



ID #	RFQ Document	RFQ Section	Page #	Question	Comment
1	01-PRDoH_PREE_RFQ_V1.0.pdf	NA	NA	Please provide your budgetary expectation with regards to both the DDI and ongoing operations.	Please refer to RFQ Section 4 Cost and Budget Specifications
2	01-PRDoH_PREE_RFQ_V1.0.pdf	NA	NA	Please let us know if vendors are permitted to submit an alternate proposal.	No please refer to RFQ Section 9.1.4 and 9.1.5 respectively
3	01-PRDoH_PREE_RFQ_V1.0.pdf	NA	NA	Please share your scoring criteria and weighting.	Scoring Criteria will not be shared.
4	01-PRDoH_PREE_RFQ_V1.0.pdf	NA	NA	The PRDoH has indicated that this document is to be kept confidential. In order to offer a complete solution, we will be proposing software and services provided by other suppliers. Can we discuss this proposal under the authority of a properly executed Non-Disclosure agreement with other suppliers with whom we intend to sub-contract?	The document may be shared with named sub contractors under NDA.
5	01-PRDoH_PREE_RFQ_V1.0.pdf	8	64	Can the PRDoH share any required terms and conditions or other contract template language beyond what is listed in Section 8 Contract Standards in the RFQ? If so, please provide a template or examples.	Refer to RFQ Section 8.1
6	01-PRDoH_PREE_RFQ_V1.0.pdf	9	67	Can the PRDoH share any criteria that will be used to score proposals? Will the cost portion of the criteria be scored on the entire total contract value (TCO) over seven years?	Refer to RFQ Section 8.1
7	01-PRDoH_PREE_RFQ_V1.0.pdf	1.1	1	Can Puerto Rico provide the number and types of users be utilizing the eligibility system as well as the location (e.g. central office vs. local office.)	Refer to RFQ Section 1.4.1 and RFQ Page 5 Goal 3



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8	01-PRDoH_PREE_RFQ_V1.0.pdf	1.4.4	9	Does the PRDoH intend to procure a fully featured document management system as part of this RFQ or as a separate procurement? (e.g. FR-INT-049 and FR-INT-118 conflict regarding existence of document management system). If so, are we providing licenses, as well as implementation cost, hardware cost, hosting, etc. What would the territory's participation be in the transition?	Refer to Section 1.4.4 and FR-INT-119
9	01-PRDoH_PREE_RFQ_V1.0.pdf	1.4.4	9	Section 1.4.4 Document Imaging. Does PRDoH expect to scan and index existing paper records into the new PREE System? If so, please provide expected volume of scans and estimated number of pages.	No, existing paper records will not be scanned and indexed.
10	01-PRDoH_PREE_RFQ_V1.0.pdf	1.4.4	9	Section 1.4.4 Document Imaging. Should the vendor propose the scanning equipment? If so, please provide requirements and physical counts of number of scanners required. Will PRDoH ensure compatible computers and network connectivity/performance to support the scanning process?	Please refer to Technical Requirement T3.3.3 & T7.3



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11	01-PRDoH_PREE_RFQ_V1.0.pdf	2.2/3.6	16/41	Section 2.2 Puerto Rico Technology Standards. This section states that the Vendor must propose a solution that can be provisioned, deployed, and managed on the Azure. In 07-PRDoH_Technical_RTM, Tab 1.0 Technology Stack, the introduction paragraph states: "The E&E Vendor must propose a solution that can be provisioned , deployed and managed on the Azure cloud. In section 3.6 Hosted Cloud Requirements, the RFQ provides the option of deploying the system in a non-Azure cloud environment. Please clarify if PRDoH will accept proposals that specify infrastructure/data center services that are not in the Azure Cloud.	Please refer to General Instructions Tab 1.0 "PRDoH prefers that the Vendor follow the Government of Puerto Rico's Enterprise Standards. However, Vendors may propose alternative technologies by providing appropriate justification for the use of the alternative technologies (unless requirement is noted as mandatory). The justification should include the overall impact of the alternative technology proposed on initial investment, M&O costs, time to deployment and value, extensibility, maintainability and other relevant factors."
12	01-PRDoH_PREE_RFQ_V1.0.pdf	8.1.X1		What territory taxes are applicable for vendors in the Territory? (e.g. Gross Receipt Tax)	We strongly advise Vendors to retain a local CPA or Tax Advisor to understand the Taxation situation in Puerto Rico. Per RFQ Section 8.1.xi We strongly advise Vendors to retain a local CPA or Tax Advisor to understand the Taxation situation in Puerto Rico.
13	01-PRDoH_PREE_RFQ_V1.0.pdf	9.1.4	68	Section 9.1.4 RFQ Submission Instructions. Will PRDoH extend the deadline to submit the final response to the RFQ to February 22, 2018?	Quotation response due date has been extended to January 22, 2018, 4pm AST.
14	01-PRDoH_PREE_RFQ_V1.0.pdf	9.1.4	68	Section 9.1.4 RFQ Submission Instructions. In the event of an extension, will vendors receive an extension to submit questions?	No please refer to RFQ Sections 3.1.4 and 9.1.4 respectively



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15	01-PRDoH_PREE_RFQ_V1.0.pdf	9.1.4	68	<p>Section 9.1.4 RFQ Submission Instructions. We did not see instructions for the number of copies in 9.1.4.</p> <p>For the Technical Proposal, please identify:</p> <ul style="list-style-type: none"> <li>• Number of hard copies (both Original and additional copies)</li> <li>• Number of soft copies on flash drive</li> </ul> <p>For the Cost Proposal, please identify:</p> <ul style="list-style-type: none"> <li>• Number of hard copies</li> <li>• Number of soft copies on flash drive</li> </ul> <p>If the submission is entirely electronic (that is, no hard copies), please specify the medium: through email or on flash drive.</p>	<p>All files associated with the vendor's Technical and Cost responses should be delivered via:</p> <p>Responses to RFQ must be submitted via flash drive (1) Responses to RFQ must be submitted via hardcopy (1 Original and 2 additional copies)</p> <p>Address: PR Medicaid Program World Plaza Building 268 Muñoz Rivera Suite 500 San Juan, PR 00918</p> <p>Att: Luz E. Cruz Romero</p>
16	01-PRDoH_PREE_RFQ_V1.0.pdf	9.1.4	68	<p>Section 9.1.4 RFQ Submission Instructions. We did not see instructions in 9.1.4 about the separation of the Technical Proposal and Cost Proposals. Please confirm if Puerto Rico expects the Technical and Cost Proposals to be fully separated: packed in separate boxes with their own labels identify Technical and Cost Proposals.</p>	<p>Please refer to RFQ Section 9.1.5.3 PRDoH expects the response in a separate file using the provided excel cost workbook.</p>
17	01-PRDoH_PREE_RFQ_V1.0.pdf	9.1.4	68	<p>Is there a size limit on the files we are submitting to PRMedicaidInfo@salud.pr.gov, if so what is the size limit and are we able to submit the files separately?</p>	<p>Please see response to Question 15. Email delivery to PRMedicaidInfo@salud.pr.gov is no longer required.</p>



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18	01-PRDoH_PREE_RFQ_V1.0.pdf	9.1.5	69	In the Instructions for RFQ Response Content table a MITA SSA is listed. Please clarify what this component is?	The MITA SSA referred to on RFQ page 2 will be provided to the Vendor in the event that an agreement is entered into.
19	03-PRDoH_Vendor_Template	2.5		Incorporating existing overpayments information and any flags to the Client/Applicant's eligibility into the eligibility determination, and updating overpayments information. Our understanding is that the scope of this RFQ is to implement only applications for Medicaid and not for other public assistance programs and this requirement is only to provide the capability for other assistance programs to be applied for in the future. Is that correct?	Refer to RFQ Section 1.4.5
20	03-PRDoH_Vendor_Template	2.5		Providing the Program-specific eligibility determinations and benefit amounts for each Program applied. Our understanding is that the scope of this RFQ is to implement only applications for Medicaid and not for other public assistance programs and this requirement is only to provide the capability for other assistance programs to be applied for in the future. Is that correct?	Refer to RFQ Section 1.4.5
21	03-PRDoH_Vendor_Template	3.3.2.1		The instructions beneath the "3.3.2.1 CRM/Case Management Solution" heading indicate "The Vendor must ensure that the responses to this section address the requirements set forth in the RFQ section 3.2 Functional Requirements."	Refer to RQF Section 3.2, with specific attention to section 3.2.7



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22	03-PRDoH_Vendor_Template	3.3.2.2	27	Requirement "Integration of communications from multiple federal programs (e.g. Medicaid, SNAP)" Our understanding is that the scope of this RFQ is to implement only applications for Medicaid and not for other public assistance programs and this requirement is only to provide the capability for other assistance programs to be applied for in the future. Is that correct?	Refer to RFQ Section 1.4.5
23	03-PRDoH_Vendor_Template	3.3.2.2	27	No specific section reference is provided below the "3.3.2.2 Notifications and Alerts Functionality" heading. Can you please clarify if this should reference a particular section in the RFQ?	RFQ Sections 3.2.6, 3.2.9 & 3.3.9
24	03-PRDoH_Vendor_Template	3.3.3.2	28	The instructions beneath the 3.3.3.2 heading indicate "The Vendor must ensure that the responses to this section are in alignment with the requirements set forth in the RFQ section 3.2.12 Workflow Management." Can you please confirm that "3.2 Functional Requirements" is the section that was intended to be referenced?	Response must align with RFQ Sections 3.2.12 and 3.3
25	07-PRDoH_Technical_RTM.xlsx	Tab T2.1, T2.2 & T2.3	NA	Tab Numbering for T2.1, T2.2 and T2.3 does not align to numbering of requirements in Tabs (requirements numbering are T3.x for all). Please advise numbering system vendor should align responses to.	Vendor should ensure that requirements and response to requirements in Tabs T2.1, T2.2 and T2.3 use the numbering format T2.1.x , T2.2.x and T2.3.x respectively.



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26	07-PRDoH_Technical_RTM.xlsx	Tab 3.1	NA	T3.1 Tab requirements start with T3.4.x. Please advise if there are missing requirements. If not, please verify that vendors should respond to numbered requirements as exist in this tab.	Vendor should ensure that requirements and response to requirements in Tabs T3.1 use the numbering format T3.1.x.
27	07-PRDoH_Technical_RTM.xlsx			In the Technical RTM spreadsheet, is it necessary to always select a value for "Solution Method?" Available values are C (Configuration), T (Third Party Product), and N (New Development). There are some instances where the solution meets the technical requirement without any configuration, development or use of third party product. What value should we specify in such instances?	Requirement Met "Yes" Solution Method "C" Clarifying comment "Pre-configured to meet requirement."
28	FR-AP-017			"The Solution shall automatically indicate that recoupment is due when a final hearing outcome is ineligibility and an appellant has elected benefits continuance within the appeals process." Please clarify the need for recoupment functionality in a Medicaid Eligibility and Enrollment system? Is this requirement for another program other than Medicaid?	Refer to Requirements FR-AP-089 - FR-AP-093
29	FR-INT-002			Is the Vendor to provide an IVR system, or is one already implemented in Puerto Rico?	Refer to requirement FR-INT-059 and Instructions for T1.0 Technology Stack when PRDoH does not have a preferred Technology.



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30	FR-INT-058			"The Solution shall provide the capability to allow Applicants to apply for multiple public assistance programs online." Our understanding is that the scope of this RFQ is to implement only applications for Medicaid and not for other public assistance programs and this requirement is only to provide the capability for other assistance programs to be applied for in the future. Is that correct?	Refer to RFQ Section 1.2 Objective 2
31	FR-INT-058			What are the specific programs that are referenced in this requirement: "The Solution shall provide the capability to allow Applicants to apply for multiple public assistance programs online. "	Refer to Section 1.4.5
32	G7-IL-005			"The Solution shall include an interface with the Electronic Disqualified Applicant System (eDRS)." Can you please clarify why this interface is needed for Medicaid? Is this requirement for another program other than Medicaid?	Future Capability refer to RFQ Section 1.4.5
33	G7-IL-019			"The Solution shall include an interface with the EBT Vendor's system." Can you please clarify why this interface is needed for Medicaid? Is this requirement for another program other than Medicaid?	Future Capability refer to RFQ Section 1.4.5





GOVERNMENT OF PUERTO RICO

Department of Health  
Medicaid Program

PR Medicaid Program  
Puerto Rico Eligibility and Enrollment

RFQ Responses to Vendors  
Tuesday, December 19, 2017

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34	I8-PR-002 through 007			These requirements describe a pilot implementation and "Federal review of the pilot results". The Federal government (CMS) does not require a pilot for Medicaid Eligibility and Enrollment systems. This is normally only a requirement for programs such as SNAP where FNS does prescribe a pilot. Can you clarify whether a pilot is required, or can the vendor propose a different approach to implementation?	Refer to RFQ Section 3.4.10
35	MEDITI2 Eligibility System	1.5.1		We see the mention of the Universal Database (BDU), but we do not see it on the interface list, should this be on the interface list?	Refer to requirement FR-AQ-014