ID	Question	Answer
1.	Can you please clarify Section 3.14 of the RFP.	PRMP would like to clarify Section 3.14: Multiple Proposals of the RFP which states “A vendor must not submit multiple responses in different forms and or scopes and cannot submit separate proposals as a principal or subcontractor. If a vendor submits more than one proposal, the PRMP has the right to reject the proposals, as outlined in 3.10: The PRMP Right of Rejection.” PRMP does not plan to enforce its right to reject proposals that involve subcontractors that are included as part of multiple proposals; however, vendors who are proposing as a principal vendor cannot submit multiple proposals either as a principal vendor or subcontractor. PRMP reserves the right to disqualify proposals which violate this rule, as outlined in 3.10: The PRMP Right of Rejection.
2.	Vendors are required to submit responses inline on the Commonwealth provided attachments. Will the Commonwealth provide an Microsoft Word version of the RFP to ensure attachments and forms remain intact?	PRMP has posted a Microsoft Word version of the RFP document (inclusive of attachments and forms) to the procurement website.
3.	Based on historical precedent for MMIS module procurements, 7 1/2 weeks is insufficient time to adequately prepare and respond to an RFP of this significance. We respectively request that PRMP consider an extension of at least 4 weeks.	PRMP will extend the RFP submission date to May 3, 2023 at 4pm AST. The PRMP has updated the RFP schedule of events in the Amendment.
4.	A 2-year committed term for an MMIS module implementation is very abbreviated, compared to industry precedent. It also front-loads all of the investment curve for PRMP. Would PRMP consider a longer committed term? (of course subject to state and federal funding)	PRMP has decided not to change the contract base years and overall duration.
5.	Is it permissible to use a slightly bigger size font for headings and subheadings?	Vendors may use slightly larger size fonts for headings and subheadings but are still bound to the page restrictions and formatting requirements as listed in the RFP.
6.	Will the Commonwealth please consider allowing page numbers to be sequentially numbered within sections?	Vendors may sequentially page number within sections.
7.	The Commonwealth seems to imply that the end-to-end Enrollment Process is from the provider submission to the final decision. But in other instances, you seem to be defining "enrollment" as the final decision and communication AFTER the other processes (screening, credentialing, and credentialing committee) have been completed. If vendors need to agree to this SLA performance, it is important that we have clarity on the definition of "enrollment" in this SLA context. Can you please provide this clarity? Reference: Attachment F Outcomes Traceability Matrix – PRMP3	For the purposes of SLA-014 and SLA-015 enroll refers to all the activities detailed in Figure 7 of the RFP including up to and prior to the passed screening decision. At times the terms "enroll" or "enrollment" are used interchangeably throughout the RFP. Within Figure 7, the first instance of enrollment may be categorized as including and up to successful provider screening through the CPEC system. The second instance of enrollment may be categorized as the result of successfully completing initial screening and then applicable credentialing, when a provider is allowed to contract with MCOs after being enrolled through the CPEC system.
8.	Can PRMP please provide more information on where this information is stored? Single or multiple systems? Single or multiple vendors? Reference: 4.2.1 Business Specifications – Support financial functions, including • Access financial statements including remittance advice, tax forms, accounts payable, and accounts receivable	This information is stored within the existing MMIS, and potentially in existing MCO solutions that support enrollment and credentialing activities.
9.	How does the provider know that this information is required? Reference: 4.2.1 Business Specifications – Support financial functions, including • Ability to submit financial data including cost reports and other rate data necessary to support financial business functions	Providers would be prompted to include this required information when submitting applications.
10.	Please confirm if the Provider Enrollment and Provider Management Operational work currently done by Intervoice is included in this RFP.	PRMP expects the CPEC vendor to conduct all work outlined in this RFP.
11.	Section 4.3 indicates that T&Cs are non-negotiable, and p. 44 likewise indicates that the Cost Proposal "should not include exceptions and additional terms and conditions". However, Attachment I on p. 72 appears 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.	Per Attachment I, Section 6 - Exceptions, under "Instructions" - "Mandatory specifications and terms noted in this RFP are non-negotiable." Therefore, the bidder may include exceptions but not to terms deemed mandatory or non-negotiable in the RFP and Appendix 7, except for SLAs. The bidder may propose exceptions and changes to SLAs in Attachment I, Section 6 under Exceptions for further discussion. The vendor must provide a justification with their exception. Further, per the instructions of Attachment F, the vendor must respond with “Will Meet” for each outcome for the proposal to be considered responsive to PRMP requirements and be further evaluated. By

ID	Question	Answer
		stating "Will Meet" in the OTM and then offering an exception with a justification, the vendor is agreeing to comply with the terms of the SLAs as written but could propose a revision that PRMP may accept or reject at its discretion. The vendor's proposed revision must still satisfy all the required outcomes and CFRs associated with this RFP. PRMP will not negotiate SLA terms during the Q&A period but will provide clarification.
12.	Please clarify the correct point scoring for the Evaluation Criteria. Both the narrative and Table 4 identify total points of 1,150. However, the sum of the components equals 1,100.	The evaluation category point totals will remain the same. PRMP has updated the total points to 1,100. Refer to Section 5.2 of the RFP.
13.	As per section 6, it is permitted to send a redacted version protecting "trade secrets", should then item 4. under section 1 Title page be revised to consider that only the redacted version would become public?	If a vendor provides a redacted copy of their proposal along with an unredacted copy, PRMP will publish the redacted copy of the proposal. Refer to Attachment B of the RFP.
14.	Would workflow systems used exclusively by contractor/ subcontractor staff need to meet the Section 508 requirement, or does this only pertain to the applications that are accessed/used by providers and members of PRMP?	Applications used directly in support of this contract are required to comply with the Section 508 requirement.
15.	Please confirm if the Commonwealth prefers Attachment F to be submitted as a separate Excel document from the Technical Proposal.	PRMP prefers vendors submit Attachment F as a separate Excel document from the Technical Proposal.
16.	As PRMP is requesting a SaaS/COTS solution, please confirm that this clause is only referring to retention of ownership of data, materials and licenses that Puerto Rico has provided (rather than the vendor) as in a COTS solution, the vendor would retain ownership of its software and solution and not transfer ownership of the license or any underlying components to PRMP, only the right to use during the term of the agreement , and upon termination, the continued use of the same is subject to a license agreement and applicable fees.	PRMP can confirm that the clause in question refers to the retention of ownership of data, materials, work product, and licenses that Puerto Rico has provided plus any configuration, additions, and other specific design elements for PRMP, and upon termination, the continued use of the same is subject to a license agreement and applicable fees.
17.	Can you please share the terms of the bond that would be required, in order to get a quote for the same? (i.e. is it a percentage of the DDI vs overall contract value? Are there any particular provisions required?)	If required, the terms of the performance bond will be discussed between after award notification.
18.	Can we assume that the Puerto Rican Spanish version requirement would only apply for end user facing documents?	The requirement for the vendor to produce specific documents in both English and the Puerto Rican Spanish dialect is only applicable to end user facing documents.
19.	Will the Commonwealth please provide further detail and clarity? Reference: SLA004 MCO Notification	The system will be responsible for notifying MCOs, according to the performance standard, when providers have been released. PRMP has updated the applicable SLA in the RFP to clarify that the system should perform this task.
20.	The text reads as follows: KPIs are identified within each SLA and are to be measured and reported each month by the vendor in the Weekly Status Reports. Timely Weekly Project Status Reports. Can you please confirm that the SLAs are to be reported Monthly and not on a Weekly basis.	PRMP expects vendors to report on SLAs in the Weekly Status Report. PRMP also expects the vendor to provide a monthly overview of SLA performance as part of the last Weekly Status Report of each month.
21.	Vendor can respond for timeliness of the deliverables, but acceptance by PRMP is beyond its control.	SLAs related to deliverables have been updated to remove the reference to "acceptance by PRMP." Refer to Appendix 2: Deliverable Review Process and Deliverable Dictionary.
22.	Will a Performance and Payment Contract Bond be required for project implementation?	If required, the terms of the performance bond will be discussed after award notification.
23.	Could you please provide the amounts for the respective insurance categories?	PRMP has updated the insurance amounts included in the RFP. Refer to Appendix 7 of the RFP.
24.	Please provide additional description of the pending legislation including the Commonwealth's understanding of the potential impact to the CPEC solution so that vendors can adequately scope their CPEC solution offerings.	The impacts associated with the pending legislation are in the RFP's specifications. Refer to P. de la C. 1459 in the Procurement Library.
25.	If a "2" is selected as Year of Purchase (in Column H of the Cost Proposal), then it appears that the procurement cost is not getting reflected in the Column I cost. Please clarify or correct the spreadsheet. Reference: Cost Proposal – Hardware	PRMP has updated the cost proposal. Refer to Attachment A: Cost Proposal_Amendment 1.
26.	Realizing that this is a cloud-based model, how does the vendor represent Hardware refresh cost, if it is needed anytime during the 6-year term?	Vendors should blend hardware refresh costs into the Hardware worksheet of the cost proposal. PRMP has updated the instructions in the cost proposal updated to clarify this approach.

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27.	CVO services would involve DDI costs, such as for primary source verification, and development/integration work to connect the CVO with the vendor's Medicaid system. Where should the vendor put such CVO DDI cost, since those cells are blacked out? Should DDI costs go into the Project Deliverable tab of the Cost Proposal?	Vendors should build the DDI costs for CVO services, as specified in the RFP, into the Project Deliverables worksheet. Refer to Attachment A: Cost Proposal_Amendment 1.
28.	In the CVO Operations tab of the Cost Proposal, there is only a place for an event transaction price. Credentialing usually consists of an event transaction price and a fixed price (for example credentialing committee fees). Where do we put the fixed price?	The CVO Operations tab includes a section for Passed on Costs where the vendor should specify the fixed fees associated with credentialing activities including credentialing committee fees and other associated costs.
29.	What data is expected to be populated in the Attachment & Attachment Section fields of the Cost Proposal?	The vendor should document which narrative attachment and section of the narrative attachment includes references aligning to the cost proposal.
30.	If a "2" is selected as Year of Purchase (in Column H of the Cost Proposal), then it appears that the procurement cost is not getting reflected in the Column I cost. Please clarify or correct the spreadsheet. Reference: Cost Proposal – Package Software	PRMP has updated the cost proposal. Refer to Attachment A: Cost Proposal_Amendment 1.
31.	What data is expected to be populated in the Attachment & Attachment Section fields of the Cost Proposal?	The vendor should document which narrative attachment and section of the narrative attachment includes references aligning to the cost proposal.
32.	Prices are to be provided on annual basis. However, it is assumed that these will be billed and paid on a monthly basis. Please confirm.	The vendor should conduct invoicing monthly. PRMP designed the cost proposal to give a yearly overview, so in places where the vendor might input expected monthly costs, the formulas will calculate an estimated annual cost. The annual amounts included in the cost proposal are not to be exceeded.
33.	On the cost Summary tab of the Cost Proposal, one month's worth of "monthly recurring cost" from tab 4 Project Deliverables column H is getting added into implementation cost in year 1 (cell C13). Then, 12 month cost from column H is added cell D13, causing a double counting of cost for one month. Please clarify/rectify.	PRMP has updated the cost proposal formulas. Refer to Attachment A: Cost Proposal_Amendment 1
34.	On tab 5 Maint & Ops Support of the Cost Proposal the M&O cost is accumulated based on forecasted consumption of hours to be quoted for various resources. What will be the impact on Monthly billing if the actual consumption is more or less than quoted hours?	The vendor will invoice based on actual work and hours completed, not to exceed the amount specified in the cost proposal.
35.	In the "Operations-CVO Services" tab of the Cost Proposal, there is a table in Columns P to V titled "Operations - Passed on Costs". The instructions only state that this should represent passed on costs associated with enrollment and credentialing activities: (a) can you please provide an example of what you're referring to? (b) Should theses be added to the "2. Cost Summary" tab?	The CVO Operations tab includes a section for Passed on Costs where the vendor should specify the fixed fees associated with credentialing activities including credentialing committee fees and other associated costs. PRMP has updated the worksheet and the associated costs are reflected in the cost summary.
36.	The Year 1 cost section in table "Operations - CVO Services" of the Cost Proposal is blacked out. Please specify the reason and thought process behind the blacked out cells. Is it assumed that CVO services will not commence until year 2?	The CVO Operations tab includes a section for Passed on Costs where the vendor should specify the fixed fees associated with credentialing activities including credentialing committee fees and other associated costs. PRMP has updated the worksheet and the associated costs are reflected in the cost summary.
37.	The volumes in the cost proposal for enrollment and credentialing is kept at 1,200 per month (1,000 in <1,000 volume band and 200 in >1,000 volume band. This yields an annual volume of 14,400 which is lower that 15,000 specified in description below the table. Please clarify	PRMP has updated the expected monthly volume for enrollment and credentialing activities to 1,250 providers per month, totaling 15,000 annually.
38.	In the table "Operations - Passed on Costs" of the Cost Proposal there are two lines both reading "All enrollment activities: # providers annually". Please clarify.	The CVO Operations tab includes a section for Passed on Costs where the vendor should specify the fixed fees associated with credentialing activities including credentialing committee fees and other associated costs. PRMP has updated the worksheet and the associated costs will be reflected in the cost summary.
39.	Please confirm the scope of this RFP includes staff to process enrollments and provider updates (as required).	Yes, as described in Section 4 of the RFP, the vendors is expected to staff and perform services related to managing provider enrollment and credentialing and other associated activities.
40.	If the scope of this RFP includes enrollment staffing, please clarify that the 5 day threshold includes RTP time as this is typically considered a factor outside the vendor's control.	PRMP has removed the reference to RTP time from the RFP. Refer to Appendix 3 and the OTM_Amendment 1.

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41.	Return to Provider time is commonly considered outside the vendors control. Can you please clarify if that is the case for this outcome? Reference: Attachment F - Outcome Traceability Matrix – PRMP4: Time to credential providers upon initial application with Return to Provider time included	PRMP has removed the reference to RTP time from the RFP. Refer to Appendix 3 and the OTM_Amendment 1.
42.	Return to Provider time is commonly considered outside the vendors control. Can you please clarify if that is the case for this outcome? Reference: Attachment F - Outcome Traceability Matrix – PRMP4: Time to recredential providers from point of submission with Return to Provider time included	PRMP has removed the reference to RTP time from the RFP. Refer to Appendix 3 and the OTM_Amendment 1.
43.	Based on the level of complexity and detail of the RFP, we would like to request a 30-day extension to allow our team and partners more time to create our best approach to supporting this critical initiative.	PRMP will extend the RFP submission date to May 3, 2023 at 4pm AST. PRMP has updated the RFP schedule of events in the Amendment.
44.	Please confirm that the current PEP interfaces would continue to be required as part of the CPEC solution implementation.	The information sourced via the existing PEP interfaces will still be needed in support of the CPEC solution.
45.	Please describe which current PEP interfaces require manual interactions. Please clarify if there are any current PEP interfaces that would continue as part of the CPEC solution that cannot be automated due to interface limitations.	There are currently multiple PEP interfaces which require manual interactions including, but not limited to the Mental Health and Addiction Services Administration (ASSMCA) and the Office of Regulation and Certification of Health Professionals (ORCPS). PRMP encourages the CPEC vendor to implement and operate a system that promotes automation wherever possible.
46.	Does the PRMP envision the current Provider Enrollment Portal (PEP) that was launched in April 2020 being decommissioned and replaced by the CPEC solution?	If necessary, PRMP envisions decommissioning the current PEP and replacing it with the CPEC solution, unless the proposed solution allows for leverage and reuse of the existing solution. That proposed solution should still fulfill the entirety of the specifications included in the RFP.
47.	Does the PRMP require that the Centralized Provider Enrollment and Credentialing (CPEC) operations be conducted on-site within the Commonwealth of Puerto Rico?	Refer to Appendix 4 of the RFP for guidance on onsite expectations for vendor staff. The PRMP will consider alternative arrangements if the time staff are present and devoted is sufficient to meet the operational responsibilities, performance expectations, and system requirements of this RFP.
48.	Will the PRMP require all existing Medicaid providers to re-enroll and go through the new CPEC process (outside of the normal revalidation timeframe) once the CPEC solution is established? Or does PRMP envision a migration of existing enrollment and credentialing data to the CPEC vendor once the CPEC is established?	PRMP envisions a migration of existing enrollment and credentialing data to the CPEC vendor once the CPEC solution is established.
49.	Please confirm that the CPEC module is required to send MCOs information on all new provider applicants at point of application, denied applications, and successfully enrolled/credentialed providers.	Confirmed. PRMP encourages RFP to consider RFP requirement language and local legislation relating to this topic. Refer to P. de la C. 1459 in the Procurement Library.
50.	Please confirm that the enterprise-service bus (ESB) for the PR MES integration is not expected to be provided by the CPEC vendor solution.	The CPEC vendor is not expected to provide an ESB to support their solution. Currently, PRMP's ESB needs are serviced through Gainwell's proprietary solution. The CPEC vendor is expected to integrate with this solution and moving forward is expected to integrate with whatever ESB that PRMP identifies as necessary. Refer to Section 4.2.2 Technical Specifications, PRMES Integration for additional details.
51.	Please provide additional details related to the expectations of the CPEC vendor for the conversion of legacy data (e.g. number of legacy data sources, number of records, data types, and years of historical data).	PRMP expects the CPEC vendor convert five years of legacy data from at least five institutions into the new CPEC solution. PRMP and the selected vendor will discuss additional details related to data conversion specifications after contract award. PRMP has updated Attachment A: Cost Proposal_Amendment 1 to include a worksheet detailing data conversion costs.
52.	Please clarify the extent of the vendor's scope with respect to provider enrollment. Is the vendor expected to provide the provider enrollment staff (to conduct screening, enrollment, revalidations, site visits), customer service functions and staff, customer service solutions (i.e., telephony, chat, email, etc.), and provider enrollment system functionality? Or is the vendor only expected to provide the provider enrollment system functionality with provider enrollment operations (conducting screening, enrollment, revalidations, customer service functions) being conducted by PRMP staff and/or another third party?	PRMP expects the CPEC vendor to develop and operate the system and provide the professional services to manage/conduct provider enrollment and credentialing activities as described in the RFP. PRMP does not expect the CPEC vendor to provide centralized help desk support for other PRMES solution components or the CPEC solution. PRMP expects the CPEC vendor to provide training and other associated support, as specified in the RFP. This response is not fully inclusive of all the CPEC vendor's responsibilities under this RFP and resulting contract. Refer to the RFP for additional details.

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53.	Please clarify the extent of the vendor's scope with respect to Help Desk functions? Is the vendor expected to provide centralized Help Desk support for other PRMES solution components? Or is the vendor only expected to provide Help Desk support for the CPEC solution?	PRMP does not expect the CPEC vendor to provide centralized help desk support for other PRMES solution components or the CPEC solution. PRMP expects the CPEC vendor to provide training and other associated support, as specified in the RFP.
54.	The matrix identifies various Outcomes with the following statement "a state user can….". for functions related to provider enrollment. Please clarify the delineation of responsibilities between state (PRMP) staff and the vendor for provider enrollment operations including accountability for the associated performance standards?	The vendor is accountable for complying with all the performance standards as defined in the OTM and RFP. PRMP intends for the performance standards and associated liquidated damages to hold the vendor accountable for meeting their contractual obligations in support of the defined outcomes.
55.	D22: Training Plan – Please provide the expected number of CPEC users and stakeholder group type(s) that the vendor will be required to train during the implementation period for each of the following user groups? -PRMP Staff -Other PRMP-identified stakeholders	Upon contract award, PRMP and the selected CPEC vendor will discuss the expected number and types of stakeholders the CPEC vendor will train. Examples of training groups include, but are not limited to, PRMP staff, contact center staff, and other support vendor staff.
56.	D41: Provider Satisfaction Survey – Would the PRMP consider revising the satisfaction survey requirement to the following?: "New providers will receive a satisfaction survey prompt within 10 days of completing a new application" We believe this will contribute to more efficient surveying of providers and actionable provider satisfaction data.	The bidder may propose exceptions and changes to SLAs in Attachment I, Section 6 under Exceptions for further discussion. The vendor must provide a justification with their exception. Further, per the instructions of Attachment F, the vendor must respond with "Will Meet" for each outcome for the proposal to be considered responsive to PRMP requirements and be further evaluated. By stating "Will Meet" in the OTM and then offering an exception with a justification, the vendor is agreeing to comply with the terms of the SLAs as written but could propose a revision that PRMP may accept or reject at its discretion. The vendor's proposed revision must still satisfy all the required outcomes and CFRs associated with this RFP. PRMP will not negotiate SLA terms during the Q&A period but will provide clarification.
57.	Please confirm that the 10% monthly payment reduction that the PRMP reserves the right to administer based on prior month violation(s) would be in addition to the SLAs liquidated damages listed in Table 21.	Yes.
58.	Please confirm that the 10% monthly payment reduction that the PRMP reserves the right to administer based on prior month violation(s) could be enforced irrespective of the numbers of SLAs missed and level of performance achieved against the SLAs.	Yes.
59.	Please confirm that the reference to "prior month violation(s)" is intended to mean the month that precedes the evaluated month and not any prior month over the term of the agreement. For example, June 2023 violations would be considered in context of July 2023.	The reference to "prior month violation(s)" is intended to mean the most recently evaluated month. For example, the vendor will submit its June SLA report to PRMP in July, PRMP will review the report, and PRMP will enforce liquidated damages for the prior month's performance (June) if applicable.
60.	Please clarify the measurement for SLA-016, Timeliness of Provider Credentialing – Is the SLA measurement and associated LD based on the weekly average time to credential providers or the 100% of providers being credentialed within 30 business days of initial application?	The measurement of the SLA is the 30 days to credential 100% of providers. PRMP has updated the SLA. Refer to Appendix 3.
61.	Please clarify the measurement for SLA-017, Timeliness of Provider Re-Credentialing – Is the SLA measurement and associated LD based on the weekly average time to credential providers or the 100% of providers being credentialed within 30 business days of initial application?	The measurement of the SLA is the 30 days to re-credential 100% of providers. PRMP has updated the SLA. Refer to Appendix 3.
62.	Please clarify the measurement for SLA-018, Timeliness of Provider Screening – Is the SLA measurement and associated LD based on the weekly average time to screen providers or the 100% of providers being screened within 5 business days of initial application?	The measurement of the SLA is the 5 days to screen 100% of providers. PRMP has updated the SLA. Refer to Appendix 3.
63.	SLA-026, Key Staff – Please confirm that this performance standard applies to the period prior to the contract start date.	SLA-026 covers key staff commitments originally made by the vendor as part of its RFP response.
64.	SLA-027, Key Staff – Please clarify if the term "removal" is intended to be synonymous with a key staff position becoming vacant.	For the purposes of SLA-027, "removal" is synonymous with a vacant position.
65.	Please confirm what is meant by "PRMES module [will] be incrementally implemented." Is this referring specifically to the CPEC solution? If so, please confirm the relevant implementation milestones.	PRMP is trying to avoid a "Big Bang" implementation style where improvements to PRMP's business processes are not realized until full go-live. PRMP would like to collaborate with the selected vendor to craft an implementation that would allow positive impact as early as possible and continuing throughout

ID	Question	Answer
		the project. Vendors are asked to propose and/or discuss options for this style of implementation.
66.	Please confirm the Commonwealth record retention policies relevant to the results of screening, credentialing, and other eligibility determination activities that must be maintained in the CPEC solution.	PRMP's specific record retention policies will be discussed PRMP and the selected vendor.
67.	This section references the integration of the vendor's proposed solution with the overall PRMES platform. The vendor is expected to support configuration and updates to the vendor's solution in support of other PRMES modules. What other PRMES modules are currently in place and, for those not yet implemented, what is the schedule for implementation of the remaining modules? Reference: Technical Specifications -- PRMES Integration	PRMP expects the CPEC solution to integrate at a minimum with the below sources within PRMP's MES: ▪ Enterprise Data Warehouse solution (Currently in DDI Phase --- Go-Live Date is TBD) ▪ MMIS Phase III solution (Currently in DDI Phase with a Go-Live date of January 2024) ▪ Existing MMIS Platform (Implemented) ▪ Others as defined by PRMP
68.	Would PRMP consider the addition of the following language? "The SLA evaluation period will begin when the CPEC vendor is in receipt of a 'clean' enrollment package that is ready for processing (i.e., an enrollment package that contains all required documents completed by the provider according to required standards)."	The bidder may propose exceptions and changes to SLAs in Attachment I, Section 6 under Exceptions for Further Discussion. The vendor must provide a justification with their exception. Further, per the instructions of Attachment F, the vendor must respond with "Will Meet" for each outcome for the proposal to be considered responsive to PRMP requirements and be further evaluated. By stating "Will Meet" in the OTM and then offering an exception with a justification, the vendor is agreeing to comply with the terms of the SLAs as written but could propose a revision that PRMP may accept or reject at its discretion. The vendor's proposed revision must still satisfy all the required outcomes and CFRs associated with this RFP. PRMP will not negotiate SLA terms during the Q&A period but will provide clarification.
69.	Would PRMP consider the addition of the following language? "The SLA evaluation period will begin when the CPEC vendor is in receipt of a 'clean' re-enrollment package that is ready for processing (i.e., a re-enrollment package that contains all required documents completed by the provider according to required standards)."	The bidder may propose exceptions and changes to SLAs in Attachment I, Section 6 under Exceptions for Further Discussion. The vendor must provide a justification with their exception. Further, per the instructions of Attachment F, the vendor must respond with "Will Meet" for each outcome for the proposal to be considered responsive to PRMP requirements and be further evaluated. By stating "Will Meet" in the OTM and then offering an exception with a justification, the vendor is agreeing to comply with the terms of the SLAs as written but could propose a revision that PRMP may accept or reject at its discretion. The vendor's proposed revision must still satisfy all the required outcomes and CFRs associated with this RFP. PRMP will not negotiate SLA terms during the Q&A period but will provide clarification.
70.	Would PRMP consider the addition of the following language? "The SLA evaluation period will begin when the CPEC vendor is in receipt of a 'clean' credentialing package that is ready for processing (i.e., a credentialing package that contains all required documents completed by the provider according to required standards)."	The bidder may propose exceptions and changes to SLAs in Attachment I, Section 6 under Exceptions for Further Discussion. The vendor must provide a justification with their exception. Further, per the instructions of Attachment F, the vendor must respond with "Will Meet" for each outcome for the proposal to be considered responsive to PRMP requirements and be further evaluated. By stating "Will Meet" in the OTM and then offering an exception with a justification, the vendor is agreeing to comply with the terms of the SLAs as written but could propose a revision that PRMP may accept or reject at its discretion. The vendor's proposed revision must still satisfy all the required outcomes and CFRs associated with this RFP. PRMP will not negotiate SLA terms during the Q&A period but will provide clarification.
71.	Would PRMP consider the addition of the following language? "The SLA evaluation period will begin when the CPEC vendor is in receipt of a 'clean' re-credentialing package that is ready for processing (i.e., a re-credentialing package that contains all required documents completed by the provider according to required standards)."	The bidder may propose exceptions and changes to SLAs in Attachment I, Section 6 under Exceptions for Further Discussion. The vendor must provide a justification with their exception. Further, per the instructions of Attachment F, the vendor must respond with "Will Meet" for each outcome for the proposal to be considered responsive to PRMP requirements and be further evaluated. By stating "Will Meet" in the OTM and then offering an exception with a justification, the vendor is agreeing to comply with the terms of the SLAs as written but could propose a revision that PRMP may accept or reject at its discretion. The vendor's proposed revision must still satisfy all the required outcomes and CFRs associated with this RFP. PRMP will not negotiate SLA terms during the Q&A period but will provide clarification.
72.	Would PRMP consider the addition of the following language? "The SLA evaluation period will begin when the CPEC vendor is in receipt of a 'clean' screening package that is ready for processing (i.e., a re-screening package that contains all required documents completed by the provider according to required standards)."	The bidder may propose exceptions and changes to SLAs in Attachment I, Section 6 under Exceptions for Further Discussion. The vendor must provide a justification with their exception. Further, per the instructions of Attachment F, the vendor must respond with "Will Meet" for each outcome for the proposal to be considered responsive to PRMP requirements and be further evaluated. By stating "Will Meet" in the OTM and then offering an exception with a justification, the vendor is agreeing to comply with the terms of the SLAs as written but could propose a revision that PRMP may accept or reject at its discretion. The vendor's proposed revision must still satisfy all the required outcomes and CFRs associated with this RFP.

ID	Question	Answer
		PRMP will not negotiate SLA terms during the Q&A period but will provide clarification.
73.	Under what circumstances would PRMP anticipate the usage of a performance bond and in what amount?	If required, the terms of the performance bond will be discussed after award notification.
74.	Given that this RFP requires a COTS solution, and that CMS considers Software-as-a-Service (SaaS) solutions as an acceptable delivery model for MMIS software, can vendors propose a SaaS solution for CPEC?	Yes, vendors may propose a SaaS solution for CPEC. The intent of this requirement is for vendors to propose a complete, working solution that requires—to the extent possible—only configuration for PRMP's specific needs. PRMP encourages vendors to propose solutions with this in mind.
75.	In the event that PRMP is agreeable to a SaaS solution for this RFP, would PRMP clarify turnover requirements in the context of a SaaS solution? Would PRMP agree to a transition of data and documentation to PRMP or PRMP-approved vendor at the end of the contract term in place of turnover of the solution?	PRMP is looking for a vendor who will support maintaining effective business operations through any transitions they may face. In the event of transition from the vendor for system and/or services, PRMP expects the vendor to provide all necessary data, knowledge, services, etc. to make that transition as smooth as possible for all parties involved. PRMP and the system vendor will discuss system turnover documentation after contract execution.
76.	Would PRMP allow vendors to negotiate insurance requirements that align with existing policies?	The insurance requirements are non-negotiable.
77.	Please confirm that any unused hours from the 20,000 annual modification and enhancement pool expire at the end of each contract year.	Unused enhancement hours expire at the end of each contract year. Refer to Attachment A.
78.	The Maintenance and Operations Support line of the Cost Proposal appears to be incorrectly linked to the Operations – CVO Services tab for years 2, 4, and 6. Would the PRMP please supply a corrected Attachment A?	PRMP has updated the cost proposal. Refer to Attachment A: Cost Proposal_Amendment 1.
79.	Tab 6 of the Cost Proposal references “Passed on Costs”. What costs are considered “Passed on”, and how will these costs be recovered	The CVO Operations tab includes a section for Passed on Costs where the vendor should specify the fixed fees associated with credentialing activities including credentialing committee fees and other associated costs. PRMP has updated the worksheet and the associated costs will be reflected in the cost summary. Vendors will invoice for these costs as part of their overall CVO services.
80.	The presentation states that “PRMP estimates 5,000 more enrollment applications” (and 6,000 additional out of state providers) – what is the time period during which these additional providers will be enrolled? How many enrollment applications does PRMP expect to receive each month during normal operations?	The PEP presentation from the Procurement Library includes information for service locations, not unique NPIs. Attachment A: Cost Proposal includes potential volumes as part of worksheet 7. Operations - CVO Services. The monthly volume of enrollment applications may fluctuate monthly.
81.	Please confirm the time period associated with the 1,945 total site visits stated in the presentation. How many site visits does PRMP expect to require completion each month during normal operations?	The PEP presentation from the Procurement Library includes information for service locations, not unique NPIs. PRMP expects the expected number of monthly site visits to be linked with the expected number of monthly enrollment applications. The monthly volume of site visits may fluctuate monthly.
82.	Please describe any current backlog, if any, of provider enrollment activities that the CPEC vendor will be expected to complete. For example, any activities that may have been paused due to the PHE but will resume following unwinding.	PRMP does not currently anticipate the CPEC vendor will be responsible for managing any current backlog.
83.	Will PRMP limit vendor’s aggregate liability at two times the total amount of fees paid to vendor under the agreement?	Refer to Appendix 7 for updated insurance amounts and aggregate liabilities under this RFP and resulting contract.
84.	Will PRMP cap liquidated damages incurred by vendor at 10% of the monthly invoice of the month in which the liquidated damages were incurred?	No.
85.	Will PRMP consider alternative proposals?	PRMP seeks to procure all necessary services at the most favorable and competitive prices. PRMP welcomes innovative proposals from vendors that will meet PRMP's needs. Vendor proposals must meet the Mandatory Specifications and other specifications of the RFP.
86.	When does PRMP anticipate CPEC system Go-Live?	PRMP has not projected an anticipated system go-live date. While the PRMP is interested in implementing this system’s functionality as soon as possible, vendors are expected to create an initial project schedule that balances the go-live timeline with critical project tasks, dependencies, and other items. Refer to Attachment H: Initial Project Schedule for further details.
87.	Can a vendor substitute any years of the mandatory requirement for “seven years of experience in operating and managing a provider enrollment and credentialing system” with commensurate state government contract experience as a qualifying factor?	Yes.

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88.	Can the Mandatory Qualification on experience be satisfied through the prime and its subcontractor experience combined?	Compliance with the Mandatory Qualifications may be met through a combination of experience between the prime vendors and its subcontractor.
89.	Would the PRMP consider utilizing the NASPO value point process and due diligence as a means to meet the Mandatory Qualifications?	PRMP will not consider utilizing the NASPO value point process and due diligence as a way for a vendor to meet the Mandatory Qualifications.
90.	Would PRMP consider flexibility on SLA expectations if options can be presented that are more cost effective?	The bidder may propose exceptions and changes to SLAs in Attachment I, Section 6 under Exceptions for Further Discussion. The vendor must provide a justification with their exception. Further, per the instructions of Attachment F, the vendor must respond with “Will Meet” for each outcome for the proposal to be considered responsive to PRMP requirements and be further evaluated. By stating "Will Meet" in the OTM and then offering an exception with a justification, the vendor is agreeing to comply with the terms of the SLAs as written but could propose a revision that PRMP may accept or reject at its discretion. The vendor's proposed revision must still satisfy all the required outcomes and CFRs associated with this RFP. PRMP will not negotiate SLA terms during the Q&A period but will provide clarification.
91.	How many other Commonwealth Agencies/Vendors can we expect to share data and/or collaborate with?	PRMP expects the vendor to share data and collaborate with multiple Commonwealth Agencies and vendors. The following are examples of Commonwealth agencies and vendors that PRMP expects the CPEC vendor to share data and/or collaborate with: CMS, MMIS vendors, Enterprise Data Warehouse (EDW) vendor, Local Hub, ASES, MCOs, MAOs, PBM, and licensing board. This is not an exhaustive list.
92.	Is there any expectation to receive or respond to direct inquiries from providers (i.e. contact center operations expectations)?	PRMP does not expect the CPEC vendor to provide centralized help desk support for other PRMES solution components or the CPEC solution. PRMP expects the CPEC vendor to provide training and other associated support, as specified in the RFP.
93.	As the industry moves to more modular solutions, there is an increasing adoption of telecommuting or remote workforce. Would PRMP consider accepting solutions taking advantage of a larger portion of the workforce being remote? This model would provide access to a greater number of qualified resources.	Refer to Appendix 4 of the RFP for guidance about on-site expectations for vendor staff. The PRMP will consider alternative arrangements if the time staff are present and devoted is sufficient to meet the operational responsibilities, performance expectations, and system requirements of this RFP.
94.	With PRMP focus on COTS products to support the technology efforts and ease through configuration, more distributed staffing models have emerged with leaders often overseeing staff in new ways, would the agency be open to alternative methods for addressing key personnel, for example, not having certain key personnel fully dedicated to the contract?	PRMP would be open to discussing alternative staffing plans during contracting. PRMP expects bidding vendors to provide staffing as stated in the proposal and may add additional options for PRMP's consideration. The PRMP will consider alternative arrangements if the time staff are present and devoted is sufficient to meet the operational responsibilities, performance expectations, and system requirements of this RFP.
95.	RFP states “Upon the PRMP’s request, the CPEC vendor must be able to produce specific documents in both English and Spanish using the Puerto Rican dialect.” Please confirm that would be documentation and not technology requirements.	The requirement for the vendor to produce specific documents in both English and the Puerto Rican Spanish dialect is only applicable to end user facing documents.
96.	The RFP states ‘All dates after the proposal submission due date are anticipatory Timeline’. Implementation with the complexity of this system could take 12 to 24 months, can PRMP confirm they are open to negotiation of these timeframes based on discussions with the selected vendor?	PRMP has not projected an anticipated system go-live date. While the PRMP is interested in implementing this system’s functionality as soon as possible, PRMP expects bidding vendors to create an initial project schedule that balances the go-live timeline with critical project tasks, dependencies, and other items. Refer to Attachment H: Initial Project Schedule for further details.
97.	Can PRMP share the insurance policy limits required or are these limits open to negotiation upon award?	PRMP has updated the insurance amounts included in the RFP. Refer to Appendix 7 of the RFP. The insurance requirements are non-negotiable.
98.	Will PRMP please provide a Word version of the response templates so bidders can complete in-line responses to each required section?	PRMP has posted a Microsoft Word version of the RFP document (inclusive of attachments and forms) to the procurement website.
99.	Please confirm that bidders don’t have to respond to each subsection within this section and only have to address the Scope of Work items as outlined in Attachment G, Response to SOW.	PRMP expects vendors to respond to the totality of Attachment G: Response to Statement of Work including the primary categories and subcategories. For example: Approach to M&O Specifications, the vendor must respond to every applicable specification in the section, including the listed subcategories of M&O, BC/DR, Transition, Turnover, Closeout, and Compliance
100.	Pertaining to existing system components within the Medicaid environment, will PRMP provide architecture diagrams, documentation, etc. related to the current system(s) for reference by prospective vendors?	PRMP and the selected vendor will discuss information pertaining to existing system components within the Medicaid environment as a part of the CPEC solution's design and implementation phase.
101.	Will PRMP please elaborate on the requirements surrounding site visits and criminal background checks. How are these activities currently performed?	Another vendor currently conducts site visits are on PRMP's behalf. Additional screening is required for all high-risk providers. This requires the submission of fingerprint and criminal background checks for all owners of 5% or more of a corporation and managing employees/agents. The Department of Health of Puerto Rico’s Background Check Program (PRBCP) conducts this process. Background checks are conducted pursuant to 42 CFR § 455.434. Policy PRMMIS-PRV-0004 states that owners of

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		high-risk providers with 5% or more of interest in said provider are required to consent to enrollment screening regulations in compliance with the Puerto Rico Finger-based Criminal Background Check (FCBC). High-risk provider types are: ▪ Home Health Agencies (65) ▪ Durable Medical Equipment (DME) Suppliers (90) ▪ Prosthesis and Orthotics Supplier (A4) ▪ Implant Supplier (A5) For Physicians (or Individuals Providers): Puerto Rico-issued Negative Certificate of Penal Record (issued within 30days of application submission)
102.	Please elaborate on this requirement. Is the PRMES vendor currently providing the ESB, and if so, will PRMP please specify which product is to be used? Reference: 4.2.2 Technical Specifications, PRMES Integration	The CPEC vendor is not expected to provide an ESB to support their solution. Currently, PRMP's ESB needs are serviced through Gainwell's proprietary solution. The CPEC vendor is expected to integrate with this solution and moving forward is expected to integrate with whatever ESB that PRMP identifies as necessary. Refer to Section 4.2.2 Technical Specifications, PRMES Integration for additional details.
103.	Will the PRMP provide anticipated number of users for each user group to be trained?	Upon contract award, PRMP and the selected vendor will discuss the expected number and types of stakeholders the CPEC vendor will train.
104.	Will the PRMP consider a combination of experience by the vendor, subcontractor(s) and key personnel to meet this requirement?	Proposing vendors may meet compliance with the Mandatory Qualifications through a combination of experience between the prime vendors and its subcontractor.
105.	Please give an example of the type of "quick wins" you would like to see in the project schedule.	PRMP is interested in reviewing what vendors may consider 'quick wins.' While the PRMP is interested in implementing this system's functionality as soon as possible, PRMP expects bidding vendors to create an initial project schedule that balances the go-live timeline with critical project tasks, dependencies, and other items as listed in the RFP.
106.	Can PRMP please confirm the categorization of these Appendices does not preclude offerors from taking exceptions as needed in these documents? Reference: Appendix 3: Service-Level Agreements (SLA) and Performance Standards and Appendix 7: Proforma Contract Draft are listed as Mandatory Requirements.	Per Attachment I, Section 6 - Exceptions, under "Instructions" - "Mandatory specifications and terms noted in this RFP are non-negotiable." Therefore, the bidder may include exceptions but not to terms deemed mandatory or non-negotiable in the RFP and Appendix 7, except for SLAs. The bidder may propose exceptions and changes to SLAs in Attachment I, Section 6 under Exceptions for further discussion. The vendor must provide a justification with their exception. Further, per the instructions of Attachment F, the vendor must respond with "Will Meet" for PRMP to consider each outcome for the proposal responsive to PRMP requirements and be further evaluated. By stating "Will Meet" in the OTM and then offering an exception with a justification, the vendor is agreeing to comply with the terms of the SLAs as written but could propose a revision that PRMP may accept or reject at its discretion. The vendor's proposed revision must still satisfy all the required outcomes and CFRs associated with this RFP. PRMP will not negotiate SLA terms during the Q&A period but will provide clarification.
107.	Can PRMP please clarify what is needed as far as these agreements? May offerors provide these agreements if and as needed during contract negotiations or must they be provided with proposals? Reference: "The terms and conditions of a vendor's software license, maintenance support agreement, and SLA, if applicable, will be required for purposes of contract negotiations for this operation."	PMRP expects bidders to provide these agreements at the time of proposal submission. Any ancillary agreements/terms and conditions the vendor may impose on PRMP, PRMP must review them prior to vendor selection and negotiations. Moreover, if a vendor does not include these documents, PRMP will not consider them during negotiations.
108.	Please confirm that the Appendices are for informational purposes only.	The appendices are primarily for informational purposes and do not require updates/submission, except for Appendix 6: Disclosure of Lobbying Activity which the vendor must submit to PRMP
109.	If the PMP is designed so the items that are typically updated frequently are outside of the plan itself, do you expect updates this frequently? For instance, a risk register maintained as a standalone register would not demand a re-submission of the plan.	The PMP requires at least quarterly updates and resubmissions. The CPEC vendor will report on the Risk and Issue Register as part of the Weekly Project Status Report.
110.	Will the PRMP provide specifications and/or a data dictionary for the data to be migrated into the new solution, including the number of data elements and size of the existing database(s)?	PRMP will discuss and provide specifications for data migration with the selected vendor.
111.	Will the PRMP provide specifications for file conversion / migration (e.g., provider documents), including the quantity, document type and size?	PRMP will discuss and provide specifications for file conversion/migration with the selected vendor.
112.	In the event that a vendor proposes a commercial off-the-shelf (COTS) product, what are the expected turnover requirements?	PRMP and the selected vendor will discuss system turnover requirements after contract execution.
113.	Do these remedies begin from the breach or the discovery of the breach? Reference: Appendix 3, SLA-011, SLA-029	In alignment with guidance from the U.S. Department of Health and Human Services, the SLA related to security breach will apply upon discovery of the security breach. PRMP has updated SLA-029. Refer to Appendix 3.

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114.	SLA-020 – Given the significant dollar amount for this contract remedy, please consider amending this SLA to specify that this only includes contractor system maintenance, since PRMP is responsible for leading certification efforts under the streamlined modular certification.	PRMP has not amended the SLA. The SLA specifies "maintain the system required by CMS" which refers to system maintenance.
115.	If a vendor proposes an alternative staffing plan which allocates less time on-site but still meets the delivery requirements, is the PRMP open to such an approach?	Refer to Appendix 4 of the RFP for guidance on onsite expectations for vendor staff. PRMP may consider alternative arrangements if the time staff are present and devoted is sufficient to meet the operational responsibilities, performance expectations, and system requirements of this RFP.
116.	Can PRMP please clarify what type of subcontracting is precluded by the first sentence? Reference: Appendix 7, Clauses and Conditions, 35. Subcontracting	The First Party is the entity responsible for conducting most of the work, assuming most of the responsibilities, and assuming the liability under the contract.
117.	Please provide additional details related to the content and frequency of the operational reporting, dashboards, and systems and application reporting that the PRMP expects the CPEC vendor to provide. Are there any additional reporting requirements outside of those indicated in Table 18: Deliverables Data Dictionary Summary?	Vendors should leverage their experience and include in their proposal an approach that they believe will best meet PRMP's needs. Vendors should refer to Appendix 2 for details on required deliverables. PRMP and the selected vendor will discuss additional details related to reporting as part of requirement elaboration sessions.
118.	Will PRMP accept proposals from a vendor that partners with key subcontractors to perform core functions required in the SOW?	Refer to the response to question 1 and question 116.
119.	The process of auditing the health insurance companies to validate they are not paying for services from a provider that is not credentialized, is out of the vendor's scope?	Yes, it is outside of the CPEC vendor’s scope.
120.	For the data of the 26,530 active providers serving Medicaid, what information from these providers will be received (NPI, Medicaid ID, Tax id. Etc) and what information (if any) the vendor must collect prior to Go Live?	Information collected from providers will include, but not be limited to, NPIs, Medicaid ID, and Tax ID. The selected vendor is expected to convert five years’ worth of legacy from at least five solutions. Refer to Worksheet 5. Data Conversion in Attachment A: Cost Proposal.
121.	What is the status of the pending legislation? Does PRMP expect to still establish the CPEC solution if this legislation is delayed or dismissed?	As of the posting of this document, the legislation is still pending. PRMP will still move forward with the CPEC solution, independent of the timeline associated with the approval of the pending legislation. Refer to P. de la C. 1459 in the Procurement Library.
122.	When does PRMP think a decision for Medicare and or private providers may be added to the CPEC solution? Jointly addressing Medicare provider enrollment will bring considerable efficiencies to the CPEC solution.	As of the posting of this document, PRMP has not set a target date for deciding when/if Medicare and private providers may be phased into the CPEC solution. Bidders should include in their proposal an approach that accounts for all the specifications in the RFP while achieving efficiencies whenever possible.
123.	If August 2023 is when the selected vendor could start working on the project, when is the expected Go Live? Is there anything done between the Notice of Award (5/26) and the Contract Signature (8/15)?	PRMP has not projected an anticipated system go-live date. While the PRMP is interested in implementing this system’s functionality as soon as possible, PRMP expects bidding vendors to create an initial project schedule that balances the go-live timeline with critical project tasks, dependencies, and other items. Refer to Attachment H: Initial Project Schedule for further details. Between the Notice of Award and Contract Signature and Execution dates the selected vendor is expected to work with PRMP to negotiate the contract (if and where applicable) and manage contract reviews prior to approval and execution of the contract. Prior to Contract Signature, the vendor cannot start work for this project.
124.	What is the timeframe PRMP expect to decommission the PEP system. Does PRMP have a target migration date to be completed?	If necessary, PRMP envisions decommissioning the current PEP and replacing it with the CPEC solution, unless the proposed solution allows for leverage and reuse of the existing solution. That proposed solution should still fulfill the entirety of the specifications included in the RFP. PRMP has not projected an anticipated PEP decommission date. While the PRMP is interested in implementing this system’s functionality as soon as possible, PRMP expects bidding vendors to create an initial project schedule that balances the go-live timeline with critical project tasks, dependencies, and other items. Refer to Attachment H: Initial Project Schedule for further details.
125.	How will PRMP support the selected vendor with migrating currently performed CVO functions at the MCOs with the new CPEC solution?	The selected vendor is expected to meet the specifications of this RFP and resulting contract. PRMP will support the selected vendor with stakeholder management, executive decision making, and providing context/inputs to manage the scope of this RFP and the resulting contract.

ID	Question	Answer
126.	Does PRMP expect the CPEC vendor to handle provider appeals?	PRMP does not expect the CPEC vendor to conduct provider appeals. As stated in Section 4.2.1: Provider Management of the RFP, the CPEC vendor is expected to conduct provider management and oversight activities including, but not limited to tracking of communications, adverse information, and status of any investigations or appeals.
127.	Given the unique nature of the CPEC solution, which elements are required to be COTS versus configurable COTS?	As stated in Section 4.2.4 of the RFP “The selected solution is expected to consist of one or more COTS components, and as such, these components are expected to undergo periodic updates available to all users of the components.” As stated in the response to question 74, vendors may also propose a SaaS solution for CPEC. The intent of this requirement is for vendors to propose a complete, working solution that requires—to the extent possible—only configuration for PRMP's specific needs. PRMP encourages vendors to propose solutions with this in mind.
128.	All automation is required from day 1 or there is a Minimum Viable Product (MVP) that could be implemented for Go Live, having a hybrid solution (Combination of automated & manual process) in Go Live and keep working with upgrade and enhancements?	Vendors should leverage their experience and include in their proposal an approach that they believe will best meet PRMP's needs. While the PRMP is interested in implementing this system’s functionality as soon as possible, vendors are expected to create an initial project schedule that balances the go-live timeline with critical project tasks, dependencies, and other items. The vendor should include details and assumptions about what they expect to be in the MVP. Refer to Attachment H: Initial Project Schedule for further details.
129.	Does PRMP want the CPEC vendor to develop a provider application or is there already one in use today? Does PRMP expect the CPEC vendor to develop and implement mobile/browser platforms, or are these already in place and the CPEC vendor is required to connect to existing systems?	The CPEC vendor will leverage the provider application provided by PRMP. The CPEC vendor is expected to provide feedback on the provider application and support updates, as necessary. The CPEC vendor is expected to provide a solution with browser-based and mobile platforms as specified in Section 4.2.1 Technical Specifications. Bidders may include opportunities for leverage and reuse in their proposal.
130.	Does PRMP expect the CPEC vendor to conduct primary source verifications on provider licenses, both on island and stateside?	Yes.
131.	Has PRMP already established provider risk levels, as noted in MPEC or other federal guidelines?	Yes, PRMP has already established provider risk levels. These details will be shared with the selected vendor.
132.	Is the cost report data noted here in reference to ownership disclosures or something different? Reference: 4.2.1 Business Specifications	The reference to cost report data refers to the provider being in compliance with all applicable regulatory guidance.
133.	Will this portal be hosted by the vendor or PRMP?	The solution will be hosted by the vendor. Refer to Section 4.2.2 Technical Specifications: Hosting for more details.
134.	Will PRMP guarantee coordination with all appropriate agencies with developing and maintain this documentation required on the portal? Reference: 4.2.1 Business Specifications, Provider Portal	The selected vendor is expected to meet the specifications of this RFP and resulting contract. PRMP will support the selected vendor with stakeholder management, executive decision making, and providing context/inputs to manage the scope of this RFP and the resulting contract.
135	Will PRMP require reporting and analytics on outside entities participating in the CPEC solution?	The reporting and analysis responsibilities for the selected vendor are specified throughout the RFP including, but not limited to Section 4 and the Appendix 2. An example of reporting on outside entities participating in the CPEC solution is D41: Provider Satisfaction Surveys and D42: Provider Satisfaction Survey Results.
136.	Is having one of the two SOC enough, if so, which one? Reference: 4.2.2 Technical Specifications, Hosting	The vendor is expected to be compliant with both SOC 1 Type 2 and SOC 2 Type 2. Refer to Section 4.2.2 Technical Specifications: Hosting.
137.	At what stage of implementation is PRMP looking to achieve CMS certification?	CMS certification is expected after go-live, as stipulated in CMS’ approach for Streamlined Modular Certification (SMC). Refer to this link for more details about SMC: https://www.medicaid.gov/medicaid/data-systems/certification/streamlined-modular-certification/index.html
138.	What is the projected date for the Operational Readiness Review (ORR)?	PRMP has not projected an anticipated date for the Operational Readiness Review (ORR). While the PRMP is interested in reaching project milestones as soon as possible, PRMP expects bidding vendors to create an initial project schedule that balances events such as project go-live and ORR timelines with critical project tasks, dependencies, and other items. Refer to Attachment H: Initial Project Schedule for further details. Refer to this link for guidance on the ORR in alignment with Streamlined Modular Certification: https://www.medicaid.gov/medicaid/data-systems/certification/streamlined-modular-

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		certification/index.html
139.	Please confirm if Section 508 compliance needs to be in both English and Spanish languages.	Yes, Section 508 compliance requires both English and Spanish.
140.	If the vendor has implemented non-CPEC specific MES modules, is that acceptable? Reference: Attachment E, Mandatory Qualifications “The vendor must have successfully implemented at least two MES modules of similar size, scope, and complexity as described in this RFP.”	Yes.
141.	Does experience operating as a CVO for plans and providers count towards this requirement? Reference: Attachment E, Mandatory Qualifications “The vendor must have at least seven years of experience in operating and managing a provider enrollment and credentialing system of similar size, scope, and complexity as described in this RFP.”	Yes, if the vendor was responsible for “operating and managing” the system.
142.	Is PRMP open to both government and private company references? Reference: Attachment E, Mandatory Qualifications	Yes.