8.6 Attachment F: Response to Statement of Work

This section will provide instructions to vendors to respond to the requested services detailed in this RFP.

**Instructions:** The responses to each part of the statement of work are required as part of the submitted proposal. Responses will be scored as part of the Technical Proposal Evaluation. The vendor may also add images or diagrams for each response.

**Approach to Scope and Requirements Management and Expertise**

**Please describe in narrative form how your organization will meet the following requirements (a-g):**

* 1. Describe the vendor’s capabilities, knowledge and experience performing the services described in **Statement of Work** of this RFP.

<Response>

* 1. Describe the vendor’s approach to identifying short-term and long-term work activities.

<Response>

* 1. Describe your knowledge and experience with executing the possible assignments for the Services Areas included in the Statement of Work.

<Response>

* 1. Describe the vendor’s approach toward building relationships and collaborating with PRMP and PRMP staff.

<Response>

* 1. Describe your capabilities, knowledge and experience with assisting agencies/organizations with the services requested in this RFP.

<Response>

* 1. Describe the overall approach and plan for assessing PRMP, programs and processes, including an illustration of the timeline with key activities, deliverables and milestones that includes the anticipated resource allocations by labor category that will support the proposed plan.

<Response>

* 1. Describe in detail your Program Management experience with program management tools and processes. Provide recommendations for Program Management tools and how they could be use in PRMP.

<Response>

1. **Please describe the vendor’s knowledge and experience for each item (a-k). Describe the anticipated deliverables for each section and how your team will perform the work involved toward meeting the requirements in the following Areas:**
2. **Puerto Rico Enterprise Medicaid System (PRMES)**
3. Puerto Rico Medicaid Management Information System (PRMMIS)
4. Provider Enrollment Portal (PEP)
5. Eligibility and Enrollment (E&E)
6. System known as Medicaid Information Technology Initiative, (MEDITI3G)
7. The Commonwealth’s Health Information Exchange (HIE)
8. Procurement Office
9. Program Integrity Unit (PIU)
10. Money Follow the Person Grant (MFP)
11. Centralized provider enrollment and credentialing (CPEC)
12. **Organizational Change Management (OCM)**
13. **Enterprise Data Warehouse (EDW)**
14. **Please describe your knowledge and experience for each item (a-k). Describe the anticipated deliverables for each section and how your team will perform the work involved toward meeting the requirements in the following Support Service Areas:**
15. Procurement Support
16. Advance Planning Documents Support
17. MITA SS-A Support
18. MES Streamline Modular Certification (SMC) (MES Outcomes-Based Certification (OBC) Support)
19. Payment error rate measure (PERM) Compliance and Implementation Support
20. Integrated MES Program Management (IMES) Support
21. Spenddown Implementation Support
22. State Plan Amendments (SPA) Support
23. Money Follows the Person (MFP) Implementation Planning Support
24. Policy updates support
25. Other EOMC Support
26. **Please describe in narrative form how your organization will meet the following Staffing requirements:** 
    1. Provide the names of the proposed staff for each service area, include their qualifications and experience. Describe how the proposed staff are best suited to meet the requirements of this RFP.

<Response>

* 1. Describe how staff will be identified, recruited, and supported by the vendor.

<Response>

* 1. Describe how the proposed staff will understand their roles and responsibilities based on the requirements described in this RFP.

<Response>

* 1. Describe how back up staff will be designated.

<Response>

* 1. Describe how continuity responsibilities will occur should a staff member need to be replaced.

<Response>

* 1. Describe the management structure, staff management process and how talent management support will be provided.

<Response>

* 1. In the event a staff remediation plan is requested by the Department, describe how you will provide oversite and manage the remediation plan.

<Response>

1. **Please describe in narrative form how your organization will meet the following requirements:** 
   1. Describe what you believe will be the most effective approach to managing the entire contract.

<Response>

* 1. Describe how SLA will be monitored and reported.

<Response>

* 1. Describe how staffing/resource needs or changes will be managed.

<Response>

* 1. Describe how the Communication Plan will include all stakeholders, your approach to stakeholder analysis and how the communications will be managed.

<Response>

1. **Please describe in narrative form how your organization will meet the following Security requirements:** 
   1. Describe how you will ensure all staff, including subcontractors, will protect sensitive data.

<Response>

* 1. Describe how you will ensure data confidentiality.

<Response>

* 1. Describe how you will train staff to ensure they understand and observe requirements related to confidentiality included in this RFP.

<Response>

* 1. Describe your processes if a security breach were to occur (as it relates to this RFP).

<Response>

1. **Please describe in narrative form how your organization will meet the following Transition requirements:**
   1. Describe the activities and methodology to be included in the Transition Plan.

<Response>

* 1. Describe the staff responsible for the transition.

<Response>

* 1. Describe your approach to maintaining the Documentation Repository during Transition.