



Vendor Questions and Answers

#	Questions	Answers
1	Regarding the selection criteria, is there any specific format to provide the information required?	<p>There is no specific desired format for the information required except for the cost. The format for costs should be cost per hour per employee. However, in this answer you might find what is expected of each part.</p> <p>Overview- This section should be a summary of the key aspects of the vendor's proposal. The executive summary should include an overview of the vendor's qualifications; approach to delivering the services described in the NNPS; time frame for delivering the services; the proposed team; and the key advantage(s) of the vendor's proposal to the PRMP.</p> <p>Existing business relationships with Puerto Rico- List any active or inactive but recent business relationship with any government agency or municipality, or any private entity in Puerto Rico. Explain the nature of the relationship, contract length and value.</p> <p>Business disputes- Indicate if the business has any business disputes.</p> <p>Experience providing similar services- List any services to the ones required by the NNPS the vendor has previously provided or is currently providing.</p> <p>References- Provide references.</p> <p>Economic capacity- Due to the stipulation that the payments will begin once the site is operational, PRMP requires assurance that the selected vendor can afford to staff,</p>



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		<p>prepare and in the case that the vendor does not own the site, rent the site. The vendor must be able to afford these expenses before the payments are disbursed.</p> <p>Staffing plan- The staffing plan must be composed of the number of employees that the vendor will place in each role, and a timeline of when these roles will be filled.</p> <p>Offered facilities and equipment- Provide details of the facilities and equipment to be used by the vendor.</p> <p>Starting schedule- Provide a timeline of when the services required by this NNPs will begin.</p> <p>Key staff resumes and references- Provide staff resumes and references.</p>
2	<p>Re: Performance Standard</p> <p>The Service Level requires a production of 400 daily recertifications. Recertifications are dependent on documents' entirety by the beneficiary, then classification of such documents and finally recertification. Please indicate what part of this process is required in the proposal.</p>	<p>The Production of 400 daily cases is based on complete cases, around the fact that there is a backlog of cases, some of which already have full or partial documents. Production will be a mix of these backlogged cases and fresh cases, which will give the vendor the opportunity to reach the production quota without necessarily being dependent on daily receipt of documents from the beneficiaries. Each case needs to be analyzed and verified; missing documents must be procured by the vendor's staff. It is the vendors responsibility to reach out to beneficiaries to acquire these documents and complete each stage of the recertification process. Recertification with a notice of decision is required for a case being counted towards daily production.</p>
3	<p>Please provide monthly/daily volume statistics of recertification requests to be processed, divided by those "online" and those "by mail."</p>	<p>The monthly recertification numbers vary, on a month like September there are over 70,000 expected recertifications. Due to this It is not possible to give a solid number, however approximate percentages are provided in question 29. The number of cases currently in backlog is provided in question 24. PRMP expects 400 recertifications per week, from a combination of the Backlog, Online and mail requests.</p>



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4	How will staff access online applications? Will the Department provide access to an application? Is said application web-based?	The staff will be given access to MEDITI3G eligibility system. MEDITI3G is web based and training in this app will be provided by PRMP.
5	Please describe the process on how “mailed” recertification requests are to be delivered to the Operational Center.	Mailed recertification applications will be delivered by PRMP to the vendor’s site.
6	What is the “Average Handling Time” in minutes it takes to process each recertification request?	The average time is 35 minutes once the staff member has all the required documents form the beneficiary.
7	The estimated 10 cases per day, mentioned in the third paragraph of the RFP – Background – how is it calculated?	It is calculated by the performance of the current vendor and the performance of PRMP sites.
8	What is the proportion between Spanish and English recertification requests to be processed?	Most of the recertification requests are to be processed in Spanish.
9	What are the hours of operations expected from the Operational Center? Monday through Friday 8am-5pm?	The expected hours of operation are Monday through Friday from 8am to 5pm.
10	Please provide employee profiles (for example, minimal education requirements, any special skill, etc.) for each of the positions mentioned in Item #1, under “Requirements.”	All the employees must have computer and critical analysis skills. PRMP recommended a minimum of two years of college or university credit.
11	Please describe the formula to be used for the 20 points for “Cost,” under #3 of “Selection Criteria.”	The formula to be used for the cost will consist of the following: lowest offer score/offer cost being scored X the maximum cost of points available (20).
12	How long does the training last?	The training will last from 5 to 6 weeks.
13	Will the process require outbound calls that need to be quoted?	The process will require outbound calls; however, these calls should not be quoted.
14	Who offers initial training for evaluation and the final determination?	The initial training will be provided by PRMP.



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15	Who is responsible of administering the backlog and what will be the dynamic of the work? Will we create a new backlog, or will we use the existing one?	The backlog will be administered by PRMP, and the vendor will utilize the existing one, however, the vendor is free to manage the cases assigned to it as the vendor wishes if the quota is reached.
16	How do the different stakeholders involved in this project communicate and collaborate?	A point of contact with PRMP will be established prior contract negotiations.
17	Which are the specific requirements that a provider must fulfill to assist in the evaluation and determination of eligibility of the beneficiaries?	The provider must fulfill the requirements stipulated by CMS. The application MEDITI3G Has the capability to determine the eligibility of the beneficiaries.
18	What opportunities of improvement are currently identified, in terms of operational efficiency and cost reduction?	These opportunities are expected to be identified by the vendor.
19	What are the long-term strategic objectives, in terms of service improvement and expansion of Medicare cover?	These objectives are expected to be identified by the vendor
20	Is there an existing expectation of a rise in subscriptions in the determinate time?	There is no expected rise in certifications.
21	Should recertification applications be received with all supporting evidence, or should the contractor contact the beneficiary to obtain any missing evidence? If contact is necessary, what HIPAA-compliant methods are allowed for transferring evidence from the beneficiary?	The contractor should contact the beneficiary to acquire any missing evidence.
22	Should the assigned personnel for the evaluation and eligibility determination process work directly in MEDITI3G, or should it be done separately, and then data be inserted through an interface?	The personnel should work directly in MEDITI3G.
23	Will the PRMP provide training on the evaluation process and the necessary systems? How long will the training take?	See answer 14 and 12 respectively.



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24	What is the total number of recertification applications pending in the PRMP?	The recertification applications pending in PRMP is approximately 13k
25	Will the recertification applications be received electronically or on paper? Will PRMP or the supplier provide the delivery mechanisms (transportation for physical documents or electronic channels)?	The vendor will receive both electronic and physical applications, PRMP will provide to the vendor the physical documents in the case of letters, as addressed in question 5. In the case of electronic applications, the channel will be provided.
26	In addition to HIPAA compliance, are additional controls required to be implemented for the operation and handling of documents?	Quality Control monitoring systems, among others, to safeguard HIPAA information.
27	Would the 0.5% penalty be applied when the 400 daily production goal is not met? If one of the following scenarios occurs that are out of our control, how will production be measured? Electric & water outages, internet outage, unforeseen government shutdowns, Puerto Rico Medicaid Management Information Systems downtimes including but not limited to PEP, E&E, MEDITI3G, ASES, and etc.	The penalty will be applied when the production goal is not met. The vendor should prepare their site for scenarios out of their control, such as power and water outages. There will be no penalties for days or hours when the system is in downtime. However, all other eventualities must be reported to PRMP as they occur so they may be taken into consideration.
28	How will production be measured when employees are absent i.e., sick, vacation, etc	Production quotas will remain the same, it is up to the vendor to decide how work will be redistributed in these cases.
29	What is the estimated percentage of paper applications vs online applications within this procurement?	The approximately estimated percentage of paper applications is 78% vs. online applications is 22%.
30	What holidays will be considered during the term of the contract?	The holidays may be negotiated during contract negotiations.
31	What is the definition of key staff and/or what positions are defined as key staff?	See answer 37.



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32	Please define your meaning of "appropriate" staffing levels	The appropriate staffing levels are those that maintain the minimum suggested employees and the key staff.
33	How will the downtime of the Puerto Rico Medicaid Management Information Systems (PRMMIS) including but not limited to PEP, E&E, MEDITI3G, ASES, etc. be captured? Will this be the Vendor or PR DoH responsibility?	The downtime will be captured by PRMP, however the vendor is allowed to capture the downtime as well.
34	Please clarify what is meant by "Business Disputes"?	Business disputes refer to any judicial or administrative complaints.
35	Would PRMP allow an email proposal submission by the proposal due date, followed by the required paper and USB submission shortly after?	Yes, however the email must be delivered encrypted for the eyes of the solicitation coordinator only.
36	How long is the training of the vendor staff expected to take?	See answer 12.
37	Are key staff for all vendors considered to be the Case Worker/Recertification Lead, Quality Control Specialist, and Reporting Analyst?	It is up to the vendors to establish what staff they will consider key staff, however those mentioned in this question would be considered key staff by PRMP. PRMP requires a site manager, and PRMP will provide a coordinator that will be present in the site.
38	Can you please provide instructions on how vendors should respond to the various scored proposal sections? Examples are references, economic capacity, business disputers, etc.	See answer 1.
39	In order to evaluate costs consistently across vendors, can PRMP please provide Cost Sheets for vendors to fill out?	There will be no cost sheets. To be able to evaluate costs consistently PRMP requires that the cost is provided by employees per hour and the administrative/overhead costs.



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40	Are there additional documents that would further detail how to present cost sheets, additional requirements to respond to, or any other procurement information other than the RFP and SLA attachment?	This is not an RFP it is a notification of need for professional services pursuant to executive order 29 of 2021, therefore there will be no additional documents other than those already provided.
41	Would PRMP please extend the deadline for proposals by two weeks to give additional time to finalize pricing and proposal development?	PRMP will extend the deadline to Monday 29, July 2024. The deadline hour will remain the same as in the NNPS.
42	Will you please provide a copy of the sample contract terms and conditions document that the awarded Vendor will be expected to execute with the Department of Health	See answer 40.