

Questions and Answers

RFP # 2025-003 (Enrollment Counselor)

#	Section #	Page #	Questions	Answers
1	3.8.3	46	What is the prevalent non-English/Spanish language that the Enrollment Counselor Call Center will be required to have available for callers during the service term?	The prevalent non-English language required to have available is Spanish.
2	8.3.3	45 (Model Contract)	With whom the Enrollment Counselor will work for data transfer interphase configuration, implementation and operation?	The Information and Systems Office of PRHIA is in charge of that phase of the contract. In due course, interactions will be conducted in conjunction with the Medicaid office, as part of the operation.
3	8.3.3	45 (Model Contract)	Will the ASES contact person be a Puerto Rico or a USA government agency representative?	The Director of the Customer Service Office of PRHIA (ASES) is in charge of administering this contract for PRHIA.
4	3.4.4	37	Will the contractor (Enrollment Counselor) be responsible to maintain the Provider Search Portal?	Yes. See Section 2.1.2.4 of the Model Contract, Attachment H, which in its pertinent part, states: "Maintenance service to the online provider search functionality of the Platform available to the public (the "Provider Search Portal")."
5	3.3.1	30	Will the contractor be responsible to directly work with ASES toll-free phone line vendor for resolution of any technical issues encountered during the service term?	Yes. As indicated in the RFP, a portability process for the contractor's management will be carried out.

6	RFP Attachments (Attachment B, Utilization Data)	4-8	Can ASES provide calls statistics, and webpage and mobile utilization data for years 2023-2024?	Due to an error uploading the PDF version of Attachment B, the data was not properly exported. Please see attached Attachment B in Excel with utilization data up until December 2024. In addition, see Attachment B1 with the most recent utilization data up and until February 25, 2025.
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