ID	Question	Answer
1	Time of delivery of the RFP (Delivery 5/11/2022)	The RFP is due by close of business on 5/11/2022.
2	Page 7 & 8 Regarding: TABLE 2 Count of Enrolled Providers by Provider Type and those 19,688 interactions Could you give or specify Us. How many interactions are: via Telephone and AHT (average Handel Time) : via Mail and AHT (Average Handel Time):	Please refer to Appendix 1 - Contact Center Inquiry Types and Statistics. Average Handle Time (AHT) for provider calls in 2021 was 8:02 minutes, for a total of 12,178 calls. A total of 1,781 provider emails were received in 2021. AHT for emails can take anywhere from 30 minutes to over 3 days until they are resolved, depending on the complexity of the inquiry.
3	Page 7 & 8 Regarding: TABLE 2 Count of Enrolled Providers by Provider Type and those 19,688 interactions Is there any additional time on AHT as: An AFTER CALL/ MAIL Work, should be considered.	Please refer to ID 2
4	How many campaigns are forecasted / estimated per year?	6-10 campaigns per year.
5	Please specify if member and provider costs should be presented together?	Yes. Attachment A, worksheets 2 and 3 require costs for both provider and beneficiary together. Please see worksheet 5 for the additional optional cost proposal.
6	The prices are fixed or can be subject to a local inflation adjustment?	PRMP encourages vendors to take into account any relevant factors that affect their cost proposal. The vendor should include all assumptions in their cost proposal, as described in Section 7.1, Attachment A: Cost Proposal of the RFP.
7	On Page 30 - 7.3. Attachment C: Vendor Qualifications and Experience the following phrase is mentioned "Vendors are Not to change any of the pre-filled cells in the following tables" : After reviewing pages 30 to 36 and Tables 7, 8, 9 and 10. Please include the Attachment C: File - Vendor Qualification and Experience, as it was not included in the attachments provided on the Medicaid website (https://medicaid.pr.gov/Home/AvisosPublicos/)	There is no additional attachment for 7.3. Vendors should respond to Attachment C using the tables and questions provided in the RFP. The instruction to "not change any of the pre-filled cells" relates to the question, not the response section. Please enter your response where the term "response" is located.
8	Is there any specific format to answer the items defined in this Attachment to document besides the signing requirement ?	No.
9	7.5: Regarding to: The vendor must provide a drug-free workplace. Question: It´s necessary to do a drug test to each personal that comes into and works in this project.	The vendor determines their own policies to enforce a drug-free environment.
10	1.Ref section 7.5 Attachment E: Mandatory Requirements: If there is a regulation that changes or a new one that affects the operations and requires changes on the SLA or create higher volumes of interactions (calls, emails, chats,etc.), can this be managed as a Contract Change Request to the scoped agreed? (Item 5)	If there is a regulation that changes or a new one that affects the operations and requires changes on the SLA or create higher volumes of interactions (calls, emails, chats, etc.), a change request may be applicable.
11	2. Ref section 7.5 Attachment E: Mandatory Requirements: What is the PRMP's position about the use of Medicinal Cannabis during the Contact Center's business hours? (Item 8)	No answer will be provided to this question.
12	Validate Medicaid program information: category under policies	We are unable to answer - the question is not clear.
13	Do we need to provide a reference area, or the client will provide us and are to validate and review information?	We are unable to answer - the question is not clear.

ID	Question	Answer
14	Inquiries in the table that specify not applicable, as for example : Change of MCO: category maintenance, changing MCO's; Who will manage this transactions?	Resolving inquiries regarding MCOs will be managed by the MCOs. More information will be provided to the awarded vendor.
15	Report of Possible fraud : category Maintenance. What are the client expectations in terms of duties to accomplish? How the compile information will be handled?	To be determined during the contract phase.
16	Appointments and appointments reminders under eligibility and enrollment - Does the client provide the system, or the vendor needs to have one available?	The systems for enrollment and for scheduling appointments will be provided by PRMP. PRMP will provide the contact information details for the beneficiaries in order for outreach such as appointment reminders to be made.
17	Could you provide call volumes for the last trimester?	Call Volumes for the last trimester: January 45,995 February 37,447 March 38,783
18	Ref: Appendix 1: Contact Center Inquiry Types and Statistics - Beneficiary Contact Center Statistics: 1. Does the statistics for the 2021 (Appendix 1: Contact Center Inquiry Types and Statistics – Beneficiary Contact Center Statistics) are 12 months or less?	The 2021 beneficiary call statistics provided include 12 months.
19	Ref: Appendix 1: Contact Center Inquiry Types and Statistics - Beneficiary Contact Center Statistics: There is an almost 50% decrease in calls received while the average time increased by 30% between 2018 and 2021. Can you provide a reason or circumstances why this is like that? (Ref: Appendix 1: Contact Center Inquiry Types and Statistics – Beneficiary Contact Center Statistics)	Business needs for the beneficiary contacts vary from year to year. Examples of events that impact call volume are coverage changes, disaster emergencies, enrollment system transitions, etc.
20	Ref: Appendix 1: Contact Center Inquiry Types and Statistics - Beneficiary Contact Center Statistics: Is there a monthly figure of calls for the years (2018-2021) so we can predict seasonality of the call's behavior?	Please refer to Attachment A of this document.
21	Ref: Appendix 1: Contact Center Inquiry Types and Statistics - Beneficiary Contact Center Statistics: Is there an actual chat application available through the portal in use? Does the PRMP will retain it or will require a new one?	PRMP requires a new chat service to be provided by the new vendor. See requirement A.5 in worksheet A. Technology and System within Attachment F - Requirements Traceability Matrix. *The contractor must supply all equipment (e.g., computers, monitors, ACD System, IVR/telephones, headphones, chat application, TTY, etc.) necessary to provide services as detailed in the contract*
22	Ref: Appendix 1: Contact Center Inquiry Types and Statistics - Beneficiary Contact Center Statistics: Does the Policies will be provided in paper or through a portal that will be maintained by PRMP?	Policies will be provided to the successful vendor upon contract execution.
23	Can you provide a distribution of call reasons from Providers and Beneficiaries during 2021?	The top reasons for calls in 2021 for beneficiaries, in order from highest to lowest, are the following: general Medicaid information, follow up to online application, enrollment information updates, request coverage for a minor, connection problems, and insurance carrier change request. Top reasons for provider calls include questions about enrollment and online account management.

ID	Question	Answer
24	Which are the events that caused the reduction in calls during 2021 for beneficiaries and providers?	A business change related to a new enrollment system was completed in the first half of 2021 and then decreased. Due to COVID, no in-person appointments with beneficiaries were allowed which decreased calls for appointment requests.
25	Are statistics available for the following communication channels? b. Beneficiaries: emails c. Providers: Chat, Emails	Please refer to ID 2 for provider email statistics. There is no chat service currently available for providers. Statistics for beneficiary emails are not available at this time.
26	AHT provider calls? (This is the only thing they wrote on the email).	Please refer to ID 2
27	Could we have the AHT of Provider calls?	Please refer to ID 2
28	Can we use a voice bot and chat bot?	See requirement A.5 in worksheet A. Technology and System within Attachment F - Requirements Traceability Matrix. *The contractor must supply all equipment (e.g., computers, monitors, ACD System, IVR/telephones, headphones, chat application, TTY, etc.) necessary to provide services as detailed in the contract.*
29	On Page 48 on the RFP – 8.1.2 Provider. Cost by inquiry for Inbound Calls, we need you to provide: A separate distribution between beneficiaries and provider's calls And the Average Handling Time (AHT) of providers calls.	Section 8.1.2 includes the provider call volume by month for 2020 and 2021. Please refer to ID 2
30	What is the call length of calls from providers?	Please refer to ID 2
31	Who will provide the background check and fingerprint vendor?	The vendor should cover this cost and is responsible for completing all background and fingerprint checks.
32	Could you differentiate your expectations and description of KPI vs SLA's?	Key Performance Indicators (KPI) are metrics that are used to determine the health and efficiency of a process. Service Level Agreements (SLAs) are levels of service that the vendor is contractually required to provide.
33	How long does the call recordings should be stored and maintain available to PRMP?	Call recordings should be stored for 10 years.
34	The early exit clause, that says will be 30 days, could be negotiated in advice/ notice of 90 days before early termination for both parties	The terms of the proforma will be discussed during the contract phase after the award has been announced.
35	Is there a fee for early termination?	Please refer to ID 34
36	Ref: Section 13 Resolution and Termination – General Terms What are the professional licenses required in the RFP? –(item7)	There are no professional licenses required for the contact center agent staff.
37	Ref: Section 13 Resolution and Termination – Transition Services – Turnover and Closeout Management Plan: If the Second Party (contracted vendor) acquired the assets (software, licenses, subscriptions, hardware, furniture, lockboxes, etc.) , it is required to released them to the new contractor? Please clarify. – Item 5	No.
38	Ref: Section 13 Resolution and Termination – Transition Services – Turnover and Closeout Management Plan; Will the Transition Process described in the contract template apply to the current vendor providing the services?	The existing contract has different transition services requirements compared to this RFP. PRMP expects an orderly transition and will discuss transition plans with the successful vendor.
39	a. Will a new administrator receive all the information described in section C of the proforma contract with sufficient time?	PRMP expects an orderly transition and will provide all the information specified in Section C as timely as possible, after the award of the contract.
40	Pricing, is there a difference in cost per inquiry (inbound call) and cost per call?	No.

ID	Question	Answer
41	On the Attachment A- Cost Proposal – Cost Workbook Tab #3 Outbound calls. Please provide the Call Type and Average Handling Time (AHT)	Outbound calls can be automated, or manual. Automated calls may include manage and set up the database for the outbound call campaign on a daily basis, messages will not be longer than 1 minute.
42	Attachment A - Cost Proposal - Cost by Volume: What is the blended AHT (Average Handling Time) for the services described (Calls, Chat, Text, Email, etc.)?	The Average Handle Time (AHT) for beneficiary calls in 2020 was 4:40 minutes, and 4:49 minutes in 2021. The AHT for chats in 2020 was 7:20 minutes, and 5:21 minutes in 2021. Text messages are automated. For provider statistics see ID 2.
43	Attachment A - Cost Proposal - Cost by Inquiry: What is the blended AHT (Average Handling Time) for the services described (Inbound, Chat session, Automated message, Email, Outbound Call)?	Please refer to ID 42
44	Attachment A - Cost Proposal - Cost by Inquiry: What is Automated Message service? What comprises the Automated Messages services?	The term 'automated message' in workbook 3 of Attachment A - Cost Proposal is defined as a text message.
45	Regarding Sheet Cost by Enquiry-Contact Center Inquiry Type, please could you explain with detail the term "Automated message"	Please refer to ID 44
46	Agents, will they be able to work W@H and/or in person?	Agents can work in person and remote, but PRMP expects economy in prices if agents are remote.
47	Regarding the :European Framework of Reference for Languages (CEFR)/ Marco Europeo de Referencia para las Lenguas (MCER) what is the level you are looking for: B2, C1,C2	The vendor must provide Spanish language services at the top tier of CEFR, C1 and C2. English language services can be provided at a lower level such as B2.
48	There are any requirements regarding physical environment? Separate area? Biometric access?	Please refer to requirement B.5 in worksheet B. Operations within Attachment F - Requirements Traceability Matrix. The contractor's contact center operations must be physically separated from the contractor's other clients/accounts.
49	Besides OIG and SAM are you requiring background checks to each hiring candidate?	Please refer to requirement B.9 in worksheet B. Operations within Attachment F - Requirements Traceability Matrix.
50	What education and experience do operators require?	Agent requirements are determined by the vendor.
51	Do the operators require any type of certification?	No certification is required.
52	What management figures are required? Or are you using now if you can provide actual ratios we will appreciate.	Management of the contact center is determined by the vendor.
53	Is there any problem that we serve others medical services in our sites? Could we offer you separate different sites or insolated areas?	Please refer to ID 48
54	Is Medicaid willing to pay for initial and on-going training?	The vendor can include training costs into the rates of the proposed cost.
55	What is the duration of Initial Training?	Initial training will take a minimum of one month.
56	Could we use a speech analytics for quality purposes?	Yes.
57	Do you require Call and Screen Recording? If yes, what is the minimum recording percentage of each one?	All calls and chat history will be recorded and available. Minimum requirements are as stated in the RFP and proforma contract.
58	Training, Duration (hours)	Please refer to ID 55
59	Please provide total training hours duration	Please refer to ID 55
60	What percentage is required for recording calls and what is the period for storage this calls?	Please refer to ID 33
61	How long is the training length?	Please refer to ID 55
62	Is there any training environment tool from the client's end? (A sort of intranet)	There will be web-system based training available.
63	Is there a training agenda? (Regarding process and procedures and/or a facilitator guide?)	Training process will be reviewed during the contracting period.

ID	Question	Answer
64	Does the client have any type of training environment tool or a web-based system?	Please refer to ID 62
65	Is there any established goal in regards of training hours in a monthly basis? If so, what's the goal?	Please refer to ID 55
66	Reports, we will have access to extract the types of calls (call disposition, etc.) from the Medicaid applications or we will have to develop a CRM	Please refer to ID 16
67	How do you calculate the amount to be deducted associated with non-compliance with SLA's?	An updated SLA's table with the corresponding information will be published.
68	Does the SLA requirement apply to members as well as providers?	Yes.
69	How many simultaneous chats can be attended per agent? How is now ?	This is not set in the Service Level Agreements. The vendor can approach the delivery of this service as they see fit, but the approach should not impact the quality or timeliness of the service.
70	Agents are multiskilled or dedicated per channel?	This is not set in the Service Level Agreements.
71	Are you considering any penalties/bonuses based on performance? (Performance guarantees)	Yes, please refer to SLA requirements.
72	1. Operative system (windows version) Which is the requirement?	No requirement is set for this. Vendors should expect to provide services as described without impacting quality and/or performance.
73	2. Memory size, which is the requirement?	No requirement is set for this. Vendors should expect to provide services as described without impacting quality and/or performance.
74	3. Internet velocity Which is the requirement?	No requirement is set for this. Vendors should expect to provide services as described without impacting quality and/or performance.
75	AHT OB calls strategies	We are unable to answer - the question is not clear.
76	Do we need TTY?	Yes, please refer to requirement A.5 in worksheet A. Systems and Technology within Attachment F - Requirements Traceability Matrix.
77	Do Medicaid provide the Toll-Free Number or Local Number? Do you plan to transfer numbers to the Contact Center Vendor awarded? Who will be responsible for the cost associated with a Toll Free number (monthly cost and minutes)?	Yes, PRMP will provide all phone numbers.
78	Attachment F - Systems and Technology (A.7): Do you provide API's to connect our Text Messaging Application? Or is a manual transaction performed by the Customer Service Representative?	APIs are not provided by PRMP for text messaging.
79	Attachment F - Systems and Technology: Do the Text Messaging volume is included in Attachment A - Cost Proposal? Are the Text Messages included in the volume of Attachment A (Automated Messages)?	Yes. The vendor has the option to propose the additional optional cost proposal in worksheet 5 within Attachment A - Cost Proposal.
80	What is the percentage of calls managed in English?	Number of calls managed in English: Year 2018 - 8,379 Year 2019 - 12,011 Year 2020 - 6,643 Year 2021 - 4,192
81	Attachment F - Systems and Technology - A.18: Are you providing the tool for automatic reminders (appointments)? If no, how the vendor can have access to the reminder's information?	Please refer to ID 16
82	What are the characteristics of the agent PCs to provide the service? Could you provide your specs, does the pc use doble monitor.?	The vendor should recommend system specifications.

ID	Question	Answer
83	Do PRMP applications travel over the internet, or is it required to build a VPN Site to Site / Dedicated Link?	A VPN is required as stated in Attachment F: Systems and Technology.
84	What is the bandwidth required for access to PRMP applications?	PRMP is unable to answer this question at this time. The vendor should expect to be consistent with other advanced systems in other clients.
85	For the attention of the telephone channel, would PRMP be transferring the rights of the numbers, or will the provider be providing DIDs / 800s for the forwarding of calls?	Please refer to ID 77
86	For this communication, would it be considered a SIP trunk or would the transfer be made under the PSTN?	
87	Are agents required to have Microsoft Office licensing or all the management will be through Web applications?	No requirement is set for this. Vendors should expect to provide services as described without impacting quality and/or performance.
88	Agent service is carried out by channel or multichannel	Multichannel service is required.
89	What is the current staffing pattern for both services, beneficiaries, and provider services?	There are approximately 40 staff resources currently for beneficiaries and 10 for providers.
90	What is the expected forecast of calls coming from HIE patients, Providers?	Please refer to ID 2
91	What kind of calls need to be recorded?	Please refer to ID 57
92	Is there a different rate for local holidays and overtime hours?	Costs will be governed by the proposed costs as structured in Attachment A - Cost Proposal.
93	What is the Service Window (Hours of Operation)	The contact center must be open Monday through Friday from 8:00 a.m. to 6:00 p.m. local time for beneficiaries and 8:00 a.m. to 5:00 p.m. for providers, except for some holidays (to be determined at the start of each calendar year).
94	Does you give service on Holidays?	Please refer to ID 93
95	IN which language does the service will be held Spanish or English. IF this will be in both languages provide % of each language.	Please refer to ID 80
96	Does your CRM or applications are in Spanish or English	PRMP provides most of the systems that need to be used for these services.
97	Could you name the CRM or Applications that we will be using	PRMP provides most of the systems that need to be used for these services. The systems are named in Appendix A.
98	How many: Telephone, Mail, Chat is held on Spanish and English	Please refer to ID 80
99	How will be the operation held in Spanish or English. If is in both, could you give the % for Spanish and English interactions.	Please refer to ID 80
100	How long, does your training last	Please refer to ID 55
101	Do you have the training materials in Spanish or English	Training will be provided in Spanish.
102	It is possible to share the training material. In order that, our Training specialist can look and may suggest adequations or improvements	Please refer to ID 63
103	Do you need special Certifications or Qualifications for AGENTS	Please refer to ID 51
104	Could you provide your Agent Profile	All such details will be provided to the successful vendor if available.
105	Do you have call / interactions traffic pattern (chat, mail, interaction, etc.) for half-hour intervals that you can share with us?	No.
106	If you don't have a call or interaction Traffic Pattern. Could you provide us in what range or time is the most crowded or with more traffic	Traffic patterns vary, and campaigns or annual enrollments may result in peak usage times.
107	What chat platform are you using	Please refer to ID 21
108	Can you provide call routing and network connectivity diagram? , There are a 1800 number or DID? We will be able to Port to a different vendor that current?	All such details will be provided to the successful vendor if available.
109	We will need to establish a connectivity (voice or data) with your datacenter?	Please refer to Attachment F: Systems and Technology.

ID	Question	Answer
110	Can you define the IT requirements?	We are unable to answer - the question is not clear.
111	TTY and an external language line are part of the requirements in this proposal?	Please refer to ID 76
112	Could you provide Payment Term	Please refer to Clause 4 of the Proforma Contract: "*The **FIRST PARTY** shall verify the invoices within twenty (20) working days of the receiving date of the invoice and, if they comply with the requirements set forth in this Agreement, it will process the payment to the **SECOND PARTY** within thirty (30) days of the approval of the invoice. The **FIRST PARTY** will promptly notify the **SECOND PARTY** any questions regarding invoices so that the **SECOND PARTY** can receive timely payment*".
113	To attend to the mailing part, will the agents have email accounts under the PRMP domain, and provided by PRMP?	Yes, PRMP email accounts will be provided.
114	Can you provide us with details of traffic behavior per 30-min time slot for each of the channels?	Please refer to ID 105
115	Dou you have any problems if and USA or Foreign (Mexico) company bills you or must be a company from Puerto Rico.	We are unable to answer - the question is not clear.
116	Do you have problems, that with each party retaining its own intellectual property	No concerns with intellectual property as it pertains to software code. Caller information, issue reported, and resolutions are property of PRMP and must be transitioned to PRMP upon request.
117	Do you apply any clause or Service Exclusivity issues for similar services in the sites? Could you write it down to check with our legal and operations departments?	There are no known service exclusivity issues.
118	Do you require, as a part of the RFP response, any government certification?	There are no further certification requirements.

Attachment A : Beneficiary Contact Center Statistics

Metrics	January 2018	2019	2020	2021	2022	February 2018	2019	2020	2021	2022	March 2018	2019	2020	2021	2022	April 2018	2019	2020	2021	May 2018	2019	2020	2021	June 2018	2019	2020	2021
Calls Received	31,253	194,221	155,768	90,560	45,995	69,368	161,478	152,782	72,327	37,447	128,008	188,646	132,250	73,137	38,783	84,379	146,820	75,454	66,991	48,222	121,421	72,609	51,288	73,117	108,790	72,591	59,842
Avg Handle Time	4:39	3:01	3:34	5:44	4:47	3:50	3:09	3:32	5:23	4:44	3:32	3:17	2:57	5:30	5:52	3:14	3:37	5:08	4:59	3:14	3:27	6:35	5:28	3:35	3:22	5:34	4:28

Metrics	July 2018	2019	2020	2021	2022	August 2018	2019	2020	2021	2022	September 2018	2019	2020	2021	October 2018	2019	2020	2021	November 2018	2019	2020	2021	December 2018	2019	2020	2021
Calls Received	110,507	145,140	76,399	60,026		119,874	137,525	70,085	52,535		131,378	146,731	90,797	44,573	165,022	138,086	82,578	20,906	185,446	106,528	60,037	48,462	106,420	133,891	54,161	40,077
Avg Handle Time	3:42	3:10	5:01	4:07		3:40	3:13	4:33	4:06		3:42	3:07	4:42	4:30	3:39	3:41	4:41	4:00	3:12	3:33	4:53	4:36	3:44	3:25	5:27	4:20

Year to Date	2018	2019	2020	2021	2022
Calls Received	1,252,994	1,729,277	1,095,511	680,724	122,225
Avg Handle Time	3:38	3:20	4:40	4:49	