



ID	Questions	Answer
1	What part of the staff can be offshore?	The selected company's' staff can be offshore.
2	May the primary entity be incorporated in a location outside of Puerto Rico?	Yes
3	What percentage can work remotely or from home? Can work be performed in hybrid format?	Work will be mainly onsite; exceptions will be evaluated case by case in order to authorize remote or hybrid work.
4	Do temporary staff be Puerto Rico residents?	Yes, temporary staff must be Puerto Rico residents.
5	What system(s) if any is PR using now to manage this patient population?	Eligibility - CURAM (MEDITI3G) – Members MMIS, Providers, HIE
6	What is the complete holiday list celebrated in Puerto Rico?	<ul style="list-style-type: none">• January 1 – New Year's Day• January 6 – Three Kings Day or Epiphany• January (3rd Monday) – Birthday of Martin Luther King• February (3rd Monday) – President's Day• March 2 – American Citizenship Day• March 22 – Emancipation Day• April (Friday before Easter) – Good Friday• May (last Monday) – Memorial Day• June 19 – Juneteenth• July 4 – Independence Day• July 25 – Commonwealth Constitution Day• July 27 – Birthday of Jose Celso Barbosa• September 4 – Labor Day• October 9 – Columbus Day• November 11 – Veteran's Day• November 19 – Discovery of PR Day observed• November (4th Thursday) – Thanksgiving Day• December 25 – Christmas



7	Will the winning company manage any established personnel, or will this project consist of entirely new employees?	The winning company will manage established and new personnel.
8	Approximately how many staff will need to be hired?	Currently PRMP has 202 temporary employees working, there are 98 currently on-boarding and 108 new positions. Depending on the needs of each department, we will require more positions.
9	The RFP indicates the Company must meet minimum qualifications as specified by the Medicaid Program. As such, what specific qualifications apply to the company for this Medicaid program?	Per Table 12: Mandatory Qualifications <ul style="list-style-type: none">• The vendor must have a minimum of 7 years of experience performing talent resourcing.• Possesses all applicable licenses, certificates, permits, or other authorizations required by governmental authorities.• The vendor must include at least three references from clients within the last five years that demonstrate the vendor's ability to perform the scope of the work described in this RFP. The vendor must include references from three different projects/clients that provide details on the vendor's experience on managing all the process of talent resourcing.
10	What titles and certifications, licenses, educational status, and other qualifications will be required of staff personnel?	The titles and certifications, licenses, educational status, and other qualifications will depend on your criteria for your staff personnel.
11	What settings of care fall under this program?	Medicaid; Medicare A,B,C,D. We are not health care providers.
12	What specific technologies and platforms will the Company manage (e.g., EMR, Eligibility, Health Information Systems, etc.)?	Eligibility, MMIS (Repository), HIE
13	Which software applications are being used?	Office 365
14	What form and level of liability insurance must the company hold?	<ul style="list-style-type: none">• Public Liability Policy, under the form "Commercial General Liability" with combined limits not less than \$500,000.00.• Automobile Public Responsibility Policy with limits of not less than \$25,000.00 and the Hired Autos and Non-Owned Autos forms.• Professional Liability (Errors and Omissions) policy with limits of not less than \$100,000.00.
15	How many eligible Medicare recipients are there in the program?	Medicaid, including dual.



16	What criteria will be used to “refuse any temporary personnel supplied by the Company for any job-related deficiency and to request immediate removal of the employee.”	Engaging in misconduct such as theft, fraud, harassment, violence, or any behavior that violates company policies or the law; consistently failing to meet performance expectations, not completing assigned tasks; breach of confidentiality and company policies; ethical violations; lack of qualifications; project ended.
17	“Additional work necessary to meet the terms of service under the above scope of work should be identified and included in Proposals” is quite a broad statement. What additional services are sought.	Any services that you understand are necessary to carry out your work must be included in the proposal.
18	Is there a reason for a one-year term of contract? The onboarding should take at least two months. Has the PRMS considered a contract for 36 months?	The contract is based on one (1) year with four (4) optional years. Each optional year will be a one (1) year extension with a potential of five (5) year’s total. The RFP was amended with the correct information.
19	What are the language requirements for contracted staff?	Spanish and English
20	Are there particular requirements for the subcontractors?	The Company may not subcontract with any private entity to delegate the essential services object of this contract. The Company may only subcontract personal services and professional and advisory services to comply with the services object of this contract. In no way and under no circumstances should the consent of PRMP be to authorize such subcontracts be interpreted as implying that PRMP incurs additional obligations to the total dollar amount agreed upon in this contract, or that the Company is released from liability for any damages that may be caused by the party that is subcontracted. Any subcontracting that the Company deems necessary to carry out and that is not included among the permissible subcontracting, will require the written authorization of PRMP. All subcontracts will be subject to the special conditions stipulated in this contract and to any other condition that PRMP deems necessary for its approval, and to all state and federal laws and regulations applicable to the contract originated between PRMP and the Company.
21	Which applicable licenses, certificates, permits, or other authorizations are required?	The required licenses, certificates, permits, or other qualifications needed to conduct business in Puerto Rico.
22	Is PR currently working with, or has worked with, any consulting companies in determining the requirements for this	Yes, Manpower
23	What healthcare Management Systems are you using ?	CURAM (MEDITI3G)
24	Total number of Providers that will be serviced under his contract	Including service location, 28K



25	Total number of Location serviced under this contract?	This contract is island wide; 69 locations will be serviced.
26	What third party systems are currently being used for this contract?	All our systems are using vendors as a third party, and we are being certified by CMS.
27	At any point, was there an RFI issued and responded to relating to the RFP? If so, can these be added to the Bidder's Library?	There was not and RFI issued.
28	Will PR prefer a local office, or can the bidder use existing out-of-state facilities?	We prefer local office.
29	The requirement in the Minimum Experience area. Does this include corporate, subcontracting, and personnel qualifications?	No. Table 12: Mandatory Qualifications is referring to the experience of the company not the personnel.
30	How is this effort being funded? State? Federally?	State and Federal
31	Please describe the process for claims submission to the MMIS vendor?	Interface via ASES (payments) Interface with MCO's (payments)
32	Is it encounter based?	To some extent, we do.
33	How many unduplicated Medicaid claims are or paid annually? How many Medicaid claims are paid annually and what are the dollar amounts?	The Medicaid Vital Program in Puerto Rico is 100% Manage Care (The MCOs/MAOs are the responsible for paying/adjudicating claims to the providers). Currently, the PRMMIS is monitoring the compliance and quality for aligned federal standards and requirements. Claims: 53,214,293 Sum of Paid Claim Count: 42,111,435 Sum of MCO Paid Amount: \$3,234,005,887.50
36	Does PR intend that only other firms that may be subcontractors submit financial records (audited or unaudited), or if our Proposal elects to include specific individuals as subcontractors, do those individuals also need to submit financial records (audited or unaudited), even if they are not affiliated with any firm or other corporation?	PRMP does not ask for financial records.
37	Do you require the contractor to be physically located in PR to perform this work?	This not required in the RFP.



38	Is the claims data that will be made available “clean”, that is free of duplicates, adjustment claims incorporated, etc., or will the RFP contractor be responsible for cleaning the data therefore finding that type of contractor (Business Analyst’s	The PRMMIS System have the necessary Edits/audits for making sure the claims and the information is unique. The MMIs system is aligned with CMS/TMSIS metrics, standards and regulations (PRMMIS was certified by CMS in 2019).
39	Please also describe any software tools or existing data warehouse that the state currently licenses or owns and that they might expect us to use.	We use: BO/Insight Analytics, Pover BI
40	It is required to include a Specific Cover Letter for the Cost Proposal?	No.
41	The Technical Part is the one where we include the cover letter, table of content, executive summary, and all the rest of the parts. Correct?	Correct.
42	Can you explain further from the mandatory Requirements- on page 42. Invoice Package request. Specific point c. – It is a little confusing, we don’t have clear understanding about the requirement of the 3 copies and an electronic one.	Bring to our Central Office an original and 3 copies of each invoice: <ul style="list-style-type: none"> • Original invoice with the signatures in hard copy • Two (2) copies of the invoice in hard copy • An electronic copy of the invoice
43	On the SLA’s and Performance Standards: Contract Remedies - It mean losses or charges for non-compliance?	It means loss for non-compliance.
44	Rather than leverage a mark-up-based cost proposal, would the agency consider proposals which leveraged a “Not to exceed rate” approach to pricing for these labor categories?	Vendor is required to answer the cost proposal in its entirety; they cannot eliminate or modify the information given in the sections or the tabs. The Vendor may add a tab with the method or approach they prefer to be considered.
45	Would the agency consider allowing vendors who are not currently qualified to conduct business in Puerto Rico to bid, with the contingency that they will register to conduct business in Puerto Rico within 45 days of award?	Per Attachment H: Terms and Conditions Response – specifically in reference to Attachment E: Mandatory Specifications: <ul style="list-style-type: none"> • Prior to the vendor submission of its proposal, the vendor must be registered with the “Registro Único de Proveedores de Servicios Profesionales” (RUP) from the Puerto Rico General Services Administration (ASG) and with the Puerto Rico Treasury Department (Hacienda) for the collection of sales and use tax (IVU) as a provider (if applicable) in the Sistema Unificado de Rentas Internas (SURI). The PRMP shall not award a contract, unless the vendor provides proof of such registration or provides documentation from the Puerto Rico Treasury Department that the vendor is exempt from this registration requirement in the SURI system. The foregoing is a mandatory requirement



		of an award of a contract pursuant to this solicitation. For more information, please refer to the PR Treasury Department's web site http://www.hacienda.pr.gov .
46	Would the agency consider awarding multiple vendors for this RFP, rather than a single award to one vendor?	No.
47	What is the ratio proportion of new talent vs existing talent?	50%
48	What are the roles of new talent vs existing talent?	Same roles within the titles and positions that are specified in the RFP.
49	The project will work remotely, hybrid or completely in the office?	Work will be mainly in the office; exceptions will be evaluated case by case in order to authorize remote or hybrid work.
50	What is the compensation Structure for the roles to be recruited and the current roles?	The compensation is according to the functions carried out by the employee within the range that was established in each position title.
51	What are the current employee benefits?	Paid vacation, sick leave, holidays, maternity leave, Christmas bonus and SINOT.
52	For specialized roles; the trainings will be provided by the contracting agency? Or will be responsibility of the Health department for the technical roles?	They will be provided by the Puerto Rico Medicaid Program (PRMP).
53	In the SLA area, what is the current turnover and what is desired turnover?	PRMP expects a 30% or less of turnover of employees.
54	In the meeting agenda section, what are the frequencies of the meetings?	There is no frequency of meetings established.
55	What are the payment terms in the RFP? It appears that there are 20 days to review the invoice and later they are 30 days. Does this mean that the terms are 50 days?	All payments in relation to this procurement will be made in accordance with the Payment Terms and Conditions of the contract resulting from this RFP. The proforma contract included in this RFP is an example contract and does not include all final specifications . The final terms of the contract will be discussed with the successful vendor during contract negotiations. The terms can be up to 50 days.
56	I understand that you currently have a temporary employment supplier. Your plan is transferring all employees to the other temporary agency?	Yes.
57	All the titles mentioned in the Excel Worksheet are the positions that we will be recruiting temporary.	Yes, and depending on the needs of each department, we will require more positions.
58	Do you use any time and attendance register?	We use the vendor's register and our own.



59	What is the payroll day?	Weekly on Fridays.
60	Are there employees who incur per diems and travel outside of Puerto Rico ?	Yes, but it is limited to some positions and roles.
61	In the Key Goals referred to as Employee Benefits... Can you explain more?	Paid vacation, sick leave, holidays, Christmas bonus, health benefits, and any other benefits your company provides that comply with the laws of Puerto Rico.
62	The presentation it will be in English or Spanish?	English
63	They are going to require a Performance Bond, can you explain why?	This clause does not apply to this contract. The proforma contract included in this RFP is an example contract and does not include all final specifications. The final terms of the contract will be discussed with the successful vendor during contract negotiations.