DEPARTMENT OF
HEALTH
GOVERNMENT OF PUERTO RICO

ADMINISTRATION OFFICE
Purchasing and Auction Division
Auction Administrative Support Section

December 18, 2025.

Addendum No. 01

RFP-PS-2025-2026-018-VITAL RECORDS-DEM REG

COMPREHENSIVE ELECTRONIC VITAL RECORDS SYSTEM OF THE DEMOGRAPHIC REGISTRY

OF THE PUERTO RICO DEPARTMENT OF HEALTH

Purpose

The purpose of this addendum is to answer all questions submitted by the proponents.

1. However, section 3.5 in the RFP states.

    ✓ Five years (5) of vital records systems experience implementing electronic vital records systems (EVRS) within the United States. A complete EVRS is defined as a complete NCHS/VSCP standards-compliant system for birth, death, and fetal death modules and point of sale integrated with the registration modules.

    ✓ Experience with FHIR and other interoperability software between vital records, government agencies, and public entities.

    ✓ Participates in the NVSS Community of Practice IV. Sufficient vital records and knowledgeable staff to successfully implement the EVRS within the given timeframes.

    Can you please let us know if Exhibit D or Section 3.5 is the correct vendor qualifications? If 3.5 is correct, should we populate Exhibit D with the requirement of 3.5 for sign off?

    ➢ **Section 3.5 is correct. Please use amended Exhibit D.**

2. Does the Department of Health in Puerto Rico have a preferred vendor for electronic credit card processing to interact with the Vital Record System Point of Sale Module or is the Department looking for the Vital Records System Vendor to maintain the relationship with a credit card processing vendor for the Department?   If the

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Department has a preferred credit card processing vendor, can you tell us who the vendor is?

> **The Department of Health does not utilize credit card processing for vital records transactions and therefore does not have a preferred credit card processing vendor.**

3.   Does the Department have a not to exceed budget for the project that can be shared or is there a project budget range that can be shared?

> **A not-to-exceed budget range for this procurement cannot be disclosed.**

Project Scope and Objectives

1.   Can you clarify the expected level of customization allowed for the EVRS? For instance, does the RFP permit a fully custom-built solution, or is there a preference for commercial off-the-shelf (COTS) software with minimal modifications?

> **Please refer to section 3.2 Project Scope of Work in the RFP.**

2.   The RFP mentions integration with existing systems such as Salud Digital, VitalChek, and Renovaciones Online. Are there any undocumented legacy systems or APIs that must be integrated, and can you provide interface specifications or data schemas for these?

> **Please refer to section 7.2 Attachment B: Puerto Rico Narratives and Requirements in the RFP.**

3.   Regarding the scope of vital events (e.g., births, deaths, marriages, divorces, fetal deaths, adoptions), are there any Puerto Rico-specific legal nuances or recent amendments to Law No. 24 of 1931 that are not detailed in Attachment B but should be considered?

> **Please refer to section 3.3 Milestones and Deliverables, section 7.2 Attachment B: Puerto Rico Narratives and Requirements, section 7.3 Attachment C: Puerto Rico "To Be" Process Flows, section 7.4**

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Attachment D: Puerto Rico Forms, Reports, and Exports, and Exhibits E.1-E.3 Degree of Fit Matrices in the RFP.

4. How does the Demographic Registry define "seamless integration with relevant stakeholders" (e.g., medical facilities, funeral homes, courts)? Are there predefined stakeholder groups or workflows that must be prioritized in the initial phases?

    ➤ **Please refer to section 3.2 Project Scope of Work for the project phases and section 7.3 Attachment C: Puerto Rico "To Be" Process Flows for workflows.**

Technical and System Requirements

1. The system must be web-based and hosted in Azure Puerto Rico Gov Cloud. What are the minimum performance benchmarks (e.g., response time, uptime SLA) expected for the application, and will the selected vendor have direct access to configure Azure resources during implementation?

    ➤ **Please refer to section 3.3 milestone 3, Assistance with the Implementation of Puerto Rico Environments, and milestone 12 System Maintenance Support in the RFP.**

2. For data validation mechanisms mentioned in the objectives, can you specify the types of rules (e.g., cross-field validations, real-time checks against external databases) that are critical for accuracy and integrity? ~

    ➤ **Please refer to section 7.2 Attachment B: Puerto Rico Narratives and Requirements and Exhibits E.1-E.3 Degree of Fit Matrices in the RFP.**

3. The RFP requires support for electronic signatures and secure document handling. What e-signature standards (e.g., DocuSign integration, PDF Advanced Electronic Signatures – PadES, other) are acceptable, and are there preferences for handling scanned images or digital forms?

    ➤ **Please refer to section 7.2 Attachment B: Puerto Rico Narratives and Requirements and Exhibits E.1-E.3 Degree of Fit Matrices in the RFP.**

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4. Regarding interoperability, does the EVRS need to support real-time data exchange with federal systems like the National Vital Statistics System (NVSS), and if so, what protocols beyond FHIR are required?

   ➢ **Please refer to section 7.2 Attachment B: Puerto Rico Narratives and Requirements and Exhibits E.1-E.3 Degree of Fit Matrices in the RFP.**

5. Are there any specific technical constraints for the user interface, such as multilingual support (Spanish/English), accessibility standards (e.g., WCAG 2.1), or mobile responsiveness for field users like wedding officiants?

   ➢ **Please refer to section 3.3 Milestones and Deliverables, section 7.2 Attachment B: Puerto Rico Narratives and Requirements, section 7.3 Attachment C: Puerto Rico "To Be" Process Flows, section 7.4 Attachment D: Puerto Rico Forms, Reports, and Exports, and Exhibits E.1-E.3 Degree of Fit Matrices in the RFP.**

Data Conversion, Migration, and Management

1. Milestone Five covers data conversion, migration, and image migration. Can you provide estimates on the volume of historical data (e.g., number of records, total storage size for images) to be migrated from current systems?

   ➢ **Data and images are stored in multiple systems as documented in section 7.1, Attachment A: Information on Puerto Rico Demographic Registry Data in the RFP. The estimated volume of data will be captured as part of the Data Conversion Plan once the vendor has been selected.**

2. What formats are the existing data stored in (e.g., databases like SQL Server, flat files, paper scans), and are there any known data quality issues (e.g., duplicates, incomplete fields) that the vendor should plan for during migration?

   ➢ **Data and images are stored in multiple systems as documented in section 7.1, Attachment A: Information on Puerto Rico Demographic**

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Registry Data in the RFP. All data servers use SQL, although data may be migrated from other formats as well. There are known data quality issues that will be captured as part of the Data Conversion Plan once the vendor has been selected.

3. The RFP mentions maternal death infant linkage and birth-death cross-matching. Are there specific algorithms or business rules (beyond those in Attachment B) that must be implemented for these processes?

   ➢ **Please refer to section 7.2 Attachment B: Puerto Rico Narratives and Requirements and Exhibits E.1-E.3 Degree of Fit Matrices in the RFP.**

4. In cases of delayed registrations or amendments, what audit trail requirements are there for tracking changes, and must the system support versioning of records?

   ➢ **Please refer to section 7.2 Attachment B: Puerto Rico Narratives and Requirements and Exhibits E.1-E.3 Degree of Fit Matrices in the RFP. All changes must be tracked through an audit trail. This includes, but is not limited to, when a field goes from null to containing a value, receives a different value pre-registration, or receives a different value post-registration through an amendment. The audit trail must capture, at a minimum, the name of the field being updated, the initial data value, the updated data value, the user who made the change, the date and time the change was made, and the method by which the change was made (i.e., an amendment). All audit data must be accessible through the user interface. Versioning is not required, but data cannot be overwritten in the database.**

Timeline, Milestones, and Implementation

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1.   For Milestone Three (Assistance with Implementation of Puerto Rico Environments), what level of involvement is expected from the vendor in setting up Azure environments, and will Puerto Rico provide dedicated IT resources?

> ➤ **Please refer to section 3.3 milestone 3, Assistance with the Implementation of Puerto Rico Environments. The expectation is that the vendor will work with OIAT to ensure that they set up the appropriate hardware and software in the PR GOV cloud and install the application.**

2.   The period of performance starts in FY 2026 with potential annual renewals. What are the criteria for "satisfactory performance" that would trigger renewals, and is there a maximum contract duration?

> ➤ **Satisfactory performance is defined as delivery of milestones within agreed-upon timeframes.**

3.   Milestone Nine involves a parallel pilot. How many offices or users should be included in the pilot, and what success metrics (e.g., error rates, user adoption) will be used to approve go-live?

> ➤ **This will be discussed during the project kick-off.**

4.   For training (Milestone Seven) and documentation (Milestone Eight), are there preferences for delivery formats (e.g., in-person vs. virtual, bilingual materials)?

> ➤ **Please refer to section 3.3 milestone 7 Training, and milestone 8 Documentation in the RFP.**

Vendor Qualifications and Resources

1.   For subcontractors (Section 3.5.2.4), are there approval processes or limitations on their involvement in sensitive areas like data migration?

> ➤ **This will be established as part of the contracting process.**

2.   The RFP requires proof of insurance (Section 3.5.3). What minimum coverage amounts are needed for cyber liability and professional errors & omissions?

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> ➢ **This will be established as part of the contracting process.**

3.   Regarding sourcing from overseas (Section 3.5.2.5), are there data sovereignty restrictions that prohibit any offshore development or support?

> ➢ **Please refer to section 3.5.2.5. Sourcing from Overseas in the RFP.**

4.   How will vendor experience with similar projects (e.g., vital records systems in other states) be weighted in the evaluation, and are references required from government clients specifically?

> ➢ **Please refer to section 3.5 Vendor's Qualifications and Experience and section 6 Evaluation Process in the RFP. Vendors that do not meet the minimum qualifications as specified in section 3.5 will be disqualified.**

Cost, Pricing, and Financials

1.   For fiscal responsibility, what budget constraints or funding sources (e.g., federal relief post-Hurricane Maria) might affect payment schedules or scope changes?

> ➢ **Please refer to section 1.2 Overview in the RFP.**

2.   Milestone Twelve covers system maintenance support. What is the expected duration and scope of post-warranty maintenance, and are there caps on annual fees?

> ➢ **Please refer to section 3.3 Milestone 12 System Maintenance Support in the RFP.**

3.   Are there any incentives or penalties tied to milestones (e.g., bonuses for early completion, deductions for delays)?

> ➢ **No.**

4.   How should costs for ongoing technical support be structured (e.g., fixed-price vs. time-and-materials), and what reporting is required for federal/state fund accountability?

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> ➤ **The vendor should respond in a manner appropriate for their organization. Fund accountability will be agreed as part of project management.**

Evaluation and Proposal Process

1. Section 6.3 describes the proposal evaluation methodology. Can you provide the weighting percentages for each criterion (e.g., technical approach, cost, experience)?

    > ➤ **Please refer to section 6, Evaluation Process in the RFP.**

2. For vendor EVRS presentations and demonstrations (Section 6.4), what scenarios or features should be prioritized?

    > ➤ **Standard workflows for birth, death, fetal death, and POS modules should be demonstrated.**

3. Does the RFP evaluation process (Section 6) provide any preference, additional scoring, or consideration for Puerto Rico-based vendors whose proposed solution is fully developed and supported by local resources and infrastructure?

    > ➤ **The vendor must meet all the minimum requirements as laid out in section 3.5.**

All additional instructions and requirements outlined in the Request for Proposal documents remain unchanged. This Addendum is part of the Request for Proposal. The information included herein must be considered at the time of submission of the Proposal.

Carlos Padilla Cruz

Interim Manager

End of the Addendum

ATTESTATION TO COMPLIANCE WITH VITAL RECORDS EXPERIENCE

The ideal software vendor may possess a minimum of five years (5) of vital records systems experience implementing electronic vital records systems (EVRS) within the United States. A complete EVRS is defined as a complete NCHS/VSCP standards compliant for birth, death, fetal death modules and point of sale integrated with the registration modules, in accordance with Section 3.5 of the RFP.

State	Modules	Start – Finish Date

Experience with FHIR and other interoperability software between vital records, government agencies, and public entities.

State / Stakeholder Group	Interoperability with which System (CMS, EMR, Funeral Home System?)	Start – Finish Date

I hereby affirm that I am an authorized representative of the business entity and that through my signature below, _____ (Business Entity Name)

I attest that the above information is true and accurate.

_____	_____
Authorized Representative's Signature	Printed Name
_____	_____
Title	Date (mm/dd/yyyy)