#	Question	Answer
1	Could PRMP clarify which specific Medicaid eligibility functions and workflows renewals, appeals, case closures, etc.) are to be included in the BPR assessment?	PRMP expects the BPR will review office efficiency, performance metrics, and streamlining processes across all offices. This should include, but not be limited to: • Workflow and Task Management • Communication and Collaboration • Document Management and Information Flow • Time Management and Scheduling • Technology and Tools Usage • Customer/Client Interaction Processes • Onboarding and Training • Reporting and Performance Tracking For example, the analysis and recommendations for improving processes may include examination of application methods (in-person, by mail, by phone, and online) and the process flow of each method from application through eligibility determination. Including, but not limited to, the number of "touches" applications receive, and the timeliness of determinations.
2	Will the scope include systems-related processes (such as automated eligibility checks and related hierarchies that impact no-touch or ex parte renewals) or strictly business/operational processes?	The scope should include existing system-related processes contributing to and integrated within business and operational processes.
3	Is PRMP expecting that recommendations will include technology enhancements or only procedural/process reengineering?	Recommendations should primarily focus on process reengineering, but the evaluation and improvement models may also include considerations for technology and tools usage.
4	Is there a minimum number of local and/or regional offices the vendor will be expected to visit as part of this engagement?	PRMP expects the selected vendor to visit every local and regional office to evaluate the process flows utilized in each location.
5	When the RFP refers to assessment and implementation in "local offices" (e.g. the evaluation of current operational processes in local offices and the Central Office in section 3.1.3), does this encompass both the 61 local offices and 7 regional offices?	Yes.
6	What additional technology tools (beyond MEDITI3G and other electronic interfaces) support operational processes around eligibility such as the call center, workflow and task management, document management, scheduling, etc.?	PRMP will provide the selected vendor with additional insights regarding relevant technology and tools.

#	Question	Answer
7	Will the awarded vendor have access to current eligibility operations data, reports, staffing models, and performance metrics to support the assessment and diagnostic phase?	Yes.
8	How complete is existing documentation of eligibility hierarchies in the MEDITI3G system?	Eligibility hierarchies for Medicaid MAGI and NON – MAGI populations are documented within the PRMP Policy Manual. For MEDITI3G system (which has the same hierarchies) it is documented within the different System Functional Design Documents (FDDs), Spreadsheet rules, updated deliverables per each CMS policy/rule change request or SPA.
9	What level of staff participation is expected for workshops and interviews? Are there scheduling constraints we should be aware of?	The selected vendor will collaborate with PRMP in scheduling workshops and staff interviews.
10	Are remote meetings and hybrid sessions acceptable for parts of the assessment and implementation phases, or is 100% onsite presence expected?	PRMP anticipates the selected vendor will find initial local and regional office evaluations are best conducted in person. Vendors should submit proposals which seek to balance cost effectiveness alongside PRMP's other goals and desired outcomes.
11	The following document on the solicitation website Process Reengineering RFP has a 404-file error when the document link is accessed: PL-003 Administrative Order Number 2024-586	Refer to the Procurement website to download the update file.
12	Since the discovery and analysis phase will be used to identify recommendations for implementation (i.e. recommendations are not currently known), is the expectation that the vendor will constrain recommendations to those that can be fully implemented during the implementation phase of the 18-month engagement? Or should the vendor identify all recommendations even if they cannot be implemented fully in the 18-month engagement due to IT system constraints or other implementation considerations?	The selected vendor should provide any relevant recommendations, including those that can be implemented within the 18-month contract term and those that may extend beyond the contract term. The selected vendor will work with PRMP to prioritize and implement recommendations.
13	What capacity exists to make changes to MEDITI3G and related electronic interfaces if changes are identified as part of the discovery and analysis phase?	The selected vendor may make recommendations for technology changes that are beneficial to process reengineering.
14	Is there an existing OCM strategy or team the vendors will need to coordinate with during implementation?	Yes, PRMP has a dedicated OCM team.

#	Question	Answer
15	What criteria will be used to determine pilot success before scaling improvements island- wide?	The selected vendor will collaborate with PRMP in defining pilot success criteria prior to scaling improvements island-wide.
16	Can PRMP provide additional details on how training materials are documented and maintained? Is training documentation maintained in an existing learning management system (LMS) or in a separate format?	Training materials are not currently stored in a learning management system (LMS). Training materials are not currently stored in a central repository.
17	What existing key performance indicators (KPIs) or performance metrics does PRMP have for Medicaid eligibility operations? How detailed is this information (by field office, region, eligibility category, etc.)?	PRMP will provide the selected vendor with access to existing KPIs and performance metrics, if applicable.
18	Can PRMP provide more information on the difference between a performance metric and a KPI as it relates to the SLAs ("PRMP reserves the right to promote any performance metric to the status of a KPI.")?	Performance metrics are quantitative measures used to assess specific aspects of performance to track and monitor how well a process, service, or system functions. For example, average call wait time, average scheduled appointment time, number of work tasks resolved. KPIs are a subset of performance metrics strategically important to business goals that indicate the achievement of key business objectives. For example, call wait times of 5 minutes or less.
19	What reporting systems or data sources will the vendor be expected to use for performance monitoring?	The selected vendor, in collaboration with PRMP will develop a Performance Measurement System with proposed metrics. The vendor should also recommend tools for measuring operational efficiency.
20	Given the expectation for the Impact Evaluation Report to inform updates to training materials and processes (section 5.3.4.3) and contain a full evaluation of implementation outcomes (5.3.4.2), is PRMP focused more on the outcomes of improvements or the identification and completion of training changes? This will influence when the deliverable is produced.	PRMP is equally focused on improvement outcomes and providing training to align local and regional staff.

#	Question	Answer
21	The Closeout Management Plan (section 5.3.4.4) is to be submitted 6 months before contract-end (Table 18) but includes requirements around documenting lessons learned and project closeout activities. We assume that this is focused on our plan for completing these items, but we want to confirm that PRMP does not expect multiple iterations of the Project Closeout Report.	The Closeout Management Plan outlines project closure activities. Those activities, including the Project Closeout Report, will be outlined in the Closeout Management Plan.
22	Will the awarded vendor be expected to subcontract any system or IT-specific work, or should this engagement remain strictly operational?	PRMP is enhancing the efficiency and effectiveness of its operations.
23	If a vendor is already engaged with PRMP or PRDoH on an eligibility-related project (i.e. system, outsourced eligibility process), is that vendor prevented from bidding on this PRE work?	No. Vendors are eligible to bid on the PRE work as long as the project scope and costs are not duplicative with any other ongoing work for eligibility-related work.
24	Does performing the work contained in this scope of work conflict a vendor from providing eligibility-related IT solutions or outsourced eligibility processes in the future?	No.
25	The RFP lists two payment milestones (acceptance of D01-D07 and acceptance of D08- D12). These two payment milestones do not match the 4 payment milestones detailed in Appendix 1B. Can PRMP clarify the payment milestones that a vendor can invoice for?	Refer to Appendix 1B for payment milestones.
26	The cost proposal lists 13 deliverables but Appendix 1B lists 14 deliverables. Can PRMP review the cost proposal to ensure that it captures all the required deliverables? It appears D13 – Training Materials is missing.	Refer to the updated Cost Proposal - Amendment 1 on the Procurement website.
27	Will a vendor be able to invoice each individually priced deliverable on a regular schedule, such as monthly or only upon completion of the payment milestones?	No, invoice payments will be based on completion of the Payment Milestones as indicated in Appendix 1B.
28	Is there a maximum file size limit for digital submissions on USB drives?	No.
29	Does each exception to the provided terms and conditions need its own table, or can each exception be its own row in one overall "Exceptions" table? The RFP shows one exception per table (tables 15 and 16).	Vendors may include more than one exception per table.

#	Question	Answer
30	How will compliance with the SLAs be determined?	SLA compliance is based on the associated performance standards. Refer to section 7.9 Performance for guidance about SLA reporting.
31	Attachment "F_OTM_Workbook": There is a statement that says, "Vendor response fields are limited to columns identified in blue." Please clarify if this statement refers to the yellow section and not the blue section.	Correct, vendors should respond on columns F, G, H and I.
32	What is PRMP's ability to provide PHI-free / anonymized data? Is it expected that the vendor will receive PHI data and be required to provide capabilities to receive and process this information securely?	PRMP does not expect to directly provide the PRE vendor with PHI data files. The selected vendor will be required to comply with PRMP's data and security requirements and sign any applicable forms.
33	PL-003 Administrative Order Number 2024-586 is listed as "Not Found" on the https://www.medicaid.pr.gov/ portal for this solicitation (2025-PRMP-PRE-003). Can PRDoH please provide a downloadable copy of this solicitation document.	Refer to the Procurement website to download the update file.
34	What is the number of approved email addresses in SLA-003 which vendors must respond within the specified timeframe? Define "within one (1) business day of receipt". -The vendor must triage all inquiries received from PRMP-approved email addresses. All emails received must be acknowledged within one (1) business day of receipt and resolved within three (3) business days unless otherwise approved by PRMP. -The vendor must forward to the designated PRMP staff within one (1) business day those inquiries that are either: -Determined to-be outside the response scope for the vendor. -Should be handled by PRMP staff.	All PRMP staff/emails are applicable for this SLA. Compliance with this SLA is based on responsiveness within the business day timeframes specified in the RFP. Example: If PRMP sends the vendor an email on Monday at 4pm (within business hours, as specified in the RFP), the vendor must triage the inquiry by close of business (as specified in the RFP) the following business day, Tuesday.
35	Is there a Learning Management System (LMS), the vendor must upload all training? 16. The vendor must produce training materials and external-facing deliverables in both English and Spanish (as spoken in Puerto Rico). The vendor must be able to support both in-person and online training options in both English and Spanish (as spoken in Puerto Rico). Materials should include, at a minimum: …Online on-demand training, Online help files accessible to users	PRMP does not currently have a learning management system (LMS).

#	Question	Answer
36	Please verify the formula for cell A15 "Unassigned Ad-Hoc Hours." It is referencing the cell B9 (Blended Rate) on the "3. Labor Rates" tab. Should there be a formula or are vendors expected to enter a Blended Rate? Or should the formula reference cell B38 (Average Rates).	The formula is referencing B9 Blended Rate as it should, and vendors are expected to enter a Blended Rate.
37	Will PRMP provide access to MEDITI3G or other eligibility systems for process mapping and analysis, or must vendors simulate workflows externally?	PRMP will provide access to the MEDITI3G system, as needed.
38	Will PRMP publish a rubric or scoring breakdown for the 850 technical points?	Please refer to Section 6.2 Evaluation Criteria Table 3: Scoring Allocations.
39	Is there a preferred incumbent or vendor already engaged in similar work?	No.
40	What are the expectations for post- implementation support or transition?	The vendor will provide services monitoring following implementation using the Performance Measurement System, feedback from staff and leadership, and system analytics to evaluate the effectiveness and adoption of the processes. The vendor will provide PRMP updates of process implementation in the Monthly Status Report and the Impact Evaluation Report.
41	Are there any anticipated changes to PRMPs eligibility systems or platforms during the contract term?	Our eligibility system is constantly evolving due to various Change Requests (CRs) associated with each year's contract amendment with the System Integrator. These annual amendment contracts contain different CRs for implementing State (SPA) and Federal (CMS) requests, including E&E, PRMMIS, and other PRMP system change requests. Multiple anticipated changes to the eligibility system are expected, including but not limited to: • **System rules (Policy changes)** Example: Medicaid Spenddown, CMS SPA and others. • **Implementation of new interfaces**, such as: o Asset Verification System (AVS), which would add an interface to MEDITI3G. After an electronic verification call is triggered—either by a caseworker or system batch—the AVS will retrieve and verify assets and other resources such as bank account balances, vehicles, boats, real estate, etc. o VLP (Verify Lawful Presence) – Integration of V38 of the DHS – SAVE services to the eligibility system by CMS requirement to verify citizenship status. • **Implementation of the Document Management System (DMS)**: This external storage application will allow documentation for all cases to be uploaded from the system and made accessible to caseworkers at all times. • **Potential integration of the VITAL app from ASES**: VITAL is currently a third-party application that allows Medicaid participants to submit documentation for initial applications and renewal forms, which are then routed through an

#	Question	Answer
		external system. Per the guidance of the Medicaid Director, if PRMP assumes ownership of this app, integration with the MEDITI3G system will be necessary. However, it is important to note two points: o MEDITI3G already includes a Citizen Portal, which is connected to the system. All documentation uploaded by participants is automatically attached to the relevant case in MEDITI3G for all application types: Initial, Change of Circumstance (CoC), and Renewal. o Adding a separate app for integration could lead to duplication of submitted applications and increased usage of the MEDITI3G attachment table, which has a storage limit.
42	What are the expectations for maintenance and revision of training materials if the contract is limited to 18 months?	After the initial delivery of training materials, updates should be made, as necessary, based on additional information gathered and feedback received.
43	Will PRMP coordinate access to all required offices for evaluation and implementation activities?	Yes.
44	What is the expected frequency and format for performance reporting during the implementation and monitoring phases?	The vendor will provide PRMP updates of process implementation in the Monthly Status Report and the Impact Evaluation Report.
45	What is the expected turnaround time for PRMP review and approval of deliverables?	Refer to Appendix 1A Deliverable Review Process.
46	Will PRMP provide a single point of contact for coordination across regional and local offices during implementation?	Yes.
47	Is the total page limit for each Phase of the Attachment G Narrative Response to the SOW 20 pages? "(20 total pages including images and diagrams)"	Responses for each Phase of Attachment G can be 14 pages or less in 11-point font, single spaced, with each response beginning on its own page with the associated section's reference on the top of the page. Each Phase response of 14 pages may also include up to two (2) pages with supporting images and diagrams for a maximum total of 16 pages per Phase, or a total of 64 pages in response to Attachment G Narrative Response.
48	On-Going and Planned Projects - Which MMIS-related projects are currently underway or planned for FFY 2025 and FFY2026? What is the scope of these projects? Are there any other projects underway or planned for FFY 2025 and FFY2026 that may imply significant impact to the effectiveness and efficiency of PRMP's business processes?	MMIS-related projects may include but are not limited to implementation of an Asset Verification System (AVS), Third-Pary Liability (TPL), and Electronic Visit Verification (EVV). These projects should not impact on the effectiveness and efficiency of the Process Reengineering efforts.

#	Question	Answer
49	Other Entities - Other than ASES and the agencies or collaborative data agreement providers in Section 2.5, which other organizations does the PRMP interact with?	Section 2.5 is missing the following agencies: • **Social Security Administration (SSA)** which trough the Federal Data Services Hub is used in Real Time and batch to verify Income SSA Benefit information, Disability confirmation and trough the SSA Composite: Dead indicator confirmation, SSN, DoB and name match. • **Departamento de Hacienda (Department of Treasury**) which verify income information for self-employment. • **ADFAN** for information of the Foster Care members for automatic renewal of this population. As an additional note, for reference. DOL also verifies Unemployment Benefit information. Section 2.5 just mention wages.
50	Oversight Structures - What approach does PRMP plan to implement with regards to its interaction, collaboration, and oversight of the selected vendor and the project as a whole?	PRMP will be actively involved in the design, development and implementation of the Process Reengineering activities and expect frequent interactions and collaboration with the selected vendor. Vendors should review all requirements in the RFP to align with PRMP expectations.
51	Current Status of Documentation - Please explain the current status of operational documentation at the PRMP. Are current processes duly documented? When were they last updated? Do they reflect the existing realities of PRMP's operations? Is there a formal and duly controlled document repository? Does the PRMP has any recent reports, evaluations, or analyses related to its operational and administrative processes that could be leveraged to facilitate and understand current operational and administrative processes? Which ones? Will they be made available to the selected vendor?	Any available documentation will be made available to the selected vendor. PRMP is expecting the selected vendor to review any documentation during the discovery phase of the project and then help PRMP to develop this documentation.
52	Tools and Formats for Documentation – What documentation tools and formats are used as of today? Is it the intent to maintain use of such tools and formats? Should part of the recommendations cover such elements? Is there a Document Management System (image/content manager) that can be used for this work and its deliverables?	PRMP documentation is typically in PDF or Microsoft Word formats. The selected vendor can make recommendations for the use of a Document Management System. PRMP expects the vendor will provide procedural manuals as part of the work.
53	Standards and Methodologies – There are many existing standards and methodologies covering process reengineering, process digitalization and document management. Are there predilections on the part of the PRMP? Would the proponents be free to choose their favorite methodologies and should we consider any limitations?	Vendors should seek to use industry-relevant standards and methodologies to help meet PRMP's goals, as outlined within the RFP.

#	Question	Answer
54	Points of Operational Integration – There are many "operational points of integration and coordination" between the PRMP and entities such as ASES, MCOs, and others. Could you briefly define the scope of the RFP in terms of such operational integrations? Should we include in the scope the impact that our recommendations may have on other entities? Up to what level of depth?	Responses to this RFP should focus on process reengineering of office practices and processes, not operational integrations.
55	Points of Digital Integration – There are also many "digital or technological point of integration" between the PRMP and systems/data repositories such as SAVE, Demographic Registry, PARIS, Federal Data Services Hub and others. Could you briefly define the scope of the RFP in terms of such digital integrations? Should we include in the scope the impact that our recommendations may have on such integrations? Up to what level of depth?	A full evaluation with workflows and flowcharts will be needed to evaluate current operational processes in local offices and the Central Office to scope the future-state of PRMP. This should include a focus on optimization of office efficiency, performance metrics, and streamlining processes across all office locations. Key process evaluation and improvement models may include technology and tools usage.
56	Organizational Assessment – In the course of a reengineering process, it is normal that the resulting recommendations bring about potential changes to the organizational structure. Could you describe the scope of the required organizational assessment? Should it include structures, fiscal impact, changes to job descriptions, others?	Following project initiation, the second phase of PRE services includes an evaluation of Change Readiness, "As-Is" Operational Processes, resulting in a comprehensive Diagnostic Report, conducting process improvement workshops, and a "To-Be" Business Process Improvement Plan documenting strategies, methodologies, and recommended actions. The Change Readiness Assessment, Diagnostic Report and Business Process Improvement Plan deliverables are fully described in Appendix 1B: Deliverables Dictionary.
57	Regulatory Compliance – Even though the RFP centers of "processes", we believe that such processes should also ensure the "operational compliance" with laws and regulations such as HIPAA, HiTech, Affordable Care Act, or the PR Health Insurance Administration Act, among others. Could you describe the scope on this topic?	PRMP has provided minimum requirements for vendor key staff and roles, including a Regulatory Compliance and Policy Lead with • Deep working knowledge of HIPAA Privacy and Security Rules, Health Information Technology for Economic and Clinical Health (HITECH) Act, and other applicable federal and state privacy regulations.
58	As part of the development of process reengineering recommendations, improvements or upgrades to current systems or the implementation of new technological tools may arise. Would executing such recommendations fall outside the scope of the project's implementation phase and be carried out in later phases? How does PRMP expect to manage such implementations?	Executing such recommendations would fall outside the scope of this RFP.

#	Question	Answer
59	Section 6.6 of the RFP pertains to oral presentations. Will oral presentations be conducted in- person or virtually, and are there any technical requirements vendors should prepare for?	Oral presentations could be in person or virtual. Vendors will be asked to provide PRMP with printed and electronic (USB or CD) copies of the presentation (original and redacted) used during the oral presentation. If oral presentations are conducted virtually, the vendor will send the presentation via email prior to the scheduled event. PRMP reserves the right to request printed copies as well. Oral presentations may be held using virtual platforms like Microsoft Teams® or Zoom. If the meeting is held on-premises, vendors should expect it to-be held at: *PRMP Central Office* *World Plaza Building 5th or 12th floor* *268 Muñoz Rivera Avenue* *San Juan, PR 00918* The vendor should be prepared to coordinate any connectivity needs for its oral presentation before the scheduled event. PRMP reserves the right to record oral presentations.
60	Appendix 1B: Deliverables Dictionary, pages 91 and 96, respectively discuss the Communication Management Plan and Organizational Change Management Plan deliverables. Are there any minimum formatting requirements or standards for training and communication materials to ensure accessibility for PRMP staff?	Minimum formatting requirements and other standards for deliverables including but not limited to language (Spanish and/or English, Word v PDF v Excel, etc.) can be found in Appendix 1B.
61	Appendix 3, Table 21 of the RFP specifies that certain key staff roles must be allocated 100% to the project during specific phases. Given the complexity and duration of the project, would the State consider either (a) reducing the minimum allocation requirement for each key staff role to allow for more flexibility in resource management, or (b) permitting vendors to propose multiple qualified individuals for a single key staff role, such that the combined allocation of those individuals meets the 100% requirement for that role?	Key Staff positions must be filled by a single individual for the purposes of compliance with Table 21. Vendors may suggest alternative staffing allocation percentages, via exception forms, if vendors believe this will result in better staff and budget management while maintaining quality and meeting PRMP's expectations per the RFP. However, acceptance of these recommendations is subject to PRMP's review and approval.
62	Could you confirm whether we should reference RFP #2025-PRMP-PRE-003 or #2025-PRMP-PRE-004?	The RFP should reference #2025-PRMP-PRE-004.

#	Question	Answer
63	Please clarify the page-limit: Is it 14 pages per section (e.g. Technical, Cost), 16 pages including exhibits/images, or a total of 20 pages? How do you define a "section" for counting purposes?	Responses for each Phase of Attachment G can be 14 pages or less in 11-point font, single spaced, with each response beginning on its own page with the associated section's reference on the top of the page. Each Phase response of 14 pages may also include up to two (2) pages with supporting images and diagrams for a maximum total of 16 pages per Phase, or a total of 64 pages in response to Attachment G Narrative Response.
64	How and where should we submit key provider background materials (e.g., financial statements, corporate certificates)?	Provider background materials within vendor responses should be included within the applicable attachments of the RFP response.
65	Can you confirm that the full Project Management Plan (with all its components) is not required at proposal submission?	The Project Management Plan is not required at proposal submission. Refer to Table 18.
66	For the Initial Project Schedule, what assumed contract execution date should we use?	Vendors should assume an November 1, 2025, contract execution date, for the purposes of the Initial Project Schedule.
67	You request two company references—may we list PRMP itself as one of them?	Vendors may include PRMP as a reference; however, PRMP prefers vendors to provide references from other states/clients.
68	Should the "To-Be" Process Improvement Plan include detailed technology-reengineering (systems architecture, integrations) in addition to workflow redesign?	The Business Process Improvement Plan should document strategies, methodologies, and recommended actions for the PRMP "To-Be" operational processes. Ideally, the plan will prioritize use of existing resources, operational efficiencies, strategies for reducing beneficiary wait times, and improving customer service experience through increased accessibility.
69	Is PRMP confident that the current CMS Streamlining Medicaid requirements will remain unchanged under the incoming federal administration?	PRMP cannot speculate if any changes to requirements will take place during the term of this contract.
70	What level of detail and format (e.g., templates) are mandated for deliverables D08–D12?	For the final deliverables, PRMP expects fully detailed reports, models, and measurement systems. For example, the Impact Evaluation Report should provide a full evaluation of implementation outcomes, challenges, and detailed, actionable recommendations with particular attention given to optimizing workflows and addressing bottlenecks.
71	Does "all central-office processes" include back-office functions (HR, IT, Finance/Accounting) or only member-facing workflows?	PRMP anticipates office processes leading to eligibility determinations and redetermination will be the focus of the reengineering.
72	Will this PRE engagement require any modifications to the MEDITI3G eligibility system itself, or only changes to the processes around it?	Vendors may recommend modifications to the eligibility system as part of the discovery and analysis of PRE.
73	Which two regions does PRMP plan to pilot, or may the vendor propose the pilot locations?	The vendor may propose the pilot locations to PRMP.

#	Question	Answer
74	How will the project governance be structured (steering committee, executive sponsor, decision-point cadence)? How often will governance meetings occur?	The project sponsor (Executive sponsor) will oversee this project's governance. Specific governance structures and othe relevant details will be shared with the selected vendor.
75	Will PRDoH assign a dedicated internal team for interviews, data-access coordination, and process-validation support?	Yes.
76	Are there any other PRDoH initiatives underway that could affect stakeholder availability or resource commitments?	PRMP is currently managing multiple priority initiatives. Vendors should outline their expected use of PRMP staff within the appropriate section of Attachment D.
77	For the Implementation phase, does PRMP expect the vendor to deliver all end-user trainings directly, or follow a train-the-trainer approach leveraging PRMP staff?	Vendors should propose solutions and execute this RFP's scope of work with a Train-the-Trainer approach.
78	Do you have historical performance metrics against each SLA so we can establish current baselines?	No.
79	Attachment F shows a No-Touch rate of <1%—does PRMP know the root causes for this low rate?	Currently the No – Touch process only includes the MAGI population since there is not AVS yet in place. Also, the No – Touch is separate process of the Ex Parte which have a higher success rate. No – Touch evaluations are conducted via the Citizen Portal. When any participant submits an initial application, CoC or Renewal, the system will call all of the local/fed interfaces, if there is a success match, the applicants will be automatically evaluated. Most of the auto evaluated members are currently being auto renewed by Ex Parte, for which the counts are gathered separate as Ex Parte success rate. Finally, due to the implementation of the ASES Vital App and camping for the beneficiaries to use that app, the amount of members submitting applications via our Citizen Portal has decreased. All of the facts above explain the reason for the 1% rate.
80	Table 17 implies only four invoicing/payment events over 18 months. Is that correct, or are there interim draws?	There are four invoicing/payment events over 18 months. Refer to Appendix 1B.
81	Table 21 and its narrative differ—should key staff be allocated at 100% or at least 25% of their time?	Key Staff should be allocated 100% or <100% (less than 100%) to the project, based on their role and the project phase, as described in Table 21. All key staff are expected to-be available and on-site at least 25% of the time during the applicable project phases.
82	What specific security, audit, and data-handling standards (VPN, encryption, access controls) must vendor staff adhere to when processing beneficiary information?	Vendor staff will not be processing beneficiary information. Please refer to the RFP for adhering to PRMP privacy and security requirements.
83	Does PRMP already have customer-satisfaction or user-experience survey data we can leverage, or should the vendor plan to collect Voice-of- Beneficiary feedback as part of Discovery?	PRMP does not currently have available customer satisfaction or user-experience survey data.

Appendix A: No Touch Count Information Reference

Month-Year	Month	Year	Automated No Touch Determinations	Manual Determinations	Percent of Automated No Touch Determinations
9/1/2024	9	2024	58	25037	0.23%
10/1/2024	10	2024	512	44503	1.14%
11/1/2024	11	2024	434	25691	1.66%
12/1/2024	12	2024	373	41614	0.89%
1/1/2025	1	2025	482	54758	0.87%
2/1/2025	2	2025	580	50259	1.14%
3/1/2025	3	2025	737	50359	1.44%
4/1/2025	4	2025	631	50282	1.24%
5/1/2025	5	2025	497	56978	0.86%