

 Questions and Answers			
PUERTO RICO HEALTH INSURANCE ADMINISTRATION			
RFP # 2026-001 (CU&FIN)			
Question #	RFP Section Reference	Questions	Answers
1	II	Is there an incumbent contractor currently performing some or all of the services described in this RFP? If so, is the incumbent eligible to bid, and what was the prior or current contract value?	There was an incumbent contractor performing some of the services described in this RFP. This previous contractor is eligible to bid. The SOW of this RFP includes several new tasks, deliverables and projects not included in the recently expired contract.
2	Section II, Table 1 and Table 2	Table 1 calls for financial audits of the MCOs, MAOs, and PBM, including the Triennial Encounter and Financial Data Audit under 42 CFR §438.602(e), to be completed during the base term. Table 2 adds independent external MLR audits under Normative Letter ASES-CN-2026-0001-CU. Are these performance and compliance audits conducted under GAGAS, or attestation engagements that would require a CPA firm licensed in Puerto Rico?	Yes, these financial and independent external MLR audits are subject to regulated financial reporting requirements. The RFP calls for Triennial Encounter & Financial Data Audit under 42 CFR 438.602(e) and external MLR audit under Normative Letter ASES-CN-2026-001-CU. These constitute attestation engagements requiring a CPA licensed in Puerto Rico.
3	II – Scope of Work – Table 1 – SOW Operational Support and Advisory Services	ASES requests assistance with, “...the coordination and execution of the development, documentation, and training of ASES Compliance staff on operating procedures of all areas of responsibility of the ASES Compliance Office.” Is this one-time training or if this is more than one-time training, what is the expected training frequency?	No, the RFP requires ongoing training, delivery of training materials within two business days after session, and recurring knowledge transfer meeting. This indicates multiple and continous training instances, not a single isolated training.
4	II – Scope of Work – Table 2 – SOW Projects	ASES requests: “Provide specialized technical assistance and counseling in the monitoring of the MCOs to ensure full compliance with applicable APR-DRG program regulations. The Contractor shall design the necessary templates and guides to support the hospital billing process to be implemented by the MCOs pursuant to applicable provisions of 42 CFR Part 412, 438 and 456.” Can ASES please clarify: Are the activities for this project specifically focused on monitoring how the MCOs are managing the implementation of the APR-DRGs, or will there also be monitoring or interactions with the hospitals billing with the APR-DRGs? Also, the language says, “to be implemented” can ASES please confirm APR-DRGs were implemented January 1, 2026?	APR-DRG was implemented effective January 1, 2026. The Contractor must support ASES in the monitoring of MCOs compliance with APR-DRG regulations and design templates and guides to support the hospital billing process under those same regulations, which necessarily require interaction with hospitals using APR-DRG billing.

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5	Section IV.B.3(d), Section IV.B.4(b) and Section XII.C.1.c	Section IV.B.3(d) Is the OnBase experience in IV.B.3(d) a mandatory qualification, or is it scored as part of the technical evaluation? And may an Offeror meet it through a proposed subcontractor?	The OnBase experience is a mandatory qualification. It may not be subcontracted.
6	IV.C	For each Key Personnel role, must a single individual satisfy all listed education, certification, language, and experience requirements, or may multiple proposed individuals collectively satisfy the requirements for a role?	Yes a single individual must satisfy all listed education, certification, language, and experience minimum requirements.
7	IV.C	There seem to be stringent degree requirements that ASES is seeking. In some cases, these are so stringent that they might make it difficult for highly qualified vendors to provide personnel with the exact combinations of degrees, certifications, and experience. Would ASES allow vendors to propose personnel with different degrees as long as they are related and/or substitute relevant experience in place of the exact degree requirements?	The Offeror must propose highly qualified Key Personnel who meet or exceed the minimum experience and qualification standards established in the RFP. The RFP distinguishes between minimum required qualifications (must have) and preferred elements (as labeled). The Key Personnel's minimum qualification requirements, including degrees, certifications, experience and language proficiency, will be scored qualifications under the technical proposal. See Sections XI.C, XI.E and XII.C.2. The Account Manager's CPA license is mandatory, and it must be licensed in Puerto Rico. See response to question #10.
8	IV.C	May one proposed individual serve in more than one Key Personnel role if the individual meets the requirements for each role and the staffing plan demonstrates adequate availability?	Yes.
9	IV.C	Please clarify which Key Personnel requirements are mandatory pass/fail requirements versus preferred or scored qualifications. For example, are CPA, CIA, JD, CHC, CRCM, PMP, RHIA, CCS, CHFP, and bilingual proficiency all mandatory where stated, or are some evaluated as preferences?	See response to questions #7 & 10.
10	Section IV.C.2.a, cross-reference Section IV.C.2.c and Section IV.C.2.e	Is the current CPA license for the Account Manager a mandatory pass/fail qualification, or will ASES consider an equivalent combination of credentials and experience — for example a CIA, CGFM, CHFP, or MBA paired with the required eight years of public accounting, finance, or federal grant management experience? If the CPA is mandatory, must the license be active in Puerto Rico, or is licensure in good standing in any U.S. state or territory acceptable?	The Account Manager's CPA license is mandatory, and it must be licensed in Puerto Rico. Licensure must comply with Puerto Rico's professional requirements and local standars.
11	VII - Schedule	Given the quick turnaround time between the release of questions and answers and the proposal due date, would ASES consider extending the due date to allow for at least 15 working days between Q&A release and proposal due date?	No.
12	XII	Does ASES want the Transmittal Letter to be the first page of the entire document, or can it come after a Cover Page (with the vendor’s name and RFP details), Cover Letter and Table of Contents?	The Letter of Transmittal Form (Appendix B) must be the first document of the Proposal. It must be deposited in the corresponding folder in the ShareFile.

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13	XII.C.2.d	Can you elaborate to which requirement the video of Spanish fluency pertains to? Is it all key personnel as defined in the RFP, or just the project Account manager, SBS and APR-DRG?	Each key personnel who must meet the Spanish proficiency requirement shall submit a video recording in Spanish. This includes the Account Manager, SBS & APR-DRG Project Managers and liaisons located in Puerto Rico.
14	XIII	What budget or funding range has ASES approved or allocated for the base term and optional years?	Pursuant to applicable state law, government agencies cannot approve or allocate budgets in excess of a fiscal year (July 1 to June 30). Any budgetary commitments must be made in accordance with the authorized appropriations and fiscal year limitations established by law (FOMB and the Puerto Rico Legislature). See also Section VI.H of the RFP.
15	XIII	Would ASES like the Cost proposal to be submitted in Excel as well as a PDF, which will contain the requested signatures?	Yes. Both must have the same information. In case of any inconsistencies, the signed document will prevail.
16	XIII - Bullet #7	Is the resulting contract expected to be time-and-materials with a not-to-exceed amount, fixed price, or another structure?	Contract fees will be paid using fully burdened, all-inclusive, hourly rates per staff category and job position, as stated in Section XIII.D of the RFP. Proposed hourly rates must be fully inclusive of all direct and indirect costs reasonably attributable to the performance of the Contracted Services (including administrative costs, overhead, fringe benefits, and profit). However, as specified in Section XII.J, ASES will not accept travel or related expenses as part of the Cost Proposal.
17	XIII.D	The RFP states that if multiple Key Personnel attend an administrative meeting, ASES will compensate only the highest applicable billing rate among those present. Please define “administrative meeting” and clarify whether this applies to working sessions, trainings, audits, technical meetings, and status meetings.	Administrative meetings refer to any work meetings, such as, but not limited to status update meetings, decision-making meetings, brainstorming sessions, and kickoff meetings.
18	XIII.F-G & XI.F.5	Section XIII.G directs us to calculate Total Annual Cost as the Blended Rate times 16,500 hours, but the example table in Section XI.F.5 shows base term costs of \$250,000 to \$400,000 — which would work out to a blended rate under \$25 per hour. Should we read the 16,500 hours as applying to each contract term, and the figures in the example table as illustrating only the scoring math rather than ASES's expected contract value?	Yes
19	XIII.J	What are your onsite work expectations in Puerto Rico?	Yes, the RFP describe recurrent coordination, monthly meeting, onsite collaboration with ASES, and deliverables tied to ongoing operational oversight in Puerto Rico, all of wich require onsite presence.
20	Appendix I	Would ASES like Appendix I to be submitted in Excel as well as a PDF, which will contain the requested signatures? Where in the proposal would ASES prefer to see the incorporated PDF version?	It must be submitted in PDF format with the signatures. In ASES's ShareFile, the Offeror will find inder Mandatory Requirements Proposal, the folders where each document shall be deposited.