



| ID | Questions | Answer |
|----|---|---|
| 1 | Considering the level of detail that is required in the RFP, will it be possible to extend the deadline for submission of proposals by at least one additional week? | Please see Amendment – Table 1: RFP Schedule of Events |
| 2 | In section 2.11.3 Proposal Format, it is noted that the page limits established in each attachment must not be exceeded. However, only limits are observed for Attachment D, the Executive Summary, and the resumes. Please, confirm. | <p>This page limit will not apply to the following RFP components:</p> <ul style="list-style-type: none"> • Attachment C: Vendor Qualifications and Experience, the following section only: <ul style="list-style-type: none"> ○ Section 3: Business Disputes • Attachment D: Vendor Organizations and Staffing, the following section only: <ul style="list-style-type: none"> ○ Section 2.1: Resumes ○ Section 2.2: References |
| 3 | For the scope of integration with PRMES, confirm if there are other systems through which it will be possible to book appointments in the same appointment book in addition to the channels of the proposed solution. | The objective is to strictly book appointments using the selected solution. In other words, PRMP will only use one solution to book appointments. |
| 4 | On page 18, the ability to manage virtual queues is required. Please confirm if the solution should also provide the ability to book virtual appointments to be attended by PRMP staff in any geographic location. | Yes, solution should have the ability to book virtual appointments. |
| 5 | Confirm that the mobile app will be intended exclusively for Medicaid beneficiaries by using a dedicated branding to the PRMP and in compliance with applicable regulatory standards for PHI. | Confirmed. |
| 6 | Regarding Attachment F (based on the instructions), if the answer is "Yes", it is not required to add more detail or fill in any other column. Please confirm if it is correct. | The requirement is to enter a “Will Meet” or “Will not Meet”. Ideally, the vendor should provide brief description of how the intend to meet particularly if there are any assumptions that should be considered. |
| 7 | <p>Regarding Attachment A we have the following questions:</p> <ol style="list-style-type: none"> a. The instructions indicate that values should not be inserted in the Cost Summary worksheet and that everything comes from the other worksheets. However, the Cost Summary worksheet does not have formulas. Please, confirm. b. Confirm if the Deliverables worksheet includes only the effort associated with the provision of implementation deliverables and excludes the multi-year maintenance and support effort. c. The list of deliverables in the Deliverables worksheet does not match those that appear in Appendix 1 (Deliverable Review Process). Please, confirm. | Corrected. Please see Amendment. |



| | | |
|----|--|--|
| | d. In the Deliverables worksheet, a reference error is identified in cell D22. Also, it is identified that the Total Cost cells (D9 and H9) do not add up to all the corresponding cells. Please, check. | |
| 8 | In Attachment H, there seems to be an error since Attachment I is referenced multiple times when it does not exist. Please, validate. | Please see Amendment. |
| 9 | What is the total number of locations where the system will be implemented? | 65 |
| 10 | Could you provide an estimated figure of the total number of users expected to use this system at the organization level? | Approximately 850 users. |
| 11 | Could you provide an estimate of the number of citizens attended per location over a given period, for example, daily or monthly? | An average of 3,000 citizens monthly. |
| 12 | How many supervisors will need access to the system, and what will their specific role be within it? | Approximately 118. |
| 13 | Do you intend to incorporate kiosks as part of the solution? If yes, how many kiosks will be needed in the proposal? | Would like to implement 5-10 kiosks but need to know the cost and the functionality that will be included. |
| 14 | Are display screens already available at all the locations where the system will be implemented, or is there a need to include a quotation for them in our proposal? If yes, how many displays will be needed in the proposal? | Display screens are available, but provider should include specifications in terms of compatibility. Regardless, provider should include in the proposal a cost per display screen and the corresponding specs. |
| 15 | Do you intend to incorporate check-in through a host person? If yes, is it required to print a ticket? If yes, how many printers do you need? | Yes, we will have a host person. It will be required to print a ticket and currently we will need 59 printers. |
| 16 | Does the Agency use any tracking or monitoring tool provided by the Information Technology Department that monitors websites visited and applications used by the user? | Not currently. |
| 17 | What is the modality of citizen attention in your organization: (a) Phone Call, (b) Video Call (for example to support audio impaired), (c) face to face, or all above? Are there differences in modality approach among the locations or is it uniform across all of them? Do you foresee any changes to this attention modality in the near future? | Phone Call, Call Center, On Premise, via Citizen Portal. In the offices we must deal with walk-ins, appointments, and we also have drop boxes. It's uniform across all of them. We would like to migrate to virtual attention. Ideally, we'll eventually reduce the traffic in the local offices. Also, add services for the audio impaired. |
| 18 | Does the Agency use any tool to facilitate teamwork for file sharing and collaborative document editing like Microsoft Team, SharePoint, Microsoft Office, or others? If yes, does the Agency want to (a) continue using this tool or (b) want a new tool for that as part of the proposal or (c) want an integration to them? If yes, what is the name of the tools used? | Yes. Teams, SharePoint, and Office 365. Willing and receptive to new ideas/tools. |
| 19 | The Agency wants as part of the solutions a full scheduling system integrated to the queue management system or the ability to integrate to existing scheduling system. If you wish for us to integrate to an existing scheduling system, could you give us more details about | Currently, there is no scheduling system being used. |



| | | |
|----|--|---|
| | the appointment module you are currently using? What features are important to you in an appointment module and what are the limitations of the current system? | |
| 20 | The Cost Proposal on tab 3 mentions attachment H as Project Schedule, but the attachment H on page 61 is about Terms and Conditions. Also, cell D22 has an #ref! error. Could you please clarify? | Please see amendment – Attachment A Cost Proposal |
| 21 | The Cost Proposal on tab 2 mentions the following: “The costs on this worksheet will be automatically calculated using the information entered on the other worksheets. It is the responsibility of the vendor to ensure spreadsheet calculations are correct.” But the excel does not have any formula to automatically calculate the cost. Could you please provide more details? | Please see amendment – Attachment A Cost Proposal |
| 22 | Page 19 section III item P says: “Offer a help center or customer support channels to assist users with any inquiries or issues related to the appointment process”. Is this support for agency users? Is this support for citizens? How many requests do you project through the month? What are the working hours of the Help Center? Should the price of these services be included in tab 2 (Cost Summary) Tech Support? | Citizens – PRMP Beneficiaries. Difficult to provide estimates of # of requests because PRMP has never done it before. As of today, PRMP has 1.6 million beneficiaries. The request basically consists in providing self-help capabilities, on-line videos, or other mechanisms to the users in case they have questions. |
| 23 | Page 17 says: “Offer access to training resources, online courses, and skill development programs. Track employee progress in acquiring new skills and provide recommendations for further learning”. How many users will be using this feature? | 800 users |
| 24 | Page 24 Training says: “The selected vendor is expected to provide in-person training to external user groups including, but not limited to PRMP staff.” How many people do the agency project for this training? | We’ll train the trainer concept – we don’t expect to train more the 10 external users. |
| 25 | Can the response to the RFP be in Spanish? | No. |
| 26 | Could you provide the RFP in word format to facilitate copy and paste for the response? | Yes, it’s uploaded on the websites. |
| 27 | To ensure a comprehensive understanding of your requirements and to provide tailored solutions, we kindly request some clarifications regarding the main objectives outlined in the RFP. Specifically, can you provide more insights into the problem your organization aims to address through this initiative? | Need to be able to monitor traffic of beneficiaries in our offices. Need to monitor and measure metrics for all tasks/activities of our caseworkers and supervisors at each local office and Regions. At the end of the day, we need to increase productivity and accountability. Automate tasks/activities – eliminate manual tasks. Provide virtual services to our beneficiaries via mobile app – appointments, submit forms, etc. Must be able to size and predict staffing requirements. |
| 28 | Context: To facilitate a targeted and impactful proposal, it would be immensely beneficial if you could provide additional context and specifics related to the following: | <ul style="list-style-type: none"> • See answer to question 27 • KPI’s – the most critical ones are the following: time to attend customers depending on the activity/task – new application, change of circumstances, recertification. Mail Management |



| | | |
|----|--|---|
| | <ul style="list-style-type: none"> • What are the underlying challenges or pain points that have required this RFP and the desired outcomes expected from addressing these challenges? • What are the key performance indicators (KPIs) or success metrics that will be used to measure the effectiveness of the proposed solutions? • Are there any constraints or limitations that the proposed solution should consider, such as budgetary restrictions, technology compatibility, or implementation timeline? | <p>including applications and returned mail. Minimum of appointments per day, was able to complete the transaction successfully or customer has to return, customer surveys, number of customers attended successfully.</p> <ul style="list-style-type: none"> • Currently there are no restrictions. |
| 29 | <p>Context: Section 3.2 - Subsection I – Productivity and Operations states that “the purpose is to implement a platform that offers real-time data on employee efficiency and the time to complete assigned tasks. The data analyzes employee behavior and records task-based timelines...”</p> <ul style="list-style-type: none"> • Can you provide details of the types of positions that will be monitored? Does it include positions like: Caseworkers, Office Clerks, Supervisors, Drivers? • The tasks that will be measured include those performed offline, such as traveling, meetings, archiving files? • What tools and/or platforms do employees currently use at the local offices? • Do employees currently use any time and labor log tool? Which one? • What are the current workflow tools used? Will we have access to all the timestamps that such platform captures for every case worked? • Behaviors in how they use the workflow (i.e. Pixel by pixel tracking)? Or physical behavior (i.e. % of time at their workstation, # of steps taken)? | <ul style="list-style-type: none"> • Case workers, office clerks, supervisors, etc. – by local, regional, and main central office • Customer traffic, time to attend customers based on type of transactions, number of appointments per day, mail process, returned mail. • Eligibility Platform (Azure Cloud) and Office 365 • For payroll purposes, Contractors register time in Manpower Solution and government employees use Kronos • No current workflow tools being used • For the most part we’ll focus on physical behavior, time on their workstation, attending customers, archiving. |
| 30 | <p>Context: Section 3.2 – Subsection I (a) states that the platform should “Capture and log employee activities on their work devices, including websites visited, applications used, and time spent on specific tasks. This helps measure productivity and identify areas for improvement...”</p> <ul style="list-style-type: none"> • In the case that the employee is performing the task outside the office, should the application allow for manual entry the next day? • Is there an existing workstation monitoring service being used? • Are workstations managed by internal IT department or by a vendor? If there is, what level of monitoring is performed (i.e. only website access, pixel-by-pixel) | <ul style="list-style-type: none"> • Task out of the office are out of scope. • No existing monitoring service being used, there are plans to implement a tool withing the next 6-9 months • Workstations are being manages by IT |
| 31 | <p>Context: Section 3.2 – Subsection I (d) states that the platform should “Monitor employee attendance, including clock-in/out times, breaks, and leaves. Generate reports and manage absence requests to ensure accurate time tracking and compliance with policies....”</p> <ul style="list-style-type: none"> • Is there a physical clock-in clock out device (Kronos)? | <ul style="list-style-type: none"> • Kronos |



| | | |
|----|---|---|
| | <ul style="list-style-type: none"> Is the platform required to connect to tools (ie. Kronos) to monitor clock-in/out times, breaks and leaves? If it doesn't, would that capability be required on mobile devices as well? | <ul style="list-style-type: none"> Yes, it is required to connect. |
| 32 | <p>Context: Section 3.2 – Subsection I (f) states that the platform should “Facilitate regular feedback and performance review processes between employees and managers. Enable performance discussions, goal adjustments, and documentation of feedback...”</p> <ul style="list-style-type: none"> Is there a formal employee appraisal process in place that could be used as reference to design this workflow or does the proponent need to develop it along with PRMP? | Proponent would need to work with PRMP to develop it |
| 33 | <p>Context: Section 3.2 – Subsection I (g) states that the platform should “Provide communication and collaboration tools to facilitate teamwork, information sharing, and knowledge exchange. Include features like messaging, file sharing, and collaborative document editing...”</p> <ul style="list-style-type: none"> What platform is being used to manage email services, internal storage, etc? Can the platform connect to existing collaboration tools such as Office 365 and leverage the applications like Teams, One-Drive, Outlook? Is there disposition to implement broadly accepted collaboration platforms (i.e. Teams, Zoho, Slack)? | Office 365, Teams and SharePoint |
| 34 | <p>Section 3.2 – Subsection I (h) states that the platform should “Offer access to training resources, online courses, and skill development programs. Track employee progress in acquiring new skills and provide recommendations for further learning.”</p> <ul style="list-style-type: none"> Will PRMP provide the library of trainings available for employees and the curriculum with skills required by position/level? | A training library is not available, but we can work with the Provider to define the library |
| 35 | <p>Context: Section 3.2 – Subsection I (k) states that the platform should “Allow customization of the platform to align with specific organizational needs and workflows. Enable integration with other tools and systems.”</p> <ul style="list-style-type: none"> Can you provide a list of minimum systems to which the platform needs to integrate? Does the systems have readily available API's and documentation or does the vendor have to work with the other suppliers to develop those API's/integrations? | <ul style="list-style-type: none"> Integration with our Eligibility and Enrollment platform. No, the system does not. It will be required to work with the suppliers. |
| 36 | <p>Context: Section 3.2 – Subsection I (m) states that the platform should provide “A master dashboard display that allows the administrator to see the activities of every location (offices).”</p> | At least 5-10 locations will need access to the Master dashboard. We need to implement the solution in an Azure Cloud |



| | | |
|----|---|--|
| | <ul style="list-style-type: none"> Are all the locations (offices) connected to a cloud? If not, how many have data centers that will require connection? | |
| 37 | <p>Context: Section 3.2 – Subsection II (a) states that the platform should “Enable customers to obtain tickets or queue numbers to join the queue. This can be done through self-service kiosks, mobile apps, or ticket dispensers.”</p> <ul style="list-style-type: none"> Which tools/platforms are currently being used for ticket queuing and case assignment? Can beneficiaries currently request services online? How many offices have self-service kiosks and ticket dispensers? Does the proponent need to provide self-service kiosks? If not, are the self-service kiosks capable of integrating with the platform through API? In the case that the proponent has to provide the self-service kiosk, can you provide an estimated quantity of kiosks required? Is there a capacity study that could be used as reference to estimate the volume of transactions/visitors per office? | <ul style="list-style-type: none"> No ticket platform, case management is done directly via our E&E Platform Citizens can request appointments thru our Call Center and submit application via a portal Would like to implement self-service kiosks including ticket dispensers Yes, but the integration via API will be a separate project 10-15 kiosks are the current estimate Don’t have a formal capacity study but can provide some input from the past couple of months |
| 38 | <p>Context: Section 3.2 – Subsection II (c) states that the platform should “Support multiple service points or counters where customers can be served simultaneously. The queuing system should efficiently distribute customers to available service points based on predefined rules or algorithms..”</p> <ul style="list-style-type: none"> There are multiple algorithms that can be used for this purpose, is there a way to select or prioritize which to use? Will rules be provided? | Rules and priorities will be provided |
| 39 | <p>Context: Section 3.2 – Subsection II (i) states that the platform should “Enable staff members to manage and allocate resources efficiently. This includes functionalities for staff assignment, monitoring service levels, and real-time staff availability status.”</p> <ul style="list-style-type: none"> Resource allocation is tightly related to how services are assigned. Is the staff’s participation already defined? Can anyone change the rules based on the observed performance? | Yes, and only Admin and Regional Director will be able to change the rules |
| 40 | <p>Context: Section 3.2 – Subsection III (d) states that the mobile app should “Provide a user-friendly and ADA compliant interface for users to schedule appointments based on availability, date, time and desire services or resources.”</p> <ul style="list-style-type: none"> What level of ADA compliant will be required? (A, AA or AAA)? This will significantly impact the mobile app design? | AA |
| 41 | <p>Context: Section 3.2 – Subsection III (g & j) states that the mobile app should “(g) Enable administrations to manage the availability of services, resources, or staff members,</p> | NOT required thru the Mobile App |



| | | |
|----|---|---|
| | <p>ensuring accurate scheduling based on availability... and (j) Provide real time updates for users and administrator is to reflect any changes in appointment availability, cancelations, or rescheduling.”</p> <ul style="list-style-type: none">• There are multiple Administrator's functionalities that could be done via web in a desktop. Is it required to have these functionalities for admins in a mobile app too? | |
| 42 | <p>Context: Section 3.2 – Subsection III (p) states that the mobile app should “Offer a help center or customer support channels to assist users with any inquiries or issues related to the appointment process.”</p> <ul style="list-style-type: none">• Will this help center provide support via a call center or just via electronic channels (i.e. chat, email, portal)? | Refers to electronic channels |
| 43 | <p>Context: Section 3.2.1 – Technical Specifications – PRMES Integration states that “The selected vendor will be expected to integrate their proposed solution into the overall PRMES platform. This integration will include implementation, configuration, and operational activities and will occur throughout the life of the engagement. The selected vendor will be expected to actively collaborate with the MMIS vendor, and other relevant vendors as applicable, to ensure proper integration of the Productivity and Operations solution into the broader PRMES.”</p> <ul style="list-style-type: none">• Can you further elaborate on what the “PRMES Platform integration” entails?• What will be the scope of the collaboration with the MMIS vendor? | There will be no integration with MMIS, the only integration will be with Eligibility and Enrollment. |