

**Puerto Rico Medicaid Program**

Medicaid Eligibility and Enrollment System

Request for Information

**Attachment A: RFI Response Template**

September 29, 2023

THIS IS A REQUEST FOR INFORMATION (RFI) ONLY THIS IS NOT A FORMAL BID SOLICITATION.

NO AWARD WILL RESULT FROM THIS RFI.

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| **3. Requested Information**  Please provide responses in the below template, deleting the <response> notation, and including your narrative in the space provided. |
| **Respondent Legal Entity Name:** <response> |
| **Respondent Contact Person**  Name: <response>  Title: <response>  Mailing Address: <response>  Phone Number: <response>  Email: <response> |
| * 1. **History of Medicaid Eligibility and Enrollment (E&E) Systems**  1. List the Respondent’s current or previous contracts that showcase experience implementing or operating Medicaid E&E system(s) in states or territories, with particular emphasis on those of similar size to Puerto Rico.   Please provide the name of the state or territory in which the Respondent holds a contract, and the start and end dates for each contract described.  Additionally, please note if any of the listed contracts involve a Curam system, and if the E&E system has been certified through the Centers for Medicare & Medicaid Services (CMS) certification process.   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **Active Contract Name** | **State or Territory** | **Start Date** | **End Date** | **Curam**  **System**  **(Y/N)** | **CMS Certified System**  **(Y/N)** | | <response> | <response> | <response> | <response> | <response> | <response> | |  |  |  |  |  |  | |  |  |  |  |  |  | |  |  |  |  |  |  | |
| **3.2 General Business Experience Taking Over or Replacing a Medicaid E&E System**   1. For each E&E takeover project listed in Section 3.1, provide a narrative of the Respondent’s experience, including a description of the following:    1. Recommended best practices and lessons learned in E&E takeover.   <response>   * 1. Challenges and/or risks   <response>   * 1. Major milestones and success factors   <response> |
| **3.3 Managing the Project Schedule for the Replacement or Takeover of a Medicaid E&E System**   1. Describe the expectations, roles, and responsibilities of the incumbent Maintenance and Operations (M&O) vendor and Puerto Rico Medicaid Program (PRMP) staff during the system replacement or takeover.   <response>   1. What is the typical minimum and maximum duration for the completion of a system replacement or takeover and why? Please include a breakdown of the time between System Development Lifecycle (SDLC) phases.   <response>   1. Describe risks and challenges associated with vendor transition and possibility of service interruption during the transition period of the system replacement or takeover. What risk mitigation strategies do you recommend?   <response> |
| **3.4 Staffing Approach for a Medicaid E&E System**   1. Provide the ideal staffing approach for the design, development/configuration, implementation period. How do you approach staffing shortages when state/territory resources or SMEs are limited?   <response>   1. List the ideal staffing model for the M&O period of the replacement or takeover. Name the type and number of resources estimated for this project.   <response>   1. Describe the approach to training state/territory staff and regional caseworkers. Provide any suggestions for improving system adoption, through training, regional outreach, stakeholder engagement, or otherwise.   <response> |
| **3.5 Cost Estimates and Models for the Replacement or Takeover of a Medicaid E&E System**   1. Provide the typical price range for the replacement or takeover of a Medicaid E&E System and elaborate on key considerations, drivers, and components for pricing.   <response>   1. For the projects you have mentioned in this RFI response, what were your implementation and operational costs? What are the main cost drivers?   <response>   1. Describe how system enhancements are typically managed. What recommendations do you have for controlling enhancements costs?   <response> |
| **3.6 Documentation**   1. List and describe documentation that is essential to plan and execute a replacement or takeover (before, during, and after).   <response>   1. What documentation is not essential, but may be desirable?   <response>   1. What documentation would be helpful to include in a future “bidders' library” to assist offerors?   <response>   1. When there is limited written information, how do you address gaps/what alternate ways do you use to estimate level of effort or project risk?   <response> |
| **3.7 Alternative Approaches**  1. The current Puerto Rico E&E System is a CMS Certified system, running on a Curam platform. What do you recommend as PRMP considers options for modernizing and enhancing their solution? Please provide any additional information regarding alternative approaches that may be beneficial for PRMP to consider ahead of a potential future procurement.   <response>   1. Considering the layouts of the existing solution depicted in Section 2 of the RFI, do any modules lend themselves well to enhancements or modernization?   <response>   1. Is the Respondent willing to provide an E&E system demo or provide additional information upon PRMPs request?    * Yes    * No |
| **3.8 Anticipated Engagement and Potential Barriers**  1. Should PRMP release an E&E takeover or replacement RFP over the next several months, what limiting factors or constraints might prevent your organization from participating?   <response> |