



## Vendor Questions and Answers

Number	Questions	Answers
1	Can PRDoH clarify the expected maximum and minimum transaction volumes for AVS during peak operational periods?	On the peak operational period this year we had 17,000 members for certification/re-certification, and a total of 1,351,231 eligible certified/re-certified members.
2	What are the specific levels of integration required with existing systems like MEDITI3G, and are there any additional technical details or interface diagrams that can be provided?	MEDITI3G currently interacts with the Federal Data Services Hub, State Data Services Hub, and the PRMP MMIS System. HIE integration is currently in process. Technical details can be provided to the vendor on contract award.
3	Does PRDoH have a pre-existing network of Financial Institutions (FIs) that the vendor should connect to?	There was no pre-existing network of Financial Institutions (FIs). Medicaid is a full manage care program, PRMP works with 9 carriers, PBM & ASES (4 MCOs and 5 MAOs).
4	Are there additional local or federal agencies that the vendor is expected to interface with as part of the AVS implementation?	We do maintain a trusted connection with the Federal Data Services Hub for data verification services. We do not directly connect with any federal agency outside of the FDSH and TMSIS reporting. However, we do not disregard the possibility of more federal and local agencies being part of the AVS implementation in the future.
5	Can PRDoH provide further details regarding penalties associated with SLA compliance, specifically concerning delays in documentation turnover and reporting?	The Master Service Level Agreement Document can be provided once the contract is awarded.
6	What are the minimum expectations for system uptime and availability, and are there penalties for not meeting these performance standards?	Each system will have its own expectations, but in general they are listed in the Master Service Level Agreement.
7	Should the cost proposal include separate line items for contingency and risk management? If so, is there a recommended percentage of the total estimated cost that should be allocated to these categories?	The cost proposal should not include separate line items for contingency and risk management.
8	Is the cost of system licenses to be included in the overall project budget, or should this be treated as a separate potential purchase option for PRMP?	PRMP expects the supplier to present both options in the proposals. PRMP reserves the right to decide which option it will choose through the contractual process.