for proposals to 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 Draft Contract 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 (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. [In addition to providing a signature to Section 4.1: Disclosure of Proposal Contents in the RFP, failure to sign the Submission Cover Sheet or signing it with a false statement shall void the submitted response or any resulting contracts.]	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.

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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 for staff to work. 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>

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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. [The solution should have the ability to produce various financial reports to facilitate cost reporting and financial monitoring.]	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 Draft Contract 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 Draft Contract 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?	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. The terms and conditions contained within the Proforma Draft Contract 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.
37	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?	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. The terms and conditions contained within the Proforma Draft Contract 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.
38	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?	The terms and conditions contained within the Proforma Draft Contract 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.

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39	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?	Vendors may take exception to Appendix 7. In the event of a conflict between Appendix 6 and 7, Appendix 7 would take precedence.
40	Please define the functionality required to support HCHN assignment and assignment verification.	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.
41	What is the amount of time it takes today to complete the financial business processes? What would you like it to be?	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.
42	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?	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.
43	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.	PRMP has decided to extend the due date for proposals to September 20, 2021. It is our expectation that this will not have an impact on the contract start date.
44	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: · 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.	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.
45	We respectfully request an extension of 30 days with a revised proposal due date	PRMP has decided to extend the due date for proposals to September 20, 2021. It is our expectation that this will not have an impact on the contract start date.
46	During the process to develop the RFP solution, our technical team has come up with some requirements clarification questions. The clarification will be very helpful for us to provide a complete proposal. Would you please let us know if PRMP will consider an additional round of written questions?	With the issuance of Amendment #1 to the RFP on August 13, 2021, PRMP extended the deadline to September 20, 2021. With the issuance of Amendment #1, PRMP also allowed for another round of questions. Please refer to the RFP's 'Schedule of Events' for further details.
47	It appears from the current timeline in the RFP that answers to already submitted questions are to be posted today [8/13]. Will you all be including a new revised RFP timeline as well since now the proposal due date has been extended to 9/20/21? Also, will you all be allowing for any other questions during the revised timeline?	With the issuance of Amendment #1 to the RFP on August 13, 2021, PRMP extended the deadline for proposal submissions to September 20, 2021. With the issuance of Amendment #1, PRMP also allowed for another round of questions. Please refer to the RFP's 'Schedule of Events' for further details.
48	The requirement states that there must be at least three references. In addition, it indicates that it is strongly recommended that the references be from 3 different states. But it is not established as forced. Our 3 references are from state entities of Puerto Rico. Does this disqualify us yes or no? [1. The vendor must include at least three (3) references from projects performed within the last three (3) years that demonstrate the vendor's ability to perform the scope of work described in the RFP. Vendors may only use one (1) reference per project performed. PRMP strongly prefers three (3) references from different state Health and Human Service engagements where this proposed solution is currently being or has been implemented.]	Vendors who submit references from a single state Health and Human Service (HHS) agency or from multiple State entities would not be disqualified solely because the proposed solution does not have references from three HHS agencies. As the mandatory requirement details, the vendor must include at least three (3) references from projects performed within the last three (3) years that demonstrate the vendor's ability to perform the scope of work described in the RFP. Vendors may only use one (1) reference per project performed. PRMP strongly prefers three (3) references from different state Health and Human Service engagements where this proposed solution is currently being or has been implemented.

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49	We have almost 12 years of experience with the PR Medicaid Program supporting the eligibility component, although we currently no longer do so. Is this experience more than enough to meet the requirement?	PRMP encourages proposing Vendors closely review the RFP to determine if their proposed solution and experience aligns with the scope of the RFP. Proposing vendors will be evaluated in accordance with Section Four: Evaluation of Proposals.
50	It is clear where we should reference the IDs from Supplement Two throughout Attachments G-J, but there are no clear instructions on how to distribute the 29 individual requirements from Attachment F: Mandatory Requirements throughout Attachments G-J. Please provide guidance.	Instructions for completing Attachment F: Mandatory Requirements are detailed in section Attachment F: Mandatory Requirements of the RFP narrative. The Vendor response template and excel file labelled as Attachment F - Mandatory Requirements also provides further instruction on the tabs titled, '1. Worksheet Instructions' and '2. Worksheet Information'.
51	Please confirm if Vendors are only to provide the Excel version of Attachment F as a response, or are Vendors expected to also address each one of the 29 requirements as a narrative response in Attachment F section?	As detailed in Attachment F: Mandatory Requirements of the RFP Narrative, "Vendors are to demonstrate compliance with mandatory requirements in their proposal." Additional instructions for completing Attachment F: Mandatory Requirements are detailed in section Attachment F: Mandatory Requirements of the RFP narrative. The Vendor response template and excel file labelled as Attachment F - Mandatory Requirements also provides further instruction on the tabs titled, '1. Worksheet Instructions' and '2. Worksheet Information'.
52	The bulleted Subsection requirements below from the RFP do not match the categories in Attachment G itself. For example, In Attachment G "Business Rules Management" is followed by "Fund". However, in the RFP page 43, "Business Rules Management" is followed by Data Integration. There are more discrepancies throughout. Please confirm then that Vendors should follow the subsection sequence from Attachment G, and not RFP page 43.	Vendors may follow either the sequence of categories detailed in the RFP or in Supplement Two - Detailed Requirements. Vendors should bear in mind that regardless of the approach they take they should keep the worksheet instructions and worksheet information in mind when completing responding to the RFP.
53	Please confirm this is same requirement. [Attachment G, page 43 bulleted list says "Provider Capitation Payment, while Supplement Two, Column C says "Provider Capitation Verification".]	Yes, these refer to the same set of requirements. Attachment G within the RFP has been updated to help ensure consistency between the two documents.
54	Table 2 content items are not in same order as when presented in the Attachments themselves. For example in Table 2 for Attachment B, the Subcontractor Letters follow the Title Page. However in Attachment B, Vendor Information follows the Title Page. Also Executive Summary does not appear in Table 2 for Attachment B in the contents section, but it's in Attachment B. Please confirm that Vendors should follow the sequence of the Attachments themselves and not Table 2.	Table 2: Expected Proposal Sections and Content Structure has been updated.
55	Sections 4.10.1 Vendor (Prime) References Form (p.16), 4.10.2 Subcontractor References (p.18) and 4.11 Financial Stability (p.19) seem to be same requirements as in Attachment C: Vendor Qualifications and Experience. Please confirm that Vendors should only be responding to Attachment C.	Vendors should use Attachment C to respond to this requirement.
56	Please confirm that sending an email to the Solicitation Coordinator upon proposal submission is sufficient.	An email to the Solicitation Coordinator would be sufficient. Vendors are encouraged to provide a redacted version of the technical proposal 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.
57	"Section Five: Award of the Contract" has a signature requirement on page 21. Please advise where in the proposal this should be included. Would a section titled "Additional Information" included at the end of Technical Proposals suffice?	The signature noted in this section is specific to the contract signature. The contract associated with this solicitation will be presented for approval subsequent to the solicitation's 'Intent to Award'. This section does not require a signature prior to the 'Proposal Submission Due Date' noted in the RFP Schedule of Events.
58	In Figure 1 of the RFP an example of expected RFP response format is provided. The RFP paragraph starting with "Refer to the relevant business requirements..." appears after the main subheadings, such as "Accounts Payable Information and Disbursement". Please confirm that the paragraph ought to be repeated only after each main subheading and not with each ID Response, such as BF-001, BF-002, etc.	That interpretation is acceptable. To ensure that each proposal addresses the required sections of the RFP, vendors should identify and address each RFP requirement using the associated requirement identification number and language. The vendor should provide its proposed solution or response to the requirements in-line. Please note that vendors are expected to provide a 'one-to-one' response; in other words, each requirement should be easily identifiable with a corresponding response.

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59	<p>In Attachment D Section 3 of the main RFP (page 38) identifies the bulleted list of positions as being “led by key staff identified in the list below.” This infers that all positions listed are key personnel.</p> <p>However, in Appendix 2 page 114, the positions listed all are named as key staff, except for the Documentation Management Lead, Quality Assurance Manager, Test Manager and Information Security Architect / Privacy Data Protection Officer.</p> <p>Please confirm that the positions listed above from Appendix 2 are in fact not key staff.</p>	<p>Key staff are detailed in Attachment D Section 3 and in Appendix 2 of the RFP. The discrepancy noted in the Vendor’s question does not appear to exist in either section.</p>
60	<p>Can Bidders exclude each of the following from the sequential numbering requirement:</p> <ul style="list-style-type: none"> a) signed forms b) attachments c) tables of contents d) tabs 	<p>All pages, except preprinted technical inserts, should be sequentially numbered.</p>
61	<p>We will be submitting some pre-existing documents (e.g., financial reports) that have existing page numbering and some pages may not be numbered. Because these are long and complex documents, may we leave them unaltered?</p>	<p>Yes.</p>
62	<p>Please confirm whether each of the following are included in the page limits:</p> <ul style="list-style-type: none"> a) tabs b) title page c) tables of contents 	<p>The page limits do not apply to the following: Attachment C: Vendor Qualifications & Experience; Attachment D: Project Organization and Staffing; Attachment E: Initial Project Schedule; Attachment K: Terms and Conditions Template; and Sample Reports. Tabs, title page, and the table of contents are included in the total page count and should not exceed 550 total pages. The page limit counts front and back of each sheet as a separate page.</p>
63	<p>Given the length of our audited financial statements (more than 200 pages), can Bidders provide these documents in electronic format only?</p>	<p>No.</p>
64	<p>Can we number the proposal pages sequentially by section?</p>	<p>Yes. Please be sure if this approach is taken that the attachment and section are noted on the page.</p>
65	<p>The example on page 8 of the RFP does not include clear instructions on where and how to place the responses to the bullets on pages 8-9. It only seems to address examples of responding to the detailed requirements.</p> <p>Please provide an example of the expected response format to be used to when referring to Section 3.0 Scope of Work in the attachments.</p>	<p>Please refer to Figure 1: Example of Expected RFP Response Format and Attachments F-J of the RFP for more detailed instructions. The instructions for responding in-line with each requirement can also be found in the Worksheet Instructions tab of Supplement Two.</p>
66	<p>The example on page 8 of the RFP does not include clear instructions on where and how to place the responses to the bullets on pages 8-9. It only seems to address examples of responding to the detailed requirements.</p> <p>Please provide an example of the expected response format to be used to when referring to a mandatory requirement in other attachments.</p>	<p>Please refer to Figure 1: Example of Expected RFP Response Format and Attachments F-J of the RFP for more detailed instructions. The instructions for responding in-line with each requirement can also be found in the Worksheet Instructions tab of Supplement Two.</p> <p>Instructions for completing Attachment F: Mandatory Requirements are detailed in section Attachment F: Mandatory Requirements of the RFP narrative. The Vendor response template and excel file labelled as Attachment F - Mandatory Requirements also provides further instruction on the tabs titled, '1. Worksheet Instructions' and '2. Worksheet Information'.</p>
67	<p>The example on page 8 of the RFP does not include clear instructions on where and how to place the responses to the bullets on pages 8-9. It only seems to address examples of responding to the detailed requirements.</p> <p>Please provide an example of the expected response format to be used to when responding to any content requested within the attachment /response templates</p>	<p>Please refer to Figure 1: Example of Expected RFP Response Format and Attachments F-J of the RFP for more detailed instructions. The instructions for responding in-line with each requirement can also be found in the Worksheet Instructions tab of Supplement Two.</p>
68	<p>The questions do not indicate which requirement/activity is being referenced. Please provide additional context to the response to indicate what was being clarified.</p>	<p>ASES or PRMP will be responsible for these tasks.</p>
69	<p>Please confirm that ‘normal business hours’ are Monday through Friday.</p>	<p>Yes, normal business hours are Monday through Friday. Table 25: SLA Terms and Definitions of the RFP has been updated to reflect a definition of 'Normal Business Hours'.</p>
70	<p>How many calls are expected per month?</p>	<p>The vendor should utilize their experience supporting similar solutions to help determine an appropriate level of staffing for the Help Desk.</p>

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71	<p>This appears to be an extremely low volume help desk (supporting users but no providers or members) that could be disproportionately affected by a system outage, but has extremely high SLA's. We clearly understand the need for superior help desk services and want to deliver the best value solution. Can the help desk SLA's be modified during the negotiation period?</p> <p>[The vendor must provide and staff a toll-free Help Desk for reporting all system deficiencies. The Help Desk must be available 100% of the time during normal business hours of 6:00 a.m. to 7:00 p.m. Atlantic Standard Time (AST)]</p>	<p>As detailed in Appendix 3: "SLAs and associated Key Performance Indicators (KPIs) may be added or adjusted by mutual agreement during the term of the Contract to align with business objectives, organizational objectives, and technological changes. 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 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. "</p>
72	<p>Since the solution requested appears not to be one generally accessed by members or providers, please help us understand the LEP user community we would be supporting?</p>	<p>The solution should use English as the primary language for all user interfaces, notifications, and messages. The majority of authorized solution users from PRMP and ASES are bilingual.</p>
73	<p>Please describe expectations on how the cost data and supporting documentation for FQHCs should be used within the solution.</p>	<p>This level of detail will be discussed as a part of the solution's design phase.</p>
74	<p>Based on this RFP statement, is it correct to assume there are no services that are processed as fee-for-service (FFS) by any entity either listed on pages 51-52 or not? Any FFS claims or services for MCO clients that are considered "carve out" services from MCO capitation to be processed as a FFS claim?</p> <p>Please confirm that the Vendor is not responsible for adjudicating these claims.</p> <p>[PRMP operates completely under a managed care model. Under the managed care model, ASES contracts with four (4) MCOs to delegate the execution of some functions of the MITA business processes.]</p>	<p>PRMP operates under a managed care model; although there are some specialty drugs and other services are paid on a fee-for-service basis using the MCOs as pass-through entities. Many of the hospitals are also contracted on a per diem basis.</p>
75	<p>Will there be an opportunity for Vendor and the PRDoH to mutually agree upon final contract terms and conditions before executing the contract?</p>	<p>PRDoH will consider revisions and additions to the contract.</p> <p>Please note that the draft proforma contract detailed in Appendix 7 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 Draft Contract 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>
76	<p>Per PRDoH's answer to Vendor's question # 38 in Amendment 1 to the RFP; it wasn't clear whether Vendor can propose a Limitation of Liability provision. Will PRDoH please confirm Vendor can propose a Limitation of Liability provision?</p>	<p>PRDoH will consider revisions and additions to the contract.</p> <p>Please note that the draft proforma contract detailed in Appendix 7 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 Draft Contract 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>
77	<p>Will PRDoH consider adding a mutual Force Majeure provision?</p>	<p>PRDoH will consider revisions and additions to the contract.</p> <p>Please note that the draft proforma contract detailed in Appendix 7 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 Draft Contract 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>

ID	Question	Answer
78	Will PRDoH consider adding a mutual non-solicitation provision?	<p>PRDoH will consider revisions and additions to the contract.</p> <p>Please note that the draft proforma contract detailed in Appendix 7 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 Draft Contract 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>
79	<p>1. Would PRDoH consider a reasonable cap on the contract remedies?</p> <p>2. Would PRDoH confirm Vendor will be provided a reasonable minimum notice period and opportunity to cure before PRDoH will assess the applicable contract remedy?</p> <p>3. Would PRDoH confirm that it will only assess the contract remedy associated with a single SLA for a single performance event?</p>	<p>As detailed in Appendix 3: "SLAs and associated Key Performance Indicators (KPIs) may be added or adjusted by mutual agreement during the term of the Contract to align with business objectives, organizational objectives, and technological changes. 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 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."</p> <p>Appendix 3 also detailed the contract remedy associated with each SLA. Unless noted otherwise, Vendors may assume that an SLA's contract remedy applies only for a single performance event. Vendors are also encouraged to discuss their approach towards compliance with each SLA during the implementation phase of the project.</p>
80	Will PRDoH please confirm PRDoH and the Vendor will have the opportunity upon award to negotiate intellectual property (IP) terms that are applicable to and appropriate for the Vendor's proposed solution (for example, COTS, SaaS, pre-existing, independently developed, and/or third party IP) and reflect changes to the CMS rules that apply to that solution?	The Vendor should note any exceptions in alignment with the language provided in Attachment K.
81	To ensure the Contractor is not penalized for performing its obligations to PRDoH in accordance with the Contract, will PRDoH please confirm the Contractor's indemnity obligations only apply to third party claims for direct damages to the extent directly caused by Contractor's breach of contract or negligence in its performance of the contract?	<p>Please note that the draft proforma contract detailed in Appendix 7 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 Draft Contract 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>
82	Will PRDoH consider adding a COLA provision?	<p>The vendor should propose prices for each year of the contract based on its expectation of costs.</p> <p>Please note that the draft proforma contract detailed in Appendix 7 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 Draft Contract 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>
83	Will PRDoH confirm the parties will have the opportunity to negotiate warranty provisions that are applicable to and appropriate for the proposed solution?	<p>PRDoH will consider revisions and additions to the contract.</p> <p>Please note that the draft proforma contract detailed in Appendix 7 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 Draft Contract 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>

ID	Question	Answer
84	For the Vendor to provide competitive pricing and for PRDoH and the Contractor to work together to assess the impacts of changes to applicable law, regulations, policies, codes, statutes, standards, orders, rules, etc. and how best to address them, will PRDoH please confirm that subsequent changes after the RFP due date will be managed via the change management process or an amendment in which the parties will agree on the system, schedule, scope, price, resource, and/or any other impacts?	Changes associated with the project and contract should be managed in alignment with PRMP's and the awarded Vendor's change management plan.
85	Please confirm that vendor is responsible for selecting and paying for the third party.	Correct, the Vendor is responsible for selecting and paying for the third party. Additionally, PRMP may elect to have a third party perform an independent audit and the awarded Vendor should be prepared to support this audit as is necessary.
86	Should the third party assessment include a SSAE-18 and SOC 2, Type 2 report?	Details for the required third party assessment are detailed throughout the RFP.
87	Please explain how claims/encounters will be received. Will they come already adjudicated from Gainwell? Will they be in a flat file or in a 837 post-adjudication format? Will pharmacy claims/encounters be received as a flat file or NCPDP?	This level of detail will be discussed as part of the solution's design phase.
88	Please explain whether this requirement is to produce or consume the 835. Who is the trading partner? What claims are included in the 835? [BF-002 The solution should support the Interface with Health Insurance Portability and Accountability Act (HIPAA) Version 5010 X12 835 claims payment and remittance advice business processing.]	The vendor should describe how the proposed solution handles HIPAA Version 5010 X12 835 claims payment and remittance advice business processing in support of the requested solution.
89	Please clarify what types of provider payments are in scope for the vendor?	This level of detail will be discussed as part of the solution's design phase.
90	Which bank account is used? Is the vendor responsible for providing a bank account?	The vendor is not responsible for providing a bank account.
91	Please clarify whether this is a requirement for the vendor to use an ECM provided by PMRP? What document management API is being referred to? [TC-005 The solution's Enterprise Content Management (ECM) and Document Management component should provide the ability to communicate with the document management Application Program Interface (API).]	The proposed solution should have an Electronic Content Management (ECM) and Document Management component that provides the ability to communicate with other solutions through the use of an Application Program Interface (API).
92	Is this a requirement to implement access according to the May 2020 Interoperability and Patient Access final rule via FHIR? [TC-010 The solution's information should be accessible to its current beneficiaries or the beneficiaries' personal representative through the Application Programming Interface (API), and include, but not limited to: a. All encounters data on the beneficiary, including encounters data from any network providers the health plan is compensating on the basis of capitation payments and adjudicated claims data from any subcontractors b. Encounters from providers compensated on the basis of capitation payments posted no later than one (1) business day after receiving the data from providers c. Data concerning claims data for payment decisions that may be appealed, were appealed, or are in the process of appeal, and provider remittances and member cost sharing pertaining to such claims, no later than one (1) business day after a claim is processed]	Yes.
93	Attachment D requires an initial staffing plan. Please confirm this is a requirement to elaborate and maintain the staffing information after contract award.	The instructions for responding to Attachment D are detailed within Attachment D: Project Organization and Staffing. There are also requirements that may relate to Attachment D detailed in Supplement Two.
94	Please explain the use cases for HL7 that the vendor would have to support.	The solution may be receiving electronic health information to aid in completing the requirements detailed within this RFP. PRMP recommends reviewing the RFP in more detail.
95	Can technology refreshes be billed as a change order or are they to be included in the bid price?	Technology refresh costs should be included in the bid price and be part of the vendor's operations pricing.
96	Is this 1.5% reduced after the vendor invoices and the vendor is instead just paid 98.5% of their invoice?	Yes, the total invoice amount relating to services and goods would receive a 1.5% deduction. Licensing and software related costs would not be subject to this deduction.
97	The latest posted Attachment A does not seem to calculate. Please provide an updated Attachment A.	The formulas in Attachment A - Cost Proposal - Amendment 1 all appear to be present.

ID	Question	Answer
98	<p>Will the three (3) optional two-year extensions exercised unilaterally by the agency or are they subject to mutual agreement of the parties? If they are exercised unilaterally, what notice is provided to the contractor prior to the exercising the option? If the options are subject to mutual agreement, are the terms of the extension subject to negotiation? If not, what is the process for that negotiation?</p>	<p>Execution of the optional two-year extensions will require mutual agreement of both parties, and will be subject to negotiation. This negotiation will be similar to that which occurs as a part of the initial contract execution.</p>
99	<p>Will PRDoH please modify Section 21 as follows? "Copy of all policies certificates of insurance will be part of this Agreement's file."</p>	<p>Please note that the draft proforma contract is a draft of the future contract for this RFP. Subsequent to issuance of the RFP's 'Intent to Award', PRDoH will provide an updated Proforma Contract for the Vendors review. Vendors should be aware that the contract will contain clauses that PRDoH is unable to modify due to local laws and regulations.</p>
100	<p>How is the percentage for the 5 Global Criteria going to be applied to the vendors? For example, for Criteria 1, how will the 55 total points be distributed across the requirements?</p>	<p>The points assigned to each global criterion will be distributed based on the Vendor's proposed response to each criterion.</p>
101	<p>Please describe the existing remote control capabilities.</p>	<p>This will be discussed in further as a part of the solution's design phase.</p>
102	<p>Are support personnel (in requirement a.) employed by PRMP or by the selected vendor? [The solution should securely support the Puerto Rico Medicaid Program's (PRMP's) existing remote control capabilities deployed for any type of client workstation, including, but not limited to: a. Support personnel's ability to take over the authorized solution user device for troubleshooting and support]</p>	<p>This will be discussed in further as a part of the solution's design phase.</p>
103	<p>The original due date for the proposals was August 30, 2021. However, a 30 day extension will make the due date September 29, 2021. Could you please confirm the due date now is Monday, September 20th?</p>	<p>The due date for the proposal is detailed within the RFP Schedule of Events.</p>
104	<p>Is it permissible for a bidder to submit a Key Staff candidate who has the required experience in project management and is in the process of obtaining project management certification?</p>	<p>PRMP will consider alternative arrangements, to staff qualifications, experience, and responsibilities as long as the time staff are present and devoted to the project is sufficient to meet the responsibilities, performance expectations, and system requirements of this RFP.</p>
105	<p>The requirement implies there is an MDM solution in place or planned to be in place, but requirements DM-043 - DM-049 refer to the solution's MDM component. Please clarify the expectation of this RFP with regard to a MDM. [The solution should have the capability to integrate with Master Data Management (MDM) technology for Enterprise Master Person Index (EMPI) implemented as part of the Puerto Rico Medicaid Program (PRMP) Hub in a centralized or registry style implementation.]</p>	<p>This will be discussed in further as a part of the solution's design phase.</p>
106	<p>The requirement requests integration with a Data Hub. Does the Data Hub exist? Please describe the Data Hub technology and architecture to which this solution is intended to integrate. [The solution should have the capability to integrate with the Puerto Rico Medicaid Program (PRMP) Data Hub to perform syntactic and semantic hub-based transformation of messages, including, but not limited to: a. Support of taxonomy b. Support of ontology c. Reusable transformation maps d. Built-in transformation functions e. Extending the transformation function with custom-coded logic f. Support for business to business (B2B) project translation including, but not limited to Electronic Data Interchange (EDI), RosettaNet, and Health Level Seven (HL7)]</p>	<p>This will be discussed in further as a part of the solution's design phase.</p>
107	<p>Traditional MMIS FFS claim-related processing takes into account Medicaid's status to be the payer of last resort. As Managed Care Organizations process their claims, they too traditionally take into consideration entity allocation as part of pricing the service. Please clarify PRMP's requirement around payer of last resort for Encounters.</p>	<p>This will be discussed in further as a part of the solution's design phase.</p>
108	<p>Is the vendor responsible for verifying the FQHC/RHC encounter claim meets face-to-face criteria or is it to be assumed the paid FQHC/RHC encounter claim received from the MCO/MAO for claims processing was paid according to the PR state plan policy rules?</p>	<p>The vendor is responsible for verifying the FQHC/RHC encounter claims received from MCOs/MAOs for claims processing are paid according to PRMPs policy rules.</p>
109	<p>Is it expected the vendor perform shadow pricing associated to FQHC/RHC encounter claims?</p>	<p>This level of detail will be discussed as part of the solution's design phase.</p>

ID	Question	Answer
110	Is it expected the rate setting contractor for PRMP will do all rate setting and rate setting adjustment calculations to the PPS rate and the selected vendor will simply receive the PPS rate to calculate the FQHC/RHC wraparound payment?	Rate setting and rate setting adjustment calculations to the PPS are performed by the rate setting contractor for PRMP. The selected vendor will receive said rates for the FQHC/RHC wraparound payments.
111	What situation would require the vendor to send an EFT to a provider? Does the vendor need to be able to support paper checks?	This level of detail will be discussed as part of the solution's design phase.
112	Is the vendor managing the bank accounts and bank reconciliation?	No.
113	Is the vendor responsible for determining and paying all the non-premium payments?	The vendor is responsible for using information related to non-premium payments in various ways including, but not limited to, functions related to reporting and Payment Error Rate Measurement as detailed further in Supplement Two.
114	Will PBM still be producing and delivering prescription drug payments to the carriers?	Yes.
115	What non-premium payments will the vendor receive? How will the vendor receive this information?	PRMP expects the vendor to propose a solution that will accommodate a range of formats for the receipt of data. The details of this process will be discussed as a part of the solution's design discussion.
116	Is the vendor responsible for administering the withholding and compliance disbursement of the Retentions?	This level of detail will be discussed as part of the solution's design phase.
117	Can PRMP confirm if a signature is required in Section 5.6 - Disclosure of Response Contents? We do not see a placeholder for a signature in this section.	The signature noted in this section is specific to the contract signature. The contract associated with this solicitation will be presented for approval subsequent to the solicitation's 'Intent to Award'. This section does not require a signature prior to the 'Proposal Submission Due Date' noted in the RFP Schedule of Events.
118	Can the client clarify if this page needs to be included in the Technical Proposal? If so, please specify where the attachment needs to be included.	The Disclosure of Response Contents should be included in the Technical Proposal Response within Attachment B. Table 2 and Attachment B of the RFP have been updated.
119	To differentiate the client question from the vendor response can we highlight the client question in a grey box?	Yes, this format was provided as an example.
120	Does PRMP expect a separate copy of the Technical Response with redacted information (blacked out) or do you want us to only submit the list of sections that are confidential?	Vendors are encouraged to provide a redacted version of the technical proposal 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.

*Disclaimer: For questions that reference a specific section or text of the RFP, the related RFP text was inserted in brackets below the question.