



DEPARTMENT OF

HEALTH

GOVERNMENT OF PUERTO RICO

Administration Office
Purchasing and Auction Division
Auction Administrative Support Section

INVITATION AND DOCUMENT FOR REQUEST FOR PROPOSALS

RFP-PS-2026-2027-001-WIC-INFO SYS

PUERTO RICO WIC INFORMATION SYSTEM (MIS) DEVELOPMENT,
IMPLEMENTATION (D&I), MAINTENANCE AND OPERATIONS (M&O) SERVICES

PUBLICATION DATE

Wednesday, July 01, 2026

DEADLINE TO SUBMIT REQUEST FOR CLARIFICATION (RFC)

On or before Tuesday, July 14, 2026, at 2:00 p.m.

DEADLINE FOR ANSWERING QUESTIONS

On or before Thursday, July 30, 2026

DEADLINE TO DELIVER THE PROPOSAL

On or before Monday, August 31, 2026, at 12:00 p.m.

In San Juan, Puerto Rico on Wednesday, July 01, 2026,


Carlos Padilla Cruz
Interim Manager

*All timelines disclosed are American Standard Time (AST).

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NOTICE: The present Bid Packet contains the instructions, requirements, terms and general conditions to participate in the bid process. The specifications, conditions and special requirements are in the schedules attached to the present Bid Packet. The Bidders have the responsibility of reading them and complying with everything that is indicated.

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1 INTRODUCTION

The present Request for Proposals (RFP) has the purpose of establishing a contract for the Development and Implementation (D&I) and Maintenance and Operations (M&O) Services for the Puerto Rico WIC MIS.

In accordance with the parameters established in Circular Letter No. 013-2021 "Measures to Ensure Transparency and Fiscal Responsibility in Government Contracting of Professional Services" issued on June 7, 2021 by the Office of Management and Budget of the Government of Puerto Rico, part v, section a, b (i to iii) and Executive Order No. 2021-029; and at the discretion of the Secretary of Health by Administrative Order Number 2023-581 "To establish the procedures applicable to the contracting of Professional and Consultative Services in the amount of one hundred and fifty thousand dollars (\$150,000.00) or more, during the same fiscal year; to create a Proposal Evaluation Committee and to repeal Administrative Order No. 535 of April 13, 2022"; The requirements for submitting proposals for professional services are established.

The Department of Health, being of constitutional rank, is the only agency whose duty is to ensure the health of all citizens and under its responsibility is the "Supplementary Food Program for Women, Infants and Children" better known as the Puerto Rico WIC Program (hereinafter, "PRWIC"). The PRWIC is a nutritional medical program that supplements the nutritional needs of pregnant, breastfeeding, and postpartum women, infants, and children from one (1) to five (5) years of age. Its main objective is to provide education in nutrition, breastfeeding and supplementary foods to a population that is at medical nutritional risk during a critical period of growth and development. Some of the medical risks of this population are anemia, low weight, obesity, premature infants, gastrointestinal problems, and others that affect the health of the child population.

After the award, unless otherwise stated in this contract, the Contractor shall use the following information for any correspondence regarding these proposals:

Carlos A. Padilla Cruz
Interim Manager
Auction Administrative Support Section
Email: subastas@salud.pr.gov
Contact Number: 787-765-2929, ext. 3450

1.1 DEFINITIONS AND ACRONYMS

Acronym/ Key Term	Definition
Agile	A methodology that emphasizes in flexibility and adaptability, iterative progress, customer collaboration and Team empowerment.
BeWIC	PRWIC MIS system name.
Bidder	A (i) physical person; (ii) legal person; (iii) joint enterprise; (iv) partnership; or (v) consortium of individuals or partnerships, or companies or other entities that are currently authorized in the federal, state or local jurisdiction who send a response to the present RFP.

Acronym/ Key Term	Definition
Business Day	All weekdays excluding those on which the Federal Reserve Bank is closed.
Contractor	The Bidder that is selected as the awarded MIS Contractor.
EBT	(Electronic Benefit Transfer) - The delivery of government benefits through electronic means and equipment.
EBT/eWIC	Electronic Benefit Transfer/EBT WIC
Fair and Reasonable Price	Determination based on the evaluation performed regarding how fair and reasonable the proposed price is when compared against the current market price for the same type of service
FNS	Food and Nutrition Services is a department in the USDA that oversees the WIC program.
FReD	FNS required Functional Requirements Document
ISO/IEC 7813-2006	Specifies the data structure and data content of magnetic tracks 1 and 2, which are used to initiate financial transactions. It takes into consideration both human and physical aspects and states minimum requirements of conformity. It references layout, recording techniques, numbering systems, registration procedures, but not security requirements.
MIS/eWIC	PRWIC Joint Implementation Project of MIS and EBT
MiWICPR	PRWIC mobile application, which provides multiple services and allows communication with participants and potential participants. The application is distributed on both Apple and Android platforms
MPSC	Mountain Plain States Consortium (MIS SAM system)
OIAT	Oficina de Informática y Administración de Tecnología
PRDoH	Puerto Rico Department of Health
PRWIC	Puerto Rico WIC Program
RAD	(Rapid Application Development) is a software development methodology that emphasizes speed, flexibility, and user involvement throughout the process. It's especially useful when requirements are expected to evolve or aren't fully defined from the start.
RFP	Request for Proposal
RUL	acronym in Spanish Exclusive Bidder's Register of the DOH
SAM	State Agency Model
USDA	United States Department of Agriculture
Waterfall	A traditional project management approach that follows a linear and sequential process. Each phase must be completed before the next one begins.
WIC	Women, Infants, and Children
WICA	Women, Infants, and Children Authorized Vendors is the Merchant's portal that provides information on their redemptions and deposits.

1.2 TERMS

The term “days” shall mean calendar days, unless otherwise stated. The words and phrases used in the present Bid Packet shall be interpreted according to the context accepted by common use; the ones used in the present include the future; the singular includes the plural; and the ones used in the masculine gender include the female gender and neutral gender, except when such an interpretation would be absurd.

1.3 REGISTERED BIDDERS

The Vendor hereby declares understanding, agreement, and certification of compliance to provide the items and/or services, at the prices quoted, in accordance with all requirements and

specifications contained herein and the Terms and Conditions. The Vendor further agrees that the language of this RFP shall govern in the event of a conflict with his/her bid. The Vendor further agrees that upon receipt of an authorized purchase order from the Department of Health or when a Notice of Award is signed and issued by an authorized official of the Puerto Rico Department of Health, a binding contract shall exist between the Vendor and the Puerto Rico Department of Health. The vendor shall understand and agree that in order for their bid to be considered for evaluation, they must be registered in the Single Registry of Bidders (RUL, Spanish acronym) which is managed by the General Services Administration (ASG, Spanish acronym). The vendor must have eligible status in the RUL prior to the award of the contract. The vendor must register in the RUL at the following web address <https://asg.pr.gov/>. Requirements for registering in the RUL are available at the following web address <https://registros.asg.pr.gov/RequirementsPublic>.

1.4 TIMELINE OF THE RFP

Table 1 Timeline of the RFP

DATE	TIME (AST)	ACTION
July 01, 2026	---	RFP Proposal Request Publication
July 14, 2026	2:00 p.m.	Deadline to submit Request for Clarification (RFC)
July 30, 2026	---	Deadline to submit responses to Request for Clarification (RFC)
August 31, 2026	12:00 p.m.	Deadline to deliver the proposal
TBD	TBD	Demonstrations- The Auction Office contacts the Proposers by email and coordinates the meeting through the Teams application.

The DOH Evaluation Committee reserve the right to change the date and time of the events established in the RFP timeline. Any changes shall be notified by amendment to the Bidders on the website of the DOH at https://www.salud.pr.gov/avisos_subastas.

1.5 CANCELLATION OF RFP

Puerto Rico Department of Health retains the exclusive authority to cancel the RFP or to cancel and reissue the RFP, at its discretion, in accordance with the applicable laws and regulations, at any given point in time.

1.6 RIGHT OF REJECTION

Vendors must comply with all the terms of the RFP. The Solicitation Coordinator may reject any proposal that does not comply with all the material and substantial terms, conditions, and performance requirements of the RFP.

Minor informalities that:

- a do not affect responsiveness;
- b are merely a matter of form or format;

- c do not challenge the relative standing or otherwise prejudice other offers;
- d do not change the meaning or scope of the RFP;
- e are trivial, negligible, or immaterial in nature;
- f do not reflect a material change in the work; or
- g do not constitute a substantial reservation against a requirement or provision; may be waived by the procurement officer.

PRDOH reserves the right to refrain from making an award if it determines that to be in its best interest.

A proposal from a debarred or suspended Vendor shall be rejected. All vendors must disclose all contracts current or past, that they have held with the Commonwealth of Puerto Rico. Failure to do so will result in disqualification.

1.7 REQUEST FOR CLARIFICATIONS (RFC)

All bidders, or persons interested in asking questions regarding a matter related to the present RFP, shall submit them in writing, by email to: subastas@salud.pr.gov, on or before the date provided in Section 1.4 of the present Bid Packet. The email subject shall indicate the number of the above referenced RFP. Any question or request for clarification, that is submitted after the date and time indicated in the present Bid Packet document, shall not be considered.

The DOH Auction Committee shall publish all related clarifications or interpretations on the webpage provided by the Auction Administrative Support Section and shall notify interested bidders by email.

1.8 DELIVERY OF PROPOSALS

Proposals are required to be submitted by each Vendor in two (2) distinct parts: Technical and Cost; no later than the submission deadline, time and date detailed in section **1.4: RFP Process Schedule**. The Puerto Rico DOH will not accept late submissions, and a failure to submit a complete response by the deadline will result in disqualification.

The Technical Proposal must not contain any cost or pricing information. The Cost Proposal (**Attachment C**) must include all cost details required by this RFP. Both documents must be clearly identified and organized as separate files.

Vendors are required to submit the following:

- One (1) printed original proposal package, containing both the Technical and Cost proposals, packaged separately within the same envelope or box.
- Two (2) USB drives, each containing electronic copies of both the Technical and Cost proposals as separate files.

- The Technical Proposal should be submitted using a combination of PDF and Microsoft Excel formats (if applicable).
- The Cost Proposal should be submitted in Microsoft Excel format.

All proposal materials, printed and electronic, must be delivered in sealed packaging and clearly labeled with the following information:

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Puerto Rico WIC Information System (MIS) Development,
Implementation (D&I), Maintenance and Operations (M&O) Services

The Puerto Rico DOH requires that the Technical and Cost proposal remain separate to ensure an impartial evaluation process.

1.9 WITHDRAWAL OF SUBMITTED PROPOSAL

Withdrawal of a proposal may be carried out via written request to the DOH Auction Administrative Support Section, submitted at any time. Bidders shall not be able to submit a substitute proposal, once their proposal is withdrawn for a specific purchase.

2 PROPOSAL FORMAT REQUIREMENTS

2.1 FORM

The Bidder shall submit its proposal in the form provided to do so. The Bidder may add pages if it needs to clarify or describe its proposal in more detail. Additional pages may be completed by hand in legible handwriting or using any technological method and on letterhead paper of the Bidder.

2.2 PROPOSAL FORMAT

Original documents shall be submitted along with the proposal delivered physically. Proposals must be delivered using 8½ by 11-inch paper.

2.3 PROPOSAL CONTENTS

The package containing the proposal to be physically submitted, as well as the proposal submitted electronically, must include the following:

Technical Proposal

1. Cover Page
2. Table of Contents
3. Letter of Submission/Transmittal, see Section 2.4 of the present Bid Packet.
4. Bid Bond, Schedules, Attachments and Certifications
 - 4.1. Bid Bond, see Section 5.3 of the present Bid Packet.
 - 4.2. Bidder’s proposal Endorsement, see Schedule I.

- 4.3. Schedule II, or, see Schedule III, as applicable.
- 4.4. Subcontract Certification, see Schedule VII.
- 4.5. General Solicitation Terms and Other Provisions, see Schedule VIII
- 4.6. Bidders Declarations, see Schedule IX
- 4.7. Two (2) Questionnaires of Past Performance, see Attachment D
- 4.8. Any other document or certification is required in the present Bid Packet or in the attached documents.
5. Proposed Services (see Schedule V & VI)

Cost Proposal (see Attachment C)

In compliance with the federal law titled the “*Paperwork Reduction Act of 1995*,” bidders shall not have to submit with their proposals the invitation and the Bid Packet of the present RFP, except for the attachments and documents required for the present RFP.

Responders are strongly discouraged from referring evaluators to other sections of their proposal to find the response to a particular RFP provision. PRWIC will not evaluate, nor does it wish to receive, marketing materials (including, but not limited to, glossy brochures or pamphlets, promotional items, etc.) with proposals.

2.4 LETTER OF SUBMISSION/TRANSMITTAL

The Letter of Submission must be clear, concise, and include enough details for an effective evaluation and to justify the validation of what is stated therein. Furthermore, the letter of submission must contain all of the information which the Bidder believes the Board should know and consider as part of the evaluation. The Bidder must assume that the Government does not have previous knowledge of its experience or its best practices.

The Letter of Submission must be signed by the person authorized in the RUL for this purpose or by the person who shall submit its documents in the RUL (in the event that the Bidder is not registered).

The DOH reserves the right to request to the Bidder, its clients or third parties (whether or not they are included by the Bidder as reference) additional information to corroborate the information endorsed by the Bidder in its proposal.

2.5 BIDDER’S PROPOSAL ENDORSEMENT

The proposal must be endorsed (under the signature) by the authorized representative of the Bidder that appears registered in the RUL, in the space provided for this in the form identified as **Schedule I** of the present Bid Packet of the RFP, “**Bidder’s Proposal**”. In the event that the

Bidder is not registered in the RUL, the proposal must be endorsed by the person who shall submit all of the required documents in the RUL.

The Proposal must be signed with indelible ink or blue ink pen in the space provided. The electronic signature of the Bidder in the submitted proposal is authorized. **Failure to comply with these requirements shall result in rejection of the proposal.**

2.6 COST PROPOSAL

Bidders shall submit, in the Cost Proposal (Attachment C) provided along with the present Bid Packet, their bid price for each of the items established therein, considering the scope of work, specifications, terms and conditions indicated in the present Bid Packet, as well as its amendments and notices.

Bidders must use the format provided and follow the instructions to complete the Cost Proposal. If any Bidder makes omissions or changes to the format of the Cost Proposal, the Board reserves the right to reject the bid completely.

2.7 SCHEDULE II AND III: FORMS

Form Schedule II or Schedule III must be submitted only when the Bidder is not registered in the RUL or wants to authorize personnel in addition to the one established in the RUL to sign the proposal and endorse all types of documents required as part of said appearance. The proposal must include a complete copy of the Schedule corresponding to the proponent's type of business.

2.8 CORRECTIONS

All proposals must be submitted in a legible, clear, complete and concise manner. Ambiguous or varied bids shall not be considered. Corrections to proposals, resulting from errors, must be initiated by the Bidder, otherwise, the proposal shall be invalidated in relation to the applicable item or items. Proposals including corrections made with corrective ink, white ink, corrective tape, or liquid paper, that are not initiated, shall not be accepted.

2.9 CONFIDENTIAL INFORMATION

Proposals submitted by Bidders shall be part of the record of the RFP in which they participated and shall become property of the Administration, regardless of whether the present RFP is cancelled, or a bid is awarded. However, confidential information constituting trade secrets, or any other information protected by copyrights, among other legal provisions, may not be disclosed by the Administration, the Board or other government entity. As a result, **all information constituting confidential and protected information must be attached to the Bidder's proposal in an individual sheet that must be titled "Confidential and Protected Information"**.

The contract finally awarded, and all prices established in it shall not be considered confidential or exclusively owned and said information may be made available to the public.

The DOH and the DOH Auction Committee shall not disclose information indicated by the Bidder in its proposal as confidential, patented or privileged, or that is related to trade secrets, patented or privileged information. Information related to offered prices may be made public after the notice of award.

3 ADMISSIBLE AND INADMISSIBLE PROPOSALS

3.1 INCOMPLETE BIDS

In the event that a Bidder submits prices for some services, works or goods, and omits others, it shall be considered that the Bidder is interested in bidding only for the services for which it submitted a bid. If a Bidder does not wish to bid for an item, the Bidder must write “N/B” (“no bid”) in the applicable tab of the Price Sheet.

The DOH Auction Committee reserves the right to issue an award per item.

3.2 NON-RESPONSIVE OR UNACCEPTABLE BIDS

At the time of submission of its proposal, the Bidder shall only bid for what is requested in accordance with the specifications and conditions established in the Bid Packet of the present RFP. The specifications establish minimum requirements. **Any proposal which exceeds the specifications may be accepted, as long as it does not substantially change the characteristics of the goods, works or services requested in the Bid Packet of the present RFP, in a manner which may be interpreted as unfair competition.** The DOH Auction Committee shall not consider proposals which add or eliminate specifications or conditions required in the present Bid Packet, or which change, infringe, modify or vary the same.

3.3 MULTIPLE BIDS BY THE SAME BIDDER

If a Bidder submits several separate proposals for the same RFP, whether in its own name or under pseudonyms, of any of its subsidiaries or branches, of one or more of its partners, agents or officers, all proposals submitted by the Bidder **shall be rejected**.

No person or legal entity may join or participate, directly or indirectly, as a member of the work team of more than one Bidder. All persons or legal entities that participate in the present RFP must make sure that no person or legal entity related to the same has joined or is participating, directly or indirectly, as a member of the team of another Bidder. A person or legal entity is “related” to another person or legal entity if one of them can exercise control over the other, or if each one is under the direct or indirect control of the same person or entity. A person or legal entity exercises “control” over another person if it has the capacity to determine the result of its decisions as to financial or operational policies, whether formally or informally.

A bidder, regardless of whether it is a natural person or a legal person, whose commercial enterprise, business organization, corporate structure, company, holding company (Partnership, Corporation or Limited Liability Corporation “LLC” controlling all or a majority of the shares of its group of companies), grouping or representing multiple DBAs, different subsidiary corporations, affiliates, branches and companies, among others, must quote, offer or bid only on behalf of the natural person (in case of owner of multiple DBAs), or on behalf of the holding company, in case of legal person.

3.4 ADEQUATE COMPETITION

All Bidders or persons interested in participating in the present RFP, **AGREE AND RECOGNIZE** that the DOH Auction Committee issues the present Bid Packet for the purpose of **establishing a contract for the Development and Implementation (D&I) and Maintenance and Operations (M&O) Services for the Puerto Rico WIC MIS.**

4 EVALUATION, SELECTION, AWARD AND ADMINISTRATIVE REVIEW

4.1 EVALUATION

The DOH Auction Committee and the Evaluation Committee, as applicable, shall evaluate the bids based on the compliance with specifications, terms and conditions, past performance, financial capacity, technical capacity, price, and what represents the best value for the Government of Puerto Rico.

During the initial evaluation phase, a preliminary evaluation of the proposal will be completed to determine compliance with the mandatory terms and conditions as established in these specifications of this RFP document. If it is found that the Proponent failed to meet one or more of the criteria set forth in Schedule IV, its proposal **will be rejected** by the Board, without further procedures.

Proposals that **meet all the criteria** set forth in Schedule IV will move forward in the evaluation process.

Bidders will be invited individually to participate in a virtual meeting to demonstrate their solution and to discuss the project. Following a suggested Agenda:

1. Introductions – 5 minutes
2. Presentation of the proposed solution - 1 hour
3. Questions and Answers – 15 minutes

During the second phase, the Evaluation Committee will evaluate the Proponent’s past performance, financial, technical capabilities, delivery terms, warranties and price and will submit their duly substantiated recommendation to the DOH Auction Committee to include the scores to

the different evaluation criteria. This recommendation shall be used in the Board’s evaluation. The DOH Auction Committee shall approve, in coordination, with the Evaluation Committee, as applicable, the distribution of points for the different criteria used to evaluate the proposals.

The factors and scoring on which proposals will be evaluated are included in table 2.

Table 2: Evaluation Criteria

Evaluation Points	
Evaluation Factors	Points
Phase 1: Requirements (See Schedule IV)	Pass/Fail
Phase 2: Evaluation of Responses	
1. Corporate Information (See Schedule V, Section 5.1. & 5.2) - Executive Summary - Corporate Overview - Corporate Qualifications / Experience - Corporate Past Performance - Corporate Financial Stability and Service Organization Control	25
2. Project Staffing (See Schedule VI, Section 10) - Key Staff Qualifications / Experience - Staffing Approach including Organization Chart and Staff Time Allocated to Project - Subcontractor(s) Qualifications /Experience	25
3. SOW, Requirements and Specifications (See Schedule VI, Section 4 and Section 8) - WIC MIS Modernization Goals - Description for Development and Implementation, Warranty, Maintenance and Operations and Project Close-out and Transition Procedures - Responses to the Attachment A-WIC MIS Functional Requirements Matrix (tables 1-6) - Responses to the Attachment B-Additional Functional Requirements Specifications.	25
4. Cost	25
Total Points	100

Once the applicable recommendation is received by the Board, it shall proceed to perform an analysis of the bids and the initial recommendations to determine whether it shall accept them.

In the event that none of the Bidders complies with one of the criteria established in the present Bid Packet, the DOH Auction Committee shall be able to eliminate the points assigned to said criteria in relation to all bidders and use as the base score the sum of the remaining criteria. If this is the case, the Board shall state so and shall support its decision in the Resolution in which the bid is awarded.

The Board shall reject any proposal when a bidder obtains zero (0) points in any of the evaluation criteria established in this Section.

Proposals that, as the result of the Board's second phase evaluation receive, at least half of the points in the sum of all the criteria, without considering the price evaluation, will be Qualified Bidders to continue in the process. **Proposals that do not receive the minimum score required, as explained on this section, will be rejected.**

At the end of this second phase, the Board may determine whether, based on the existence of a complete and open competition, or on the basis of previous experience regarding the cost of the product or service, the award can be made without further discussion of the initial proposals.

In the event that the DOH Auction Committee determines that it must carry out proposal negotiations or discussions, it shall have to begin the BAFO process, in compliance with the provisions of the present Bid Packet and Regulations No. 9734. The DOH Auction Committee must invite any bidders who comply with the provisions established in the Bid Packet, to the BAFO, treating them fairly and equally as to the opportunity to discuss and revise the proposals. However, since the information discussed in said meetings may be different in relation to every bidder, revisions or discussions shall be based on the particular facts and circumstances of each proposal.

Once the final proposals are received, the final evaluation shall be made by the Bid Evaluation Committee or the Purchases Specialist, which shall send their final recommendation to the DOH Auction Committee. The Board shall carefully analyze the offers and received recommendations, to then determine which bid or bids comply with all of the terms, conditions, specifications, requirements and provisions established in the present RFP, and which represent the best value for the Government of Puerto Rico.

4.1.1 PAST PERFORMANCE

The Bidder's previous performance and experience shall be evaluated at the time of awarding the bid. The evaluation shall be based on the information submitted by the Bidder in its proposal and its validation. In relation to the past performance evaluation, Bidders shall have to comply with what is provided in Attachment D. The DOH Auction Committee reserves the right to contact clients or references provided or not by the Bidder for the purpose of corroborating its past performance.

4.1.2 FINANCIAL CAPACITY

The Proposer's financial capacity of the Bidder shall be evaluated in order to establish whether it has the fiscal stability to comply with what is provided in the present RFP. The evaluation shall be based on the information submitted by the Bidder in its proposal and its validation. In relation to financial capacity, Bidders shall have to comply with what is provided in Schedule V.

Proposers may provide a summary of the financials and projections for the next five (5) years. The Audited Financial Statements or their equivalent for small or medium-sized businesses submitted in the RUL may be evaluated in order to understand the financial capacity of the bidder.

4.1.3 TECHNICAL CAPACITY

The technical capacity shall be evaluated in order to determine whether the Bidders have the capacity to satisfactorily comply with the needs and requirements of the Government of Puerto Rico. The evaluation shall be based on the information submitted by the Bidder and its validation.

In relation to the technical capacity evaluation, Bidders shall have to comply with what is provided in Schedule VI.

4.1.4 PRICES

The price proposal shall be analyzed to determine whether the prices are fair, reasonable and competitive, and whether they represent the best value for the Government of Puerto Rico.

Fair and Reasonable Price refers to an evaluation made by the Government of any price proposed by a Bidder for the different types of goods and services. Prices shall be evaluated to see how fair and reasonable they are when compared against their value in the market.

4.1.5 BEST AND FINAL OFFER (“BAFO”)

The DOH Auction Committee may request a BAFO to Qualified Bidders (as defined in Section 4.1) by which they shall have the opportunity to submit their last and most attractive price, to clarify any information provided in the original offer or to amend it. The timeline for submission of said final offer shall be published on the DOH website and it shall be directly notified to all Qualified Bidders.

4.2 SELECTION

The DOH Auction Committee shall examine all submitted final proposals, before making any determination as to issuance of the award. The DOH Auction Committee is not obligated to accept the recommendation of the Bid Evaluation Committee. If it does not accept the recommendation, the DOH Auction Committee shall make its own evaluation and award the applicable score in compliance with the provisions of the Bid Packet.

4.3 BID TIE

In the event of a tie between local, United States or foreign Bidders, preference shall be given, firstly, to Puerto Rican bidders, secondly, to United States bidders, and thirdly, to foreign bidders, based on the proposals that represent the best value for the Government of Puerto Rico.

4.4 GLOBAL REJECTION

The DOH Auction Committee shall be able to reject any or all of the proposals submitted to an RFP process in the following situations: (a) bidders do not comply with one of the stipulated requirements, specifications or conditions; (b) the prices obtained are unreasonable or the terms are onerous; (c) when the proposals show that the bidders control the market of the requested product and it is believed that they have conspired to quote excessive prices; (d) offers exceed the assigned budget; or (e) they do not represent the best interests of the Government of Puerto Rico. If the situation in paragraph (c) takes place, it shall be referred to the Department of Justice, in accordance with the provisions of Regulations 9734.

4.5 AWARD

The DOH Auction Committee shall award the bid to the responsive bidder(s) whose proposals represent the best value for the Government of Puerto Rico.

Once the DOH Auction Committee issues the applicable award, it must notify its final determination by way of Resolution or Notice of Award. The Resolution will be sent to the email address provided by the proponent in Schedule I. If no e-mail address has been provided in Schedule I, the e-mail address registered by the tenderer in the RUL shall be used for the notification.

The notice of award of the RFP **shall not constitute a formal agreement between the parties. For this Request for Proposals, it shall be necessary to execute a contract between the Petitioning Entity and the Bidder to whom the bid is awarded, as determined by the Administration.** The Government of Puerto Rico shall not be bound or in any way obligated by any award, until the corresponding contract, as applicable, has been executed.

4.6 ADMINISTRATIVE REVIEW

A party adversely affected by a decision of the Auction Board may, within ten (10) calendar days or the term in effect by law at the time of notification of the resolution with the determination, file a request for review before the DOH Auction Committee. This period shall commence upon deposit in the Federal mail or email notification of the auction determination. If the filing date of the notice of final decision of award is different from the date of deposit in the federal mail or

email, the term shall be calculated from the date of deposit in the federal mail or email, as applicable.

Once the DOH Auction Committee makes the corresponding award, it shall notify its final determination by means of a Resolution or Notice of Award. The Resolution shall be notified to the e-mail address indicated by the Proposer in Schedule I. Where no e-mail has been established in Schedule I, notification will be sent to the e-mail address registered by the bidder in the RUL.

Notification of award of the RFP shall **not constitute a formal agreement between the parties. This RFP shall require the execution of a contract between the Requesting Entity and the awarded Bidder as determined by the Administration.** The Government of Puerto Rico shall not be considered committed or in any way bound by any award until the corresponding contract has been executed.

5 GENERAL CONDITIONS

5.1 BILLING METHOD

All invoices submitted for collection to the Petitioning Entity must contain the following certification:

*Under penalty of absolute nullity, I certify that no public servant of this agency is a party to or has any interest in the profits or benefits resulting from the contract that is the subject of this invoice, and if it is a party to or has an interest in the profits or benefits resulting from the contract, a previous exemption has been issued. The only consideration to provide the goods or services that are the subject of the contract has been the payment agreed upon with the authorized representative of **(name of the agency)**. The amount of this invoice is fair and correct. The construction works have been done, the products have been delivered (the services rendered) and have not been paid.*

5.2 PAYMENTS

The Petitioning Entity shall process the payment in accordance with the applicable laws and regulations.

5.3 BONDS

Bonds in amounts lower than the amounts requested shall not be accepted. Failure to comply with this requirement shall result in rejection of the proposal or cancellation of the award.

a. BID BOND

The Bid Bond shall consist of provisional backing to be provided by the Bidder for the purpose of guaranteeing to the Government of Puerto Rico that it shall maintain its proposal during the entirety of the RFP process.

The present RFP requires a **Bid Bond in the amount of (5%) of Total Price Schedule #1– Development and Implementation Phase.** The DOH and the DOH Auction Committee shall not accept a bond in an amount that is lower than the amount established herein or payable to another entity that is not the General Services Administration or the Secretary of the Treasury, as applicable. If the Bid Bond is submitted through an insurance company authorized by the Insurance Commissioner, the bond shall be issued in favor of the General Services Administration and must be signed by the bidder and the representative of the issuing insurance company; if the Bid Bond is provided by certified check, money order or bank draft, it shall be issued payable to the Secretary of the Treasury.

The original Bid Bond shall be simultaneously provided with the proposal submitted by the Bidder personally; **in any case in which the Bidder fails to provide the ORIGINAL SIGNED document or instrument, certifying the Bid Bond, it shall be disqualified.**
The bid bond must be valid for one hundred and eighty (180) days.

When the Bid Bond is provided through an insurance company, it shall include a copy of the “Certificate of Appointment of Attorney-in-Fact,” “Attorney-In-Fact Licensed,” and Certification of the Insurance Company issued by the Office of the Puerto Rico Insurance Commission

When a proposal is amended, if the amendment entails an increase in the price of the original proposal, it shall be the Bidder’s obligation to adjust the bond in accordance with the new amount. If it does not do so, its proposal shall remain in effect, and the amendment shall not be considered.

The DOH may enforce the Bid Bond if, following the expiration of the period of ten (10) business days from notice of award, the Winning Bidder does not provide the Performance Bond or Payment Bond, as applicable. Furthermore, the Bid Bond may be enforced if the Winning Bidder refuses to sign the contract within ten (10) business days from the moment the same is summoned to do so.

If the Administration, or DOH Auction Committee, decides to cancel the Request for Proposals(RFP), all bid bonds shall be returned.

b. PERFORMANCE BOND

The Bidder to whom the present RFP is awarded shall provide a Performance Bond to the DOH Auction Committee, **no later than ten (10) business days following the notice of award.**

Said bond shall guarantee performance of the contract, as applicable.

The present RFP requires a **Performance Bond in the amount of \$1,000,000.00.** The DOH shall not accept a bond in an amount that is lower than the amount established herein or payable to another entity that is not the General Services Administration or the Secretary of the Treasury, as applicable: if the Performance Bond is provided through an insurance company authorized by the Insurance Commissioner, the bond shall be issued payable to the DOH. If the Performance Bond is provided by certified check or money order, it shall be issued payable to the Secretary of the Treasury. **The performance bond must be valid for the same period as the term of the contract, or the term tendered for the completion of the work.**

The Petitioning Entity must corroborate the delivery, by the bidder, of the Performance Bond to the DOH **before** the execution of the Contract.

The Performance Bond may be enforced if, following the period provided in the proposal, the Winning Bidder does not perform the service or deliver the goods, does not honor the warranties, or fails to comply with its obligations under the contract, for reasons attributable to the same. Furthermore, the Bidder shall be financially liable for the price difference of the second-place bid or the price obtained by exceptional purchase. If the bond does not cover said excess, the balance shall be claimed to the applicable Bidder.

5.4 BREACH OF CONTRACT

The Administrator reserves the right to cancel any contract or purchase order awarded as a result of the present bid process at any time when it results in protection of the public interest or benefit to the Government of Puerto Rico.

Following a breach of contract and determination of lack of financial responsibility, or other type of responsibility, by the contractor, the Administrator shall be able to impose the penalties or measures that it may deem adequate to protect the public interest, including, but not limited to: seizing the bond or bonds deposited as a guarantee, and; charging the price difference paid over the quoted price to the Bidder who failed to comply with its contract or claiming it from its surety; and eliminating from the RUL for the period that it may deem appropriate, the name of any natural or legal person who fails to comply with a contract or who otherwise violates the terms of the order.

Measures taken in case of breach shall only be imposed by the DOH, following an investigation of the facts, via proper notice, and observing a due process of law.

5.5 CONTRACT CANCELLATION

If a Bidder refuses to perform the service contracted, the DOH may cancel the contract following the contract clauses.

5.6 CODES OF ETHICS

All Bidders **must comply with the following:**

1. CODE OF ETHICS FOR CONTRACTORS:

All Bidders must comply with the provisions of Law No. 2-2018, as amended, known as the ***“Anticorruption Code for a New Puerto Rico.”*** It shall be an indispensable requirement, to enter into a contract with the Government, for all persons to agree to be bound by the provisions of the Code of Ethics established in the above-referenced law.

Furthermore, a natural or legal person who wishes to participate in an RFP process or in the execution of a contract, with any government agency or instrumentality, public corporation, municipality, or with the Legislative Branch or Judicial Branch, to perform services or sell or deliver goods, **shall submit a sworn statement**, in the presence of a notary public, informing whether the natural or legal person, or any president, vice president, director, executive director, or member of a board of officers or board of directors, or persons who carry out equivalent duties for the legal person, has been convicted or pleaded guilty of any of the crimes listed in Law 8-2017, as amended, known as the “Law for the Administration and Transformation of Human Resources in the Government of Puerto Rico,” or of any of the crimes contained in said Code. **A sworn statement shall only be submitted in cases in which the Bidder is not registered in the RUL or the RUL is not current.**

Any natural or legal person who has been convicted of: violating Articles 4.2, 4.3 or 5.7 of Law 1-2012, known as the ***“Organic Act of the Office of Government Ethics,”*** of violating any of the felonies against the exercise of a public office or against public funds contained in Articles 250 to 266 of Law 146-2012, as amended, known as the ***“Puerto Rico Penal Code,”*** of any of the crimes contained in the Code or of any other felony involving the bad use of public funds or property, including, but not limited to, the crimes mentioned in Section 6.8 of Law 8, *supra*, shall not be able to enter into a contract or bid with any executive agency of the Government of Puerto Rico for the applicable term. If a term is not provided, the person shall be prevented from the foregoing for a period of ten (10) years from the moment that they finish serving their sentence.

All contracts must include a termination clause in the event that a person under contract with executive agencies is convicted, in federal or state jurisdiction, of any of the crimes that prevent the same from entering into a contract included in the previous paragraph. Contracts shall certify that the person has not been convicted, in state or federal jurisdiction, of any of

the aforementioned crimes. **The duty to inform shall be a continuous duty during all phases of execution and performance of the contract.**

All bidders are subject to the **finances and penalties established in Article 3.7. — Fines and penalties under Law 2, *supra*.**

2. CODE OF ETHICS OF THEIR PROFESSION:

All persons must observe the excellence and honesty maxims and principles of their profession, as well as the rules or canons of ethics of the association to which they belong and which regulates their job or profession, in their relationship with competitors and with the Government of Puerto Rico.

In the case of persons who do not belong to an association, or in the case of associations that do not have a Code of Ethics for their members, they must observe the general principles of ethical conduct considered reasonable in their job or profession.

5.7 INVESTIGATIVE COLLABORATION

All persons, Bidders or contractors shall collaborate with any investigation initiated by the state or federal Government, regarding business transactions or execution of contracts or issuance of government incentives, to which they were a party or from which they benefitted directly or indirectly.

5.8 ANTIDISCRIMINATION CLAUSE

Neither the DOH Auction Committee nor the DOH discriminate on the basis of race, color, gender, social origin or condition, political or religious ideas, age, nationality, being a victim or being perceived as a victim of domestic violence, sexual assault or stalking, being a veteran, real or perceived sexual identity or orientation, physical, mental or sensory disability.

5.9 COMMUNICATIONS AND ANNOUNCEMENTS

All Bidders and natural or legal persons interested in participating in the present RFP are hereby notified that **they are prohibited from contacting, in relation to the bid process, the officials of the DOH Auction Committee and of the DOH, as well as the Auxiliary Administrator of Acquisitions and the Purchasing Office,** until the bid is awarded by the DOH Auction Committee. Failure to comply with the foregoing shall result in rejection of the proposal.

Communication with other representatives of the Government in relation to any matter related to the present RFP is prohibited during the entire bid process. Anyone who fails to comply with the foregoing shall be disqualified and could result in any other penalty imposed by the applicable laws or regulations.

Any information or notice related to the present RFP shall be published by the DOH Auction Committee on the DOH website and notified by email to the Bidders qualified to participate in the process. All information, public notices or amendments related to the present RFP shall be made in writing including the proper authorizations by the DOH and the DOH Auction Committee and issued by the Board.

5.10 WARNINGS

- a. Providing any type of false, plagiarized or fraudulent information or documentation, as part of the information submitted in the present bid process, shall be sufficient cause to disqualify or reject the proposal of any Bidder, as well as to cancel or rescind any purchase order or contract awarded.
- b. The DOH may order the partial or total cancellation of the Bid Packet of the present RFP before or after the Opening Act, as long as a contract has not been executed or a purchase order has been issued. This shall be done when it serves the best interests of the Government of Puerto Rico.
- c. The DOH and the Board may amend any Bid Packet of the RFP up to two (2) business days before the proposal Opening Act when the amendment entails changes or additional requests that must be included in the proposal, or one (1) business day before the Opening Act when the amendment does not affect the submission of proposals.
- d. Neither the DOH nor the DOH Auction Committee shall accept a bond in an amount that is lower than the amount established herein, that is not signed, that is not the original or payable to an Entity that is not the General Services Administration or the Secretary of the Treasury, as applicable. **Failure to comply with these requirements shall result in rejection of the proposal.**
- e. All persons who, in relation to the agencies and other entities of the Government of Puerto Rico, participate in the present RFP, submit a proposal or is interested in executing contracts with the same, shall be obligated to disclose all of the information that is necessary for the agencies to be able to evaluate in detail the transactions and make correct and informed decisions. Any undisclosed relation (conflict of interest) shall be cause for **immediate disqualification.**
- f. In the event that the goods, works and/or non-professional services to be acquired in this RFP are partially or totally financed with federal funds, the Bidder must be registered and eligible in the System for Award Management (SAM) at the time of signing the RFP contract and/or issue the purchase order. If you are not registered and eligible, you will be **disqualified.**

6 EXECUTION OF CONTRACT (as applicable)

In relation to the above-referenced RFP, the DOH or Petitioning Entity, as applicable, may execute a contract.

The Winning Bidder's proposal and what is provided in the Bid Packet of the RFP shall constitute the base of the contract. The contract shall be executed once the DOH receives the warranties or bonds requested to the Winning Bidder.

6.1 RENEGOTIATION OF THE PRICES, TERMS AND CONDITIONS OF THE CONTRACT OR PURCHASE ORDER (NOT LIMITED TO EXTENSIONS OF EFFECTIVE PERIOD OF THE CONTRACT)

Prices quoted by the Bidder shall remain unchanged during the effective period of the contract or purchase order, in accordance with the quote and award of the RFP and shall not be subject to changes based on market fluctuations, regardless of their foreseeability, except as provided in Section 6.4 of the present RFP.

As an exception, the DOH, *motu proprio* or at the request of the interested Bidder, may, during the effective period of the contract, authorize amendments to the prices, terms and conditions established in any contract or purchase order, if there is **just cause** to do so. The DOH shall carry out the corresponding analysis to determine whether the proposed amendment would be appropriate. The grounds for the corresponding amendments or modifications shall be stated in writing.

6.2 REFUSAL TO EXECUTE CONTRACT

If the Winning Bidder refuses to execute the contract after it is summoned by the Contract Unit of the Purchasing Area of the DOH, the provisions contained in Regulations No. 9734 shall apply.

6.3 EFFECTIVE PERIOD OF CONTRACT

The contract to be executed that is the subject of this bid process, shall have an effective period of five (5) years with an option to extend it up to three (3) additional years.

The DOH may authorize amending the contract for the purpose of extending its effective period in compliance with the provisions of Regulations 9734. Amendments shall be done in an "Amendment" document and must be signed by the parties.

6.4 SCOPE OF PURCHASE ORDER OR CONTRACT

A Purchase Order issued or a contract to be executed in relation to the present RFP shall **only** include the items considered in the bid process, as awarded.

6.5 CONTRACT REVIEW BY FINANCIAL OVERSIGHT AND MANAGEMENT BOARD

All contracts resulting from this RFP are subject to review by the FOMB in accordance with the contract review policy of the latter¹.

6.6 CONTRACT TERMINATION

Failure to comply with the clauses and conditions of the present RFP, of the contract shall constitute sufficient cause to terminate the contract without needing previous notice.

Furthermore, the Puerto Rico Chief of Staff shall have the power to terminate the executed contract or any purchase order at any time, as provided in Administrative Bulletin OE-2021-003.

7 CONTRACT RESCISSIONS

No head of government agency or instrumentality of the Government, public corporation, municipality, or of the Legislative or Judicial Branch, shall award a bid or bid process or any contract, to a natural or legal person who has been convicted or pleaded guilty in federal or state court, in any other jurisdiction of the United States or in any other country, of crimes constituting fraud, embezzlement or illegal appropriation of public funds provided in Law 2, *supra*. Said prohibition, to award a bid or bid process or any contract, extends to legal persons whose presidents, vice presidents, directors, executive directors, or members of their Board of Officers or Board of Directors, or persons performing equivalent duties, have been convicted or pleaded guilty in state or federal court, in any other jurisdiction of the United States or in any other country, of crimes constituting fraud, embezzlement or illegal appropriation of public funds, as listed in the above-referenced Law.

The prohibition to contract, subcontract or award a bid or bid process contained in Law 2, *supra*, shall have a duration of 20 years, from the applicable conviction in felony cases, and a duration of eight (8) years in misdemeanor cases.

A conviction or guilty plea for any of the crimes listed in Law 2, *supra*, shall result, in addition to any other penalties, in the automatic rescission of all contracts in effect as of that date between the person convicted or that pleaded guilty and any state Government agencies or instrumentalities, public corporations, municipalities, the Legislative Branch or Judicial Branch. In addition to the rescission of the contract, the Government shall have a right to request the return of payments made in relation to the contract or contracts directly affected by the crime committed.

¹ See contract review policies of the FOMB available in <https://juntasupervision.pr.gov/documents/>.

8 **SPECIFICATIONS**

The specifications included in the present Bid Packet of the RFP consist of the physical, functional, esthetic and quality characteristics of each of the goods, works or services requested, which serve as a guide to describe in detail what is being requested. Bidders are obligated to fully comply with each of the details included in the specifications.

Bidders must comply with the Specifications included in the documents of the present RFP.



SCHEDULE I – BIDDER’S PROPOSAL ENDORSEMENT

(No Bidder’s Proposal shall be accepted if it has smudges, crossed-out portions or white-out)

Bidder’s Information	
Bidder’s Name:	
Social Security/ Employer’s Identification Number (if it’s an entity):	
Email:	Telephone:
Mailing Address:	
Contact Person (If it is an Entity)	
Name:	Title:
Fax:	Telephone:
Email:	
Mailing Address:	
Physical Address:	

Exclusively for Foreign Entities:

Foreign Entity	
Name of the resident agent:	
Fax:	Telephone:
Email:	
Mailing Address:	

The Bidder accepts and acknowledges:

- That it read the **Bid Packet, including the appendices**, amendments and notices, which form an integral part thereof, and certifies by its submission of the proposal that it understood and accepted each of the clauses contained therein.
- That it read the **instructions, terms and conditions** included in the Bid Packet, and certifies by its submission of the proposal that it understood and accepted these.
- That it received and read all the answers to the questions, if any, of the bidders, summarized in the **Request for Clarification**.
- That there are no facts or circumstances that may give rise to an apparent, potential or real organizational or personal **conflict of interest** for the bidder or its personnel, as to this bid, with the General Services Administration (DOH), the Petitioning Entity or any other Governmental Entity.
- That the bid submitted is genuine, true, and **non-collusion** or false. Furthermore, that the bidder has not colluded, conspired, plotted or agreed, directly or indirectly, with any bidder or other person to make a false bid or abstain from submitting a bid.
- The bidder authorizes DOH and the DOH Auction Committee to verify, corroborate and validate, by any means, the information that makes up the bid, and to request from its clients or third parties (whether or not the bidder included it by reference) additional information to corroborate the information signed by the bidder.
- If required, I hereby certify compliance with the Buy American Act or the Build America, Buy America, or any similar law.

Certification:

I, _____, hereby **AFFIRM AND CERTIFY** that
I am authorized to sign this proposal and that my name and signature are duly registered in
the Exclusive Bidder’s List (RUL, acronym in Spanish) of the DOH or will be registering
within a period of five (5) days from the Bid

Opening, as provided under Regulation 9734. Additionally, **I CERTIFY THAT I**
ACKNOWLEDGE AND ACCEPT the statements described above, as well as my
obligation as to performance of all the requirements, terms and conditions during the
bidding process, as well as while the contract that is eventually executed is in effect.

Signature of Bidder’s Authorized Representative: _____

Date: _____

SCHEDULE II - AFFIDAVIT FOR INDIVIDUAL BUSINESS

I, _____, in my personal capacity, of legal age,
(First and last name)
_____, _____, residing in _____,
(Marital Status) (Profession) (City) (Country or State)

CERTIFY THE FOLLOWING:

- 1. That my name and other personal circumstances are stated above.
- 2. That I am appearing as owner of individual business.
- 3. That the commercial name of my business (D/B/A, *if applicable*), is the following,

- 4. That the purpose of the individual business that I represent is to provide the following goods or professional or non-professional services: *(describe the services provided)*

- 5. That the following persons, **whose signatures are included in this document**, are authorized on behalf of and in representation of the business, to sign the bids that are submitted as part of the professional or non-professional service or asset purchase processes carried out by the different agencies, public corporations and municipalities of the Government of Puerto Rico.
- 6. That **the signatures of the persons included in this document** bind the business that I represent in all of the professional or non-professional service or asset purchase processes carried out by the agencies of the Executive Branch of the Government of Puerto Rico, public corporations and municipalities. Similarly, said persons are authorized to sign proposals and any type of document required as part of said appearance.

First and Last Names	Position	Signature

7. That I sign this Certification in order to comply with one of the requirements to be included in the Exclusive Bidder’s List (RUL, acronym in Spanish) and for any other appropriate administrative or legal purpose.

IN WITNESS WHEREOF, I sign this certification in _____,
(city)
_____, today _____, 20 _____.
(country or state)

SIGNATURE

Affidavit Number: _____

SWORN AND SIGNED in my presence by _____, with the
above personal information, in his/her capacity as _____ of the
_____ (type of business) and who I identified by
_____.

In _____, _____, today _____, 20____.

Name of the Notary

Signature of the Notary



SCHEDULE III - CORPORATE RESOLUTION

(No Certification shall be accepted if it has smudges, crossed-out portions or white-out)

I, _____, of legal age, (marital status) _____, (profession) _____, and residing in _____, in my capacity as _____ of the (type of business) _____, certify, that in a meeting held on _____, 20____, which met the quorum requirement, it was decided that the persons appointed below are authorized so that any of them, on behalf and in representation of the Corporation, may appear at the non-professional service and asset purchase processes carried out by the agencies of the Executive Branch of the Government of Puerto Rico, public corporations and municipalities, as well as to sign offers or proposals, and sign contracts and any type of document required as part of said appearance, and therefore their signatures, which are incorporated into this document, bind this (type of business) _____.

Name and Last Name	Position	Signature

In my position as _____ of the (type of business) _____, I further certify, that the Resolution transcribed above had not been revoked, nullified or amended in any way and that it is still in effect to the fullest extent.

IN WITNESS WHEREOF, I sign this document and include the seal of the _____ (type of business).

In _____, _____, today _____, 20____.

Affiant’s Signature

AFFIDAVIT

Affidavit Number: _____
SWORN AND SIGNED in my presence by _____, with the above personal information, in his/her capacity as _____ of the _____ (type of business) and who I identify through _____.

In _____, _____, today _____, 20____.

Name of the Notary

Signature of the Notary

SCHEDULE IV –CRITERIA FOR THE EVALUATION OF THE INITIAL PHASE

During the initial evaluation phase, a preliminary evaluation will be completed to verify that proposals comply with the **mandatory requirements listed below.**

- 1. Bid Bond as requested in section 5.9(a).**
- 2. Schedule I – Bidder Proposal Endorsement and Certification – fully completed and signed by the authorized member registered in the RUL.**
- 3. Submission of a Hard Copy and digital copy of Proposal as requested in this RFP.**

If it's found during the initial evaluation that the proponent failed to comply with any of the requirements set forth in this document, Proponent will be disqualified by the Board and no further consideration will given to its proposal.

Proposals that **meet all of the criteria** set forth herein will continue in the evaluation process.

SCHEDULE V– TECHNICAL PROPOSAL CONTENTS

Bidders must present their technical proposal, as part of the package described in Section 2.3 of this RFP, in the following order:

5. Proposed Services

- 5.1. Executive Summary
- 5.2. Corporate Information (Overview, Qualifications/Experience, Past Performance, and Financial Stability)
- 5.3. WIC MIS Modernization Goals (See Schedule VI, Section 4)
- 5.4. SOW, Requirements and Specifications (See Schedule VI, Section 8)
- 5.5. Assumptions
- 5.6. Risk Assessment
- 5.7. Proposed Tools
- 5.8. Work Breakdown Structure
- 5.9. Tasks and Deliverables
- 5.10. Deliverables Acceptance Criteria
- 5.11. Staffing proposed
- 5.12. Responses to the Attachment A-WIC MIS Functional Requirements Matrix (tables 1-6)
- 5.13. Responses to the Attachment B-Additional Functional Requirements Specifications.
- 5.14. Preliminary Plans
 - A. Preliminary Project Management Plan (PMP) and Project Schedule
 - B. Preliminary Work Plan
 - C. Preliminary Test Plan
 - D. Preliminary Security Plan
- 5.15. Any other supporting material

5.1.Executive Summary

An executive summary, not exceeding 3 pages, provides a high-level overview of the proposal. It should include a statement related to PRWIC’s goals and objectives to show or demonstrate the Responder’s view and understanding of PRWIC’s needs and goals of the project. **Do not include cost information.**

5.2. Corporate Information

A. Corporate Overview

Submit a corporate overview that includes the following information:

- 1. The name of the corporation or other legal entity that is submitting the proposal.
- 2. The date the firm was established and the ownership model.
- 3. A list of current MIS and/or recent similar or relevant projects, including the clients’ names, periods of performance, and descriptions of the services provided.
(Please provide this information in a spreadsheet format.)
- 4. A list and schedule of active and pending eWIC implementations, including names of proposed project staff already assigned to the active and pending projects.
(Please provide this information in a spreadsheet format.)

5. A detailed description of all relevant financial system development, implementation, and operating experience within the last five (5) years that demonstrate the Responder's ability to satisfy the requirements of this RFP.
6. Documentation of public record of prior and current litigation and/or formal administrative protests or actions such as notices of default, unsatisfactory performance, etc., related to the quality or performance of MIS or related services.

B. Corporate Qualifications/Experience:

Provide a description of how the Corporation's experience, combined with that of any subcontractor(s), demonstrates the capability to meet or exceed the requirements of this RFP. Responders should highlight their corporate capabilities, organizational structure, financial stability, and previous experience related to the requirements of this RFP.

Responders should demonstrate in their proposals that they have the skills, abilities, and project management expertise to provide the requested services. The Responder and subcontractor shall have key, Spanish-speaking personnel who will participate in meetings and discussions with PRWIC because most meetings will be in Spanish.

Responders MUST possess the Minimum Required Experience listed below:

- Three (3) years of proven experience developing and implementing complex, enterprise-wide Management Information Systems (MIS).
- Preferred demonstrate knowledge of the WIC Program, and experience in the support and operation of WIC applications and technology in an MIS.

C. Corporate Past Performance

Responders must select up to two (2) clients from similar past or current projects who are capable of documenting:

1. The Bidder's ability to manage projects of comparable size and complexity
2. The quality and breadth of services provided by the Bidder

Bidders must complete the Bidders Reference Form (only Part I) and send it to the client to complete the evaluation. The Bidder must include with the proposal the complete evaluation in the Form provided.

D. Corporate Financial Stability

Responders must demonstrate financial stability and provide financial records for the past three (3) calendar years to demonstrate financial stability.

Provide proof of financial resources and stability as evidence of the Responder's (and any subcontractor(s)) capability to provide timely and uninterrupted services. The selection committee will evaluate the perceived financial stability of the Responder, as well as any subcontractor that may be utilized.

Prior to contract award, if requested by PRWIC, the Successful Responder must furnish additional information regarding its financial resources and organization within five (5) working days of the request. Additional document requests may include, but are not limited to:

- Corporate annual reports;
- Financial statements;
- Recent SOC1 report.

The Successful Responder must furnish all such information for this purpose as PRWIC may request. PRWIC reserves the right to reject the proposal where the available data do not satisfy PRWIC that the Successful Responder is able to carry out the terms and conditions and all other requirements of this RFP.

5.3. WIC MIS Modernization Goals

Bidders must describe in this section how the proposed solution will comply with the PRWIC MIS Goals described in Schedule VI - Section 4.

PRWIC would accept a COTS/SAM/SaaS, custom development from scratch, or a hybrid approach where some modules are COTS-configured and others are custom-built models as long as the solution includes needs identified in attachment A & B to accomplish the PRWIC Modernization Goals.

“A modern information system is a secure, scalable, cloud-enabled, user-centric platform that automates business processes, integrates organizational data, supports real-time decision-making, and adapts rapidly to evolving operational and regulatory requirements through configurable and modular capabilities.”

The proposed system architecture must be explicitly defined and must demonstrate clear separation of functional components, independent deployment capabilities, and fault isolation consistent with modern cloud-native design principles. The vendor shall provide a detailed description of whether the solution is built using microservices, modular SaaS, or an equivalent composable architecture, including evidence of service-level independence, data segmentation, API exposure, deployment granularity, and resilience mechanisms. Solutions that do not provide verifiable architectural transparency or that rely on monolithic or tightly coupled designs will be considered non-responsive.

PRWIC will consider a modern system to have the following characteristics:

1. **User-Friendly** - Intuitive and simple interfaces, Responsive design for desktop, tablet, and mobile devices, Personalized dashboards and workflows, Accessibility compliance (ADA/WCAG), and Minimal training requirements.

2. **Productivity-Oriented**– The system should streamline operations by: Automating repetitive tasks, Reducing manual data entry, Integrating workflows across departments, Providing real-time notifications and alerts, Enabling self-service capabilities, and Supporting collaboration and document sharing.
3. **Configurable and Flexible** – The system must adapt without requiring heavy custom development by using: Configurable forms, workflows, and business rules, Role-based permissions and security, Modular architecture, Low-code/no-code administrative tools, Custom reporting and dashboards, and Support for policy and process changes,
4. **Scalable Architecture** – The system should support growth in: Number of users, Transactions and data volume, Geographic locations, Programs and services, and Integrations with external systems, Scalability is typically achieved through: Cloud-native or hybrid-cloud infrastructure, Microservices architecture, Containerization and orchestration, Elastic resource allocation, and API-driven integration frameworks.
5. **Secure by Design** - Modern systems must incorporate cybersecurity at every layer: Multi-factor authentication (MFA), Encryption in transit and at rest, Audit logs and monitoring, Role-based access control, Vulnerability management, Compliance with standards and regulations.

Security should be proactive, not reactive.
6. **Data-Driven and Intelligent** - The system should provide actionable insights through: Real-time dashboards, Business intelligence and analytics, Predictive reporting, KPI and SLA monitoring, Data quality validation, and AI-assisted recommendations and automation.

Decision-makers should have immediate access to reliable operational data.
7. **Interoperable and Integrated** - Modern systems should connect seamlessly with: ERP and financial systems, Identity management platforms, Email and collaboration tools, Third-party APIs, Mobile applications, and Government or partner systems. Integration eliminates silos and improves operational continuity.
8. **Reliable and High Availability** - The platform should ensure continuous operations through: High availability architecture, Disaster recovery and backup strategies, Monitoring and observability, Automated failover mechanisms, and

Performance optimization. The system must remain stable even during peak demand.

Core Technology Components

Common technologies in modern systems include: Cloud platforms, Web-based applications, Mobile access, APIs and integration services, Microservices, Relational and NoSQL databases, AI and analytics tools, DevSecOps pipelines, Identity and access management.

5.4.SOW, Requirements and Specifications

This Section must include the following:

Bidder's approach and response to work with the specifications described in this RFP (Schedule VI, Section 8).

5.5.Assumptions

A description of any assumptions formed by the Bidder in developing the Proposal.

5.6.Risk Assessment

An assessment of any risks inherent in the work requirements and actions to mitigate these risks.

5.7.Proposed Tools

A description of all proposed tools that will be used to facilitate the work.

5.8.Work Breakdown Structure

A detailed work breakdown structure WBS and staffing schedule, with labor hours by skill category that will be applied to meet each milestone and deliverable, and to accomplish all specified work requirements.

5.9. Tasks and Deliverables

A description of each task and deliverables. Indicate the start and end dates for each task, milestone, and identify each deliverable.

5.10.Deliverables Acceptance Criteria

Provide a list of deliverables to complete all requirements and specifications in this RFP and the pre-established standards each deliverable must meet to be approved by PRWIC.

5.11.Staffing Proposed

The Bidder must provide an organizational chart of the staff proposed with roles and responsibilities. Also, they must provide resumes for all proposed staff identified in RFP Schedule VI-Section 10 and provide a narrative description of their unique qualifications for this assignment. In addition, Bidders are encouraged to include resumes/narratives for additional staff if they believe the participation of the additional staff strengthens their proposal.

5.12.Response to Functional Requirements (FReD)

Bidders must provide a response to each of the Requirements in the following tables:

Attachment A (table #)	Requirements	Instructions
1	FReD 2.0 Sections 1 to 12	Bidders must comply with all FReD functional requirements.
2	FReD 2.0 Sections 1 to 12 - Enhancements	Bidders must respond to how it will meet PRWIC Enhancements.
3	FReD 2.0 Sections 12 - Reports	Bidders must comply with all required Reports. If addressable, the Bidder must explain how will comply.
4	FReD 2.0 13 - Customizations	Bidders must respond to how it will meet PRWIC Customizations.
5	FReD 2.0 14 – External Platforms	Bidders must respond to how it will meet the External Platforms’ integration.
6	FReD 2.0 Sections 1 to 12 – Non-Functionals	Bidders must comply with all Required Non-Functional Requirements. If addressable, the Bidder must explain how will comply.

See Attachment A - WIC MIS Functional Requirements Matrix

Response to Additional Functional Requirements Specifications

Provide a narrative of the Bidders understanding and how they will meet these additional functional specifications.

Attachment B includes only some details for three (3) FReD requirements. The contractor must discuss each system requirement during the Analysis Phase.

See Attachment B - Additional Functional Requirements Specifications

5.13.Preliminary Plans

Include all the preliminary plans required in Schedule VI.

5.14.Any other supporting material

Bidders may attach other materials that they understand may improve the quality of their responses.

SCHEDULE VI - SCOPE OF WORK, REQUIREMENTS AND SPECIFICATIONS

1. PRWIC Program Overview

The Puerto Rico WIC Program (PRWIC) provides nutrition and breastfeeding education, referrals to medical and community care, and specific nutritious supplemental food to eligible individuals who are at nutritional risk, low-income, pregnant, postpartum, and breastfeeding women, infants and children, and/or children under five (5) years of age. PRWIC has clinics throughout the island to provide these essential services.

The WIC Program is a federally funded nutrition education and supplemental food program established in 1972 under Public Law 92-433. The Program was added as Section 17 to the Child Nutrition Act of 1966 and subsequently amended and included in the Child Nutrition Reauthorization Act of 2010. Federal regulations enacted under these laws are coded in Title 7, Code of Federal Regulations, Part 246.

The Puerto Rico WIC Program (PRWIC) currently has eighty-two (82) physical clinics, plus a virtual clinic, and two (2) mobile clinics covering mutually exclusive geographic areas. The primary role of the clinic is to enroll and provide services and benefits to participants. The PR Department of Health (PRDoH) administers the Puerto Rico WIC Program. PRWIC state office manages and supervises all program operations and provides all staff for central management and direct participant services at the clinic level with an overall program administration.

Clinics vary in the number of participants served. The largest clinic serves over 6,100 participants, while the smaller serves approximately fifty-five (55) participants monthly. PRWIC currently issues food benefits to approximately 65,000 households, 87,500 participants per month.

PRWIC authorizes retailers to offer nutritious foods and infant formulas that are available and prescribed in their food packages. As of October 1, 2024, the current number of authorized Vendors serving the WIC program and participants is 644, including regular and above 50 merchants.

2. PRWIC WIC MIS Overview

In December 2010, President Obama signed into law the Healthy, Hunger-free Kids Act, which mandates that all states implement eWIC (EBT) by October 2020. This technology provides WIC Programs with the ability to issue benefits electronically to WIC participants, eliminating the need for paper WIC checks. PRWIC successfully completed the mandated Island wide MIS/eWIC Implementation Project on November 16, 2022. The current MIS Maintenance and Operations contract and extension options expiration date is September 30, 2027.

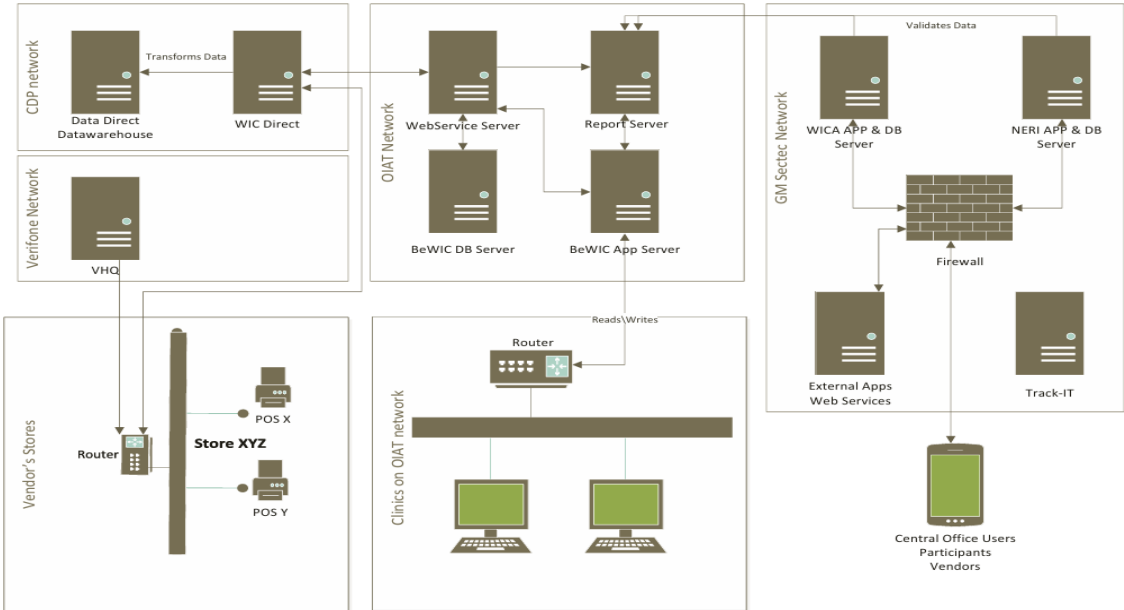
The constraint to implement and comply with the mandate for all states to implement EBT by October 2020 limited PRWIC options to implement a modern system that would increase productivity, be user-friendly, configurable, scalable, and tailored to current needs. PRWIC substituted the legacy system with a new WIC MIS (MPSC, non-consortium, Spring version) interfacing with the selected WIC Direct EBT system (MIS/eWIC). The MPSC system was implemented with limited customizations, leaving PRWIC new requirements to be implemented through the change request process. PRWIC completed the MIS/eWIC system rollout at all clinics in November 2022. During the first year after rollout, some modifications were implemented System through the change requests process with the MIS contractor (referred to as Contractor #1) through the Maintenance and Operations Contract.

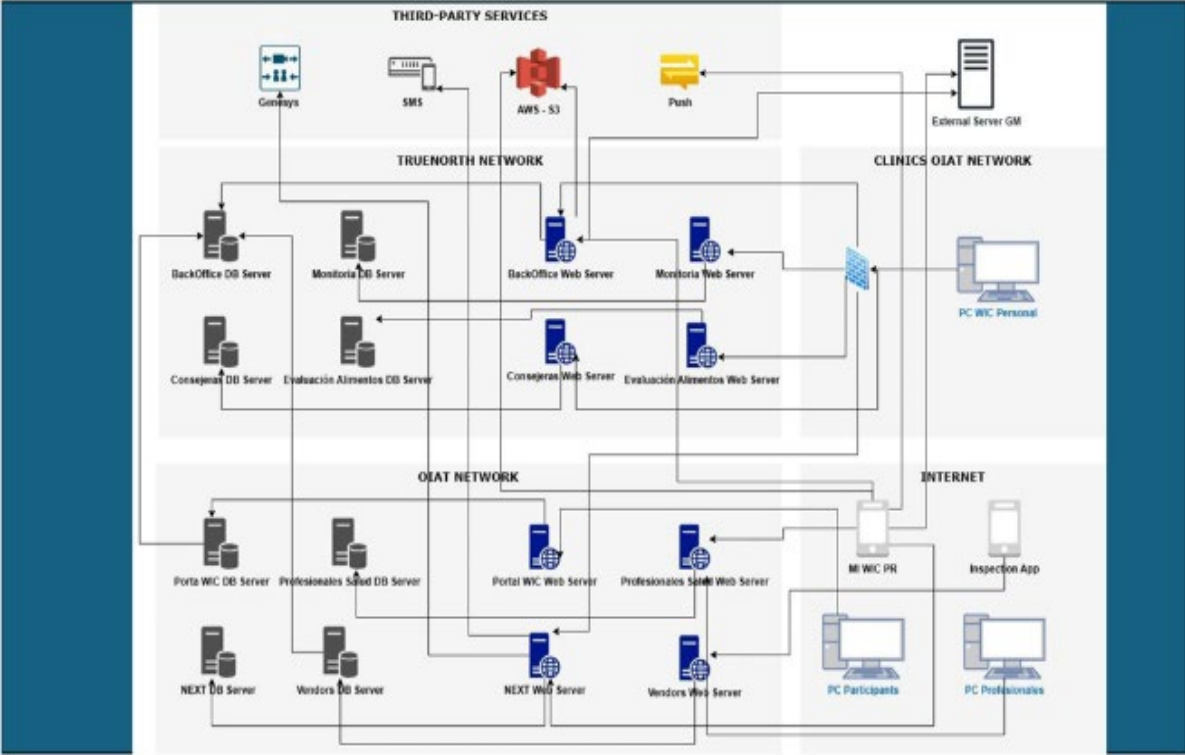
The current MIS still lacks many enhancements.

To expedite the development of essential and modern functionalities in a short period and facilitate participant access to benefits, PRWIC engaged a secondary contractor (referred to as Contractor #2). Applications were created outside the primary MIS, requiring State Office staff to operate two systems and administrative staff to manage two (2) contractors.

3. PRWIC Current Applications

The following diagrams represents the as-is environment since the MIS/eWIC joint implementation:





Current Environment	
System	Hosted in:
MIS (BeWIC) Database Server	OIAT Network
MIS (BeWIC) App Server	OIAT Network
Data Direct Datawarehouse	CDP Network
WIC Direct	CDP Network
BackOffice 360 Database	Contractor #2
BackOffice 360 Web Server	Contractor #2
Clinic Monitoring Database	Contractor #2
Clinic Monitoring Web Server	Contractor #2
Breastfeeding Peer Counseling Database	Contractor #2
Breastfeeding Peer Counseling Web Server	Contractor #2
Food Selection and Evaluation Database	Contractor #2
Food Selection and Evaluation Web Service	Contractor #2
Mobile App (miwicpr)	OIAT Network
Next (Queue system) Database	OIAT Network
Next (Queue system) Web Server	OIAT Network
Health Providers Database	OIAT Network
Health Providers Web Server (wic.pr.gov)	OIAT Network
Vendor Inspection Database	OIAT Network
Vendor Inspection Web Server	OIAT Network
Vendor Inspection Mobile	OIAT Network
Vendor Training and Contract Management Database	OIAT Network
Vendor Training and Contract Management Web Service	OIAT Network
Vendor Portal Database	OIAT Network
WIC Portal Web Server	OIAT Network
Frutolina Chatbot AI	Third Party
Contact Center (Genesys)	Third Party
Vendor Selection Database	OIAT Network
Vendor Selection Web Server	OIAT Network
WICA App & Database Server	Contractor #1

3.1.MIS Application-BeWIC (Contractor #1)

PRWIC implemented the spring version 6.06 of the MPSC MIS, which complies with the FNS FReD 2.0. The following modules are part of the implemented MIS application:

Clinic Services - Clinic Services includes all functionalities necessary to bring new WIC families into the program, as well as to re-certify existing participants. The service also includes functionality for providing WIC benefits through EBT cards.

Scheduler - The Scheduler is a set of services that allows users to manage appointments for WIC families only on clinics.

Operations - These services are used for the purpose of providing support in the operations area for such things as inventory and staff support.

Vendor Management - These services are used to provide support in the authorization and management of businesses that apply for and are authorized to participate in the state WIC program.

Finance - These services are used to provide support in the financial area for such things as grant management and 798 income tracking.

Food Management - These services are used to define WIC approved foods, participant profiles, food rules, and model food packages.

System Administration - These services enable the authorized user to modify data that is required for the MPSC system to work properly. This service is split into 5 services – Clinic Services, Scheduler, Vendor Management, Operations, and System-Wide services.

Reporting Service - Reporting services are used by the MPSC system architecture. They provide the capability to access data for reporting. Reporting functionality uses the Microsoft SQL Server Reporting Services 2016 SP1 (or latest SP) (SSRS) toolset. Ad hoc reporting is available using SQL Server Report Builder, whereas the managed reports are designed using Report Designer.

Security and Session - These services are used for authentication, authorization and session management across the system. The session management is done through database where each service call ensures the valid session before the service is completely rendered.

FTPS and SFTP - These services help send and receive data from external entities.

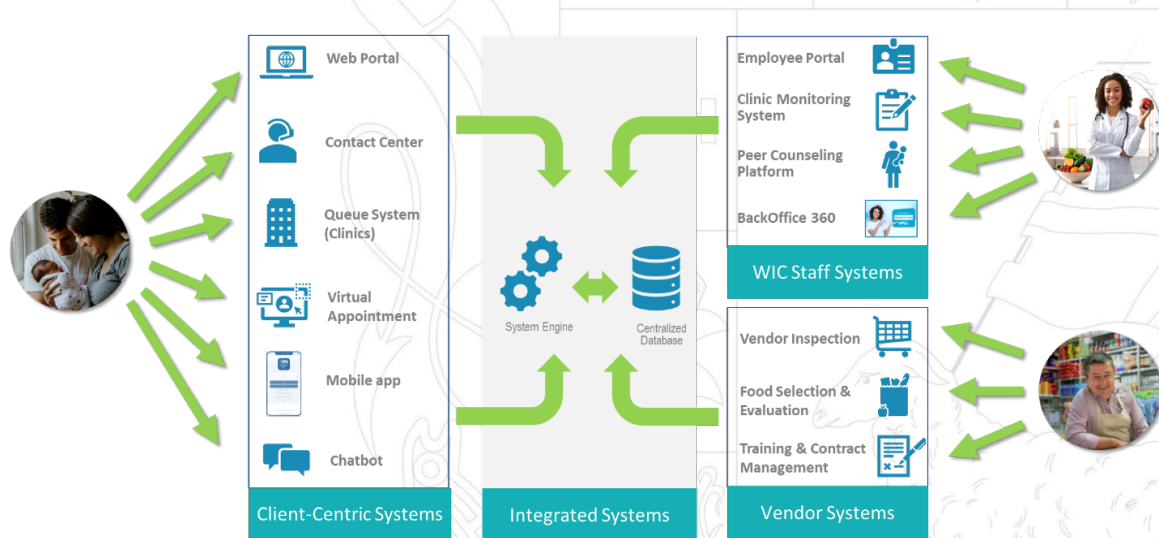
3.2.eWIC Application-WIC Direct (Contractor #1)

The CDP WIC Direct application is an online interface with the MIS to process WIC participants with authorized benefits at authorized WIC retailers.

3.3.External Platforms (Contractor #2)

The following platforms were developed outside and they interface with the WIC MIS (BeWIC):

The different technological solutions are integrated with each other and, as appropriate, there are some interfaces with the MIS system. The integration of the solutions allows working with micro-services to provide a **modular** and **flexible technological ecosystem** to the needs of the WIC Program. On the other hand, the use of modern technology provides the advantage of **scalability, growth, and adaptation to new functionalities**.



- **Client-Centric Systems:** Technological solutions that are used by the participants themselves. In most cases, they represent service channels for participants or potential participants.
- **WIC Staff Systems:** Technological solutions designed to provide tools and streamline the work of WIC staff. Specifically, with BackOffice 360, WIC staff have complete visibility of the participant's profile, class history, transferred documents, appointment history, exchanged messages, and any notes recorded in the virtual file.
- **Vendor Systems:** Technological solutions designed to support vendor monitoring management, the contracting process, and food selection and evaluation processes executed by the Nutrition Division.

WIC Staff Backoffice 360 - A multi-modular centralized platform for 360-degree management of program participants. Thanks to its technological architecture, the platform integrates with different solutions to facilitate the work of WIC employees and can be accessed remotely securely. The platform allows WIC staff to have complete visibility of

the participant's profile, class history, transferred documents, appointment history, exchanged messages, and any notes recorded in the virtual file. In addition, the platform has multiple executive dashboards and reports.

Clinic Monitoring - A sampling and evaluation system for controlling and monitoring clinics in compliance with federal requirements. Based on an annual sample, the system facilitates and expedites monitoring at the participant file and facility levels. The system includes all stages of the monitoring process, from sampling, evaluation, recording of findings, requesting additional information, monitoring results, and establishing the corrective action plan. As a monitoring system, all results, notes, and communications through the system are kept as historical records.

Breastfeeding Peer Counseling—This solution has two (2) components to digitalize the operation of peer counselors: the assignment of referrals and the attention to program participants. Its portable component facilitates counselors' remote visits to the assigned participants. In addition, the platform provides reports that facilitate the measurement of services and the control of peer counselors.

Food Selection and Evaluation—This web-based system, presented by Web Portal, digitally supports the authorized food evaluation and selection process. The system includes the steps of food distributors submitting foods, carrying out the flow of the corresponding evaluations, and selecting authorized WIC foods. The system allows recording all the documentation and the selection process flow with the corresponding approvals at each step. The system is integrated with the publication processes of authorized foods and the inspection processes of vendors.

Mobile App - A complete mobile application that provides multiple services and relevant information and allows communication with participants and potential participants. It is the most efficient way to connect participants with the Program. The application is distributed on both Apple and Android platforms.

Frutilina Chatbot AI – This chatbot, which uses artificial intelligence, provides information 24/7 in an automated manner. In addition, the chatbot allows certain transactions to be carried out, such as scheduling appointments. The chat's data is based on the current procedures and policies of the Program that are "fed" to the artificial intelligence engine.

Next (Queue System) - A technological solution that allows managing appointments (in person or virtual), queue management, and employee productivity in WIC clinics. Due to its technological architecture, the platform can generate real-time information for the

supervision and control of clinic staff. In addition, the platform allows the deployment of official videos in all the Program clinics and has a messaging engine for participants.

Contact Center (Genesys) - A communications platform that manages virtual services in all clinics island-wide, virtual clinics, and call centers. The platform supports incoming and outgoing calls and allows monitoring and control of service levels and staff productivity.

Healthcare Providers Portal—wic.pr.gov—This is a web portal that integrates with MiWICPR and the BackOffice 360 platform to provide digital support for pediatricians and physicians prescribing infant formulas to participants. It facilitates digital requests and prescriptions and seamlessly records such data in the participant's file. Furthermore, it enables personalized communication between the healthcare professional and WIC staff and bulk communication for notifications or sharing of relevant materials.

Vendor Inspection—An inspection system consists of two (2) components: a mobile component for on-site inspections at authorized vendors and a web-based component for planning, controlling, and recording inspection results. The mobile component allows inspectors to visit vendors and record inspection results according to predefined templates. It can operate offline and synchronize data once connectivity is established. The web-based component allows for viewing results, planning routes, and monitoring inspector productivity.

Vendor Training and Contract Management—The Web Portal presents a web-based system for managing compulsory training and contract signing by authorized vendors. Vendors can review the compulsory training material through the system, perform a test electronically, and obtain the corresponding certificate. Once the requirements are met, the system allows the contract to be signed by an authorized vendor.

Vendor Portal - A unified web portal to centralize all WIC merchants' access, communication, and individual management.

3.4.External Platforms (Contractor #1)

The main contractor developed the following functionalities through the past years but has not been integrated to any of the other Vendors applications described before:

Vendor WICA Portal – A web-based portal where Merchants can access Deposits, Information, Administrative, Mandatory Training, Reports, EBT ACH and EBT transactions, Vendors Surveys, Price Surveys, Gross Sales, Report POS problems, Frequent Questions, and Audits.

Vendor Selection – A web-based system for merchants to upload the documents required for the selection process. Provides a list of merchants, associated corporations, and doing business as (DBAs).

4. The WIC MIS Modernization Goals

PRWIC is looking to develop and implement a modern system that would increase productivity, be user-friendly, configurable, scalable, and tailored to current needs. Modern WIC MIS are:

- Participant and user centered
- Cohesive and interoperable with other tools and systems supporting WIC delivery
- Flexible and adaptable over time
- Efficient to procure and maintain
- Enabled and sustained by a robust provider ecosystem

PRWIC encourage Bidders to consider the following guidelines to maximize the potential of modernization:

- Develop a modern, flexible, integrated MIS strategy and robust MIS ecosystem that supports streamlined operations, reduces administrative burdens, and enhances participant experiences.
- Have an innovative technology solution that enhance service delivery, streamline operations, and foster greater engagement among WIC families.
- Transform the WIC experience for both participants and staff.
- Commit and improve health equity and access within the WIC program through modern technology solutions.
- Reshape the future of WIC programs and benefit families across the country.
- Leverage Demographic Register, Medicaid and/or SNAP data to identify and reach out to those eligible but unenrolled in WIC by implementing automatic data matching.
- Ensure compliance with federal and state regulations.
- Support remote access for participants and staff.

The PRWIC WIC MIS must be:

- Web Based
- Both MIS and EBT systems are online real-time
- Easy to configure
- Friendly, Robust and Scalable system
- Integrated to the external web and mobile applications to streamline all WIC services provided to participants and authorized WIC vendors.

- Interfaced with third party vendor hosted EBT Processor (CDP WIC Direct)
- Compliance with FReD 2.0, WUMEI 2022 (WIC Universal MIS-EBT Interface Standards 2022) and the Framework for State, Local, Tribal, and Territorial Use of Artificial Intelligence for Public Benefit Administration

5. Major Project Phases

The services to be acquired in this RFP can be grouped into the following three (3) major phases:

5.1. Development and Implementation Phase

During the Development and Implementation (D&I) phase the Contractor will conduct all activities required to develop the WIC MIS according to PRWIC requirements and specifications, convert data from PRWIC's current system, train PRWIC staff, and test and implement the developed System.

5.2. Warranty Phase

The one-year warranty period phase will start once the system has been rolled out to all PRWIC sites.

During this warranty period, the Contractor will be responsible for support, operation, and maintenance of the implemented System, for providing Help Desk support, and if necessary, providing at least one additional training session for PRWIC staff at a time and modality to be determined.

5.3. Maintenance and Operations Phase

The Maintenance and Operations (M&O) phase will start once the Warranty Period ends.

The Contractor must offer 24 months of M&O and the options to exercise two (2) one-year M&O extensions on the system software for services like the initial one-year warranty.

During this period, PRWIC may request the Contractor to make enhancements to the system. The Contractor will design, develop, test and implement these changes on a schedule mutually agreed upon with PRWIC and will adhere to the rates quoted in the Contractor's approved pricing proposal.

If any changes are made to the software application during this period, the Contractor must update the following items:

- System Change Log
- System source and executable code for the application
- Comprehensive materials for use in system training

- User and operation manuals
- Functional and technical design documents.

6. Contract Period

The expected contract period is described below:

- *Development and Implementation Phase* approximately twenty-four (24) months
- *Warranty Period Phase* Twelve (12) Months
- *Maintenance and Operations Phase* Twenty-four (24) months.
Optional two (2) one (1) year extensions.

The contract to develop the WIC MIS is contingent upon the availability of Federal funding and upon the approval by FNS. Part or all this project may be delayed and/or cancelled until such funding is available.

DOH may authorize amending the contract for the purpose of extending its effective period in compliance with the provisions of Regulations 9734. Amendments shall be done in an “Amendment” document and must be signed by the parties.

7. PRWIC Project Resources

The following section describes the resources PRWIC has committed to this project:

- ***Executive Steering Committee***, ultimate authority with respect to project decisions will lie with the PRWIC Executive Steering Committee (ESC). The ESC will consist of the WIC Director, IT Supervisor and the Special Project Director. The Nutrition Services, Vendor Management and Financial Management staff will participate as needed. Additional roles of the Executive Steering Committee may include:
 - Review of proposed plans and timetables
 - Provide problem resolution if issues cannot be resolved at the Project Management Contractor level
 - Provide departmental policy as it relates to the project
 - Propose alternative solutions to problems encountered
 - Obtain Legislative and Administrative backing; and
 - Provide information and involve PRDOH in project progress, accomplishments and challenges.
 - Set priorities
- ***WIC Director, Luisa Brito***, will be the primary stakeholder and project sponsor. Will serve as final authority regarding all project-related decisions, approval of work, and will oversee and approve the project plan.

- **WIC Sub Director, Jeanette Canino**, will act as a co-sponsor by providing her expertise as former WIC Executive and nutrition areas.
- **IT Supervisor, Angel De La Matta**, will provide expertise and support in IT infrastructure and communications such as networking, hardware and software environmental requirements. Will serve as Liaison between PRWIC and the Department of Health – Office of Information Advance Technology (DOH-OIAT).
- **Special Project Director, María de los Angeles Diaz**, will serve as the project’s co-sponsor. She manages and supports PRWIC SME’s teams to assure the project success. She will oversee that project resources are available as needed. She will be responsible for the periodic reporting of the project’s progress to the WIC Director and FNS.
- **Project Manager, Marlene Portalatín**, responsible for managing the project activities, leading the Project Team, reviewing/approving deliverables for accuracy, and providing status reports to management.
- **PRWIC Nutrition Services Director, Milane Medina, LND**, will lead and serve as SMEs for the nutrition and clinics areas.
- **PRWIC Food Funds Finance Manager, Miguel Rivera**, will lead and serve as SMEs for the Finance area.
- **PRWIC Vendor Management Office Supervisor, Juan Pérez and Eduardo Zuñiga**, Legal Counselor, will be lead and serve as SMEs for the vendors area.
- **PRWIC System Manager for APL** – Rubén Maisonet, Oversees the APL and UPC.
- **Team Members, Clinics, Vendors and Finance Staff** are responsible for accomplishing assigned tasks as directed by the project Leads.
- **Quality Assurance Contractor (QA)**, The QA Contractor will assist in the quality assurance aspects of the project. This will include designing and supporting the implementation and effectiveness of procedures to make sure that the expected levels of quality are met.
- **OIAT Technical Advisor**, Will provide expertise and support in IT infrastructure issues such as networking, hardware and environmental software, and environmental requirements for the hardware. This will probably be a “virtual” position where the actual support is provided by different persons depending on the training knowledge required.

8. Statement of Work (SOW) Requirements and Specifications

The following sections contain specifications, and relevant information Bidders should use for the preparation of their proposals.

Proposals must contain a response to each specification included in this section. Specifications must be addressed in the order presented here and must be responded to in sufficient detail to demonstrate Bidder's understanding of each requirement and expertise in WIC. Responses should convey Bidder's knowledge and experience with the underlying technology, processes, and tools utilized to provide the services required.

Where appropriate, timelines should be included to indicate the Bidder's plans with respect to specific tasks and deliverables as well as explanation of methodologies that would be utilized to accomplish the objectives.

8.1. Development and Implementation Phase

8.1.1. Project Planning

The Contractor will be responsible for performing the following tasks and services:

A. Project Management Plan

Bidders must provide a preliminary Project Management Plan as part of the proposal. The Plan must describe the project management approach recommended for this type of project and must include quality management, risk management, Change Control and communications management plans and the utilization of a Project Manager, Business Analyst, Technical Lead and the subcontractors for the term of this contract. The responsibilities of the MIS Contractor Project Manager shall include, at a minimum:

1. Managing all defined Contractor responsibilities in this SOW
2. Developing and managing the MIS project plan and schedule and updating regularly
3. Serving as the contact person for all MIS project issues
4. Managing and overseeing the day-to-day project activities of the Contractor's team
5. Managing and overseeing the work of any Contractor subcontractors
6. Assessing and reporting on MIS project status
7. Managing project issues and risks and escalating when needed
8. Managing all the Contractor deliverables.

In addition, Bidders must identify additional project personnel such as Technical Analyst, developers, testers, documentation specialists, and any other personnel required by PRWIC for the project.

The Project Management Plan must be included with Bidder's technical proposal, with a final Plan due not later than 30 business days from contract execution for review and final approval.

B. Project Work Plan

Bidders must provide a preliminary Project Work Plan as part of the proposal that meets the following minimum requirements:

1. Work Breakdown Structure (WBS) provides a graphic depiction that defines the tasks associated for the entire scope of the project. The work breakdown structure (WBS) WBS must not include cost or pricing information.
2. Detailed project schedule including tasks required for the development/modification, and implementation of the WIC MIS to PRWIC and estimated start and ending date for each task.
3. Project tasks and deliverables that describe what is required to accomplish the work detailed in the work breakdown structure.
4. Project staffing that describes the overall staffing approach for the project and on-going operations. This is to include the percentage of time key personnel will be dedicated to this project. The staff approach should include the Bidder's key staff as well as any key subcontractor staff.

A preliminary Work Plan shall be included with the Bidder's proposal, with a final Plan due no more than 30 business days from contract execution for review and final approval.

C. Test Plan

Bidders must provide a preliminary Test Plan as part of the proposal that covers all aspects of testing the developed WIC MIS to meet all the PRWIC requirements. This will include the unit, integration, system, and user acceptance, developing test cases for unit, integration, and system tests, support during the UAT, and obtaining approval from PRWIC. The test plan must consider at a minimum a Test or Development, UAT and Production environments.

A final Test Plan will be due no more than 90 business days from contract execution for review and approval.

D. Security Plan

Information systems are vulnerable to many threats that can inflict various types of damage, resulting in significant losses. This damage can range from errors harming database integrity to fires destroying entire systems centers. Losses can stem from the actions of supposedly trusted employees defrauding a system, from outside hackers, or from careless data entry.

Bidders must provide a preliminary Security Plan as part of the proposal. The final Plan must be submitted for review and approval not later than 90 business days from contract execution.

The security plan shall describe the approach for ensuring the physical, electronic, and operational security of the system, including hardware, software, data, communications, facilities, and goods. This should include the State's Disaster Recovery and Continuity of Operations Plan for the WIC system and operations at all levels – state, local and clinic.

Within the federal government, several laws and regulations mandate that agencies protect their computers, the information they process, and related technology resources (e.g., telecommunications). The most important are:

- Federal Information Security Modernization Act of 2014 (FISMA)
- OMB Circular A-130 – Managing Federal Information as a Strategic Resource
- National Institute of Standards and Technology (NIST) publications and the NIST Cybersecurity Framework.

The Security Plan must be based on these guidelines and USDA/FNS guidance. The Security Plan should address at least the following IT security control groupings:

- Management Controls
- Operational Controls
- Technical Controls

Also, there are two (2) specific additional IT security controls:

- Privacy Controls
- Electronic Benefits Transfer (EBT) Specific Controls

The Security Plan must address at least the following:

1. The location and description of the controls at each of the physical facilities where contract related activities will occur to protect data from unauthorized use and access.
2. The controls implemented over the hosting environment hardware and software to protect data from unauthorized use and access.
3. The virus and malware controls to protect data from unauthorized use, access, contamination or corruption.
4. Any event related to security that can affect PRWIC Operations, should be included in the plan and how it will be reported immediately to the program.

The Contractor will be required to update the plan throughout the life of the contract as industry standards change, new Government and/or Federal requirements are issued, or new security concerns are discovered.

8.1.2. WIC MIS Functional Requirements

The Contractor will be responsible for developing a WIC MIS following the USDA-FNS functions for a Model WIC MIS described in the Functional Requirements Document (FReD). The FReD (version 2.0 September 2008) consists of the following twelve (12) major functional areas:

- 1. Certification
- 2. Nutrition Education, Health Surveillance, And Referrals
- 3. Food Management
- 4. Food Benefit Issuance
- 5. Food Benefit Redemption, Settlement, and Reconciliation
- 6. Financial Management
- 7. Caseload Management
- 8. Operations Management
- 9. Vendor Management
- 10. Scheduling
- 11. System Administration
- 12. Reporting

The WIC MIS must adhere to these requirements. Details related to this model can be found in the USDA website: [Functional Requirements Document for a Model WIC Information System](#)

The PRWIC Program used the FReD 2.0 Model as a baseline and identified enhancements to be developed as part of the modernization desired to the WIC MIS. They were documented in the following tables:

Attachment A Table	Requirements
1	FReD 2.0 Sections 1 to 12
2	FReD 2.0 Sections 1 to 12-Enhancements
3	FReD 2.0 Section 12- Reports
4	Section 13-Customizations
5	Section 14-External platforms
6	Section 15-Non-Functionals Requirements

Refer to:
Attachment A – WIC MIS Functional Requirements Matrix
Attachment B – Additional Functional Specifications

8.1.3. Analysis and Design

The Contractor will be responsible for performing the following tasks and services:

- A. Conducting Joint Application Design (JAD) sessions on site at the PRWIC State Office with PRWIC staff (Subject Matter Experts) to validate the WIC MIS functional requirements for developing the system.
- B. The Contractor must integrate the functionalities in the External platforms as part of the developed WIC MIS. The following table presents the current technical environment versus the expected environment for the WIC MIS, EBT and the External Platforms:

Current Environment		Expected Environment		
System	Hosted in:	System	Hosted in:	Managed By:
WIC MIS				
MIS (BeWIC) Database Server	OIAT Network	System Developed Database Server	OIAT Network	Selected Contractor
MIS (BeWIC) App Server	OIAT Network	System Developed App Server	OIAT Network	Selected Contractor
WIC EBT				
Data Direct Datawarehouse	CDP Network	Data Direct Datawarehouse	CDP Network	Current EBT Contractor
WIC Direct	CDP Network	Data Direct Datawarehouse	CDP Network	Current EBT Contractor
WIC External Platforms				
BackOffice 360 Database	Contractor #2	Integrated to System Developed Database Server	OIAT Network	Selected Contractor
BackOffice 360 Web Server	Contractor #2	Integrated to System Developed Web Server	OIAT Network	Selected Contractor
Clinic Monitoring Database	Contractor #2	Integrated to System Developed Database Server	OIAT Network	Selected Contractor
Clinic Monitoring Web Server	Contractor #2	Integrated to System Developed Web Server	OIAT Network	Selected Contractor
Breastfeeding Peer Counseling Database	Contractor #2	Integrated to System Developed Database Server	OIAT Network	Selected Contractor
Breastfeeding Peer Counseling Web Server	Contractor #2	Integrated to System Developed Web Server	OIAT Network	Selected Contractor
Food Selection and Evaluation Database	Contractor #2	Integrated to System Developed Database Server	OIAT Network	Selected Contractor
Food Selection and Evaluation Web Service	Contractor #2	Integrated to System Developed Web Server	OIAT Network	Selected Contractor
Mobile App (miwicpr)	OIAT Network	Integrated to System Developed	OIAT Network	Selected Contractor
Next (Queue system) Database	OIAT Network	Integrated to System Developed Database Server	OIAT Network	Selected Contractor
Next (Queue system) Web Server	OIAT Network	Integrated to System Developed Web Server	OIAT Network	Selected Contractor
Health Providers Database	OIAT Network	Integrated to System Developed Database Server	OIAT Network	Selected Contractor
Health Providers Web Server (wic.pr.gov)	OIAT Network	Integrated to System Developed Web Server	OIAT Network	Selected Contractor
Vendor Inspection Database	OIAT Network	Integrated to System Developed Web Server	OIAT Network	Selected Contractor
Vendor Inspection Web Server	OIAT Network	Integrated to System Developed Web Server	OIAT Network	Selected Contractor
Vendor Inspection Mobile	OIAT Network	Integrated to System Developed	OIAT Network	Selected Contractor
Vendor Training and Contract Management Database	OIAT Network	Integrated to System Developed Web Server	OIAT Network	Selected Contractor

Current Environment		Expected Environment		
System	Hosted in:	System	Hosted in:	Managed By:
Vendor Training and Contract Management Web Service	OIAT Network	Integrated to System Developed Web Server	OIAT Network	Selected Contractor
Vendor Portal Database	OIAT Network	Integrated to Portal WIC Database	OIAT Network	Selected Contractor
WIC Portal Web Server	OIAT Network	Integrated to Portal WIC Web Server	OIAT Network	Selected Contractor
Frutilina Chatbot AI	Third Party	Integrated to System Developed Web Server	OIAT Network	Selected Contractor
Contact Center (Genesys)	Third Party	Third Party Network or new development	Third Party Network	Third Party
Vendor Selection Database	OIAT Network	Integrated to System Developed Database Server	OIAT Network	Selected Contractor
Vendor Selection Web Server	OIAT Network	Integrated to System Developed Web Server	OIAT Network	Selected Contractor
WICA App & Database Server	Contractor #1	Integrated to System Developed Database Server	OIAT Network	Selected Contractor

C. Developing/Updating the Detailed functional design document (DFDD) and requirements matrix that describes in detail the requirements for the developed system by covering the following topics in each modified area and any additional areas articulated in the response:

- 1. Introduction - navigation to/from
- 2. Screen shots
- 3. Data flow diagrams
- 4. Screen and database fields
- 5. Form level validations and processing.

D. Developing/Updating the system design specification (SDS) that describes in detail the technical structure and elements of the identified modifications to the developed system including the following topics:

- 1. Introduction (background, summary of requirements, overall system layout and description, applicable documents)
- 2. Inputs (screens, files, messages)
- 3. Processes (system processes, support processes, backup, and maintenance)
- 4. Output (reports and documents, screens, files)
- 5. Interfaces
- 6. Logical and physical database design
- 7. Security considerations (user security, processing security, and database security)
- 8. Changes to other impacted systems (summary, logical flow, strategy, and design)
- 9. Appendix (screen definition, report definition, and data dictionary).

As part of the system design, a detailed definition of the system architecture and the integration with other state IT systems, platforms and technological components must be included.

- Infrastructure: PRDOH -OIAT data center will provide the servers listed. The hosting services may be with AZURE or AWS.
- System Performance: The WIC MIS expected performance is described later in the Development and Testing Section.



8.1.4. Data Migration

The Contractor will be responsible for performing the following tasks and services:

- A. Developing a comprehensive Data Migration Plan to define and map the transfer of all applicable program data from the current system to the developed system. A final plan shall be submitted to PRWIC for review and approval not more than 60 business days from the date of contract execution and will include the following:
 1. Introduction
 2. Approach to be used during data migration (Need, Approach, Assumptions / Constraints, Risks)
 3. Approach for identifying and fixing invalid data
 4. Approach to be used to identify and fix duplicate data.
 5. Analysis and design (Data Repositories, Data Mapping, Business Rules, Assumptions and Defaults, Sequencing, Exception Handling, Security, Conversion and Translation Specifications by Field, As-Is File Layout, To-Be File Layout, Field Definitions and Valid Values).
 6. Implementation process defined (Full Migration/Process Steps/Verification, as well as Phased Migration/Process Steps/Verification).
 7. Data migration tasks, schedule, and resources
 8. Appendix (Other migration related documents, converted data report, tasks, responsibilities, schedule).
- B. Developing and testing of all migration programs, processes, and/or routines necessary to migrate data from the current system to the developed system.
- C. Lead, facilitate, and support, Data Cleanup and Conversion Design sessions in coordination with PRWIC staff.
- D. The current PRWIC MIS maintenance and operations contractor will be available to provide technical assistance with the transition to the new system including a review of the current PRWIC applications and their database schemas and how they are organized, object relationships and process flows. Bidders should indicate the extent to which the current contractor's staff will be utilized during the data migration phase.

8.1.5. WIC MIS Development

The Contractor will be responsible for performing the following tasks and services:

- A. Developing and unit testing of all WIC MIS functionalities as described in the WIC MIS Functional Requirements Matrix (Attachment A) and the Additional Functional Requirements Documents (Attachment B).

B. All development/modifications will comply with applicable USDA/FNS system requirements, including the latest version of the FNS Functional Requirements Document for a Model WIC System (FReD 2.0), the FNS eWIC System Testing Guidelines, the FNS WIC Technical Implementation Guide (TIG), and FNS WIC Universal MIS-EBT Interface Standards 2022 (WUMEI 2022).

C. Configuring the PRWIC system to include:

1. Developing a comprehensive list and description of needed configuration changes and obtaining approval from PRWIC
2. Creating the blank database for the system
3. Loading data to define the:
 - Food Packages
 - Clinics
 - Food category and subcategory items consistent with the PRWIC Category/Subcategory List
 - Universal Product Codes (UPC), Approved Product List (APL)
 - Dynamic questions prompted by input to Nutrition History and Medical Information
 - Security roles for clinics and PRWIC State Office staff
 - Look up values and drop-down menu items for all modules

To the extent possible, reference data from the current PRWIC MIS should be used to load values into the developed system. The Contractor will work closely with the current PRWIC system maintenance and operations contractor and PRWIC staff to identify and reuse reference data as much as possible.

D. Branding the system for PRWIC to include:

1. The PRWIC Program logo
2. Program title
3. System name (to be determined)
4. Home page
5. Page templates
6. Report headers

E. Any other configuration or development required to ensure the WIC MIS operates as required.

F. Software must be developed to comply with the Service Levels described in section 8.4.3 of this RFP.

G. PRWIC is recommending the traditional waterfall model for system development. However, the Contractor may present a Rapid Application Development (RAD) or Agile methodology for developing in an iterative model instead of the traditional waterfall model. The development methodology must be discussed with the PRWIC Program.

8.1.6. WIC MIS/eWIC Interface Development

The Contractor will be responsible for developing the interface with the third-party vendor hosted EBT Processor (CDP WIC Direct). This interface must follow *FReD 2.0*, *WUMEI 2022* (WIC Universal MIS-EBT Interface Standards 2022) and the *Framework for State, Local, Tribal, and Territorial Use of Artificial Intelligence for Public Benefit Administration*

It will be incumbent upon the MIS Contractor and the eWIC contractor to fully cooperate and coordinate activities to ensure that the implementation of the two systems occurs smoothly and simultaneously.

Bidders must address the following requirements in the technical proposal:

- A. Explain the Bidder's process to coordinate with the eWIC contractor to ensure that the two systems interface correctly and to make such modifications as may be necessary to accomplish a seamless interface.
- B. Explain the Bidder's process to coordinate schedules and timelines to ensure that both systems are ready for UAT, pilot, and statewide roll-out and the process to resolve any scheduling conflicts that might arise.
- C. Explain the Bidder's process to coordinate training activities for UAT, pilot, and statewide roll-out to ensure that training is fully integrated on how to use both systems.

8.1.7. Software Development Certification

Since security is a priority for PRWIC and FNS, a Certified Secure Software Lifecycle Professional (CSSLP) is required to certify that the software developed followed and implemented the principles, practices, and controls defined in the Certified Secure Software Lifecycle Professional (CSSLP) framework. This approach ensures the systematic incorporation of security controls throughout all phases of the SDLC, with the aim of preventing, detecting and mitigating security risks from the start of the project to its continuous operation. This framework includes the following:

1. **Secure Software Concepts** - It implies that from the beginning of the project, fundamental principles of secure development are applied, including defense in depth, the principle of least privilege and the minimization of the attack surface. These principles guide both architectural design and implementation decisions. A DevSecOps culture is promoted, ensuring that all team members understand their role in protecting the software.
2. **Secure Software Requirements** - During the requirements gathering phase, functional and non-functional safety requirements are identified and documented, aligned with standards such as ISO/IEC 27001, NIST 800-53 and applicable regulatory frameworks. A threat analysis (e.g., STRIDE or PASTA) is performed, and traceable security requirements are integrated to guide the next phases of the development cycle.
3. **Secure Software Architecture and Design** - That is a secure architecture is defined based on recognized patterns and logical segmentation, considering principles of resilience, containerization, isolation of processes and protection of sensitive data. By using threat modeling methodologies (such as the Microsoft Threat Modeling Tool), appropriate mitigations are designed and validated against realistic attack scenarios. ISO/IEC 27034 is applied to ensure security in application architecture.
4. **Secure Software Implementation** - That during coding, secure coding guidelines (OWASP Secure Coding Practices, SEI CERT, etc.) are adopted and code reviews are automated using static analysis tools (SAST). Each module is developed with controls against known vulnerabilities, such as injections, XSS, CSRF, and session mishandling. A security-focused peer review process is established prior to any integration.
5. **Secure Software Testing** - The testing phase includes both functional and non-functional validation, with a specific focus on automated and manual security testing. Tests are performed such as:
 - Dynamic Analysis (DAST)
 - Penetration testing (internal and external)
 - Fuzzing
 - Dependency Scanning (SCA)

These activities are integrated and prioritized based on the level of risk.

6. **Secure Software Lifecycle Management** - That lifecycle management includes the application of security policies for change control, versioning, configuration review, and security documentation. A risk register is maintained, continuous architecture reviews are applied, and continuous improvement is promoted through security metrics. Retention and traceability of evidence is ensured in accordance with audit requirements.
7. **Secure Software Deployment, Operations and Maintenance** - Software deployment is done in secure environments, with controlled automation and configuration review prior to release. Infrastructure scanning (IaC Scanning) and post-deployment integrity verification tools are used. During the operational phase, security monitoring controls, anomalous behavior alerts, and patch and vulnerability management processes are implemented. Integration with SIEM/SOAR platforms is contemplated depending on the environment.
8. **Secure Software Supply Chain** - That recognizing emerging risks in the software supply chain, controls are in place to validate the integrity and security of third-party components, including:
 - Validating signatures and hashes
 - Inventory and dependency control (SBOM – Software Bill of Materials)
 - Supplier Evaluation
 - Scanning libraries and plugins with SCA tools such as OWASP Dependency-Check or Snyk.

PRWIC seeks the benefits of the CSSLP-Based Approach, such as:

- Proactive reduction of the risk of exploitable vulnerabilities.
- Regulatory compliance and cybersecurity standards.
- Increased end-user and regulatory environment confidence.
- Minimized remediation costs by integrating security by design.

PRWIC requires proponents to make a commitment to implement security as a native software function, not as an external or late function. Through the CSSLP framework, it seeks to guarantee safe, sustainable development in accordance with international best practices. The Contractor must provide a report of the results of the software certification before beginning the Integrated Pilot.

8.1.8. Training

PRWIC requires the following regarding training:

- A. Must be in-person.
- B. Sessions must be conducted in Spanish.
- C. Training must be given around strategic areas of the island, in coordination with PRWIC.
- D. Materials and manuals to be handed out must be in Spanish and English.
- E. Staff to be trained consist of approximately:
 - 30 staff from different roles during the UAT.
 - 442 clinics staff during the Pilot and Rollout by Regions as follows:

Region	Nutritionist	Certifier	Clerks	Totals
Arecibo	24	7	22	53
Bayamon	25	12	23	60
Caguas	29	10	22	61
Metro/Fajardo	41	12	43	96
Mayaguez	16	9	26	51
Ponce	23	14	33	70
Virtual Clinic	5	0	5	10
Central Office	11	17	13	41
Totals	174	81	187	442

- This total may vary (from 450-500) due to additional personnel may be contracted.
- Based on previous PRWIC experience, clinics staff training may take between 1-2 weeks to ensure enough time to present the topics and provide for practice time.
- The Contractor will work with PRWIC to identify the order in which the regions will be trained/migrated.

The Contractor will be responsible for performing the following tasks and services:

- A. Developing a detailed Training Plan that covers all training needs. The Training Plan must be submitted for PRWIC review and approval not later than 90 business days from contract execution and should describe the:
 - 1. Training Objectives and audience being trained.
 - 2. Training methodologies and approaches for each type of training (UAT, State Office, Pilot, and Roll-out).
 - 3. Training Content based on learning objectives.
 - 4. Training materials that will be used for each type of training. The training materials may include quick reference guides (QRG) of the most common system tasks that staff will need to complete at the clinics or at the state office.
 - 5. Training scenarios that will be used for each type of training. The Contractor will work with PRWIC to ensure that appropriate scenarios are included in each type of training.

6. Contractor's Trainers/Facilitators that will be conducting the training, their qualifications, and their experience.
7. Agenda with a general list of topics/functional areas to be covered for each type of training and the proposed duration of each type of training session. PRWIC must approve the training Agenda.
8. Evaluation tools that each trainee will complete at the end of each training session and how the feedback will be used to refine training.
9. A self-guided electronic tutorial, in a format that can be accessible to each clinic user's local PC. Bidders must include a sample of such training materials with the proposal. This sample must be in Spanish.
10. Providing Training recordings for future education.

B. Planning and coordinating with the PRWIC Team the training event.

C. The Contractor will be responsible of all expenses, including but not limited to:

1. Planning, logistics, and operational expenses; conceptualization. Development, objectives, and event services tailored to the needs of the PRWIC Program.
2. Contracting venues with the capacity to carry out multiple concurrent training courses and equipped with all the necessary technology for the training event.
3. Computer equipment and setup needed for the trainees.
4. Tools to be used during the training (whiteboards, projectors, notepads, etc.).
5. Trainers/Facilitators, and all personnel required to support the event at all times (technical, administrative and/or logistics).
6. Graphic work necessary for the elaboration and/or design of all the digital or printed material to be used.
7. Arts development and printed and/or digitized agenda as required by the WIC-PR Program with event links, digital or printed design of invitations, all evaluation instruments in digital or printed format (pre and post-test), certificates, presentations, copies, billing documents, as well as any other material that is necessary.
8. Additional Materials: materials required in the activities in consideration of the number of participants, which must be selected, prior to the activity, in coordination with designated and/or authorized personnel of the WIC-PR Program.
9. Providing the Evaluation Tools.

8.1.9. Copyright

Any product resulting from the services provided through this project, whether in the form of software, studies, research, consultations, or in any other form, shall always be and remain property of the PRWIC Program, who should not be obligated to pay to the Contractor any type of compensation for said product.

The contractor shall also deliver, assign, and convey to the Program, rights, title and interest to all software, documents, data, materials, studies, reports, surveys, proposals, plans, equipment charts, schedules, exhibits, documentation, and other material. The PRWIC Program requires that all delivered software code be included in this required assignment of all rights, titles and interests.

The Federal Government Reserves a royalty-free, non-exclusive, and irrevocable license to produce, publish, or otherwise use, and to authorize others to use, Federal Government purposes, the copyright in any work developed under a grant, sub-grant, or contract under a grant or sub-grant or any rights of copyright to which a contractor purchases ownership.

8.1.10. User Acceptance Testing (UAT)

The Contractor will be responsible for performing the following tasks and services:

- A. Providing a detailed Testing Plan that complies with Federal Regulations 7CFR 277.18(g)
 - (2) (i). The Testing Plan must be submitted not later than 90 business days from contract execution. The Plan must include:
 - 1. The types of testing to be performed
 - 2. The organization of the test team and associated responsibilities
 - 3. Test database generation
 - 4. Test case development
 - 5. Test schedule
 - 6. Documentation of test results.
- B. Providing the results of internal unit testing, integration, performance, end-to-end, and regression test.
- C. Set-up the UAT hardware/software environment in the site provided by PRWIC.
- D. Seeding the test environment with migrated data that will be used for UAT and populating all necessary tables, etc., so that the system may be fully tested.
- E. Conducting a walkthrough of the developed system to demonstrate that the system is functional and ready for UAT.
- F. Providing on-site training for the UAT testing staff, including the provision of training materials. UAT training should be a preview of pilot training methods and materials.
- G. Providing on-site staff to support PRWIC staff during UAT at least the first 2 weeks of testing. Additional on-site support may be necessary as determined by the types and severity of errors encountered.

- H. Implementing an error logging system that will provide UAT testers to log errors. Bidders are encouraged to describe how they envision the design features of this system. Bidders should present the tool to track the UAT defects. This tool will be agreed during the negotiation with the vendor selected and will be identified in the test plan.
- I. Fixing all errors in a timely fashion to allow rapid retesting to verify that the errors have been corrected. Errors found will be classified in severity as high, medium, and low.
- High and medium severity errors must be corrected within 5 business days from the Contractor's knowledge of the defect. A temporary work-around for critical (high severity) system defects that prevent the completion of a certification and/or the issuance of food benefits must be developed/ implemented within 24 hours pending a permanent fix.
 - Low severity errors must be corrected within 15 business days from the Contractor's knowledge of the defect.
 - All identified errors must be corrected before the system can be certified as ready for pilot.
- J. Preparing a comprehensive report that documents the successful completion of the UAT phase and the readiness of the system to move to the pilot phase. This report will be submitted to FNS for approval of the UAT and authorization to proceed with the pilot phase.
- K. PRWIC QA will perform activities throughout the course of this implementation.

8.1.11. Integrated Pilot

The Contractor will be responsible for performing the following tasks and services:

- A. Providing a detailed Pilot Test Plan that complies with Federal Regulations 7 CFR 277.18(g) (2) (ii). The Test Plan must be submitted not later than 90 business days from contract execution.
- B. Setting up the Pilot hardware/ software environments in the site provided by PRWIC.
- C. Seeding the production environment with migrated data that will be used for pilot and populate all necessary tables, etc., so that the system may be fully operational in the selected pilot sites in production mode.
- D. Conducting a walkthrough of the system after the UAT results, to demonstrate that the system is functional and ready for pilot in a production environment.

- E. Coordinating with outside entities (eWIC contractor, and any other applicable such as Medicaid, Demographic Register, Department of the Family's SNAP, etc.) to ensure that defined interfaces will be operational.
- F. Providing on-site training for the Pilot clinic staff, including the provision of training materials.
- G. Providing on-site support for the pilot test including the following:
 - 1. Monitoring end-of-day processing to ensure successful completion by starting the next business day, taking corrective action as needed, and reporting the status to PRWIC.
 - 2. Verifying that the system housekeeping functions have been completed, taking corrective action as needed, and reporting the status to PRWIC.
 - 3. Verifying that eWIC files have been received and processed by the eWIC contractor, taking corrective action as needed, and reporting the status to PRWIC.
 - 4. Providing help desk support to the pilot sites.
 - 5. Assisting with the development of rules with PRWIC to govern program operations during pilot, such as transfers of participants to and from pilot/non-pilot sites, etc.
 - 6. Using the error logging system that the Contractor will provide to log errors.
 - 7. Fixing all errors in a timely fashion to allow rapid retesting to verify that the errors have been corrected.
- H. Preparing a comprehensive report that documents the successful completion of the Pilot phase and the readiness of the system to move to the Rollout phase. This report will be submitted to FNS for approval of the UAT and authorization to proceed with the pilot phase.
- I. Developing a contingency plan to be used by the pilot sites that explains the processes to be followed to revert the pilot site back to the legacy system if a pilot site does not proceed as expected.

8.1.12. Island-wide Rollout

The Contractor will be responsible for performing the following tasks and services:

- A. Providing a detailed Implementation Plan that describes the procedures, detailed schedules, and resources needed to implement the project island-wide. The Plan must be submitted not later than 90 business days after the date of contract execution.
- B. Setting up the hardware/software configuration for each training site.

- C. Seeding the production environment with migrated data that will be used for roll-out and populate all necessary tables, etc., so that the system may be fully operational as sites are rolled out.
- D. Providing on-site training for the Pilot clinic staff, including the provision of training materials.
- E. Providing support for the roll-out including the following:
 - 1. Monitoring end-of-day processing to ensure successful completion by starting the next business day, taking corrective action as needed, and reporting the status to PRWIC.
 - 2. Verifying that the system housekeeping functions have been completed, taking corrective action as needed, and reporting the status to PRWIC.
 - 3. Verifying that eWIC files have been received and processed by the eWIC contractor, taking corrective action as needed, and reporting the status to PRWIC.
 - 4. Providing help desk support to the Rollout clinics.
 - 5. Assisting with the development of rules with PRWIC to govern program operations during roll-out, such as transfers of participants to and from rolled out/non-rolled out sites, etc.
 - 6. Using the error logging system that the Contractor will provide to log errors.
 - 7. Fixing all errors in a timely fashion to allow rapid retesting to verify that the errors have been corrected.

The PRWIC suggested approach for training and roll-out is described below:

- 1. Rolled out in groups by clinics regions.
- 2. The first and subsequent regions will be selected by the State Office with the PRWIC Regions.
- 3. After the first rolled out, a review period will take place and lessons learned will be incorporated into the procedures for subsequent rollouts.
- 4. Training sessions may run from Monday through Friday for each Region.
- 5. The conversion should occur after the training to avoid closing clinics or impacting the daily operations.
- 6. Go-live support will be provided for at least 5 business days

8.1.13. System Documentation

- A. Developing and updating all system documentation (functional, technical, training materials, etc.) as future modifications are made to the system over the life of the contract to ensure that all affected documentation is updated within 30 business days of the implemented modifications.

B. The training material includes:

1. Lesson plans for instructor-led sessions
2. Training documents
3. Quick reference guides
4. System Help
5. Self-guided electronic tutorial for clinic level applications

C. Drafting Release Notes on an on-going basis after implementation for any future modifications that may be made to the system over the life of the contract. The Release Notes will typically be an overview of the changes (high level non-technical description of change with screen shots needed) to be used for informing user staff of changes. Drafts will be submitted to PRWIC.

D. Bidders should provide sample System Release Notes that were used for similar clients and that will meet PRWIC requirements.

8.2. Warranty Phase

During this phase, the Contractor will provide one (1) year warranty of the implemented system against errors and defects and provide Help Desk support to PRWIC. Also, during this phase, the Contractor will provide all services and meet all requirements described in the Maintenance and Operations Phase:

- A. The one (1) year warranty period for the developed system shall commence on the business day immediately following the completion of the island wide roll-out.
- B. The Contractor shall warrant that all work under the Development and Implementation phase, including work performed by subcontractors and vendors, shall be free of errors and defects for at least twelve (12) months after completion of the island wide roll-out.
- C. During the warranty period, the Contractor will correct any system defects and errors that surface and provide full regression testing and documentation updates for all remedies implemented. All system defects and errors reported during this warranty period are included under this warranty provision, even if their repair extends beyond the warranty period.

Correction of errors and defects reported to or discovered independently by the Contractor during the warranty period shall be performed by the Contractor at no cost to PRWIC. Defect fixes for critical defects are expected to occur within 5 business days of the Contractor's knowledge of the defect.

8.3. Maintenance and Operations Phase

8.3.1. Hardware and Software Hosting

PRWIC and PRDOH OIAT will provide all necessary hardware and software to support the processing of the implemented System. This includes installing, configuring, operating, and maintaining all hardware, system operating software, hosting software, connectivity services and other services that may be required to host the designated MIS WIC. Nevertheless, it is required that the contractor provides a description and estimated cost of the hardware/software capabilities required for developing the WIC MIS system.

PRDOH OIAT will provide the contractor with all necessary access to server farms and user accounts to it be able to perform their contracted duties.

The following services and tasks from the Contractor are required under this section:

A. Maintaining third-party software is used to operate the designated WIC MIS up to date.

B. The contractor must provide for the various technical environments that will be part of the life cycle of the system to be developed. Each technical environment has a specific purpose to ensure that the system is built, tested, and deployed in a controlled and safe manner.

1. Development Environment

- Objective: Build and modify the system.
- Characteristics:
 - Full developer access.
 - Fictitious or anonymized data.
 - Initial (unitary) tests.
 - Active debugging tools.
- Example: A programmer works on a new functionality without affecting the actual system.

2. Testing Environment (Testing or QA – Quality Assurance)

- Objective: Verify that the system is working correctly before moving it to production.
- Characteristics:
 - Functional, integration, regression, performance testing, etc.
 - You can use copies of real data (with protection) or simulated data.
 - Controlled access.
- Example: The QA team runs automatic and manual tests to detect errors.

3. Staging or Pre-Production Environment

- Objective: To simulate the production environment as closely as possible.
- Characteristics:
 - Last stage before launching into production.
 - Same hardware/software/configuration as production.
 - Final tests are done (such as user acceptance tests or UAT).
- Example: A customer tests the staging system to validate that it meets the requirements of the contract.

4. Production Environment

- Objective: To run the system in real use by end users.
- Characteristics:
 - Real data.
 - Restricted access (no direct changes without control).
 - High availability, security, and backup.
- Example: End users access the application and make actual transactions.

5. Training Environment

- Objective: To train end users without risks to the real system.
- Characteristics:
 - Like the production environment, but with fictitious data or controlled copies.
 - It allows for errors without consequences.
- Example: Medical personnel train in the use of a medical record system without affecting real records.

6. Continuous Integration (CI) Environment

- Objective: Automate builds, tests, and deployments.
- Characteristics:
 - New code is constantly being integrated.
 - Automation tools (Jenkins, GitLab CI/CD, etc.).
 - Detect errors at an early stage.
- Example: Whenever a change is made to the code, unit tests are automatically executed.

7. Contingency or Recovery Environment (Disaster Recovery)

- Objective: To have a copy ready to be activated in case of failure of the main system.
- Characteristics:
 - Replication of the production environment.
 - Backup and restoration mechanisms.

- High availability and fault tolerance.
 - Example: If the primary server goes down, a backup system is activated from another data center.
- C. Providing appropriate security to meet applicable Government and Federal requirements to protect the integrity and confidentiality of program data. This includes completing a Security Plan Review not later than 10 business days from the start of the Warranty Phase and then every year.
- D. Working collaboratively with QA and PRWIC on project risk management.
- E. Support PRWIC in the development of the Disaster Recovery Plan (DRP):
- Identification of Critical Resources
 - Essential systems, applications and services.
 - Physical and virtual computers (servers, networks, devices).
 - Key personnel.
 - Relevant third-party providers (cloud, support, telecommunications).
 - Working on Recovery Strategies
 - Backups.
 - Backup sites.
 - Failover plan.
 - Manual or automatic recovery.
 - Recovery Procedures
 - How to restore databases.
 - How to restart servers.
 - How to access backups.
 - How to restore network connectivity.
 - User authentication procedures after an incident.
 - Tests and Drills
 - Types of tests: simulated, real-time, component, tabletop (theoretical).
 - Frequency: biannual, annual, etc.
 - Recording results and corrective actions.
 - Plan Maintenance
 - Regular review and updating of the plan (at least once a year or after a major change).
 - Review after each incident.
 - Alignment with changes in infrastructure, software, personnel, regulations.
 - Documentation & Support
 - Architecture diagrams.
 - Emergency passwords.

- Software licenses and support contracts.
- Physical and digital location of the DRP (with secure access).
- Legal & Regulatory Compliance
 - Alignment with applicable laws and standards:
 - ISO/IEC 27031 (ICT Service Continuity).
 - ISO 22301 (Business Continuity Management).
 - Industry-specific regulations (such as HIPAA, GDPR, PCI-DSS).

8.3.2. System Operations and Maintenance

The Contractor will be responsible for all on-going system operations once the system is completely rolled out island wide.

The following services and tasks are required under this category:

- A. Monitoring system operations daily and making necessary adjustments to maintain peak operation efficiency so that system users are not adversely affected. Ensuring availability of the production environment for clinic use during hours of clinics operations.
- B. Performing timely database tuning as needed to keep the databases running as efficiently and effectively as possible. The current database growth is approximately 4.7GB monthly.
- C. Completing system backups. Bidders must include recommendations regarding the backup procedure, frequency, off-site storage, and recovery methods in the proposal.
- D. Updating reference database tables as they are needed or as requested by PRWIC. Reference database updates would include updating dropdown lists, food items, annual income guidelines, etc. Such updates are considered part of the normal monthly processing responsibilities of the Contractor and are not billable activities. They should be authorized by PRWIC through a fast and efficient change control process.
- E. Providing timely planning, coordination, and implementation of all software releases, reference table updates, defect fixes and other system changes. This includes the preparation of release notes for system users that explains the changes in non-technical terms. The schedule for all such activities will be jointly determined by the Contractor and PRWIC.
- F. Providing for the thorough quality assurance testing of all software releases, reference database table updates, bug fixes and other system changes, to ensure that they are implemented without issue. The Contractor will be required to provide a written report of release testing results, which PRWIC must review and approve before a release is implemented. PRWIC may opt to perform additional UAT testing on some releases prior

to implementation. Bidders should describe the procedures to be used for defect corrections when a new release is installed and the procedures for version roll-out back in the event of a significant release failure.

- G. Maintaining a system to track all requested changes and reported defects, their status, and final resolution.
- H. Running the month end reporting process that will include a suite of standard financial, vendor, and clinic operations type reports. The Contractor will be responsible for running those identified reports and making those available to PRWIC by the 5th working day of the month. Bidders should explain how this monthly reporting process will be executed and how the reports will be made available to PRWIC.
- I. Scheduling routine maintenance activities, such as the end of day processing, data backup services, etc., that may be required to properly maintain the hosted environment and data during non-clinic use times.
- J. If a major improvement is required post-implementation, a test plan will be required. Formal UAT will also be required, and the results must be submitted to FNS for approval before moving to the next phase of pilot (if necessary) and/or deployment to the production environment.

8.3.3. Help Desk Services

The Contractor will be responsible for providing structured support, training, and a tiered help desk for efficient issue resolution. The support applies to all users and stakeholders of the WIC MIS and related components.

The PRWIC support objectives are to:

- 1. Ensure system availability and continuous operation
- 2. Provide timely resolution of user queries, technical issues and bugs.
- 3. Maintain a comprehensive knowledge base
- 4. Regularly update and enhance the system based on feedback and reports.

The average In-bound calls received by the current contractor Helpdesk is 340 calls per month.

The Contractor must provide the following services:

- Scope of Services:
 - 1. Providing support via multiple channels; phone, email, chat, and ticketing system
 - 2. Providing a single toll-free number for contacting the help desk.
 - 3. Providing an email address for contacting the help desk.

4. Providing remote and on-site assistance as needed.
 5. Availability during clinics business days and hours range from 7:00 am to 9:00 pm and any other time, as required by the Program.
- Staff Qualifications
 - Obtaining background checks and sign confidentiality agreements with help desk staff.
 - Providing an adequate number of qualified help desk staff that Speak Spanish fluently, trained in customer service, general technical skills, and specific knowledge of the developed system to handle expected call volume.
 - Technology and Tools
 - Providing a call tracking system to log all calls, including information about: the site calling, the person calling, the time and date of the call, the category of the call, the severity of the issue, escalation status, a brief summary of the problem, the time and date the issue was resolved, the duration of the call and the time required to resolve and a summary of the resolution. Follow-up calls on the same issue will be linked together to allow tracking of resolution and time required to resolve.
 - Providing an option for a caller to leave a voice message if they are not able to remain on the line for an analyst. All voice messages should be responded to within 30 minutes if the message is left during published help desk service hours. A voice message left outside of published hours will be responded to within 30 minutes of opening, the following business day.
 - Using an automated call distribution system or other equivalent system for tracking calls and help desk analyst activities that enables the Contractor to monitor and track the volume of calls so that staffing levels may be adjusted accordingly as call volume dictates. The call system should be capable of indicating the approximate hold time for the user. Please describe the call distribution system and the process that will be used.
 - Providing a message board or some other means to allow broadcast communications to users to advise them of known issues that may affect multiple users.
 - Developing a centralized knowledge base or library of common debugging steps to assist with the resolution of issues, including hardware issues, and the documentation of more complicated issues that get referred to development staff for further research.
 - Providing help desk staff tools that will allow them to remote connection to a user's PC to either shadow the user to determine how an error might have occurred and/or to take remote control of the PC to correct an issue for the user.
 - Meeting the following performance standards for call handling:
 1. Providing resolution time targets based on the level of severity and criticality.
 2. Providing a tiered support structure for escalation of unresolved tickets.

3. All calls must be answered within 120 seconds, with 90% of calls being answered within 60 seconds. A call that is answered but immediately put on hold is not considered answered.
 4. The call abandonment rate must not exceed 5% averaged over a quarter. A call is considered abandoned if the caller hangs up 120 seconds after the end of the welcoming message.
 5. All voice messages must be responded to within 30 minutes. Responding to emails within 1 business day of receipt.
- Reporting and Analytics
 - Providing monthly service reports, including:
 - Number of tickets opened, closed, escalated
 - Resolution times
 - user satisfaction scores
 - system uptime
 - Analysis of recurring issues and recommendations for PRWIC evaluation
 - Customer Satisfaction
 - Performing periodic surveys and feedback collection.
 - Establishing a mechanism for users to rate service and suggest improvements

8.3.4. Change Request Process

The Contractor will be responsible for future system enhancements and modifications to improve the operations or functionality of the system, to comply with new Federal regulations or requirements, or to comply with changes in PRWIC policies and procedures.

The following services and tasks are required under this category.

- A. Adhering to a Change Request process (CR).
- B. Changes to reference tables, such as adding a new infant formula, changing a listing in a dropdown box, etc. are not billable changes, but are normal system maintenance activities covered by the Contractor's monthly operations fee. Reference table changes will still be initiated by a CR form authorized by PRWIC but must follow an expedite and effective process for keeping track of changes performed.
- C. Bidders must describe up to two Change Request items, from the Bidder's experience, that the Bidder considered billable. Bidders should describe creative opportunities and best practices that will minimize or mitigate potential cost and delays associated with Change Requests.
- D. Corrections/defect fixes to correct deficiencies based on the most recently updated published system design documentation (or implemented SMRs/estimates where

documentation has not yet been updated) are not subject to the Change Request process and are not billable.

- E. All software changes will be reflected in updates to the system documentation, including functional, technical, and system help documentation. The Contractor will also be responsible for drafting Release Notes for publication to the system users explaining what the changes are that affect users. Bidders must include sample System Release Notes as they were used by similar clients and that will meet the PRWIC requirements.
- F. Bidders must include a description of their proposed process to log and track the status of changes that are pending.

8.4. Close-out and Transition Procedures

In the event of contract termination for cause, non-renewal by PRWIC, or at the end of the term of the contract, the Contractor will be required to provide transition services as needed to ensure the successful transfer of the system.

The following services and tasks are required under this category:

- A. Providing unlimited access to all hardware, software, and other components owned by PRWIC.
- B. Supporting the process of preparing all hardware, software, and other components owned by PRWIC for packaging and transportation.
- C. Providing updated system documentation, to include functional, technical, operational, and any other documentation developed as part of the contract upon request by PRWIC.
- D. Providing professional assistance to PRWIC and/or its designee for hosting/data center operations setup and configuration.
- E. Providing professional assistance to PRWIC and/or its designee for testing recommendations and assistance.
- F. Providing technical training to PRWIC and/or its designee of not more than 80 hours to include a thorough overview of how the system applications and database schemas are organized and function, including the review of all object relationships and process flows.

8.4.1. Transferable Software Package

The Contractor shall develop and provide PRWIC with a transferable software package that can be shared with other State WIC agencies and FNS at the request of and as approved by PRWIC.

The software package must include all components necessary for the transferred software to be successfully acquired and implemented, including, at a minimum:

- Source code
- Executable code

- Database schema
- All the web files and a backup of a database shell (structure and rule, not data) to include:
- Basic lookups
- Security roles
- At least one user with administrative access
- A series of database scripts which creates the shell database (applicable seed data could be substituted for a database backup)
- Requirements and instructions for installation and configuration
- Required system documents

8.4.2. Proprietary Tools & Licenses

Bidders must disclose in their proposals any proprietary tools needed to read or modify system source code.

Bidders must also include the cost history/trend of license and/or fees for any products not included in the proposal that requires PRWIC Program to acquire such as SQ.

8.4.3. Service Levels

The PRWIC MIS is a critical mission system used to enhance the health and welfare of the eligible WIC population. As a result of this importance, a Service Level Agreement (SLA) shall be applied to ensure adequate focus is maintained on the availability of these systems and the data they provide.

The SLA shall be finalized during contract negotiations and will define minimum performance standards the Contractor shall deliver to be eligible to receive the total billable amount during the Warranty and Maintenance and Operations phases. The following service levels are described in this RFP:

- System Performance – Attachment A
- System Availability – Attachment A
- Performance standards for call handling - Section 8.3.3

The Contractor's failure to deliver levels of service specified in the SLA shall result in a reduction in the amount paid, as defined in the SLA, to the Contractor. The Contractor's level of SLA fulfillment shall be evaluated each month based on a review of the monthly status report submitted by the Contractor. The monthly status report shall be submitted on a monthly calendar basis no later than the 5th of the following month. It shall certify whether the service levels were met, and to what degree, for the month.

9. Project Schedule

PRWIC has defined the following activities and high-level tasks as minimum necessary to successfully carry out the project. Bidders are required to present a detailed project schedule to demonstrate their understanding of the project and their commitment to comply with PRWIC objectives and expectations. Bidders are allowed to present alternate approaches and schedules. However, if alternative approaches and/or schedules are offered, the proposals must justify the changes proposed:

Activity	Description	High-Level Tasks
Project Planning	Once the procurement process is completed, the PRWIC Project Management Team will get together on-site with the selected contractor Project Managers to Kick-off the project and finalize the plans for the entire project. The Test and Security Plans submitted by the Contractor with their proposal will also be updated and finalized.	• Update/Finalize Project Management Plan & Work Plan • Update/Finalize Test Plan • Update/Finalize Security Plan • Configure Project Web Site
Analysis and Design	During this phase, multiple sessions with the PRWIC SME’s, guided by the MIS contractor Team, will conduct an analysis of the requirements and design of the WIC MIS.	• Conduct JAD Sessions • Design System Functionalities • System Design Approved
Data Migration	This Phase will take place concurrently with the MIS Analysis and Design Phase and is considered one of the more critical design tasks. Finally, data conversion programs will be designed and tested during this phase.	• Data Analysis • Data Cleanup • Develop and test Conversion Programs
Development and Testing Sessions	During this phase, the WIC MIS will be developed and tested by the Contractor. Also, the EBT interface, External Platforms and State IT systems will be integrated. An Integration Test will be the final activity of this phase.	• Develop/Test WIC MIS Features • Develop Interfaces • Include Branding • Configure/Load data values • Develop Training Documentation • Develop System Documentation
eWIC/MIS User Acceptance Testing (UAT)	This phase consists of conducting integrated User Acceptance Testing of the developed WIC MIS and eWIC systems. Once the UAT is completed a report will be compiled and will be submitted to FNS for final approval.	• Integrated System UAT • Submit UAT Report for FNS Approval • Receive FNS Approval
Integrated Pilot	This will be the final phase before the WIC MIS is rolled out. A region with multiple clinics will be selected for the Pilot Test. Regional and clinic staff with the support of the MIS contractor will implement the pilot.	• Pilot User Training • Convert Data for Pilot • Pilot Test/Corrections Identified and Implemented

Activity	Description	High-Level Tasks
	Any deficiency detected in the code and/or configuration will be corrected and tested again. A Pilot Evaluation Report will be prepared by the Quality Assurance Contractor and sent to FNS for approval to proceed to Rollout.	• Pilot Completed • Submit Pilot Report for FNS Approval • Receive FNS Approval
Island-Wide Rollout	The roll-out activities for each clinic will consist of the following tasks: • Just-in-time (JIT) Training for Clinic Staff • Operations support for clinics during clinic personnel training • Data Conversion • Post go-live Support	• JIT Training • Data Conversion • Rollout

Below a Project Schedule Sample for the MIS Implementation:

WBS	Task Name	Duration	Start	Finish
1	MIS DEVELOPMENT & IMPLEMENTATION PHASE	580 days	Mon 1/11/27	Fri 3/30/29
1.1	Development & Implementation	515 days	Mon 1/11/27	Fri 12/29/28
1.1.1	Project Initiation	5 days	Mon 1/11/27	Fri 1/15/27
1.1.1.1	Contract Start Date	1 day	Mon 1/11/27	Mon 1/11/27
1.1.1.2	Kickoff Meeting	4 days	Tue 1/12/27	Fri 1/15/27
1.1.2	Project Planning	90 days	Tue 1/12/27	Mon 5/17/27
1.1.2.1	Project Management Plan	30 days	Mon 1/18/27	Fri 2/26/27
1.1.2.2	Project Work Plan	30 days	Mon 1/18/27	Fri 2/26/27
1.1.2.3	Test Plan	90 days	Tue 1/12/27	Mon 5/17/27
1.1.2.4	Security Plan	90 days	Tue 1/12/27	Mon 5/17/27
1.1.2.5	Project Web Site	30 days	Tue 1/12/27	Mon 2/22/27
1.1.2.6	Coordinate JAD Sessions, send invites	10 days	Mon 1/18/27	Fri 1/29/27
1.1.3	Project Execution	500 days	Mon 2/1/27	Fri 12/29/28
1.1.3.1	Analysis and Design	130 days	Mon 2/1/27	Fri 7/30/27
1.1.3.2	Development and Unit Testing	150 days	Mon 8/2/27	Fri 2/25/28
1.1.3.3	MIS/eWIC User Acceptance Testing (UAT)	63 days	Wed 3/1/28	Fri 5/26/28
1.1.3.4	Production Go-Live	10 days	Mon 5/29/28	Fri 6/9/28
1.1.3.5	Integrated Pilot	90 edays	Mon 6/12/28	Sun 9/10/28
1.1.3.6	Island-wide Rollout	80 days	Mon 9/11/28	Fri 12/29/28
1.1.3.6.1	Clinics Region #1	20 days	Mon 9/11/28	Fri 10/6/28
1.1.3.6.2	Clinics Region #2	10 days	Mon 10/2/28	Fri 10/13/28
1.1.3.6.3	Clinics Region #3	10 days	Mon 10/16/28	Fri 10/27/28
1.1.3.6.4	Clinics Region #4	10 days	Mon 10/30/28	Fri 11/10/28
1.1.3.6.5	Clinics Region #5	10 days	Mon 11/13/28	Fri 11/24/28
1.1.3.6.6	Clinics Region #6	10 days	Mon 11/27/28	Fri 12/8/28
1.1.3.6.7	Clinics Region #7	10 days	Mon 12/11/28	Fri 12/22/28
1.1.3.6.8	Rollout Closeout	5 days	Mon 12/25/28	Fri 12/29/28
1.1.4	[Milestone] Clinic Island-Wide Roll-Out Completed	0 days	Fri 12/29/28	Fri 12/29/28
1.2	Project Management	580 days	Mon 1/11/27	Fri 3/30/29
1.3	Project Closing	65 days	Mon 1/1/29	Fri 3/30/29
1.3.1	Contractor Closeout	40 days	Mon 1/1/29	Fri 2/23/29
1.3.2	Project Closeout	65 days	Mon 1/1/29	Fri 3/30/29
1.4	Project Complete	0 days	Fri 3/30/29	Fri 3/30/29

10. Bidder Staffing

Bidders must comply with IRS Publication 1075 that requires systems containing Federal Tax Information (FTI) to be located, operated, and maintained by personnel physically located within the U.S

The Bidder must include in the proposal the project staff, their roles, and responsibilities for each phase of the project. The Bidder shall identify key staff for this project and provide a resume for everyone. Key staff shall be identified to fulfill, at a minimum, the following positions:

- *Project Manager* – Will be the primary point of contact with PRWIC for all project activities and will oversee timelines, resources, and coordination among team members. Should have the following qualifications:
 - Dominion of Spanish Language preferred.
 - Significant project management experience
 - Be a certified Project Management Professional (PMP)
 - WIC MIS experience preferred

The Project Manager will be required to:

- A. Start work on the Agency's project no later than 15 business days after the effective date of the contract
 - B. Be assigned to the Agency for the entire length of the contract.
 - C. Maintain regular contact through:
 - a. Required monthly Status calls facilitated by the Project Manager
 - b. Provide a monthly Report Card, including a Sample in your proposal
- *Business Analyst Lead* – Assist in defining the requirements and ensure the software meets business needs. Should have the following qualifications:
 - Dominion of Spanish Language is required.
 - WIC MIS experience preferred
 - *Development Lead* – Leads the team of developers who will configure the platform to meet the business requirements. Should have the following qualifications:
 - Dominion of Spanish Language is preferred.
 - WIC MIS experience preferred

Puerto Rico's population is mostly spanish speaking. Therefore, PRWIC prefers bi-lingual (English-Spanish) Contractor staff. PRWIC requires that Key Staff, End-User Training Staff, and all Help Desk Staff can speak spanish proficiently to communicate effectively with the subject matter experts (SME's) and end users.

PRWIC requires direct communication with any contractor/subcontractor key staff during the contract period which includes the Development and Implementation, Warranty and Maintenance and Operations phases.

The Contractor will be responsible for establishing a Project Office in Puerto Rico for the duration of the contract period for at least the Key Staff and Help Desk Staff. The Contractor is responsible for providing all equipment for its personnel.

In addition to Key Staff, Project Staff must be identified in the Proposal, such as the following:

- Engagement Director – Responsible for managing the business relationship with PRWIC and providing oversight of the delivery of services. The Engagement Director is accountable for the successful completion of all aspects of the Contract.
- Technical Analyst – Responsible for the technical architecture and ensuring that a solution is implemented to meet all system and security requirements.
- Software Engineers/Developers – Write the actual code and build the software's functionality.
- Quality Assurance (QA) Engineers – Test the software to identify bugs and improve reliability. Coordinates all the testing efforts.
- Training Lead – Responsible for defining training needs, developing training curricula, and oversight of the Contractor's delivery of training.
- Training Staff – Provide training to State Office and Clinics personnel. Dominion of Spanish Language is required.
- Help desk staff – Support all PRWIC users calls with WIC knowledge. Dominion of Spanish Language is required.
- UI/UX Designers – Ensure the software is visually appealing and easy to use.
- DevOps Engineers – Manage deployment, infrastructure, and operational aspects.
- Cybersecurity Experts – Ensure security measures are in place to protect data and prevent vulnerabilities.
- Database Administrators – Handle data storage, management, and performance optimization.
- Technical Writers – Create software documentation, guides, and user manuals.

Bidders should submit the following table with the qualifications for ease of evaluation:

Staff Position	Role Experience (yrs)	WIC Experience (yrs)	Spanish	Certifications
Project Manager*		P	P	
Business Analyst Lead*		P	R	
Development Lead*		P	P	
Engagement Director				
Technical Analyst				
Training Staff			R	
Help Desk Staff average yrs			R	

*Key Staff, R=Required, P=Preferred

The following conditions will apply to personnel classified as “key:”

- PRWIC will approve the designation of personnel as “key.”
- PRWIC shall have the right to approve replacements to “key” personnel.
- “Key” personnel may not be assigned to non-PRWIC system related activities without prior approval from PRWIC.
- PRWIC will have direct communication to “key” staff.
- PRWIC reserves the right to apply liquidated damages if key personnel are unassigned from this project even if they remain employed by the Contractor.

The Contractor will obtain approval from PRWIC in advance of all staff proposed. The Contractor will notify in advance and obtain approval of any new staff if staffing changes during the project. If any Contractor staff does not perform up to acceptable or satisfactory standards as documented in the contract or SOW, PRWIC will inform the Contractor. When so informed, the Contractor will either replace the staff member(s) with approved staff or take remedial action agreed to by PRWIC to ensure staff is performing at an acceptable standard.

It is understood that staffing levels will vary across the project phases:

- During the Development and Implementation phase the Contractor’s key staff are expected to be full-time dedicated to work primarily on-site, as required by PRWIC. It is expected that Contractor staff will work on-site while performing major tasks (e.g. design confirmation; acceptance testing; training; pilot etc.), as needed.
- During the Warranty and Maintenance and Operations phases the Contractor will staff the Project Office in a manner sufficient to successfully support the PRWIC Program. It is preferably the Business Analyst that participated during the Development and Implementation be assigned full-time dedicated to work on site during this period. PRWIC will have direct communication with this staff.

If the PRWIC Director determines that the level of support is insufficient, the Contractor shall work in good faith with PR WIC to develop and implement a corrective action plan. Bidders must include a staffing plan for the project office which identifies specific dates individual project team members will be stationed in the PR project office.

11. Subcontractors

Bidder may subcontract the required services with other entities or third parties. Proposed subcontractors should be clearly identified as such. For purposes of this RFP, a subcontractor is defined as any entity under contract to the Bidder providing a service specifically defined and required within this RFP.

The Contractor must obtain PRDoH WIC Program's prior written approval for any subcontractors added or changed after the Bidder's proposal was awarded.

Subcontractors are the responsibility of the prime Bidder. The proposal should include:

- Acknowledge that the prime contractor will make the sub-contractor available to the PRWIC Program for direct communication with key staff during the contract period which includes the Development and Implementation, Warranty and Maintenance and Operations phases.
- The names of any proposed subcontractors and briefly describe their roles in the proposed project. If the use of subcontractors is proposed, a statement from each subcontractor should be appended to the transmittal letter, signed by an individual authorized to legally bind the subcontractor, stating the general scope of the work to be performed by the subcontractor and the subcontractor's qualifications and willingness to perform the work.
- Clearly describe the qualifications of the Bidder and any subcontractors, ensuring the DOH Auction Committee understands which qualifications belong to which proposed entity.
- Clearly explain the division of duties and functions between subcontractor(s) and Bidder. The accurate assignment of responsibility is of prime concern to the DOH Auction Committee and the Puerto Rico Department of Health and WIC Program.

Refer to schedule VII – Subcontractor Certification

SCHEDULE VII – SUBCONTRACT CERTIFICATION

I _____, of legal age, _____,
(name of Bidder’s authorized representative) (marital status)
_____, residing in _____
(profession) (residence) (country or state)
in my capacity as _____
(position)
in _____ certify that
(Bidder’s name)

if selected as the winning bidder I shall, in the event that I subcontract a service or entity to perform in whole or in part the awarded bid, prior to signing the appropriate contract, provide in writing the subcontractor’s contact information, as well as any other information or documents required by DOH or by the petitioning entity, as applicable. In the event where the need to subcontract arises after the contract is executed, I shall have to provide, prior to the subcontractor starting to work, its information to DOH or the petitioning entity, as applicable.

Similarly, I acknowledge that all subcontractors shall comply with the provisions of this document, as well as laws and regulations that apply to the bidder.

TheDOH and the petitioning entity reserve the right to cancel the appropriate contract or the purchase order in the event that the subcontractor fails to comply with the provisions of this document, or when the bidder breaches its duty to inform as to a subcontract.

Name of the Bidder’s Authorized Representative

Date

Signature of the Bidder’s Authorized Representative

SCHEDULE VIII - GENERAL SOLICITATION TERMS AND OTHER PROVISIONS

A. General Contract Negotiation and Award Process

Puerto Rico will make its selection based on best value, as determined by this evaluation process, and will begin negotiating with the highest-scoring responder. Puerto Rico reserves the right to pursue negotiations on any exception taken to Puerto Rico's standard terms and conditions. If negotiated terms cannot be reached, Puerto Rico reserves the right to terminate negotiations and begin negotiating with the next highest-scoring responder.

1- Solicitation Terms

a) Competition in Responding

Puerto Rico desires open and fair competition. Any evidence of collusion among responders in any form designed to defeat competitive responses will be reported to the Puerto Rico Attorney General for investigation and appropriate action.

b) Addenda to the Solicitation

Changes to the Solicitation will be made by an addendum with notification and posted in the same manner as the original Solicitation. Any addenda issued will become part of the Solicitation.

c) Data Security - Foreign Outsourcing of Work is Prohibited

All storage and processing of information shall be performed within the borders of the United States. This provision also applies to work performed by subcontractors at all levels. Services supplied by the Responder and subcontractors for this contract shall be produced and provided within the United States.

d) Joint Ventures

The State allows joint ventures among groups of responders when responding to the solicitation. However, one responder must submit a response on behalf of all the others in the group. The responder that submits the response will be considered legally responsible for the response (and the contract, if awarded).

e) Withdrawing Response

A responder may withdraw its response prior to the due date and time of the Solicitation by notifying the Procurement manager.

After the due date and time of this Solicitation, a responder may withdraw a response only upon showing that an obvious error exists in the response. The showing and request for withdrawal must be made in writing to the Solicitation Administrator within a reasonable time and prior to the State's detrimental reliance on the response. Note: A responder may not submit a new response or revise or supplement an existing response after the due date and time of the Solicitation unless pursuant to a request for a best and final offer or request for additional information by the State, as noted in the "Rights Reserved" section below.

f) Rights Reserved

Puerto Rico reserves the right to:

- Waive or modify any informalities, irregularities, or inconsistencies in the responses received;
- Negotiate with the highest scoring Responder[s];
- Terminate negotiations and select the next response providing the best value for the State;
- Consider documented past performance resulting from a State contract in the evaluation process;

- Request a best and final offer from one or more Responders;
- Request additional information; and
- Use estimated usage or scenarios for the purpose of conducting pricing evaluations. The State reserves the right to modify scenarios, and to request or add additional scenarios for the evaluation.

g) Responses are Nonpublic during Evaluation Process

All materials submitted in response to this Solicitation will become property of the PRWIC Program. During the evaluation process, all information concerning the responses submitted will remain private or nonpublic and will not be disclosed to anyone whose official duties do not require such knowledge. The completion of the evaluation process is defined as the State having completed negotiating a contract with the selected responder. The State will notify all responders in writing of the evaluation results.

h) Conditions of Offer

Unless otherwise approved in writing by the PRWIC Program, Responder's cost proposal and all terms offered in its response that pertain to the completion of professional and technical services and general services will remain firm for 270 days, until they are accepted or rejected by Puerto Rico, or they are changed by further negotiations with the State prior to contract execution.

i) Award

Any award that may result from this solicitation will be based upon the total accumulated points as established in the solicitation. The PRWIC Program reserves the right to award this solicitation to a single Responder, or to multiple Responders, whichever is in the best interest of the PRWIC Program, providing each Responder follows all terms and conditions of the solicitation. The PRWIC Program reserves the right to accept all or part of an offer, to reject all offers, to cancel the solicitation, or to re-issue the solicitation, whichever is in the best interest of the State.

j) Requirements Prior to Contract Execution

Prior to contract execution, a responder receiving a contract award must comply with any submittal requests. A submittal request may include, but is not limited to, a Certificate of Insurance (see Insurance Requirements section of Sample Contract), Sample Transaction Documents (see below), and/or License Agreements, Maintenance Agreements, or other Terms and Conditions (see below).

k) Sample Transaction Documents

Prior to contracting, the PRWIC Program may require the Successful Responder to submit samples of any transaction documents proposed for use under the resulting contract. The PRWIC Program will review the transaction documents to ensure they contain sufficient detail and to review additional terms and conditions contained therein, if any. The PRWIC Program reserves the right to request additional detail in the transaction documents or to reject additional terms and conditions within transaction documents.

Once approved by the PRWIC Program, Contractor may not materially change transaction documents unless a change has been approved in writing by the Commissioner of Administration, as delegated to the Office of State Procurement.

Any terms and conditions included in transaction documents but not approved by the PRWIC Program are voidable by the PRWIC Program. Any terms and conditions that are in conflict with Puerto Rico law or in conflict with the terms of the Puerto Rico Department of Health Contract are void. Failure to void a non-approved term or condition included in a transaction document does not waive the PRWIC Program's right to void any non-approved term or condition.

l). License Agreements, Maintenance Agreements, or Other Terms and Conditions

Prior to contracting, Puerto Rico may require Responder to provide any license agreements, maintenance agreements, or any other terms and conditions relevant to the work under the resulting contract. Review and approval by the PRWIC Program will be required before contract execution. In the event Responder fails to comply with a request under this provision, Responder agrees that it will not seek to enforce the terms and conditions of any such agreement against Puerto Rico. Further, failure to provide any of the pertinent documents upon request may result in Puerto Rico not agreeing to sign any additional documents, rejecting your response, or canceling the award.

m) Security Review

Puerto Rico reserves the right to conduct a Security Review of the Successful Responder's solution before moving forward with a contract and to remove the Responder from consideration if the solution's security is not deemed satisfactory at Puerto Rico's sole discretion.

Puerto Rico may require the Successful Responder to complete additional Security Questionnaire(s) and/or perform Security Scan(s) and provide the results as part of this process.

B. Additional United States Department of Agriculture and Labor Required Federal Provisions

The Successful Responder must certify and warrant that it shall comply with Federal statutes, consistent with the following provisions:

1) Equal Opportunity:

Executive Order 11246, entitled "Equal Employment Opportunity," as amended by Executive Order 11375, and as supplemented by the Department of Labor Regulations (41 CFR Part 60): The Executive Order prohibits federal contractors and federally assisted construction contractors and subcontractors who do over \$10,000 in Government business in one year from discriminating in employment decisions based on race, color, religion, sex, or national origin. The Executive Order also requires Government contractors to take affirmative action to ensure that equal opportunity is provided in all aspects of their employment.

2) The Clean Air Act, Section 306:

- a) No Federal agency may enter any contract with any person who is convicted of any offense under section 113(c) for the procurement of goods, materials, and services to perform such contract at any facility at which the violation which gave rise to such conviction occurred if such facility is owned, leased, or supervised by such person. The prohibition in the preceding sentence shall continue until the Administrator certifies that the condition giving rise to such a conviction has been corrected. For convictions arising under section 113(c)(2), the condition giving rise to the conviction also shall be considered to include any substantive violation of this Act associated with the violation of 113(c)(2). The Administrator may extend this prohibition to other facilities owned or operated by the convicted person.
- b) The Administrator shall establish procedures to provide all Federal agencies with the notification necessary for the purposes of subsection (a).
- c) In order to implement the purposes and policy of this Act to protect and enhance the quality of the Nation's air, the President shall, not more than 180 days after enactment of the Clean Air Amendments of 1970 cause to be issued an order (1) requiring each Federal agency authorized to enter into contracts and each Federal agency which is empowered to extend Federal assistance by way of grant, loan, or contract to effectuate the purpose and policy of this Act in such contracting or assistance activities, and (2) setting forth procedures, sanctions, penalties, and such other provisions, as the President determines necessary to carry out such requirement.
- d) The President may exempt any contract, loan, or grant from all or part of the provisions of this section where he determines such exemption is necessary in the paramount interest of the United States and he shall notify the Congress of such exemption.

e) The President shall annually report to the Congress on measures taken toward implementing the purpose and intent of this section, including but not limited to the progress and problems associated with implementation of this section. [42 U.S.C. 7606]

3) The Clean Water Act:

- a) No Federal agency may enter into any contract with any person who has been convicted of any offense under Section 309(c) of this Act for the procurement of goods, materials, and services if such contract is to be performed at any facility at which the violation which gave rise to such conviction occurred, and if such facility is owned, leased, or supervised by such person. The prohibition in preceding sentence shall continue until the Administrator certifies that the condition giving rise to such conviction has been corrected.
- b) The Administrator shall establish procedures to provide all Federal agencies with the notification necessary for the purposes of subsection (a) of this section.
- c) To implement the purposes and policy of this Act to protect and enhance the quality of the Nation's water, the President shall, not more than 180 days after the enactment of this Act, cause to be issued an order:
 - i. requiring each Federal agency authorized to enter contracts and each Federal agency which is empowered to extend Federal assistance by way of grant, loan, or contract to effectuate the purpose and policy of this Act in such contracting or assistance activities, and
 - ii. setting forth procedures, sanctions, penalties, and such other provisions, as the President determines necessary to carry out such requirement.
- d) The President may exempt any contract, loan, or grant from all or part of the provisions of this section where he determines such exemption is necessary in the paramount interest of the United States and he shall notify the Congress of such exemption.
- e) The President shall annually report to the Congress on measures taken in compliance with the purpose and intent of this section, including, but not limited to, the progress and problems associated with such compliance.
- f)
 - i. No certification by a contractor, and no contract clause, may be required in the case of a contract for the acquisition of commercial items to implement a prohibition or requirement of this section or a prohibition or requirement issued in the implementation of this section.
 - ii. In paragraph (1), the term "commercial item" has the meaning given such term in section 4(12) of the Office of Federal Procurement Policy Act (41 U.S.C. 403(12)).

4) The Anti-Lobbying Act:

This Act prohibits the recipients of federal contracts, grants, and loans from using appropriated funds for lobbying the Executive or Legislative Branches of the federal government in connection with a specific contract, grant, or loan. As required by Section 1352, Title 31 of the U.S. Code and implemented at 34 CFR Part 82 for persons entering into a grant or cooperative agreement over \$100,000, as defined at 34 CFR Part 82, Section 82.105 and 82.110, the applicant certifies that:

- a) No federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with the making of any federal grant, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any federal grant or cooperative agreement;
- b) If any funds other than federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with this federal grant or cooperative agreement, the undersigned shall complete and submit Standard Form – LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions;

- c) The undersigned shall require that the language of this certification be include in the award documents for all sub-awards at all tiers (including sub-grants, contracts under grants and cooperative agreements, and subcontracts) and that all sub-recipients shall certify and disclose accordingly.

5) Americans with Disabilities Act:

This Act (28 CFR Part 35, Title II, Subtitle A) prohibits discrimination on the basis of disability in all services, programs, and activities provided to the public by State and local governments, except public transportation services.

6) Drug Free Workplace Statement:

The Federal government implemented the Drug Free Workplace Act of 1988 to address the problems of drug abuse on the job. It is a fact that employees who use drugs have less productivity, a lower quality of work, and a higher absenteeism and are more likely to misappropriate funds or services. From this perspective, the drug abuser may endanger other employees, the public at large, or themselves. Damage to property, whether owned by this entity or not, could result from drug abuse on the job. All these actions might undermine public confidence in the services this entity provides. Therefore, to remain a responsible source for government contracts, the following guidelines have been adopted:

- a) The unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance is prohibited in the workplace.
- b) Violators may be terminated or requested to seek counseling from an approved rehabilitation service.
- c) Employees must notify their employer of any conviction of a criminal drug statue no later than five (5) days after such conviction.
- d) Although alcohol is not a controlled substance, it is nonetheless a drug. It is the policy of the Puerto Rico Department of Health WIC Program that abuse of this drug will also not be tolerated in the workplace.
- e) Contractors of federal agencies are required to certify that they will provide drug-free workplaces for their employees.

7) Debarment, Suspension, and Other Responsibility Matters:

As required by Executive Order 12549, Debarment and Suspension, and implemented at 34 CFR Part 85, for prospective participants in primary covered transactions, as defined at 34 CFR Part 85, Sections 85.105 and 85.110.

- a) The applicant certifies that it and its principals:
 - i. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any federal department or agency;
 - ii. Have not within a three-year period preceding this application been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or contract under a public transaction; violation of federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
 - iii. Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (federal, state, or local) with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and
 - iv. Have not within a three-year period preceding this application had one or more public transactions (federal, state, or local) terminated for cause or default.
- b) Where the applicant is unable to certify to any of the statements in this certification, he or she shall attach an explanation to this application.

8) Federal Government Reservations:

The federal government reserves a royalty-free, non-exclusive, and irrevocable license to reproduce, publish, or otherwise use, and to authorize others to use, for federal government purposes, the copyright in any work developed under a grant, sub-grant, or contract under a grant or sub-grant or any rights of copyright to which a contractor purchases ownership.

C. USDA/FNS/WIC Federal Procurement Clauses, May 2025

1. 2 CFR 200.315 Intangible property

(a) Title to intangible property acquired under a Federal award vests upon acquisition in the recipient or subrecipient. The recipient or subrecipient must use that intangible property for the originally authorized purpose and must not encumber the property without the approval of the Federal agency or pass-through entity. When no longer needed for the originally authorized purpose, disposition of the intangible property must occur in accordance with the provisions in § 200.313(e).

(b) To the extent permitted by law, the recipient or subrecipient may copyright any work that is subject to copyright and was developed, or for which ownership was acquired, under a Federal award. The Federal agency reserves a royalty-free, nonexclusive, and irrevocable right to reproduce, publish, or otherwise use the work for Federal purposes and to authorize others to do so. This includes the right to require recipients and subrecipients to make such works available through agency-designated public access repositories.

(c) The recipient or subrecipient is subject to applicable regulations governing patents and inventions, including government-wide regulations in 37 CFR part 401.

(d) The Federal Government has the right to:

- (1) Obtain, reproduce, publish, or otherwise use the data produced under a Federal award; and
- (2) Authorize others to receive, reproduce, publish, or otherwise use the data for Federal purposes.

2. 2 CFR 200.317 Procurements by states

When conducting procurement transactions under a Federal award, a State or Indian Tribe must follow the same policies and procedures it uses for procurements with non-Federal funds. If such policies and procedures do not exist, States and Indian Tribes must follow the procurement standards in §§ 200.318 through 200.327. In addition to its own policies and procedures, a State or Indian Tribe must also comply with the following procurement standards: §§ 200.321, 200.322, 200.323, and 200.327. All other recipients and subrecipients, including subrecipients of a State or Indian Tribe, must follow the procurement standards in §§ 200.318 through 200.327.

3. 2 CFR 421.10 Drug-Free Workplace Act

This part requires that the award and administration of USDA grants and cooperative agreements comply with Office of Management and Budget (OMB) guidance implementing the portion of the Drug-Free Workplace Act of 1988 (41 U.S.C. 8101-8106, as amended, hereafter referred to as “the Act”) that applies to grants. It thereby—

- (a) Gives regulatory effect to the OMB guidance (Subparts A through F of 2 CFR part 182) for USDA's grants and cooperative agreements; and
- (b) Establishes USDA policies and procedures for compliance with the Act that are the same as those of other Federal agencies, in conformance with the requirement in 41 U.S.C. 8106 for Governmentwide implementing regulations.

4. 28 CFR Part 35, Title II, Subtitle A (Americans with Disabilities Act)

The purpose of this part is to implement subtitle A of title II of the Americans with Disabilities Act of 1990 (42 U.S.C. 12131-12134), as amended by the ADA Amendments Act of 2008 (ADA Amendments Act) (Pub. L. 110-325, 122 Stat. 3553 (2008)), which prohibits discrimination on the basis of disability by public entities.

5. 2 CFR 200 Appendix II (Contract Provisions for Non-Federal Entity Contracts Under Federal Awards)

SCHEDULE IX – BIDDER DECLARATIONS

The undersigned certifies, to the best of his or her knowledge and belief, that:

A. Response Contents. The information provided is true, correct, and reliable for purposes of evaluation for potential contract award. The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the Responder to suspension or debarment proceedings as well as other remedies available by law.

B. Authorized Signature. This Declaration is signed by the appropriate person(s), with the authority to contractually bind the Responder, as required by applicable articles, bylaws, resolutions, minutes, and ordinances.

C. Non-Collusion Certification.

1. The Proposal has been arrived at by the Responder independently and has been submitted without collusion and without any agreement, understanding, or planned common course of action with any other vendor designed to limit fair or open competition; and

2. The contents of the Response have not been communicated by the Responder or its employees or agents to any person not an employee or agent of the Responder and will not be communicated to any other individual prior to the due date and time of this Solicitation. Any evidence of collusion among Responders in any form designed to defeat competitive responses will be reported to the Minnesota Attorney General for investigation and appropriate action.

D. Organizational Conflicts of Interest. To the best of the Responder's knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances that could give rise to an organizational conflict of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons,

1. a vendor is unable or potentially unable to render impartial assistance or advice to the State;
 2. the vendor's objectivity in performing the contract work is or might be otherwise impaired
- or
3. the vendor has an unfair competitive advantage.

If, after the award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the General Services Administration (known as ASG), which must include a description of the action that the contractor has taken or proposes to take to avoid or mitigate such conflicts. If an organizational conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. In the event the Contractor was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to CPO, the State may terminate the contract for default. Organizational conflicts of interest terms apply to any subcontractors for this work.

E. Certification Regarding Lobbying. For Puerto Rico Contracts and Grants over \$100,000, the undersigned certifies, to the best of his or her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the

undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, Disclosure Form to Report Lobbying in accordance with its instructions.

3. The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into and is a prerequisite for making or entering into this transaction imposed by 31 U.S.C. 1352. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

F. Copyrighted Material Waiver. By signing its Response, the Responder certifies that it has obtained all necessary approvals for the reproduction and distribution of the contents of its response.

By signing this form, Bidder acknowledges and certifies compliance with all applicable requirements indicated above.

Company Name:

Signature: _____

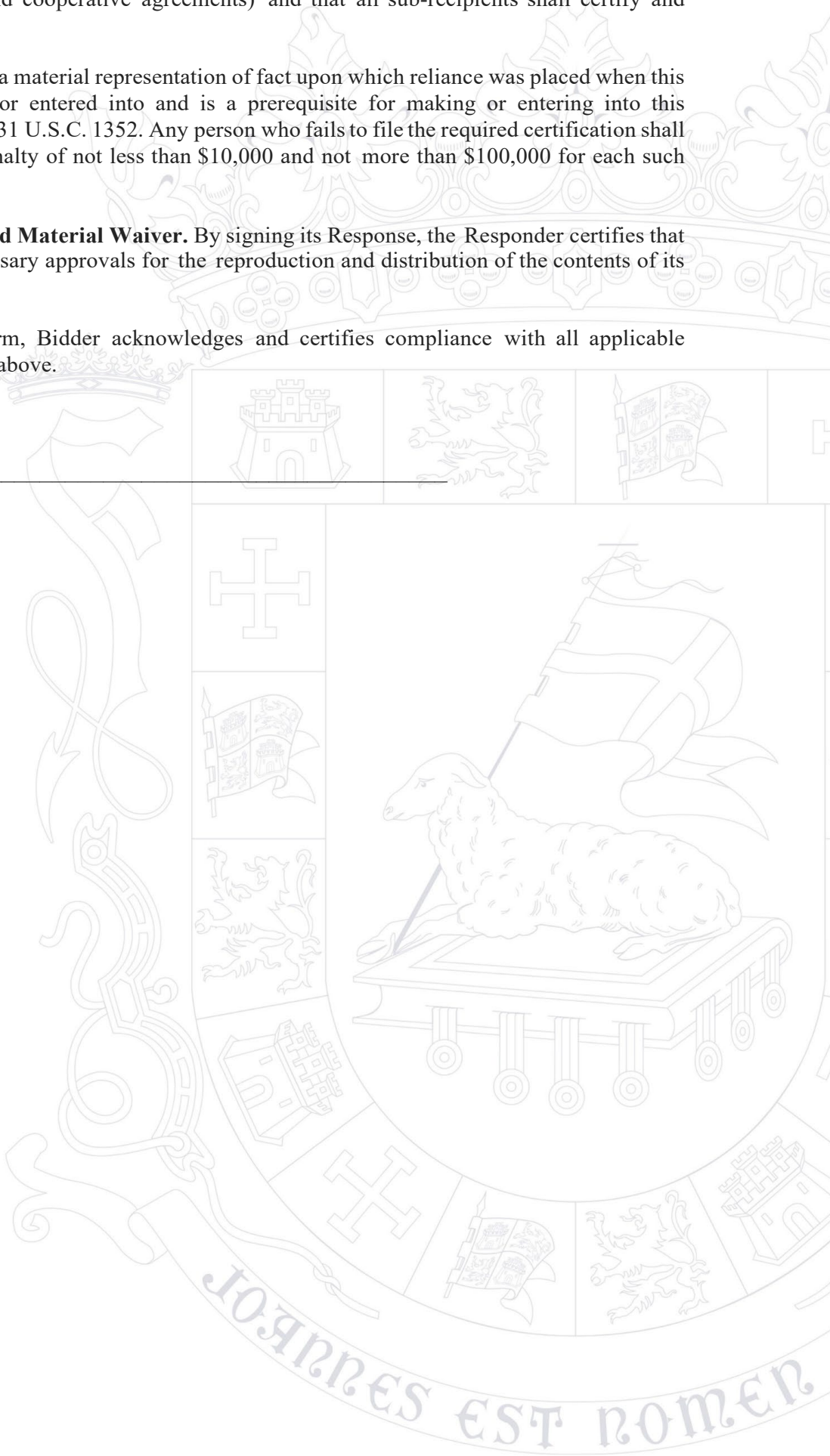
Printed Name:

Title:

Date:

Phone Number:

Email Address:



ATTACHMENT A – WIC MIS-FUNCTIONAL REQUIREMENTS MATRIX

SEE EXCEL FILE POSTED SEPARATELY. PLEASE NOTE THAT THE FILE HAS 6 TABS.



ATTACHMENT B – ADDITIONAL FUNCTIONAL REQUIREMENT
SPECIFICATIONS

FUNCTIONAL REQUIREMENT SPECIFICATION		
<i>FReD # and Sub-Process Name</i>	3.1.1.3	Interface with WIC mobile App Clínica Virtual
<i>PR WIC Functional Area</i>	Nutrition	
<i>Discussion Date</i>	04/14/2025	
<i>Functionality Short Description</i>	Integrate Virtual Clinic Digital Files Functionality	
<i>Requirement Description</i>	<u>Current Situation:</u> Currently, the files of requested documents reside on a platform external to our MIS. Documents can be uploaded using the Participants Application (mobile), which resides in a cloud repository. During the participant evaluation process, it is required to connect to this platform and to the core system to view the participants documents, which implies greater effort on the part of the employee. <u>PRWIC Requirement:</u> Keep current functionality of the participant uploading documents allowing PRWIC designated employees to have access to them either from the core system or outside in the event of a contingency.	

FUNCTIONAL REQUIREMENT SPECIFICATION		
<i>FReD # and Sub-Process Name</i>	3.1.1.4	Search by Category
<i>PR WIC Functional Area</i>	Nutrition	
<i>Discussion Date</i>	04/14/2025	
<i>Functionality Short Description</i>	Provide option to locate records by Category	
<i>Requirement Description</i>	<u>Current Situation:</u> Current system searches by: <i>ID familiar, ID personal, # tarjeta EBT, nombre y apellido, Id región, ID clínica, fecha de nacimiento, código postal.</i> <u>PRWIC Requirement:</u> PRWIC needs to: • Add search by <i>Infante, niños, embarazadas, lactantes, postparto.</i> • Substitute search by ID Region for Region Name. Also, ID Clinica for Clinic Name.	

FUNCTIONAL REQUIREMENT SPECIFICATION		
<i>FReD # and Sub-Process Name</i>	3.9.1.4	Competitive Price
<i>PR WIC Functional Area</i>	Vendors Management	
<i>Discussion Date</i>	04/21/2025	
<i>Functionality Short Description</i>	Competitive Prices Selection Criteria (CPSC)	
<i>Requirement Description</i>	Competitive prices will be established quarterly. a) In the EBT environment, PRWIC receives shelf prices daily from Regular Vendors and those prices are used for the competitive price determination. The redemptions used to establish Competitive Prices will be those for the previous quarter. The competitive prices by peer group are calculated based on prices paid to Regular Vendors, those prices are used to establish prices for Above 50% Vendors and Regular Vendors. b) When a new food item is added to the Authorized Product List, PRWIC will determine the competitive price based on the average of the category or subcategory island wide, whichever is closer to the UPC or collecting market price visiting stores. c) The competitive price of each food item in each peer group for Regular Vendors will be the average price paid to all Regular Vendors in their comparable peer group plus one (1) standard deviation. For those food items without redemption during the quarter, PRWIC will use the average price of the category or subcategory island wide, whichever is closer to the UPC. d) For Regular and Above-50-Percent Vendors, if their competitive prices are higher than the NTE, the competitive price will be the NTE of the peer group. e) The ranges in each peer group will be calculated based on the average price for each food type plus and minus two (2) standard deviations within the peer group. Those prices that seem to be erroneous because they are considerably away from the average price, will not be considered.	

ATTACHMENT C – COST PROPOSAL

Provide your proposed cost for each line item as instructed below and in the tables.

The Cost Proposal must be submitted as part of Envelope #2- Corporate and Cost Proposal. It is the only place in your entire response where cost information may be present. Do not include cost information in any other response document. The inclusion of cost information in any other response document than the Cost Proposal may result in disqualification.

Puerto Rico is seeking an affordable solution. The Responder should consider providing costs that meet these needs and provide the program with economical ongoing operations costs.

Please read the following instructions carefully:

- Do not alter the cost tables other than entering your cost figures. This includes, but is not limited to, adding, deleting, combining, adding/deleting, or moving components of line items.
- Provide a single U.S. dollar amount in each box of the chart to indicate your proposed cost for each line item as requested-no ranges, alternatives, or contingencies. If, despite this directive, you include a cost range, alternative cost estimates, contingency, or other figure that is not a single dollar amount, the State will regard the highest cost in your range or your highest-cost alternative as your cost figure for that line item. All of the boxes on the chart must be filled out. If your cost for a particular line item is \$0, indicate \$0 in the appropriate box rather than leaving the box blank.
***Do not indicate "TBD"/"To Be Determined" in any box.**
- Expenses will not be reimbursed separately and should be pre-incorporated into your cost figures.
- Any discounts should be pre-incorporated into your cost figures.
- **Do not include multiple Cost Charts for different options.** Include one Cost Chart that reflects your primary offering from your RFP response. Any other optional costs can be presented elsewhere in your Cost Proposal. Still, please do not include additional official Cost Chart(s), which makes it unclear which Cost Chart should be utilized for cost scoring purposes.

(Cost Proposal tables start on the next page)

PRICE SCHEDULES

Article or Service	Cost per Deliverable
Price Schedule #1 - Development and Implementation Phase Deliverables: (to be invoiced upon acceptance by PR WIC)	
A. Project Plans	
A1-Project Management Plan	
A2-Project Work Plan	
A3-Test Plan	
A4-Security Plan	
B. Analysis and Design	
B1-JAD Sessions	
C. Data Migration	
C1-Data Migration Plan	
C2-Development and Testing of Data Migration Programs	
D. System Training	
D1-Training Plan	
D2-Train PR WIC Staff for:	
D2.1-UAT	
D2.2-Pilot	
D2.3-Roll-out Central Office Staff	
D2.4-Rollout Clinics - each 7 groups of Clinics / per Group	
E. User Acceptance Testing (UAT)	
E1-UAT Plan	
E2-Provide Results of Internal Testing and Walkthrough for UAT	
E3-Support UAT	
E4-Comprehensive UAT Report	
F. System Developed and UAT Complete	
F1-All Requirements (Attachment A, Tabs 1-4 & 6 and Attachment B)	
F2-WIC Direct Interface Complete	
F3-Secure Software Development Certification	
F4 – External Platforms (Attachment A, Tab 5)	
G. Integrated Pilot Testing	
G1- Pilot Test Plan	
G2-Conduct Walkthrough for Pilot	
G3-Support Pilot Test	
G4-Comprehensive Pilot Report	
H. Island-Wide Rollout	
H1. Migration and support each group of Clinics/ per Group	
I. System Documentation	
I1-Detailed Functional Design Document (DFDD)	
I2-System Design Specification (SDS)	
I3-Training Materials	
I3.1-Clinic Training Materials	
I3.2- Central Office Training Materials	
I4-Updating all system documentation	
I5-Release Notes	
Total Price Schedule #1 - Development and Implementation Phase (Total cost for Items A to I)	
J. Change Request Hourly Rates (provide position and tittle)	Fixed Hourly Rate
1. Project Manager	\$
2. Senior Programmer/Analyst	\$

Article or Service	Cost per Deliverable
3. Programmer Analyst	\$
4. Senior Network Analyst	\$
5. Testing/Training Specialist	\$
6. Help Desk Operator	\$
7. System Operator	\$
8. Data Base Administrator	\$

Article or Service	Cost
Price Schedule #2 - Maintenance and Operations – Year 1 – Warranty Phase	
Year 1 – Warranty Phase – Maintenance and Operations Fixed Price Per Month	\$
	Fixed Price per Month

Article or Service	Cost
Price Schedule #3 - Maintenance and Operations – Years 2 and 3	
Year 2 & 3 – Maintenance and Operations Fixed Price Per Month	\$
	Fixed Price per Month

Article or Service	Cost
Price Schedule #4 - Maintenance and Operations – Optional Years 4 and 5	
Year 4 & 5 – Maintenance and Operations Fixed Price Per Month	\$

COST ASSUMPTIONS

Provide a description of any assumptions on which the Bidder’s Cost Proposal is based.

ATTACHMENT D - PAST PERFORMANCE FORM

Bidders must select up to two (2) clients from similar past or current projects who are capable of documenting:

- a. The Bidder’s ability to manage projects of comparable size and complexity
- b. The quality and breadth of services provided by the Bidder

Bidders must complete Part I of this Reference form and send it to the client to complete the evaluation. The Bidder must include with the proposal the complete evaluation in the Form provided.

(This part must be completed by the Bidder)

Part I. Information about the Bidder:	
Name of Client:	RFP Reference:
Bidder Contact Person Name:	Company Position:
Phone Number:	Email:

(This part must be completed by the Bidder's Client)

Part II. Current or past contract information:	
Name of Client:	
Contact Person Name:	Company Position:
Phone Number:	Email:
Contract Amount:	Term of the Contract:

Brief description of the contract and the services and/or goods provided.

Part III. Evaluation. Please rate the bidder using the following guidelines. As far as possible, a brief and detailed narrative for responses will be appreciated. If you need additional space, you can attach pages.	
EXCEPTIONAL	Performed in compliance with contractual and exceptional form in most of the services. The areas evaluated were carried out without problems or with minor observations.
VERY GOOD	Performed in compliance with contractual requirements and exceptionally in some of these. The areas evaluated were carried out without problems or with minor observations, which were corrected by the contractor in a very efficient way.
SATISFACTORY	Performed in compliance with contractual requirements. The areas evaluated were made with minor observations, which were corrected by the contractor efficiently.
UNSATISFACTORY	Performed in compliance with some of the contractual requirements. When evaluating the areas of execution, some contain significant problems and/or defects, and the corrective measures taken by the contractor were not entirely effective.
UNACCEPTABLE	The performance did not meet the contractual requirements. When evaluating areas of execution include serious problems or defects, and corrective measures taken by the contractor were not effective.
NOT APPLICABLE	Unable to provide an evaluation due to insufficient information.

1. **Execution:** What is your assessment of the Contractor's ability to meet the contractual requirements?

EXCEPTIONAL	VERY GOOD	SATISFACTORY	UNSATISFACTORY	UNACCEPTABLE	N/A

Comments, if any.

2. **Timeliness and Agility:** What is your assessment of the Contractor's ability to meet the requirements within the agreed timeframe?

A. Compliance with the delivery term:

EXCEPTIONAL	VERY GOOD	SATISFACTORY	UNSATISFACTORY	UNACCEPTABLE	N/A

Comments, if any.

B. Ability to solve problems quickly and quickly:

EXCEPTIONAL	VERY GOOD	SATISFACTORY	UNSATISFACTORY	UNACCEPTABLE	N/A

Comments, if any.

3. Quality of delivery of work and/or services rendered: What is your assessment of the Contractor's ability to meet delivery requirements, and the quality of services rendered?

EXCEPTIONAL	VERY GOOD	SATISFACTORY	UNSATISFACTORY	UNACCEPTABLE	N/A

Comments, if any.

A. General Contractor Performance Rating: What is your overall evaluation of the contractor's performance (taking into consideration requirements, schedule, price, specifications, quality, among others)?

EXCEPTIONAL	VERY GOOD	SATISFACTORY	UNSATISFACTORY	UNACCEPTABLE	N/A

Comments, if any.

Client's Signature

Date

DECLARACIÓN JURADA

Yo, _____, mayor de edad, ☐soltero(a)
☐casado(a) y residente en _____, en representación de la
compañía _____,
organizada como ☐corporación, ☐sociedad, ☐negocio individual u ☐otro
(especifique) _____, ocupando el cargo de _____ en
la compañía antes indicada, bajo juramento, declaro lo siguiente:

- 1. Que mi nombre y demás circunstancias personales son las anteriormente expresadas.
- 2. Que entiendo y acepto que toda persona natural o jurídica que desee participar de la adjudicación de una subasta o en el otorgamiento de algún contrato con cualquier agencia o instrumentalidad gubernamental, corporación pública, municipio, o con la Rama Legislativa o Rama Judicial, para la realización de servicios o la venta o entrega de bienes, someterá una declaración jurada ante notario(a) público(a), según establecido en el Artículo 3.3 de la Ley Núm. 2-2018 conocida como “Código Anticorrupción para el Nuevo Puerto Rico”.
- 3. Que el (la) suscribiente, la compañía _____, o su presidente(a), vice-presidente(a), director(a), director(a) ejecutivo(a) o miembro(s) de una Junta de Oficiales o Junta de Directores(as), o persona(s) que desempeñe(n) funciones equivalentes para la persona jurídica:

☐no ha sido convicto(a), ni se ha declarado culpable de cualquiera de los delitos enumerados en la Sección 6.8 de la Ley Núm. 8-2017, según enmendada, conocida como “Ley para la Administración y Transformación de los Recursos Humanos en el Gobierno de Puerto Rico”, o por cualquiera de los delitos contenidos en la Ley Núm. 2-2018, conocida como “Código Anticorrupción para el Nuevo Puerto Rico”.

☐ha sido convicto(a) o se ha declarado culpable de cualquiera de los delitos, según enumerados en la Sección 6.8 de la Ley Núm. 8-2017, según enmendada, o por cualquiera de los delitos contenidos en la Ley Núm. 2-2018, antes mencionada. En tal caso, se indica lo siguiente:

Nombre de la compañía: _____

Nombre de su subsidiaria: _____

Nombre y apellido de la persona aplicable, según establecido en la Ley Núm. 2-2018: _____

Cargo en la Compañía: _____

Delito: _____

Fecha (D/M/A):	País:	Organismo o Tribunal:

4. Que entiendo y acepto que la convicción o culpabilidad por cualesquiera de los delitos enumerados en las citadas leyes inhabilitará de contratar o licitar a la persona natural o jurídica con cualquier entidad gubernamental, corporación pública, municipio, la Rama Legislativa y la Rama Judicial, por los términos aplicables bajo el artículo 6.8 de la Ley Núm. 8-2017, o diez (10) años contados a partir de la fecha en que termine de cumplir la sentencia cuando no se disponga un término en la citada Ley. Esta prohibición aplicará a cualquier delito, según establecido anteriormente, o su equivalente tanto en Puerto Rico, como en la jurisdicción federal, los estados, territorios de los Estados Unidos de Norteamérica o cualquier otro país.
5. Que la compañía _____, representada por el (la) suscribiente, tiene el deber y se compromete a informar continuamente, de forma inmediata, si el (la) suscribiente, o su presidente(a), vice-presidente(a), director(a), director(a) ejecutivo(a) o miembro(s) de una Junta de Oficiales o Junta de Directores(as), o persona(s) que desempeñe(n) funciones equivalentes para la persona jurídica, alguna vez resultara convicto(a) o se haya declarado(a) culpable o se encuentre(n) bajo investigación por los delitos contenidos en la Sección 6.8 de la Ley Núm. 8-2017, según enmendada, o por cualquiera de los delitos contenidos en la Ley Núm. 2-2018, antes mencionada.
6. Que suscribo esta declaración jurada de conformidad con lo establecido en la Ley Núm. 2-2018 y que hago la presente declaración jurada para que cualquier entidad gubernamental, corporación pública, municipio, la Rama Legislativa o la Rama Judicial tenga conocimiento de lo aquí declarado y para cualquier otro propósito administrativo o legal.

Y para que así conste, juro y firmo esta declaración en _____, Puerto Rico, el ____ de _____ de ____.

Firma del (de la) Declarante

AFIDÁVIT

Afidávit número: _____

Jurado y suscrito ante mí por _____, de las circunstancias antes mencionadas y a quien identifico mediante _____.

En _____, Puerto Rico, el ____ de _____ de ____.

Nombre del (de la) Notario(a)

Firma del (de la) Notario(a)

Sello Notarial



DEPARTAMENTO DE

SALUD

GOBIERNO DE PUERTO RICO

ANEJO

Departamento de Salud
Gobierno de Puerto Rico

OFERTA DEL LICITADOR

Fecha: _____

Nombre Compañía / No. Licitador

[] Negocio privado , [] Corporación, o [] Asociación, por la presente somete su oferta.

Seguro Social Patronal: _____

Hacemos constar que hemos leído todas las instrucciones, términos, condiciones, enmiendas, notificaciones, minutas y cláusulas del pliego de subastas; que entendemos y aceptamos cumplir con todas las cláusulas contenidas en éstos y en el contrato. Asimismo, certifico que sostendré mi oferta durante todo el proceso de licitación y hasta que cumpla con la entrega de los bienes, la finalización de la obra o se presten los servicios adjudicados. De haberse requerido, certifico mediante este Anejo el cumplimiento con el “Buy American Act” o el “Build America, Buy America”, o cualquier ley similar.

La dirección sometida con esta oferta es la dirección donde recibimos nuestra correspondencia.

Yo, _____, CERTIFICO que estoy autorizado a firmar esta oferta y mi nombre y firma constan registradas en el Registro de Licitadores.

Nombre en letra de molde

Firma

Puesto o cargo que ocupa

Dirección Postal:

Dirección Física:

Número de Teléfono y Fax:

Correo Electrónico:

Corporación Foránea

Nombre del Agente Residente

Número de Teléfono y Fax

Dirección



DEPARTAMENTO DE

SALUD

GOBIERNO DE PUERTO RICO

ANEJO

Departamento de Salud
Gobierno de Puerto Rico

Yo, _____, en mi carácter personal, mayor de edad,

(nombre y apellidos)

_____, y vecino de _____,

(estado civil)

(profesión)

(ciudad)

(país o estado)

CERTIFICO LO SIGUIENTE:

1. Que mi nombre y demás circunstancias personales son las anteriormente expresadas.
2. Que comparezco como dueño de negocio de tipo individual.
3. Que el nombre comercial de mi negocio (D/B/A, *si aplica*), es el siguiente,
_____.
4. Que el propósito del negocio individual que represento es proveer los siguientes bienes, obras o servicios profesionales o no profesionales: (*escriba a que se dedica*)

_____.
5. Que las siguientes personas, **cuyas firmas aparecen en el presente documento más adelante**, están autorizadas a nombre y en representación del negocio, a firmar las ofertas que se sometan como parte de los procesos de compra de bienes y servicios profesionales y no profesionales que se lleven a cabo por las distintas agencias, corporaciones públicas y municipios del Gobierno de Puerto Rico.
6. Que **las firmas de las personas que constan en el presente documento** obligan al negocio que represento en todos los procesos de compra de bienes y servicios profesionales o no profesionales realizados por las agencias de la Rama Ejecutiva del Gobierno de Puerto Rico, corporaciones públicas y municipios. De igual forma, dichas personas están autorizadas a firmar ofertas y suscribir todo tipo de documento requerido como parte de dicha comparecencia.



DEPARTAMENTO DE

SALUD

GOBIERNO DE PUERTO RICO

Nombre y Apellidos	Posición	Firma

7. Que suscribo la presente Certificación con el propósito de cumplir con uno de los requisitos para ingresar al Registro Único de Licitadores (RUL) o al Registro Único de Proveedores de Servicios Profesionales (RUP) y para cualquier otro propósito administrativo o legal pertinente.

Y PARA QUE ASÍ CONSTE, firmo la presente certificación en _____,
(ciudad)
_____, hoy _____ de _____ de 20_____.
(país o estado)

FIRMA

Afidávit Número: _____

JURADA Y SUSCRITA ante mí por _____, de las circunstancias personales antes mencionadas, en su carácter de _____ de la _____ (tipo de negocio) y a quien identifico mediante _____.

En _____, _____, hoy _____ de _____ de 20____.

Nombre del (de la) Notario(a)

Firma del (de la) Notario(a)

Sello Notarial



DEPARTAMENTO DE

SALUD

GOBIERNO DE PUERTO RICO

ANEJO

Departamento de Salud
Gobierno de Puerto Rico

RESOLUCIÓN CORPORATIVA

(no se aceptará Declaración Jurada que tenga
borrones, tachaduras o corrector)

Yo _____, mayor de edad, (estado civil) _____,
(profesión) _____, y vecino de _____, en calidad de
_____ de la (tipo de negocio) _____, certifico,
que en reunión celebrada el día _____ de _____ de 20____, a la cual asistió el quórum reglamentario, se
resolvió autorizar a las personas nombradas a continuación, para que cualquiera de ellas, a nombre y en representación de
esta Corporación, puedan comparecer a los procesos de compra de bienes y servicios no profesionales realizados por las
agencias de la Rama Ejecutiva del Gobierno de Puerto Rico, corporaciones públicas y municipios, así como firmar ofertas
y suscribir contratos y todo tipo de documento requerido como parte de dicha comparecencia, por lo que sus firmas, las
cuales se hacen constar en este documento, obligan a esta (tipo de negocio) _____.

Nombre y Apellido	Posición	Firma

En mi carácter de _____ de la (tipo de negocio) _____, certifico, además, que la
Resolución arriba transcrita no ha sido revocada, anulada o enmendada en forma alguna y que se mantiene vigente con toda
su fuerza y vigor.

PARA QUE ASÍ CONSTE, firmo la presente y estampo el sello de la _____ (tipo de negocio).

En _____, _____, hoy ____ de _____ de 20____.

Firma del (de la) Declarante

Afidávit Número: _____

JURADA Y SUSCRITA ante mí por _____, de las circunstancias personales antes
mencionadas, en su carácter de _____ de la _____ (tipo de negocio)
y a quien identifico mediante _____.

En _____, _____, hoy ____ de _____ de 20____.

Nombre del (de la) Notario(a)

Sello Notarial

Firma del (de la) Notario(a)

Sello Negocio

PORTADA

FONDOS SOLICITADOS PARA DESARROLLO DE INSTRUMENTO			
1. Presupuesto solicitado: _____ 2. Periodo solicitado: _____			
3. Data Universal Numbering System (DUNS): _____			
4. Número Seguro Social Patronal: _____			
5. System for Award Management (SAM): _____			
Periodo de vigencia: Desde: _____ Hasta: _____			
INFORMACIÓN DE LA ENTIDAD			
6. Nombre de la entidad que presenta la propuesta: _____			
7. Dirección Postal: _____			
8. Dirección Física: _____			
9. Teléfono: _____ Fax: _____ E-mail: _____			
INFORMACIÓN DEL SOLICITANTE			
10. Personas Autorizadas:			
Nombre: _____ Firma: _____ Puesto: _____ Fecha: _____			
(Director(a) Ejecutivo(a))			
Nombre: _____ Firma: _____ Puesto: _____ Fecha: _____			
(Presidente(a) Junta de Directores)			
Nombre: _____ Firma: _____ Puesto: _____ Fecha: _____			
(Representante Autorizado que firma contrato o enmienda)			
11. Persona Contacto:			
Nombre: _____ Puesto: _____ Teléfono: _____ Fax: _____			
PARA USO OFICIAL			
Fase de Evaluación: _____ Recomendada _____ No recomendada			
Nombre: _____ Firma: _____ Puesto: _____ Fecha: _____			
Fase de Selección: _____ Seleccionada _____ No Seleccionada			
Nombre: _____ Firma: _____ Puesto: _____ Fecha: _____			

DESCRIPCIÓN DE LA ORGANIZACIÓN

DESCRIPCIÓN DE LA ORGANIZACIÓN	
1. Nombre de la entidad:	2. Fecha de Fundación:
3. Año de Incorporación, si aplica:	4. Fecha en que comenzó a proveer el servicio que propone:
5. Nombre del/la oficial principal de la entidad (Ej. Director/a Ejecutivo/a)	6. Tiempo en puesto:
7. Misión, visión y valores	
8. Tipo de servicios/esfuerzos que realiza la entidad, en general:	

OFERTA DEL LICITADOR

Fecha: _____

Nombre Compañía / No. Licitador

[] Negocio privado , [] Corporación, o [] Asociación, por la presente somete su oferta.

Seguro Social Patronal: _____

Hacemos constar que hemos leído todas las instrucciones, términos, condiciones y cláusulas del pliego de subastas; que entendemos y aceptamos cumplir con todas las cláusulas contenidas en éstos y en el contrato.

La dirección sometida con esta oferta es la dirección donde recibimos nuestra correspondencia.

Yo, _____, CERTIFICO que estoy autorizado a firmar esta oferta y mi nombre y firma constan registradas en el Registro de Licitadores.

_____ Nombre en letra de molde	_____ Firma	_____ Puesto o cargo que ocupa
-----------------------------------	----------------	-----------------------------------

Dirección Postal:	Dirección Física:
Número de Teléfono:	Correo Electrónico:

Corporación Foránea

Nombre del Agente Residente	Dirección	Número de Teléfono y Correo electrónico

Departamento de Salud
Gobierno de Puerto Rico

Yo, _____, en mi carácter personal, mayor de edad,
(nombre y apellidos)
_____, y vecino de _____,
(estado civil) (profesión) (ciudad) (país o estado)

CERTIFICO LO SIGUIENTE:

- 1. Que mi nombre y demás circunstancias personales son las anteriormente expresadas.
- 2. Que comparezco como dueño de negocio de tipo individual.
- 3. Que el nombre comercial de mi negocio (D/B/A, si aplica), es el siguiente, _____.
- 4. Que el propósito del negocio individual que represento es proveer los siguientes bienes, obras y/o servicios profesionales o no profesionales: (escriba a que se dedica)

- 5. Que las siguientes personas, **cuyas firmas aparecen en el presente documento más adelante**, están autorizadas a nombre y en representación del negocio, a firmar las ofertas que se sometan como parte de los procesos de compra de bienes y servicios profesionales y no profesionales que se lleven a cabo por las distintas agencias, corporaciones públicas y municipios del Gobierno de Puerto Rico.
- 6. Que **las firmas de las personas que constan en el presente documento** obligan al negocio que represento en todos los procesos de compra de bienes y servicios profesionales o no profesionales realizados por las agencias de la Rama Ejecutiva del Gobierno de Puerto Rico, corporaciones públicas y municipios. De igual forma, dichas personas están autorizadas a firmar ofertas y suscribir todo tipo de documento requerido como parte de dicha comparecencia.

Nombre y Apellidos	Posición	Firma

- 7. Que suscribo la presente Certificación con el propósito de cumplir con uno de los requisitos para ingresar al Registro Único de Licitadores (RUL) o al Registro Único de Proveedores de Servicios Profesionales (RUP) y para cualquier otro propósito administrativo o legal pertinente.

Y PARA QUE ASÍ CONSTE, firmo la presente certificación en _____,
(ciudad)
_____, hoy _____ de _____ de 20_____.
(país o estado)

FIRMA

Afidávit Número: _____

JURADA Y SUSCRITA ante mí por _____, de las circunstancias personales antes mencionadas, en su carácter de _____ de la _____ (tipo de negocio) y a quien identifico mediante _____.

En _____, _____, hoy _____ de _____ de 20____.

Nombre del (de la) Notario(a)

Firma del (de la) Notario(a)

RESOLUCIÓN CORPORATIVA

(no se aceptará Declaración Jurada que tenga borrones, tachaduras o corrector)

Yo _____, mayor de edad, (estado civil) _____, (profesión) _____, y vecino de _____, en calidad de _____ de la (tipo de negocio) _____, certifico, que en reunión celebrada el día ____ de _____ de 20____, a la cual asistió el quórum reglamentario, se resolvió autorizar a las personas nombradas a continuación, para que cualquiera de ellas, a nombre y en representación de esta Corporación, puedan comparecer a los procesos de compra de bienes y servicios no profesionales realizados por las agencias de la Rama Ejecutiva del Gobierno de Puerto Rico, corporaciones públicas y municipios, así como firmar ofertas y suscribir contratos y todo tipo de documento requerido como parte de dicha comparecencia, por lo que sus firmas, las cuales se hacen constar en este documento, obligan a esta (tipo de negocio) _____.

Nombre y Apellido	Posición	Firma

En mi carácter de _____ de la (tipo de negocio) _____, certifico, además, que la Resolución arriba transcrita no ha sido revocada, anulada o enmendada en forma alguna y que se mantiene vigente con toda su fuerza y vigor.

PARA QUE ASÍ CONSTE, firmo la presente y estampo el sello de la _____ (tipo de negocio).

En _____, _____, hoy ____ de _____ de 20____.

Firma del (de la) Declarante



AFIDÁVIT

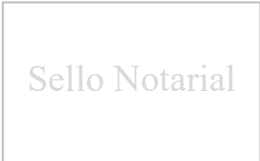
Afidávit Número: _____

JURADA Y SUSCRITA ante mí por _____, de las circunstancias personales antes mencionadas, en su carácter de _____ de la _____ (tipo de negocio) y a quien identifico mediante _____.

En _____, _____, hoy ____ de _____ de 20____.

Nombre del (de la) Notario(a)

Firma del (de la) Notario(a)



RFP 26J-13707
PRWIC MIS DEVELOPMENT AND IMPLEMENTATION (D&I) AND MAINTENANCE AND OPERATIONS (M&O)
ATTACHMENT A - WIC MIS FUNCTIONAL REQUIREMENTS MATRIX
Instructions to Bidders

Attachment A Table	Requirements	Instructions
1	FReD 2.0 Sections 1 to 12	Bidders must comply with all FReD functional requirements.
2	FReD 2.0 Sections 1 to 10 - Enhancements	Bidders must respond to how it will meet PRWIC Enhancements.
3	FReD 2.0 Section 12- Reports	Bidders must comply with all required Reports. If addressable, the Bidder must explain how will comply.
4	Section 13-Customizations	Bidders must respond to how it will meet PRWIC Customizations.
5	Section 14-External platforms	Bidders must respond to how it will meet the External Platforms' integration.
6	Section 15-Non-Functionals Requirements	Bidders must comply with all Required Non-Functional Requirements. If addressable, the Bidder must explain how will comply.

PRWIC MIS
ATTACHMENT A - FUNCTIONAL REQUIREMENTS MATRIX
(Table 1-FReD)

FReD #	FReD REQUIREMENT	REQUIRED(R) OPTIONAL(O)	COMPLY "YES"
3.1	Certification		
3.1.1	Create and Locate Data Records		
3.1.1.1	Create New Applicant Record	R	
3.1.1.2	Search for Applicant/Participant Record	R	
3.1.2	Manage Application Process		
3.1.2.1	Maintain Basic Information on Applicant/Participant	R	
3.1.2.2	Screen Applicant for Prior Enrollment	R	
3.1.2.3	Determine Adjunct or Automatic Income Eligibility	R	
3.1.2.4	Determine Documented Income Eligibility	R	
3.1.2.5	Maintain Waiting List	R	
3.1.3	Determine Nutrition Risk of Applicant		
3.1.3.1	Maintain Applicant Nutrition and Health Characteristics	R	
3.1.3.2	Calculate Body Mass Index and Produce Automated Growth Chart	R	
3.1.3.3	Capture and Document Blood Test Results	R	
3.1.3.4	Determine Nutrition Risk and Calculate Priority	R	
3.1.4	Complete Certification		
3.1.4.1	Assess Applicant for Temporary Certification/Presumptive Eligibility	R	
3.1.4.2	Certify Applicant	R	
3.1.4.3	Maintain Proxy Information	R	
3.1.4.4	Issue Identification Card	O	
3.1.5	Prescribe Food Package		
3.1.5.1	Select and Tailor Food Prescription	R	
3.1.5.2	Change Food Prescription	R	
3.1.6	Process Participant Changes and Transfers		
3.1.6.1	Change Family/Household Grouping	R	
3.1.6.2	Change Participation Status and/or Category	R	
3.1.6.3	Process In-State Transfers and Produce VOC	R	
3.1.6.4	Process Out of State Transfers and Produce VOC	R	

PRWIC MIS
ATTACHMENT A - FUNCTIONAL REQUIREMENTS MATRIX
(Table 1-FReD)

FReD #	FReD REQUIREMENT	REQUIRED(R) OPTIONAL(O)	COMPLY "YES"
3.2	Nutrition Education, Health Surveillance, and Referrals		
3.2.1	<i>Maintain Nutrition Education Data</i>		
3.2.1.1	Create Participant Care Plan	R	
3.2.1.2	Track Nutrition Education Contacts and Topics Covered	R	
3.2.2	<i>Perform Participant Referrals</i>		
3.2.2.1	Track Incoming and Outgoing Referrals	R	
3.2.3	<i>Provide Voter Registration Information</i>	N/A	N/A
3.2.3.1	Provide Voter Registration Information		
3.2.4	<i>Determine Immunization Status</i>		
3.2.4.1	Screen and Refer Participant for Immunization Services	R	
3.3	Food Management		
3.3.1	<i>Maintain Food Categories/Subcategories</i>		
3.3.1.1	Maintain Food Category/Subcategory Table	R	
3.3.2	<i>Maintain Foods and Food Package Information</i>		
3.3.2.1	Establish and Maintain Approved Foods	R	
3.3.2.2	Set up and Maintain Food Package Data	R	
3.3.2.3	Determine Food Package Proration Schedule	R	
3.3.3	<i>Maintain Food Instrument Data</i>		
3.3.3.1	Record Food Instrument Types	R	
3.3.3.2	Establish Food Instrument Maximum Allowed Amounts	R	
3.3.4	<i>Maintain UPC Database and Food Item Maximum Allowed Amounts</i>		
3.3.4.1	Maintain UPC Database for WIC Authorized Foods	R	
3.3.4.2	Establish Food Item Maximum Allowed Amounts	R	
3.4	Food Benefit Issuance		
3.4.1	<i>Issue Paper Food Instruments</i>	N/A	N/A
3.4.1.1	Prepare Individual Food Instruments		
3.4.1.2	Print Food Instruments		
3.4.1.3	Process Food Instrument Changes		

PRWIC MIS
ATTACHMENT A - FUNCTIONAL REQUIREMENTS MATRIX
(Table 1-FReD)

FReD #	FReD REQUIREMENT	REQUIRED(R) OPTIONAL(O)	COMPLY "YES"
3.4.2	<i>Issue Benefits via EBT</i>		
3.4.2.1	Establish EBT Account	R	
3.4.2.2	Add Participant(s) to an Account	R	
3.4.2.3	Issue Electronic Benefits	R	
3.4.2.4	Issue EBT Card	R	
3.4.2.5	Obtain Account Balance	R	
3.4.2.6	Update EBT Account Information	R	
3.4.2.7	Remove Participant(s) from an Account	R	
3.4.2.8	Process Changes to Electronic Benefits (Benefit Adjustments, Voids and	R	
3.4.2.9	Process Changes to EBT Card (Status Changes/Card Replacements)	R	
3.5	Food Benefit Redemption, Settlement and Reconciliation		
3.5.1	<i>Pay Vendor for Food Instruments Redeemed</i>		
3.5.1.1	Compile File of Transaction Data	R	
3.5.1.2	Perform Edits and Authorize Vendor Payment	R	
3.5.1.3	Process Vendor Payment	R	
3.5.2	<i>Reconcile Food Instruments</i>		
3.5.2.1	Retrieve Food Issuance File	R	
3.5.2.2	Retrieve the Food Instruments Redeemed File and Reconcile with Issuance	R	
3.5.2.3	Reconcile Voided, Expired, and Redeemed but Unissued Food Instruments	R	
3.5.3	<i>Pay Vendor for Food Benefits Redeemed via EBT</i>		
3.5.3.1	Process Vendor Payment	R	
3.5.4	<i>Reconcile EBT Benefits</i>		
3.5.4.1	Retrieve Benefit Issuance File	R	
3.5.4.2	Retrieve Transaction History Data /Reconcile Redeemed, Adjusted, Voided,	R	
3.6	Financial Management		
3.6.1	<i>Manage Grants and Budgets</i>		
3.6.1.1	Track Grants	R	
3.6.1.2	Maintain State Agency Budget Information	R	

PRWIC MIS
ATTACHMENT A - FUNCTIONAL REQUIREMENTS MATRIX
(Table 1-FReD)

FReD #	FReD REQUIREMENT	REQUIRED(R) OPTIONAL(O)	COMPLY "YES"
3.6.1.3	Maintain Local Agency Budget Information	R	
3.6.2	Monitor Program Expenditures		
3.6.2.1	Monitor NSA Expenditures	R	
3.6.2.2	Monitor Food Expenditures	R	
3.6.2.3	Perform Financial Modeling	R	
3.6.2.4	Manage Cash Flow	R	
3.6.3	Process Manufacturer Rebates		
3.6.3.1	Estimate Total Annual Rebates	R	
3.6.3.2	Calculate Rebate and Prepare Invoice	R	
3.6.3.3	Monitor Rebate Collections	R	
3.7	Caseload Management		
3.7.1	Capture and Maintain Caseload Data		
3.7.1.1	Capture Data on Potentially Eligible Population	R	
3.7.1.2	Capture Historical Participation Data	R	
3.7.2	Allocate Caseload		
3.7.2.1	Determine Maximum State Caseload	R	
3.7.2.2	Prepare Local Agency Caseload Allocation Estimates	R	
3.7.2.3	Record Caseload Allocations	R	
3.7.3	Monitor Caseload		
3.7.3.1	Track Actual Participation	R	
3.7.3.2	Conduct Caseload Reallocations	R	
3.8	Operations Management		
3.8.1	Monitor Administrative Operations		
3.8.1.1	Maintain Information on Local Agencies and Clinics	R	
3.8.1.2	Analyze Local Agency Operations	R	
3.8.1.3	Support Clinic/Patient Flow Monitoring	R	
3.8.2	Manage Participant Outreach		
3.8.2.1	Maintain Outreach List for Local Agencies	R	

PRWIC MIS
ATTACHMENT A - FUNCTIONAL REQUIREMENTS MATRIX
(Table 1-FReD)

FReD #	FReD REQUIREMENT	REQUIRED(R) OPTIONAL(O)	COMPLY "YES"
3.8.2.2	Track Outreach Campaign Activities	R	
3.8.3	<i>Monitor Customer Service</i>		
3.8.3.1	Document and Track WIC Customer Service Calls	R	
3.8.3.2	Document Complaints	R	
3.8.3.3	Track Call or Complaint Outcomes	R	
3.8.4	<i>Provide Survey Capability</i>		
3.8.4.1	Monitor Participants' Views of WIC Program Services	R	
3.8.5	<i>Maintain Inventory</i>		
3.8.5.1	Maintain Inventory of Serialized Items	R	
3.8.5.2	Maintain Inventory of Non-Serialized Items	R	
3.8.6	<i>Monitor Program Integrity</i>		
3.8.6.1	Monitor Participant Integrity	R	
3.8.6.2	Monitor Clinic Integrity	R	
3.8.6.3	Track Participant Sanctions	R	
3.8.6.4	Track Administrative Hearings	R	
3.9	Vendor Management		
3.9.1	<i>Manage Vendor Peer Groups</i>		
3.9.1.1	Establish Vendor Peer Groups	R	
3.9.1.2	Update Vendor Peer Group/Criteria	R	
3.9.2	<i>Create and Locate Data Records</i>		
3.9.2.1	Create New Applicant Record	R	
3.9.2.2	Search for Vendor Record	R	
3.9.3	<i>Maintain Vendor Authorizations</i>		
3.9.3.1	Maintain Vendor Application Data	R	
3.9.3.2	Track Vendor Authorization Process	R	
3.9.3.3	Maintain Vendor Price Survey Data	R	
3.9.3.4	Authorize Vendors	R	
3.9.3.5	Maintain Authorized Vendor Data	R	

ATTACHMENT A - FUNCTIONAL REQUIREMENTS MATRIX
(Table 1-FReD)

FReD #	FReD REQUIREMENT	REQUIRED(R) OPTIONAL(O)	COMPLY "YES"
3.9.4	<i>Monitor Vendor Training</i>		
3.9.4.1	Track Scheduled Vendor Training	R	
3.9.4.2	Track Attendance at Vendor Training and Technical Assistance Conducted	R	
3.9.5	<i>Support Vendor Communications</i>		
3.9.5.1	Produce Correspondence to Vendors	R	
3.9.6	<i>Perform Confidential High Risk Vendor Analysis</i>		
3.9.6.1	Determine Vendor Peer Group (High Risk Analysis)	R	
3.9.6.2	Determine High Risk Vendors (Paper Environment)	R	
3.9.6.3	Determine High Risk Vendors (EBT Environment)	R	
3.9.7	<i>Track Compliance Investigations</i>		
3.9.7.1	Maintain Special Investigator Record for Compliance Buys	R	
3.9.7.2	Maintain Food Benefit Redemption Data from Compliance Buys	R	
3.9.7.3	Maintain Compliance Buy Data	R	
3.9.7.4	Support Inventory Audits	R	
3.9.8	<i>Track Routine Monitoring</i>		
3.9.8.1	Maintain Routine Monitoring Data	R	
3.9.9	<i>Monitor Sanctions and Appeals</i>		
3.9.9.1	Manage Vendor Sanctions	R	
3.9.9.2	Monitor and Track CMP Payments	R	
3.9.9.3	Maintain Vendor Appeal Data	R	
3.9.10	<i>Coordinate with Food Stamp Program</i>		
3.9.10.1	Maintain Food Stamp Program Violation Data	R	
3.9.10.2	Report WIC Sanctions to the Food Stamp Program	R	
3.10	Scheduling		
3.10.1	<i>Maintain Master Calendar</i>		
3.10.1.1	Maintain Master Calendar	R	
3.10.2	<i>Manage Appointments</i>		
3.10.2.1	Perform Appointment Scheduling	R	

PRWIC MIS
ATTACHMENT A - FUNCTIONAL REQUIREMENTS MATRIX
(Table 1-FReD)

FReD #	FReD REQUIREMENT	REQUIRED(R) OPTIONAL(O)	COMPLY "YES"
3.10.2.2	Perform Mass Rescheduling	R	
3.10.2.3	Track Appointment Outcomes	R	
3.10.3	<i>Generate Appointment Notices</i>		
3.10.3.1	Generate Appointment Notices	R	
3.11	System Administration		
3.11.1	<i>Maintain System Data Tables</i>		
3.11.1.1	Maintain System Code Table Data	R	
3.11.2	<i>Administer System Security</i>		
3.11.2.1	Locate User Record	R	
3.11.2.2	Maintain User Identification	R	
3.11.2.3	Maintain User Capabilities	R	
3.11.2.4	Monitor Unauthorized Access	R	
3.11.2.5	Monitor Record Updates	R	
3.11.3	<i>Manage System</i>		
3.11.3.1	Perform System Back-Up/Restoration	R	
3.11.3.2	Import/Export Data Files	R	
3.11.3.3	Provide Version Control	R	
3.11.4	<i>Archive System Data</i>		
3.11.4.1	Archive and Restore Historical Data	R	
3.11.4.2	Purge Unnecessary Data	R	
3.12	Reporting		
3.12.1	<i>Generate Standard Reports</i>		
3.12.1.1	Generate Standard Reports	R	
3.12.2	<i>Conduct Ad Hoc Queries and Generate Reports</i>		
3.12.2.1	Conduct Ad Hoc Queries and Generate Reports	R	
3.12.3	<i>Maintain Data Warehouse</i>		
3.12.3.1	Maintain Data Warehouse	O	

PRWIC MIS
ATTACHMENT A - FUNCTIONAL REQUIREMENTS MATRIX
(Table 2-Enhancements)

FReD #	FReD REQUIREMENT	FUNCTIONAL AREA	NEW OR ENHANCEMENT	PRWIC ENHANCEMENT	DESCRIBE HOW THE BIDDER WILL MEET THE ENHANCEMENT
3.1	Certification				
3.1.1	Create and Locate Data Records				
3.1.1.1	Create New Applicant Record	Nutrition	N/A	N/A	Response not needed
3.1.1.2	Search for Applicant/Participant Record	Nutrition	Enhancement	Automatic process that validates if the case exists or is new and generate alerts of being duplicated. The search criteria must be first name, middle name, and both last names.	
3.1.1.3	Interface with PRWIC app - Clinica Virtual	Nutrition	New	Integrate the "Participant digital file" functionality. PRWIC wants to continue allowing Participants to upload all documents directly from this platform, then the employee can access these documents from the MIS system. Refer to Section 14-Outside Platforms: Section 3.14.5.4. Refer to Attachment B for more details.	
3.1.1.4	Search by Category	Nutrition	New	Provide option to search participant records by Category. Search by these categories, subcategories and participant status according to federal regulations. Refer to Attachment B for more details.	
3.1.2	Manage Application Process				
3.1.2.1	Maintain Basic Information on Applicant/Participant	Nutrition	Enhancement	N/A	Response not needed
3.1.2.2	Screen Applicant for Prior Enrollment	Nutrition	N/A	N/A	Response not needed

PRWIC MIS
ATTACHMENT A - FUNCTIONAL REQUIREMENTS MATRIX
(Table 2-Enhancements)

FR#	FR REQUIREMENT	FUNCTIONAL AREA	NEW OR ENHANCEMENT	PRWIC ENHANCEMENT	DESCRIBE HOW THE BIDDER WILL MEET THE ENHANCEMENT
3.1.2.3	Determine Adjunct or Automatic Income Eligibility	Nutrition	Enhancement	The field for selecting adjunct eligibility must be required by the system not allowing the employee to continue if the source such as PAN, Medicaid and/or TANF is not documented.	
3.1.2.4	Determine Documented Income Eligibility	Nutrition	N/A	N/A	Response not needed
3.1.2.5	Maintain Waiting List	Nutrition	N/A	N/A	Response not needed
3.1.3	Determine Nutrition Risk of Applicant				
3.1.3.1	Maintain Applicant Nutrition and Health Characteristics	Nutrition	Enhancement	Allow the modification of the breastfeeding assessment questions when necessary. Also, interface with the "Breastfeeding Peer Counseling" Platform functionalities for peer Lactation counselor referral. Refer to Section 14-Outside Platforms: Section 3.14.3	
3.1.3.2	Calculate Body Mass Index and Produce Automated Growth Chart	Nutrition	Enhancement	Keep the Premature Infant graph. Keep the Down Syndrome graph as reference material.	
3.1.3.3	Capture and Document Blood Test Results	Nutrition	Enhancement	Provide lead test question and be required to answer. If it is not answered, do not allow the appraisal to continue.	
3.1.3.4	Determine Nutrition Risk and Calculate Priority	Nutrition	Enhancement	A Pop-up warning should appear when selecting risks to ask if want to have the definition. Have the nutritional risks pdf accessible, and when selecting the risk, the system searches for the nutritional risk in the pdf and displays the information that is needed. This documentation should be updated as FNS makes updates.	
3.1.4	Complete Certification				
3.1.4.1	Assess Applicant for Temporary	Nutrition	N/A	N/A	Response not needed
3.1.4.2	Certify Applicant	Nutrition	N/A	N/A	Response not needed
3.1.4.3	Maintain Proxy Information	Nutrition	N/A	N/A	Response not needed
3.1.4.4	Issue Identification Card	Nutrition	N/A	N/A	Response not needed
3.1.5	Prescribe Food Package				
3.1.5.1	Select and Tailor Food Prescription	Nutrition	N/A	N/A	Response not needed
3.1.5.2	Change Food Prescription	Nutrition	N/A	N/A	Response not needed
3.1.6	Process Participant Changes and Transfers				

PRWIC MIS
ATTACHMENT A - FUNCTIONAL REQUIREMENTS MATRIX
(Table 2-Enhancements)

FReD #	FReD REQUIREMENT	FUNCTIONAL AREA	NEW OR ENHANCEMENT	PRWIC ENHANCEMENT	DESCRIBE HOW THE BIDDER WILL MEET THE ENHANCEMENT
3.1.6.1	Change Family/Household Grouping	Nutrition	N/A	N/A	Response not needed
3.1.6.2	Change Participation Status and/or Category	Nutrition	Enhancement	When changing category, the system should allow managing it as an additional transaction that allows only the necessary screens to be completed without having to make a new certification.	
3.1.6.3	Process In-State Transfers and Produce VOC	Nutrition	N/A	N/A	Response not needed
3.1.6.4	Process Out of State Transfers and Produce VOC	Nutrition	Enhancement	When a transfer is to be made outside of PR and generating the VOC, the system must automatically cancel all food benefits that are unredeemed as well as the next months assigned benefits. This way the benefits doest not have to be cancelled manually.	
3.1.7	Additional Requirements				
3.1.7.1	Certification Flow	Nutrition	Enhancement	The certification screens or steps must follow a logical flow. PRWIC wants to see the selected system screens flow and customize it as needed it before implementing.	
3.2	Nutrition Education, Health Surveillance, and				
3.2.1	Maintain Nutrition Education Data				
3.2.1.1	Create Participant Care Plan	Nutrition	Enhancement	Staff must have visibility so that subsequent appointments can be processed. Consider predetermined fields in accordance with the Nutrition Education Guide. A screen that includes months and type of contact for each month including the appointment, with an area for comments. Also, that you can look back on the care plan.	

PRWIC MIS
ATTACHMENT A - FUNCTIONAL REQUIREMENTS MATRIX
(Table 2-Enhancements)

FReD #	FReD REQUIREMENT	FUNCTIONAL AREA	NEW OR ENHANCEMENT	PRWIC ENHANCEMENT	DESCRIBE HOW THE BIDDER WILL MEET THE ENHANCEMENT
3.2.1.2	Track Nutrition Education Contacts and Topics Covered	Nutrition	Enhancement	The system must provide a complete functionality for tracking educational contacts. Currently, this functionality is residing outside the MIS system. PRWIC requires to integrate the "Backoffice" platform functionality. Also, provide access to Participant to see their Educational Plan and tracking. Refer to Section 14-Outside Platforms: Section 3.14.1	
3.2.2	Perform Participant Referrals				
3.2.2.1	Track Incoming and Outgoing Referrals	Nutrition	Enhancement	This system must provide a complete functionality for tracking referrals. Currently, this functionality is residing outside the MIS system. PRWIC requires to integrate the "Breastfeeding Peer Counseling" platform functionalities. Refer to Section 14-Outside Platforms: Section 3.14.3	
3.2.3	Provide Voter Registration Information				
3.2.3.1	Provide Voter Registration Information	Nutrition	N/A	N/A	Response not needed
3.2.4	Determine Immunization Status				
3.2.4.1	Screen and Refer Participant for Immunization	Nutrition	N/A	N/A	Response not needed
3.3	Food Management				
3.3.1	Maintain Food Categories/Subcategories				
3.3.1.1	Maintain Food Category/Subcategory Table	Nutrition / CC	Enhancement	The system should allow to have an UPC on different categories/subcategories, which our current system does not allows.	
3.3.2.2	Set up and Maintain Food Package Data	Nutrition	N/A	N/A	Response not needed
3.3.2.3	Determine Food Package Proration Schedule	Nutrition	Enhancement	PRWIC utilizes Calendar month. However, other methods may be requested during the Analysis and Design phase.	
3.3.3	Maintain Food Instrument Data				
3.3.3.1	Record Food Instrument Types	Nutrition	N/A	N/A	Response not needed

PRWIC MIS
ATTACHMENT A - FUNCTIONAL REQUIREMENTS MATRIX
(Table 2-Enhancements)

FReD #	FReD REQUIREMENT	FUNCTIONAL AREA	NEW OR ENHANCEMENT	PRWIC ENHANCEMENT	DESCRIBE HOW THE BIDDER WILL MEET THE ENHANCEMENT
3.3.3.2	Establish Food Instrument Maximum Allowed	Nutrition	N/A	N/A	Response not needed
3.3.4	Maintain UPC Database and Food Item Maximum				
3.3.4.1	Maintain UPC Database for WIC Authorized Foods	Nutrition	Enhancement	Integrate with the "Food Selection and Evaluation" platform functionalities. Refer to Section 14-Outside Platforms: Section 3.14.4.	
3.3.4.2	Establish Food Item Maximum Allowed Amounts	Nutrition	N/A	N/A	Response not needed
3.4	Food Benefit Issuance				
3.4.1	Issue Paper Food Instruments				
3.4.1.1	Prepare Individual Food Instruments	N/A	N/A	N/A	Response not needed
3.4.1.2	Print Food Instruments	N/A	N/A	N/A	Response not needed
3.4.1.3	Process Food Instrument Changes	N/A	N/A	N/A	Response not needed
3.4.2	Issue Benefits via EBT				
3.4.2.1	Establish EBT Account	Nutrition	N/A	N/A	Response not needed
3.4.2.2	Add Participant(s) to an Account	Nutrition	N/A	N/A	Response not needed
3.4.2.3	Issue Electronic Benefits	Nutrition	N/A	N/A	Response not needed
3.4.2.4	Issue EBT Card	Nutrition	N/A	N/A	Response not needed
3.4.2.5	Obtain Account Balance	Nutrition	N/A	N/A	Response not needed
3.4.2.6	Update EBT Account Information	Nutrition	N/A	N/A	Response not needed
3.4.2.7	Remove Participant(s) from an Account	Nutrition	N/A	N/A	Response not needed
3.4.2.8	Process Changes to Electronic Benefits (Benefit Adjustments, Voids and Reissuance)	Nutrition	Enhancement	Include alerts when benefits are reissued.	
3.4.2.9	Process Changes to EBT Card (Status	Nutrition	N/A	N/A	Response not needed
3.4.3	Additional Requirements				
3.4.3.1-PR	Participants Reminders	Nutrition	New	The system automatically generates expiration notices to participants when they have unredeemed benefits left, either by text or email with a link available to verify their balances.	
3.5	Food Benefit Redemption, Settlement and				
3.5.1	Pay Vendor for Food Instruments Redeemed				

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(Table 2-Enhancements)

FReD #	FReD REQUIREMENT	FUNCTIONAL AREA	NEW OR ENHANCEMENT	PRWIC ENHANCEMENT	DESCRIBE HOW THE BIDDER WILL MEET THE ENHANCEMENT
3.5.1.1	Compile File of Transaction Data	Finance	N/A	N/A	Response not needed
3.5.1.2	Perform Edits and Authorize Vendor Payment	Finance	N/A	N/A	Response not needed
3.5.1.3	Process Vendor Payment	Finance	N/A	N/A	Response not needed
3.5.2	Reconcile Food Instruments				
3.5.2.1	Retrieve Food Issuance File	Finance	N/A	N/A	Response not needed
3.5.2.2	Retrieve the Food Instruments Redeemed File and	Finance	N/A	N/A	Response not needed
3.5.2.3	Reconcile Voided, Expired, and Redeemed but	Finance	N/A	N/A	Response not needed
3.5.3	Pay Vendor for Food Benefits Redeemed via EBT				
3.5.3.1	Process Vendor Payment	Finance	Enhancement	Vendor Payments is an EBT (WIC Direct) Functionality. However, there is two (2) separate business process for; Integrated vendors and Stand Besides vendors. This requires the Finance Department to request budget in separate transactions for one effective payment date. EBT and MIS provides reconciliation reports and vendors reports that are used for the reconciliation. The Finance Department wants to Enhance or automate this process and produce the Reconciliation Report.	

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(Table 2-Enhancements)

FReD #	FReD REQUIREMENT	FUNCTIONAL AREA	NEW OR ENHANCEMENT	PRWIC ENHANCEMENT	DESCRIBE HOW THE BIDDER WILL MEET THE ENHANCEMENT
3.5.3.2-PR	Adjustments	Finance	New	We need functionality to be able to refund merchants when the following situations occur; 1. Increases made by a manufacturer in any product authorized by the program that has not been validated in the system. 2. When the system has errors in prices or in the NTE (Not to Exceed) and as a consequence a product is incorrectly paid to the merchant. Based on these situations, there should be a routine that corrects this exception. In addition, a report is generated that can capture all these expense transactions and calculate the amount to be reimbursed.	
3.5.4	Reconcile EBT Benefits				
3.5.4.1	Retrieve Benefit Issuance File	Finance	N/A	N/A	Response not needed
3.5.4.2	Retrieve Transaction History Data /Reconcile Redeemed, Adjusted, Voided, and Expired Benefits with Issuance File	Finance	Enhancement	The current reports needs to be reviewed and adapted to the Program needs. The Report must show the benefits redeemed and not redeemed.	
3.6	Financial Management				
3.6.1	Manage Grants and Budgets				
3.6.1.1	Track Grants	Finance	Enhancement	Current MIS functionality does not satisfies the Financial Area. Needs to be redefined and automated. Currently using Excel and manual processes.	

PRWIC MIS
ATTACHMENT A - FUNCTIONAL REQUIREMENTS MATRIX
(Table 2-Enhancements)

FR#	FR REQUIREMENT	FUNCTIONAL AREA	NEW OR ENHANCEMENT	PRWIC ENHANCEMENT	DESCRIBE HOW THE BIDDER WILL MEET THE ENHANCEMENT
3.6.1.2	Maintain State Agency Budget Information	Finance	Enhancement	See 3.6.1.1	
3.6.1.3	Maintain Local Agency Budget Information	Finance	N/A	N/A	Response not needed
3.6.2	Monitor Program Expenditures				
3.6.2.1	Monitor NSA Expenditures	Finance	N/A	N/A	Response not needed
3.6.2.2	Monitor Food Expenditures	Finance	Enhancement	Current MIS functionality does not satisfies the Financial Area. Needs to be redefined and automated. Currently using Excel and manual process for projections and estimating future Rebates, expenses, participation. These spreadsheets are prepared in a monthly basis. (See Food Forecast Model tables provided by the Finance Department).	
3.6.2.3	Perform Financial Modeling	Finance	Enhancement	Combine with 3.6.2.2	
3.6.2.4	Manage Cash Flow	Finance	Enhancement	Combine with 3.6.2.2	
3.6.3	Process Manufacturer Rebates				
3.6.3.1	Estimate Total Annual Rebates	Finance	N/A	N/A	Response not needed
3.6.3.2	Calculate Rebate and Prepare Invoice	Finance	Enhancement	Modify the report with the formats needed to be sent to the contracted rebate company .	
3.6.3.3	Monitor Rebate Collections	Finance	Enhancement	Combine with 3.6.2.2	
3.6.4	Additional Requirements				
3.6.4.1.	Time Study	Finance	Enhancement	The actual MIS system provides for collecting the data, but does not have the report for supporting the Federal requirement percent of expense required.	
3.7	Caseload Management				
3.7.1	Capture and Maintain Caseload Data				

PRWIC MIS
ATTACHMENT A - FUNCTIONAL REQUIREMENTS MATRIX
(Table 2-Enhancements)

FReD #	FReD REQUIREMENT	FUNCTIONAL AREA	NEW OR ENHANCEMENT	PRWIC ENHANCEMENT	DESCRIBE HOW THE BIDDER WILL MEET THE ENHANCEMENT
3.7.1.1	Capture Data on Potentially Eligible Population	Finance	N/A	N/A	Response not needed
3.7.1.2	Capture Historical Participation Data	Finance	N/A	N/A	Response not needed
3.7.2	Allocate Caseload				
3.7.2.1	Determine Maximum State Caseload	Finance	N/A	N/A	Response not needed
3.7.2.2	Prepare Local Agency Caseload Allocation Estimates	Finance	N/A	N/A	Response not needed
3.7.2.3	Record Caseload Allocations	Finance	N/A	N/A	Response not needed
3.7.3	Monitor Caseload				
3.7.3.1	Track Actual Participation	Finance	Enhancement	Combine with 3.6.2.2 (Food Forecast Model)	
3.7.3.2	Conduct Caseload Reallocations	Finance	N/A	N/A	Response not needed
3.8	Operations Management				
3.8.1	Monitor Administrative Operations				
3.8.1.1	Maintain Information on Local Agencies and	Administration	N/A	N/A	Response not needed
3.8.1.2	Analyze Local Agency Operations	Administration	N/A	N/A	Response not needed
3.8.1.3	Support Clinic/Patient Flow Monitoring	Administration	N/A	N/A	Response not needed
3.8.2	Manage Participant Outreach				
3.8.2.1	Maintain Outreach List for Local Agencies	Nutrition	N/A	N/A	Response not needed
3.8.2.2	Track Outreach Campaign Activities	Nutrition	Enhancement	The system must provide the capability for tracking campaigns and outreach activities programmed by the PRWIC Program.	
3.8.3	Monitor Customer Service				

PRWIC MIS
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(Table 2-Enhancements)

FReD #	FReD REQUIREMENT	FUNCTIONAL AREA	NEW OR ENHANCEMENT	PRWIC ENHANCEMENT	DESCRIBE HOW THE BIDDER WILL MEET THE ENHANCEMENT
3.8.3.1	Document and Track WIC Customer Service Calls	Nutrition	Enhancement	Integrate the "Contact Center (Genesys)" platform functionalities. Refer to Section 14-Outside Platforms: Section 3.14.8.	
3.8.3.2	Document Complaints	Nutrition	Enhancement	N/A	
3.8.3.3	Track Call or Complaint Outcomes	Nutrition	Enhancement	N/A	
3.8.4	Provide Survey Capability				
3.8.4.1	Monitor Participants’ Views of WIC Program Services	Nutrition	Enhancement	Integrate the "Backoffice" platform functionalities. Refer to Section 14-Outside Platforms: Section 3.14.1	
3.8.5	Maintain Inventory				
3.8.5.1	Maintain Inventory of Serialized Items	Nutrition	Enhancement	Send letter to participants to recover the equipment.	
3.8.5.2	Maintain Inventory of Non-Serialized Items	Nutrition	Enhancement	Customize the Participants Survey functionality to PRWIC operations.	
3.8.6	Monitor Program Integrity				
3.8.6.1	Monitor Participant Integrity	Nutrition	Enhancement	Integrate the "Clinic Monitoring"platform functionalities. Refer to Section 14-Outside Platforms: Section 3.14.2.	
3.8.6.2	Monitor Clinic Integrity	Nutrition	Enhancement	See 3.8.6.1	
3.8.6.3	Track Participant Sanctions	Nutrition	Enhancement	See 3.8.6.1	
3.8.6.4	Track Administrative Hearings	Nutrition	Enhancement	See 3.8.6.1	
3.8.7	Reg/Clinic EBT Card Inventory				
3.8.7.1	Summary	Finance	Enhancement	Need to enhance the inventory details related to the EBT Cards for tracking the cards that were assigned to the clinic, that were reassign or cancelled and the current inventory. The Finance Department wants to have visibility of the cards inventory for all clinics.	
3.9	Vendor Management				

PRWIC MIS
ATTACHMENT A - FUNCTIONAL REQUIREMENTS MATRIX
(Table 2-Enhancements)

FR#	FR REQUIREMENT	FUNCTIONAL AREA	NEW OR ENHANCEMENT	PRWIC ENHANCEMENT	DESCRIBE HOW THE BIDDER WILL MEET THE ENHANCEMENT
3.9.1	Manage Vendor Peer Groups				
3.9.1.1	Establish Vendor Peer Groups	Vendors	N/A	N/A	Response not needed
3.9.1.2	Update Vendor Peer Group/Criteria	Vendors	Enhancement	Peer groups are created according to their geographic location (1. Metro / 2. Non-Metro); type of business: (Regular or Above50%) and Size - sales volume - (Small, Medium and Large. The system must provide an area where the merchant can enter the gross food sales (PAN, Others and Total; actually this function is in the vendor portal outside the MIS). The system must be able to perform the calculations to evaluate the size of businesses (small, medium or large) and Type (Above 50% or Regular). The system must be flexible enough to change the structure without major system modifications. It must also allow the upload of PAN sales file received from the Family Department. Should be according to the most updated version of the P&P 6.19.	
3.9.1.3	NTE by Peer Group	Vendors	New	Batch Process-Monthly. Actually, this process requires the MIS contractor to execute a batch process that generates Excel files that the Cost Containment staff reviews and generates the NTE. Should be according to the most updated version of the P&P 6.19.	

PRWIC MIS
ATTACHMENT A - FUNCTIONAL REQUIREMENTS MATRIX
(Table 2-Enhancements)

FReD #	FReD REQUIREMENT	FUNCTIONAL AREA	NEW OR ENHANCEMENT	PRWIC ENHANCEMENT	DESCRIBE HOW THE BIDDER WILL MEET THE ENHANCEMENT
3.9.1.4	Competitive Price	Vendors	New	Batch Process-Quarterly. Actually, this process requires the MIS contractor to execute a batch process that generates an Excel file with competitive prices. The Cost Containment personnel revises and generates 6 additional files; one (1) per group and generates a pdf. The pdf is used to communicate prices to Vendors. Should be according to the most updated version of the P&P 6.19. Refer to Attachment B for more details.	
3.9.2	Create and Locate Data Records				
3.9.2.1	Create New Applicant Record	Vendors	N/A	N/A	Response not needed
3.9.2.2	Search for Vendor Record	Vendors	N/A	N/A	Response not needed
3.9.3	Maintain Vendor Authorizations	Vendors			

PRWIC MIS
ATTACHMENT A - FUNCTIONAL REQUIREMENTS MATRIX
(Table 2-Enhancements)

FR#	FR REQUIREMENT	FUNCTIONAL AREA	NEW OR ENHANCEMENT	PRWIC ENHANCEMENT	DESCRIBE HOW THE BIDDER WILL MEET THE ENHANCEMENT
3.9.3.1	Maintain Vendor Application Data	Vendors	Enhancement	Integrate the Vendors Selection Process to the MIS system to have a more efficient process, and minimize additional platforms and contractors. Actually, the process involves four (4) applications and two (2) contractors: 1. Web application for the intake of Vendors Demographics and Documentation. (Contractor #1). 2. Web application for Vendors Training and Contracting. (Contractor #2). 3. MIS Sytem - Activate/Deactivate the Vendor 4. EBT System - Activate/Deactivate the Vendor. PRWIC wants to integrate this process in only one platform. The Next vendors selections process to start January 2026 for contracts due in September 1, 2026. Refer to Section 14-Outside Platforms: 3.14.14-Vendor Selection (Contractor #1) 3.14.11-Training and Contract Management. (Contractor #2)	
3.9.3.2	Track Vendor Authorization Process	Vendors	Enhancement	See 3.9.3.1.	
3.9.3.3	Maintain Vendor Price Survey Data	Vendors	N/A	N/A	Response not needed
3.9.3.4	Authorize Vendors	Vendors	Enhancement	See 3.9.3.1.	
3.9.3.5	Maintain Authorized Vendor Data	Vendors	Enhancement	See 3.9.3.1.	
3.9.4	Monitor Vendor Training	Vendors			
3.9.4.1	Track Scheduled Vendor Training	Vendors	Enhancement	See 3.9.3.1.	

PRWIC MIS
ATTACHMENT A - FUNCTIONAL REQUIREMENTS MATRIX
(Table 2-Enhancements)

FReD #	FReD REQUIREMENT	FUNCTIONAL AREA	NEW OR ENHANCEMENT	PRWIC ENHANCEMENT	DESCRIBE HOW THE BIDDER WILL MEET THE ENHANCEMENT
3.9.4.2	Track Attendance at Vendor Training and	Vendors	Enhancement	See 3.9.3.1.	
3.9.5	Support Vendor Communications	Vendors			
3.9.5.1	Produce Correspondence to Vendors	Vendors	Enhancement	The MIS system should have the capability to: - generate text messages individually, in groups or in bulk to all vendors. - export all the vendor contact information data from the MIS. - produce mailing labels individualy or in bulk for mass mailing notifications. - allow users to enter specific vendor authorization numbers to produce a short batch of labels. - send emails individually, in groups, in bulk by chains or peer groups.	
3.9.6	Perform Confidential High Risk Vendor Analysis	Vendors			
3.9.6.1	Determine Vendor Peer Group (High Risk Analysis)	Vendors	Enhancement		
3.9.6.2	Determine High Risk Vendors (Paper Environment)	Vendors	N/A	N/A	Response not needed
3.9.6.3	Determine High Risk Vendors (EBT Environment)	Vendors	Enhancement		
3.9.7	Track Compliance Investigations	Vendors			

PRWIC MIS
ATTACHMENT A - FUNCTIONAL REQUIREMENTS MATRIX
(Table 2-Enhancements)

FR#	FR REQUIREMENT	FUNCTIONAL AREA	NEW OR ENHANCEMENT	PRWIC ENHANCEMENT	DESCRIBE HOW THE BIDDER WILL MEET THE ENHANCEMENT
3.9.7.1	Maintain Special Investigator Record for Compliance Buys	Vendors	Enhancement	Currently PRWIC perform this task in an Excel table report. Our MIS system provides the functionality but is disabled because does not satisfy the PR WIC Vendor Regulation. PR WIC would like to integrate the Excel actual process into the new MIS. Once in MIS, this new report will be used to fulfill the Food Delivery Portal (FDP). Note: An Excel sample will be shared. * PRWIC has a pattern of occurrences system to establish a sanction. This could change if the Vendor Regulation 9170 suffers any modifications in the sanctions table. The system should give PRWIC the opportunity to modify this new functionality to follow the Vendor Regulation changes.	
3.9.7.2	Maintain Food Benefit Redemption Data from	Vendors	Enhancement	See 3.9.7.1	
3.9.7.3	Maintain Compliance Buy Data	Vendors	Enhancement	See 3.9.7.1	
3.9.7.4	Support Inventory Audits	Vendors	Enhancement	See 3.9.7.1	
3.9.8	Track Routine Monitoring	Vendors			
3.9.8.1	Maintain Routine Monitoring Data	Vendors	Enhancement	(For Internal Monitoring). Functionality is disable in our MIS system. Is very outdated and very different to how PRWIC manage monitoring according to PRWIC vendor regulation. The actual process which is residing in an external web based application needs to be integrated to the MIS. PRWIC has a pattern of occurrences system to establish a sanction Refer to Section 14-Outside Platforms: Section 3.14.10-Vendor Inspection; (Contractor #2)	
3.9.9	Monitor Sanctions and Appeals	Vendors			

PRWIC MIS
ATTACHMENT A - FUNCTIONAL REQUIREMENTS MATRIX
(Table 2-Enhancements)

FReD #	FReD REQUIREMENT	FUNCTIONAL AREA	NEW OR ENHANCEMENT	PRWIC ENHANCEMENT	DESCRIBE HOW THE BIDDER WILL MEET THE ENHANCEMENT
3.9.9.1	Manage Vendor Sanctions	Vendors	Enhancement	This functionality is disable in our MIS system. It is very outdated and very different on how PR WIC manage monitoring according to PR WIC vendor regulation. Currently, the monitoring process for authorized vendors is carried out through a web-based application. Investigators inspect stores using a tablet, which maintains a record of the findings, if any. PRWIC is interested in transferring the monitoring results to the MIS to maintain a record of the inspections, including the violations found and/or any sanctions that may be imposed to the vendor. As mentioned in the Compliance Buys FRED, these violations and sanctions are established in accordance to the Vendor Regulation 9170. Note: Application Details will be shared as requested.	
3.9.9.2	Monitor and Track CMP Payments	Vendors	Enhancement	3.9.9	
3.9.9.3	Maintain Vendor Appeal Data	Vendors	Enhancement	3.9.9	
3.9.10	Coordinate with Food Stamp Program	Vendors			
3.9.10.1	Maintain Food Stamp Program Violation Data	Vendors	N/A	At this moment PRWIC does not need it.	Response not needed
3.9.10.2	Report WIC Sanctions to the Food Stamp Program	Vendors	N/A	At this moment PRWIC does not need it.	Response not needed
3.9.11	Additional Requirements				
3.9.11.1	T-Test Report	Vendors	New	The T-Test report to be developed will conduct a test of means ("t-test") on food items where the average payment for A50 vendors was higher than for regular vendors in a selected date range, to determine whether the payment was statistically significantly higher.	

PRWIC MIS
ATTACHMENT A - FUNCTIONAL REQUIREMENTS MATRIX
(Table 2-Enhancements)

FReD #	FReD REQUIREMENT	FUNCTIONAL AREA	NEW OR ENHANCEMENT	PRWIC ENHANCEMENT	DESCRIBE HOW THE BIDDER WILL MEET THE ENHANCEMENT
3.9.11.2	Food Delivery Portal (FDP)	Vendors	New	The new MIS system should have the capability to generate the reports required by the new FDP who is the evolution of the former TIP Report. The reports required by the FDP are the following: Redemptions Data, FDEs (FNS WIC ID + Demographics), Annual and Training Data, Investigations, Violations, and Sanctions and Claim Collections .	
3.9.11.3	Integrate the Vendor Inspection Mobile and Web Modules to the MIS. (Contractor #2).	Vendors	New	Inspection system that consists of two components. A mobile component for on-site inspections at authorized vendors and a web-based component for planning, controlling and recording inspection results. The mobile component allows inspectors to visit vendors and record inspection results according to predefined templates. It can operate offline and has the ability to synchronize data once connectivity is established. The web-based component allows for viewing results, planning routes and monitoring inspector productivity. The new MIS system should have the capability to integrate the data collected by the vendor inspection app that is currently used by the vendor inspectors. This app is a web-based application that helps to monitor our authorized vendors. The app identifies possible violations and sanctions. This application also stores photos and sends notifications of violations to the vendor via email. Refer to Section 14-Outside Platforms: 3.14.10 - Vendor Inspection (Contractor #2)	

PRWIC MIS
ATTACHMENT A - FUNCTIONAL REQUIREMENTS MATRIX
(Table 2-Enhancements)

FReD #	FReD REQUIREMENT	FUNCTIONAL AREA	NEW OR ENHANCEMENT	PRWIC ENHANCEMENT	DESCRIBE HOW THE BIDDER WILL MEET THE ENHANCEMENT
3.9.11.4	Integrate the Web application for the intake of Vendors Demographics and Documentation. (Contractor #1).	Vendors	New	The new MIS system should have the capability to store documentation and data provided by the vendors during the reauthorization process and vendor selection process. Currently, PRWIC uses a web-based application to request, store the information and documentation and PRWIC has the capability to evaluate the documentation provided by the vendors. The new MIS should integrate the information collected by the app, store the information with the respective document evaluation results. Refer to Section 14-Outside Platforms: 3.14.14-Vendor Selection (Contractor #1)	
3.9.11.5	Integrate the Web application for Vendors Training and Contracting. (Contractor #2).	Vendors	New	The new MIS system should have the capability to store documentation and data regarding vendors’ annual training and contract signing. Currently, PRWIC uses a web-based application to provide training and facilitate the contract e-signing. The new MIS should integrate the information collected by the web-based app and store the information in the Vendor MIS section. Refer to Section 14-Outside Platforms: 3.14.10 - Vendor Inspection (Contractor #2)	

PRWIC MIS
ATTACHMENT A - FUNCTIONAL REQUIREMENTS MATRIX
(Table 2-Enhancements)

FR#	FR REQUIREMENT	FUNCTIONAL AREA	NEW OR ENHANCEMENT	PRWIC ENHANCEMENT	DESCRIBE HOW THE BIDDER WILL MEET THE ENHANCEMENT
3.9.11.6	Integrate the Vendor Portal (WICA) to the MIS. (Contractor #1).	Vendors	New	The new MIS system should have the capability to integrate the data included in the WICA Vendor Portal. The Portal includes the following daily information aimed to Authorized Vendors: a) Settlement b) Adjustments c) ACH Information d) Gross Sales e) Deposits f) Products Prices g) Messages or alerts to Vendors before logging. Refer to Section 14-Outside Platforms: Section 3.14.13 WICA - (Contractor #1)	
3.10	Scheduling				
3.10.1	Maintain Master Calendar				
3.10.1.1	Maintain Master Calendar	Nutrition	Enhancement	The system must manage only a single appointment book that allows the information of the appointments registered both from the clinic and through the mobile application or another medium such as the website. Also, the calendar must handle in-person and remote appointments. Allow the participant to schedule their appointment without having to go or call the call center. Integrate with the Contact Center (Genesys) functionalities for the Virtual Clinic process.	
3.10.2	Manage Appointments				

PRWIC MIS
ATTACHMENT A - FUNCTIONAL REQUIREMENTS MATRIX
(Table 2-Enhancements)

FReD #	FReD REQUIREMENT	FUNCTIONAL AREA	NEW OR ENHANCEMENT	PRWIC ENHANCEMENT	DESCRIBE HOW THE BIDDER WILL MEET THE ENHANCEMENT
3.10.2.1	Perform Appointment Scheduling	Nutrition	N/A	N/A	Response not needed
3.10.2.2	Perform Mass Rescheduling	Nutrition	N/A	N/A	Response not needed
3.10.2.3	Track Appointment Outcomes	Nutrition	Enhancement	The system should track the appointments based in the transaction completed with the participant, not based in the original appointment purpose. The participant may come for one reason, but had other type of contact. This should be determined by the system not by a decision made by the clinic staff. Also, should manage "walk-ins" although they are not in the Appointment book.	
3.10.3	Generate Appointment Notices				
3.10.3.1	Generate Appointment Notices	Nutrition	Enhancement	Integrate the messages functionalities in the Backoffice360 application. Refer to Section 14-Outside Platforms: Section 3.14.1.	

PRWIC MIS
ATTACHMENT A - FUNCTIONAL REQUIREMENTS MATRIX
(Table 3-Reports)

REPORT NAME	AREA	REQUIRED (R) ADDRESSABLE (A)* OPTIONAL (O)	COMPLY "YES"	IF ADDRESSABLE, EXPLAIN
Citas de Clínicas	Nutrición	R		
Clases Programadas de Educación en Nutrición	Nutrición	R		
Clínicas por Región	Nutrición	R		
Cantidad de Participantes AR/Clínica	Nutrición	R		
Encuestas	Nutrición	R		
Encuestas por Clínicas/Participantes	Nutrición	R		
Estudio de Tiempo	Nutrición	R		
Familias Activas por Clínica/Región	Nutrición	R		
Lista de Folletos por Estatus	Nutrición	R		
Participación	Nutrición	R		
Participantes en Clínicas por Mes	Nutrición	R		
Participantes por Indicador de Riesgo	Nutrición	R		
Referidos	Nutrición	R		
Servicio Al Cliente	Nutrición	R		
Tópicos de Educación en Nutrición por Estatus	Nutrición	R		
Benefits by EBT Card Issue Date	Finanzas	R		
Card Transactions	Finanzas	R		
Card Transactions by Transaction Date	Finanzas	R		
EBT Card Issuance by Date/Clinic	Finanzas	R		
EBT Card Issuance Detail By Issue Date	Finanzas	R		
Food Category Issuance/Redeemed by Units	Finanzas	R		
Rebates Billed	Finanzas	R		
Redemptions by Transaction Date	Finanzas	R		
Vendors by City	Vendor	R		
Vendors by Contact Info	Vendor	R		
Vendors by Peer Group	Vendor	R		
Actividad de Clínica por Empleado	Administración	R		
Actividad Diaria de Clínica	Administración	R		
Actividad Diaria de Clínica por Empleado	Administración	R		
Baja por Sistema	Administración	R		
Certificaciones Expiradas	Administración	R		
Etiquetas de Familia	Administración	R		
Excepción de Captura de Firmas	Administración	R		
Inelegibles por Ingresos	Administración	R		
Matrícula	Administración	R		

PRWIC MIS
ATTACHMENT A - FUNCTIONAL REQUIREMENTS MATRIX
(Table 3-Reports)

REPORT NAME	AREA	REQUIRED (R) ADDRESSABLE (A)* OPTIONAL (O)	COMPLY "YES"	IF ADDRESSABLE, EXPLAIN
Matrícula por Prioridad	Administración	R		
Monitoria a Servicios de Nutrición	Administración	R		
Participación con Beneficios	Administración	R		
Participación con Beneficios Asignados por Categoría y Prioridad	Administración	R		
Participación no Duplicada por Región (Año Calendario)	Administración	R		
Participación no Duplicada por Región (Año Fiscal)	Administración	R		
Participación no Duplicado por Municipio	Administración	R		
Participantes Activos Sin Beneficios Emitidos Del Mes Corriente	Administración	R		
Registros de Datos Duplicados del Participante	Administración	R		
Resumen de Actividad de Clínica	Administración	R		
Resumen de Participación de Migrante	Administración	R		
Resumen de Seguimientos de Alto Riesgo	Administración	R		
Solicitantes Inelegibles	Administración	R		
Terminación Próxima por Elegibilidad	Administración	R		
Transferencia	Administración	R		
Beneficios Alimentarios No Recibidos	Nutrición	R		
Emisión de Fórmulas y Alimentos Médicos	Nutrición	R		
Emisión de Fórmulas y Alimentos Médicos por Categoría	Nutrición	R		
Fórmulas Emitidas por Tipo	Nutrición	R		
Modificaciones a Paquetes de Alimentos	Nutrición	R		
Registro de Auditoría	Nutrición	R		
Asistencia a Clase	Nutrición	R		
Contactos de Educación en Nutrición por Empleado	Nutrición	R		
Educación en Nutrición de Alto Riesgo	Nutrición	R		
Factores de Alto Riesgo por WIC PID	Nutrición	R		
Frecuencia de Riesgo Nutricional por Región y Municipio	Nutrición	R		
Participantes de Alto Riesgo para la Próxima Fecha de Cita	Nutrición	R		
Resumido de Contactos de Educación en Nutrición	Nutrición	R		
Riesgos Nutricionales	Nutrición	R		
Emisión de Fórmula y Lactancia Exclusiva	Nutrición	R		
Entrega de Equipo de Lactancia	Nutrición	R		
Introducción de Fórmula por Primera Vez en Infantes Lactados	Nutrición	R		
Prevalencia de Lactancia	Nutrición	R		
Prevalencia de Lactancia por Características Maternas	Nutrición	R		
Prevalencia de Lactancia por Entrega de Equipos	Nutrición	R		

PRWIC MIS
ATTACHMENT A - FUNCTIONAL REQUIREMENTS MATRIX
(Table 3-Reports)

REPORT NAME	AREA	REQUIRED (R) ADDRESSABLE (A)* OPTIONAL (O)	COMPLY "YES"	IF ADDRESSABLE, EXPLAIN
Razón de Terminación de Lactancia	Nutrición	R		
Recuperación Equipo de Lactancia	Nutrición	R		
Alcance	Nutrición	R		
Código Postal	Nutrición	R		
Detallado de Referidos	Nutrición	R		
Inmunizaciones	Nutrición	R		
Matrícula por Raza y Etnia	Nutrición	R		
Necesidad de Citas de Certificación	Nutrición	R		
Participación Etnica	Nutrición	R		
Participantes con Fecha Probable de Parto	Nutrición	R		
Participantes Descalificados	Nutrición	R		
Participantes por Región y Clínica	Nutrición	R		
Participantes sin Análisis de Sangre	Nutrición	R		
Porcentaje de Mujeres Embarazadas y Certificadas por Trimestre	Nutrición	R		
Registro Embarazadas WIC por Semanas de Gestación	Nutrición	R		
Resumen de Referidos	Nutrición	R		
ABC and EU-Balance-To-Issue Activity	Finanzas	R		
Fiscal Year Grant Summary	Finanzas	R		
Formulas Redeemed Summary	Finanzas	R		
Rebate EBT Invoice	Finanzas	R		
Rebate by Vendor	Finanzas	R		
EBT Category History	Finanzas	R		
EBT Card Region/Clinic Adjustments	Finanzas	R		
EBT Card Region Count Summary	Finanzas	R		
EBT Cards Issued Disposition	Finanzas	R		
EBT Replacement Cards	Finanzas	R		
Received Not Verified Card Inventory	Finanzas	R		
Vault Snapshot	Finanzas	R		
Non-Serialized Inventory Order Received Summary	Nutrición	R		
Non-Serialized Inventory Order Received Detail	Nutrición	R		
Serialized Inventory	Nutrición	R		
Clinic Monitoring	Nutrición	R		
Clinic Profile	Nutrición	R		
C&A Tailored Package usage Report	Nutrición	R		
Family Customer Service Log	Nutrición	R		

PRWIC MIS
ATTACHMENT A - FUNCTIONAL REQUIREMENTS MATRIX
(Table 3-Reports)

REPORT NAME	AREA	REQUIRED (R) ADDRESSABLE (A)* OPTIONAL (O)	COMPLY "YES"	IF ADDRESSABLE, EXPLAIN
Interstate Dual Participation	Nutrición	R		
LA Eligibility Performance	Nutrición	R		
Local Agency Profile	Nutrición	R		
No Show	Nutrición	R		
Part Violations, Sanctions and Claims	Nutrición	R		
Tme study FTE	Nutrición	R		
Tme Study Payroll	Nutrición	R		
Non Scheduled Activity	Nutrición	R		
WIC Outreach Activity	Nutrición	R		
WIC Outreach Mailing Labels	Nutrición	R		
WIC Outreach Organization Listing	Nutrición	R		
Code Table	Administración	R		
Online EBT Message Daily Grid	Administración	R		
Online EBT Message Disposition	Administración	R		
FMNP Check Activity	Administración	R		
FMNP Not Scheduled	Administración	R		
FMNP Refusal	Administración	R		
FMNP Check Redemption	Administración	R		
FMNP Distributed Check	Administración	R		
Estimated Eligible Part for FMNP	Administración	R		
Citas Perdidas	Nutrición	R		
Detallado de Contactos de Participantes Alto Riesgo	Nutrición	R		
Incumplimiento de Estándares de Procesamiento	Nutrición	R		
Necesidad de Intérprete	Nutrición	R		
Reprogramación Masiva	Nutrición	R		
Resultados de Citas	Nutrición	R		
High Risk Vendor Analysis	Vendor	R		
Vendor List	Vendor	R		
Vendor Authorization Actions Scheduled and Completed	Vendor	R		
Vendor Feedback	Vendor	R		
Routine Monitoring	Vendor	R		
Investigations Conducted	Vendor	R		
Vendor Sanction Summary	Vendor	R		
Vendor Risk Summary	Vendor	R		
Vendor Completed Education	Vendor	R		

PRWIC MIS
ATTACHMENT A - FUNCTIONAL REQUIREMENTS MATRIX
(Table 3-Reports)

REPORT NAME	AREA	REQUIRED (R) ADDRESSABLE (A)* OPTIONAL (O)	COMPLY "YES"	IF ADDRESSABLE, EXPLAIN
Vendor Planned Education	Vendor	R		
Vendor Farmers	Vendor	R		
Electronic Cash Register System	Vendor	R		
Retailer NTE Exceptions	Vendor	R		
EBT Over Redemption	Vendor	R		
Percent of Food Redeemed - State	Vendor	R		
Percent of Food Redeemed - LA/Clinic	Vendor	R		
Redemption Detail Report	Vendor	R		
UPC/PLU Sales by Vendor	Vendor	R		
Vendor EBT Redemption Summary	Vendor	R		
Vendor EBT Sales	Vendor	R		
Vendor Formula Stocking	Vendor	R		
Vendor UPC/PLU Sales	Vendor	R		
Vendor UPC Price Increase	Vendor	R		
Vendor Quarterly	Vendor	R		
Vendor Debt History	Vendor	R		
Vendor Debt Summary	Vendor	R		
Formula Purchased	Vendor	R		
NTE Recalculation Comparison	Vendor	R		
T-Test Report	Vendor	R		
Top UPC/PLU Sold	Vendor	R		
UPC Price Compare	Vendor	R		
UPC/PLU List	Vendor	R		
UPC/PLU List for Vendor	Vendor	R		
UPC/PLU Not Purchased	Vendor	O		
UPC/PLU Purchased	Vendor	O		

*Addressable do not mean they are not required, they must be addressed in some way.

PRWIC MIS
ATTACHMENT A - FUNCTIONAL REQUIREMENTS MATRIX
(Table 4-Customizations)

FReD #	REQUIREMENT	FUNCTIONAL AREA	NEW OR ENHANCEMENT	PRWIC REQUIREMENT	DESCRIBE HOW THE BIDDER WILL MEET THE REQUIREMENT
3.13	Additional PRWIC Local Customizations				
3.13.1	System Language in Spanish.	General	New	User interface must be in Spanish as well as all the related documentation must be in Spanish.	
3.13.2	Allow two last names: father’s and mothers.	Nutrition	New	Allow two last names: father’s and mothers.	
3.13.3	Allow for two parent/guardians and two additional representatives.	Nutrition	New	Allow for two parent/guardians and two additional representatives.	
3.13.5	Role of Office Clerk	Nutrition	New	The system should provide a separate screens with demographics data for the Office Clerk segregation of functions. System Security can be controlled at a field level.	
3.13.6	Presumption of Eligibility Process	Nutrition	Enhancement	The system must require only the basic information needed for the eligibility.	
3.13.7	Biochemical Data -Rules and Alerts of Hematocrit and Hemoglobin	Nutrition	New	The system must capture Biochemical Data -Rules and Alerts of Hematocrit and Hemoglobin	
3.13.8	Transfers and VOCs	Nutrition	New	The VOC certification does not require the Nutritional Assessment Screen.	
3.13.9	Batch Issue of benefits	Nutrition	New	As part of a contingency plan it is required to issue benefits in advance up to 3 months or the months needed.	
3.13.10	Daily Clinic Activity Report	Nutrition	New	The system must recognize the walk-in and document the result of the visit, in order to have accountability in the Daily Report. The Daily Report should be based in the operation being executed, not in the appointment book	
3.13.11	Medical Food and Formula Issuance Report	Monitoring	New	The report is required in the same format to the one in the actual system by both Emission and Redemptions.	
3.13.12	Nutrition Services Monitoring Report	Monitoring	New	Report needed as in the current MIS system. Although the system is acting based in the appointments, PRWIC needs it based in the operations.	

PRWIC MIS
ATTACHMENT A - FUNCTIONAL REQUIREMENTS MATRIX
(Table 4-Customizations)

FReD #	REQUIREMENT	FUNCTIONAL AREA	NEW OR ENHANCEMENT	PRWIC REQUIREMENT	DESCRIBE HOW THE BIDDER WILL MEET THE REQUIREMENT
3.13.13	High Risk Follow-up Summary Report	Nutrition	New	Report needed as in the current MIS system.	
3.13.14	Report of Uncompleted High-Risk Appointments	Nutrition	New	Report needed as in the current MIS system.	
3.13.15	Intrastate Dual Participation screen	Monitoring	New	The search parameters for Intrastate Dual Participation must be by island-wide screen	
3.13.16	Medical Documentation Screen	Monitoring	New	The Medical Documentation Screen should provide dropbox for documenting eligible condition and the Doctor's phone and Email fields to be required.	
3.13.17	Clinic Services Report - Review of Reports Containing Participant Name	Nutrition	Enhancement	Report. The WIC Program requests to order the data displayed in the Clinic Services Reports: 1-Family ID or Parent/Guardian 2-Alphabetical Surname, First Name All reports must be organized in alphabetical order: Last Name, Second Last Name, First Name and Initial of the participant. Example. Rodriguez Nieves, Rosa M.	
3.13.18	Breastfeeding Incidence Report by Maternal Characteristics	Nutrition	New	REPORT	
3.13.19	Breastfeeding Prevalence Report by Maternal Characteristics	Nutrition	New	REPORT	
3.13.20	Report on the Introduction of Formula for the First Time in Breastfed Infants	Nutrition	New	REPORT	
3.13.21	Breastfeeding Equipment Assignment Report	Nutrition	New	REPORT	
3.13.22	Breastfeeding Prevalence Report by Equipment Assignment	Nutrition	New	REPORT	
3.13.23	Breastfeeding Rates Report (New)	Nutrition	New	REPORT	
3.13.24	Non- Serialized Inventory in Operations and Breastfeeding Equipment screens	Nutrition	New	Report. Need to maintain inventory count of Non-Serialized inventory so that it is subtracted at the time it is assigned to the participant on the Breastfeeding Team screen in the Clinic Services area.	
3.13.25	Audit Log Report	Nutrition	New	REPORT	
3.13.26	Report of Upcoming Termination for Eligibility	Nutrition	New	REPORT	
3.13.27	Expired Certifications Report	Nutrition	New	REPORT	

PRWIC MIS
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(Table 4-Customizations)

FReD #	REQUIREMENT	FUNCTIONAL AREA	NEW OR ENHANCEMENT	PRWIC REQUIREMENT	DESCRIBE HOW THE BIDDER WILL MEET THE REQUIREMENT
3.13.28	Active Participants with No Benefits Issued in Current Month Report	Nutrition	New	REPORT	
3.13.29	Transfer Report	Nutrition	New	REPORT	
3.13.30	Report of Ineligible Applications	Nutrition	New	REPORT	
3.13.31	Appointment Results Report	Nutrition	New	REPORT	
3.13.32	Informe de Participating Referral Report (Nuevo)	Nutrition	New	REPORT	
3.13.33	Detailed Participant History Report	Nutrition	New	REPORT	
3.13.34	Age Participation Report	Nutrition	New	REPORT	
3.13.35	Participant Income Report by Percent of Poverty (New)	Nutrition	New	REPORT	
3.13.36	Report by Participant Source of Income (New))	Nutrition	New	REPORT	
3.13.37	Migrant Participation Summary Report	Nutrition	New	REPORT	
3.13.38	Public Assistance Program Report (new)	Nutrition	New	REPORT	
3.13.39	Multiple Participation Report	Nutrition	New	REPORT	
3.13.40	Summary Screen -Nutritional Intervention (Notes)	Nutrition	New	REPORT	

PRWIC MIS
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(Table 5-External Platforms)

FReD #	REQUIREMENT	FUNCTIONAL AREA	NEW OR ENHANCEMENT	PRWIC REQUIREMENT	DESCRIBE HOW THE BIDDER WILL MEET THE INTERFACE INTEGRATION. ONLY PROVIDE A RESPONSE AT THE SUMMARY LEVEL (GREEN ROW)
3.14	Web & Mobile Interfaces				
3.14.1	WIC Staff - Backoffice 360	Nutrition	Y	A multi-modular centralized platform for 360-degree management of program participants. Thanks to its technological architecture, the platform integrates with different solutions to facilitate the work of WIC employees and can be accessed remotely in a secure manner. The platform allows WIC staff to have complete visibility of the participant's profile, class history, transferred documents, appointment history, exchanged messages, and any notes recorded in the virtual file. In addition, the platform has multiple executive dashboards and reports.	Provide Response Here Only
3.14.1.1	Participant Search		Y		
3.14.1.1.1	Participant Search and Documents		Y	Perform accurate searches using advanced filters such as WIC PID, Family ID, names, and date of birth, among others, ensuring that you find the information you need quickly and efficiently.	
3.14.1.2	Participants		Y		
3.14.1.2.1	Participant Detail		Y	Access a comprehensive view showing the selected participant's main data, including his or her virtual card and EBT card. This interface allows you to update key nformation and assign the WIC PID easily and quickly.	
3.14.1.2.2	Family		Y	Displays all members of the family group along with their respective data. Allows you to view the information of any member of the group with ease, improving the accuracy of family data management.	
3.14.1.2.3	Online and Live Classes		Y	Uses advanced filters to access the selected participant's in-progress and completed classes. Facilitates tracking of educational progress and ensures a detailed record of training activities.	

PRWIC MIS
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(Table 5-External Platforms)

FReD #	REQUIREMENT	FUNCTIONAL AREA	NEW OR ENHANCEMENT	PRWIC REQUIREMENT	DESCRIBE HOW THE BIDDER WILL MEET THE INTERFACE INTEGRATION. ONLY PROVIDE A RESPONSE AT THE SUMMARY LEVEL (GREEN ROW)
3.14.1.2.4	Documents Requested		Y	View all documents submitted by the participant, with the ability to mark them as accepted, rejected, or revised. This view ensures efficient and transparent management of documentation.	
3.14.1.2.5	Documents for Discussion		Y	Reviews authorization and declaration documents, including crucial details such as the name of the person who accepted and discussed the document, as well as the current status (accepted, expired, or pending). Ensures detailed and accurate follow-up.	
3.14.1.2.6	Appointments		Y	Find and view the selected participant's appointments through a detailed filtered search. View all relevant information for each appointment to improve coordination and compliance.	
3.14.1.2.7	Messages		Y	Access a complete history of messages sent to the participant, ensuring comprehensive tracking of all communications and facilitating personalized and effective interaction.	
3.14.1.2.8	Notes		Y	Maintains a detailed and accessible record of all notes related to changes or updates in the status of the participant's documents or data, ensuring efficient and transparent information management.	
3.14.1.3	Messaging Management		Y		
3.14.1.3.1	Health Care Provider Communications		Y	Effectively manages and administers notices, ensuring that all important communications are sent and received in a timely manner.	
3.14.1.3.2	Message history		Y	Provides a complete and organized record of all previous communications within the system. This includes individual, bulk, read, unread, and participant- specific, messages. This log facilitates auditing, tracking of past conversations, and historical reference of crucial communications.	
3.14.1.3.3	Individual Message		Y	Allows you to send messages and files to a single recipient. It is ideal for private communications, and personalized programming updates, among others.	
3.14.1.3.4	Massive Message		Y	Manages personalized communication with healthcare providers, enabling targeted messages to address individual issues directly.	

PRWIC MIS
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FReD #	REQUIREMENT	FUNCTIONAL AREA	NEW OR ENHANCEMENT	PRWIC REQUIREMENT	DESCRIBE HOW THE BIDDER WILL MEET THE INTERFACE INTEGRATION. ONLY PROVIDE A RESPONSE AT THE SUMMARY LEVEL (GREEN ROW)
3.14.1.3.5	Message History Health Care Provider		Y	This component provides detailed tracking of message history and focuses on healthcare providers who collaborate with the medical institution.	
3.14.1.3.6	Individual message to Health Care Provider		Y	Facilitates personalized communication with healthcare providers, allowing targeted messages to address individual issues directly.	
3.14.1.3.7	Massive message to Health Care Provider		Y	Optimizes the delivery of messages to multiple healthcare providers, ensuring that critical information reaches all relevant recipients quickly and efficiently.	
3.14.1.4	Digital Record		Y		
3.14.1.4.1	Document search		Y	Perform advanced and filtered searches of requested and submitted documents, ensuring that all necessary information is at your fingertips quickly and efficiently.	
3.14.1.5	Referrals		Y		
3.14.1.5.1	Referrals search		Y	Easily find and manage referrals, optimizing the tracking and management of medical or service referrals.	
3.14.1.6	Education Nutrition / Classes		Y		
3.14.1.6.1	Search for Nutrition / Classes		Y	Access a complete view to search all available classes, including names, PDF files or videos, and questions and answers for each course, facilitating educational management.	
3.14.1.6.2	Management of Online Classes		Y	Manage online classes in a comprehensive manner, allowing you to view, edit, or delete courses as needed, ensuring up-to-date and relevant educational offerings.	
3.14.1.6.3	Management of Live Classes		Y	Manage live classes comprehensively, allowing you to view, edit, or delete courses as needed, ensuring up-to-date and relevant educational offerings.	
3.14.1.6.4	Material and Additional Resources		Y	Efficiently sources and manages educational materials such as brochures or manuals, ensuring that resources are always available and up-to-date for users.	
3.14.1.7	Reports		Y		

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FReD #	REQUIREMENT	FUNCTIONAL AREA	NEW OR ENHANCEMENT	PRWIC REQUIREMENT	DESCRIBE HOW THE BIDDER WILL MEET THE INTERFACE INTEGRATION. ONLY PROVIDE A RESPONSE AT THE SUMMARY LEVEL (GREEN ROW)
3.14.1.7.1	Mi WIC PR Reporting screen		Y	Presents the total number of users registered in the mobile application, users who can view their virtual card through the mobile application, messages sent by participants through the mobile application and answered by WIC staff, and the number of documents sent by participants through the mobile application for the eligibility process.	
3.14.1.8	Reports / Searching		Y		
3.14.1.8.1	Document Review Log		Y	Perform advanced searches to view all reviewed documents for all participants, ensuring a complete and detailed audit.	
3.14.1.8.2	Demographic Registry Search		Y	Efficiently visualizes and filters demographic data, providing a clear and accurate understanding of participant composition.	
3.14.1.9	Reports		Y		
3.14.1.9.1	Classes Report		Y	Access a detailed view of reports, facilitating analysis and tracking of key data for informed and accurate decision-making.	
3.14.1.9.2	Sample of Participants by Clinic		Y	Allows the selection of participant files for the Clinic Monitoring process according to the region and clinic of origin.	
3.14.1.9.3	Daily Activity Report		Y	Performs precise searches by employee, clinic, and region of origin, and presents their productivity activity; participants attended by contacts made, benefit issuances, appointments, and classes given. It presents the activity in the employee's clinic associated with the participant.	
3.14.1.10	Reports / Dashboard		Y		
3.14.1.10.1	Chatbot Frutilina		Y	It presents in Dashboard format different statistics of the chatbot with artificial intelligence; number of conversations and messages, conversation trends, messages received and answered by time intervals, usability, and selected menu options.	

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FReD #	REQUIREMENT	FUNCTIONAL AREA	NEW OR ENHANCEMENT	PRWIC REQUIREMENT	DESCRIBE HOW THE BIDDER WILL MEET THE INTERFACE INTEGRATION. ONLY PROVIDE A RESPONSE AT THE SUMMARY LEVEL (GREEN ROW)
3.14.1.10.2	Virtual Clinic		Y	The Dashboard presents the virtual appointments’ attention and metrics associated with appointment management in real-time. It also shows the WIC staff assigned to the Virtual Clinic, their status and performance metrics, and the results of satisfaction surveys.	
3.14.1.11	Users Administration		Y		
3.14.1.11.1	Backoffice Users		Y	Facilitates user management for executive users, administrators, and regular users, allowing you to deactivate, edit, or add new users to ensure accurate and up-to-date control.	
3.14.1.11.2	Health Care Provider Users		Y	Facilitates user management for healthcare providers, ensuring that information is always up-to-date and easily accessible.	
3.14.2	WIC Staff - Clinic Monitoring System	Nutrition	Y	A sampling and evaluation system for controlling and monitoring clinics in compliance with federal requirements. Based on an annual sample, the system facilitates and expedites monitoring at the participant file level as well as at the facility level. The system includes all stages of the monitoring process, from sampling, evaluation, recording of findings, requesting additional information, monitoring results, and establishing the corrective action plan. As a monitoring system, all results, notes, and communications through the system are kept as historical records.	Provide Response Here Only
3.14.2.1	Sample Selection		Y		
3.14.2.1.1	Clinic and participant sample file selection		Y	This feature allows for the configuration of parameters to select samples from clinics and files for the monitoring process. By setting these parameters, users can ensure that the most relevant and necessary samples are chosen for monitoring. This process is crucial for maintaining the accuracy and efficiency of the monitoring system, as it allows for tailored selection criteria that meet specific needs and standards.	
3.14.2.2	Scheduling		Y		

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3.14.2.2.1	Scheduling for execution of monitors		Y	<i>Enables the scheduling of start and end dates for the monitoring process of clinics in selected regions. By allowing users to define these timeframes, the system ensures that monitoring activities are conducted within specified periods, enhancing the efficiency and organization of the monitoring process. This capability is essential for maintaining a structured and timely approach to clinic monitoring, ensuring that all necessary evaluations are completed within the</i>	
3.14.2.3	Authorization		Y		
3.14.2.3.1	Authorization Process		Y	<i>The system is designed to empower the Monitoring Area Supervisor at the central level with the ability to authorize the commencement of the monitoring process. This feature is crucial for maintaining effective control and proper management of the monitoring process. This authorization not only serves as a quality control measure but also ensures that all monitoring processes are carried out in accordance with established policies and procedures. Additionally, it provides an added layer of security and accountability, as each monitoring process can only be initiated with the Supervisor’s approval</i>	
3.14.2.4.	Monitoring		Y		
3.14.2.4.1	Monitoring Execution		Y	<i>This functionality is designed to present the monitoring instrument in a user-friendly and intuitive manner. The questions are thoughtfully segregated for each section, allowing the inspector to navigate and carry out the monitoring process seamlessly. This structured approach not only enhances the user experience but also ensures that all necessary areas are covered during the monitoring process</i>	

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3.14.2.4.2			Y	<i>The system is equipped with the capability to automatically generate comprehensive findings reports. This report consolidates the responses from the inspector and presents them in a structured and easy- to-understand format. The findings report serves as a valuable tool for reviewing the monitoring process, identifying areas of concern, and planning corrective actions. It provides a clear and concise summary of the monitoring process, making it an essential resource for the Monitoring Area Supervisor.</i>	
3.14.2.5	Dashboard		Y		
3.14.2.5.1	Monitoring Summary, Process, and completed monitoring.		Y	The dashboard must present the total monitoring in process and completed. In addition, you must present the level of compliance of the clinics and the status of the monitoring.	
3.14.2.6	Findings		Y		
3.14.2.6.1	Findings Report		Y	<i>After completing the monitoring, the system must generate the findings report that users can find in the system. These findings are generated after the inspector completes the monitoring instrument and completes the inspection.</i>	
3.14.2.7	Corrective Action Plans		Y		
3.14.2.7.1	Corrective Action Strategies		Y	<i>In this section, users must enter the corrective action strategies that they should execute to remedy the findings found by the inspector. They must also enter the estimated date on which they understand they will be completing the plan. The system will provide functionality to assign people responsible for the process, and approvals from regional supervisors</i>	
3.14.2.8	Corrective Action Plans Execution		Y		

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3.14.2.8.1			Y	In this section, monitored clinics can access the system to enter their corrective action plans for identified findings. The system allows users to: •Identified Findings: Clinics can review audit reports or inspection results. •Responsibility Assignment: Each finding can be assigned to a responsible individual who will oversee the corrective action process. •Action Plans Development: The clinic staff can add to the system a detailed corrective action plan, outlining the steps needed to address the finding. •Timeline: The clinic staff can add start and end dates for each corrective action. •Evidence: Supporting documents or evidence that demonstrate the completion of corrective actions. •Monitoring and Review: Clinics staff, Region Supervisor, and Central levels can monitor regularly to ensure that corrective actions are being implemented effectively and within the specified timeline. •Verification and Closure: Once the corrective actions are completed. If the actions have successfully addressed the findings, the issue is closed in the system.	
3.14.3	WIC Staff - Peer Counseling Platform	Nutrition	Y	Solution that has two components to digitalize the operation of peer counselors, the assignment of referrals and the attention to program participants. It has a portable component that facilitates the counselors with remote visits to the assigned participants. In addition, the platform provides reports that facilitate the measurement of services and the control of peer counselors.	Provide Response Here Only
3.14.3.1	Integration		Y		

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3.14.3.1.1	Participants Referrals		Y	This functionality enables seamless integration between the peer counselor system and the clinic’s Backoffice database. It allows clinic staff to efficiently refer participants to counselors by automatically reading and transferring participant information from the Backoffice database to the peer counselor system. This integration ensures that all relevant participant details are accurately populated in the peer counselor system, streamlining the referral process and enhancing the	
3.14.4	WIC Staff - Food Selection and Evaluation	Vendors	Y	This is a web-based system presented by the Web Portal to digitally support the evaluation and selection process of authorized foods. The system includes the stage of submitting foods by food distributors, carrying out the flow of the corresponding evaluations, and selecting authorized WIC foods. The system allows recording all the documentation and the flow of the selection process with the corresponding approvals at each stage. The system is integrated with the publication processes of authorized foods and the inspection processes of vendors.	Provide Response Here Only
3.14.4.1	Application Submission		Y		

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3.14.4.1.1	Food Submission		Y	This functionality has been specifically designed to streamline the process of food submission by distributors through the WIC program website. It serves as a digital bridge between food distributors and the WIC staff, facilitating a seamless and efficient evaluation process. Distributors are guided by an application form where they are required to provide comprehensive information about the food product they are submitting. This includes the name of the food, which helps the WIC staff to easily identify and categorize the product. The category of the food is another crucial piece of information that the distributor must provide. This helps in classifying the food product into the appropriate group, aiding in the evaluation process. The UPC (Universal Product Code) is also required. This unique identifier assists in tracking and managing the food product within the WIC system. The distributors are asked to upload a photo of the food item along with its label. This visual representation allows the WIC staff to verify the physical attributes of the product and cross-check the information on its label. The Distributor must specify the number of stores where their food product is distributed. This information is vital as it gives the WIC staff an understanding of the product’s reach and availability. This functionality simplifies the food submission process for distributors, ensuring that the WIC staff has all the necessary information to carry out a thorough and accurate evaluation of the food products.	
3.14.4.2	Application and Food List		Y		

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3.14.4.2.1			Y	This section provides a comprehensive overview of all the applications that have been submitted by the distributor through the system. It serves as a centralized hub where users can easily access and review the details of each application. The list is organized and presents each application along with its status. The status of an application is dynamically updated and reflects the stage of the process it is currently in. This could range from Submitted for new applications, In Progress, to Approved or Rejected depending on the outcome of the evaluation. This real-time tracking of application status provides transparency to the distributors and allows them to monitor the progress of their submissions. This section is a powerful tool that offers a clear and organized view of all submitted applications, their status, and their progression through the evaluation process.	
3.14.4.3	Frequently Asked Questions		Y		
			Y	This real-time tracking of application status provides transparency to the distributors and allows them to monitor the progress of their submissions. This section is a powerful tool that offers a clear and organized view of all submitted applications, their status, and their progression through the evaluation process.	
3.14.4.4	Reference Documents		Y		

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FReD #	REQUIREMENT	FUNCTIONAL AREA	NEW OR ENHANCEMENT	PRWIC REQUIREMENT	DESCRIBE HOW THE BIDDER WILL MEET THE INTERFACE INTEGRATION. ONLY PROVIDE A RESPONSE AT THE SUMMARY LEVEL (GREEN ROW)
3.14.4.4.1			Y	In the Reference Documents section, distributors will have access to a wealth of essential information to guide them through the process. This includes the Policies and Procedures (P&P), detailed steps to complete the electronic application, and other crucial resources. To ensure that distributors always have the most current information, these documents can be updated by WIC staff at any time. This continuous updating process helps keep distributors informed and up to date with the latest guidelines and requirements.	
3.14.4.5	Make Inquiry		Y		
3.14.4.5.1			Y	Distributors are encouraged to reach out to the program with any inquiries they may have. Whether they encounter operational challenges or technical issues during the electronic application process, the program is available to provide support and assistance. This ensures that distributors can navigate the application process smoothly and efficiently.	
3.14.5	Client Centric - Mobile App - miwicpr	All	Y	A complete mobile application that provides multiple services and relevant information, and allows communication with participants and potential participants. It is the most efficient way to connect participants with the Program. The application is distributed on both Apple and Android platforms.	Provide Response Here Only
3.14.5.1	Appointments		Y		
3.14.5.1.1	Appointment Management Integration		Y	This feature allows participants to schedule both in- person and virtual appointments for a variety of services. Each appointment is documented in the participant’s file within the Backoffice, capturing all actions and interactions associated with the appointment. Additionally, this feature supports the automated sending of text messages for appointment confirmations and reminders, ensuring participants are well-informed and prepared for the date of the appointment.	
3.14.5.2	Food List		Y		

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3.14.5.2.1	Food List Integration		Y	Program participants will have the ability to access the List of Authorized Foods through the mobile application. This list is generated upon the completion of the food selection and evaluation process. Participants will be able to view the list directly within the app and download a PDF version for their convenience. This seamless integration ensures that the List of Authorized Foods is always up-to-date and easily accessible. The integration with the Food Selection and Evaluation process in the Backoffice guarantees that participants receive accurate and timely information about their food options.	
3.14.5.3	Vendor List		Y		
3.14.5.3.1	Vendor List Integration		Y	Program participants will have access to an updated list of Vendors authorized by the program. This functionality is seamlessly integrated with the processes of mandatory training, contract signing, and Vendor inspections conducted from the Backoffice. By ensuring that only trained and inspected Vendors are included, the system maintains high standards of quality and compliance.	
3.14.5.4	Certification Documents		Y		
3.14.5.4.1	Send Approved Certification Documents Integration		Y	This feature allows participants to send necessary documents for the certification process directly to the Backoffice. Additionally, it enables participants to read and sign other required documents from their mobile devices. Through seamless integration, WIC staff at various clinics can access the participant’s documentation by entering each file. This streamlined process ensures that all necessary paperwork is efficiently managed and easily accessible, enhancing the overall certification experience for both participants and staff.	
3.14.5.5	Benefits		Y		

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3.14.5.5.1	EBT Card, Mobile Payment, Benefits, and Balance Access		Y	Through seamless integration between the mobile application and the Backoffice, participants can access a range of features related to their EBT card. They can view their EBT card details, make payments directly from the application, and access information about their benefits, balances, and transaction history. This comprehensive functionality ensures that participants have all the necessary tools at their fingertips to manage their EBT cards efficiently and effectively.	
3.14.5.6	Messages Management		Y		
3.14.5.6.1	Induvial, Massive, and Push Message		Y	The Backoffice system must support integration with the mobile application to manage communication between participants and clinic staff, as well as central administration. The system should facilitate the sending of both individual and mass messages to participants. Additionally, it should enable the sending of push notifications that participants can easily access from their mobile devices. This comprehensive messaging capability ensures effective and timely communication, enhancing the overall experience for participants and staff alike.	
3.14.5.7	Nutrition Education		Y		
3.14.5.7.1	Live and Online Classes, Educational Worksheets		Y	The Backoffice system must support integration with the mobile application to manage communication between participants and clinic staff, as well as central administration. The system should facilitate the sending of both individual and mass messages to participants. Additionally, it should enable the sending of push notifications that participants can easily access from their mobile devices. This comprehensive messaging capability ensures effective and timely communication, enhancing the overall experience for participants and staff alike.	

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FReD #	REQUIREMENT	FUNCTIONAL AREA	NEW OR ENHANCEMENT	PRWIC REQUIREMENT	DESCRIBE HOW THE BIDDER WILL MEET THE INTERFACE INTEGRATION. ONLY PROVIDE A RESPONSE AT THE SUMMARY LEVEL (GREEN ROW)
3.14.6	ClientCentric - Frutilina Chatbot AI	Nutrition	Y	Chatbot with Artificial Intelligence that provides information 7/24 in an automated manner. In addition, the chatbot allows certain transactions to be carried out, such as scheduling appointments. The information that the chat offers is based on the current procedures and policies of the Program that are "fed" to the artificial intelligence engine.	Provide Response Here Only
3.14.6.1	Integration		Y		
3.14.6.1.1	Information Load		Y	The Backoffice system must support integration with the mobile application to manage communication between participants and clinic staff, as well as central administration. The system should facilitate the sending of both individual and mass messages to participants. Additionally, it should enable the sending of push notifications that participants can easily access from their mobile devices. This comprehensive messaging capability ensures effective and timely communication, enhancing the overall experience for participants and	
3.14.6.2	Dashboard		Y		
3.14.6.2.1	Interaction, Most Ask Question		Y	In the Backoffice, all the information and queries that participants and visitors make to Frutilina will be displayed in a real-time dashboard. This dashboard, powered by Power BI, will present the captured information in various graphical formats, enabling quick and insightful analysis of the data.	
3.14.7	Client Centric - Next (Queue System)	Clinics	Y	A technological solution that allows for the management of appointments (in person or virtual), queue management, and employee productivity in WIC clinics. Due to its technological architecture, the platform can generate real-time information for the supervision and control of clinic staff. In addition, the platform allows the deployment of official videos in all the Program clinics and has a messaging engine for participants.	Provide Response Here Only
3.14.7.1	Security		Y		

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FReD #	REQUIREMENT	FUNCTIONAL AREA	NEW OR ENHANCEMENT	PRWIC REQUIREMENT	DESCRIBE HOW THE BIDDER WILL MEET THE INTERFACE INTEGRATION. ONLY PROVIDE A RESPONSE AT THE SUMMARY LEVEL (GREEN ROW)
3.14.7.1.1	Users		Y	Efficiently manages central office, regional, clinical users, and administrators; allowing you to edit existing data or add new users to assign roles and access permissions.	
3.14.7.2	Configuration		Y		
3.14.7.2.1	Groups		Y	Allows the identification and association of stations by roles for shift attention. The association is applicable per clinic for Clerks, Certifiers, Office Clerks and future creation roles.	
3.14.7.2.2	Videos		Y	Upload videos to the platform that will be displayed on the shift screen for the enjoyment of participants in the waiting room. The videos correspond to educational categories in nutrition, services offered by the Program, and events, among others.	
3.14.7.2.3	Central Office		Y		
3.14.7.2.4	Regions		Y	Manage the selection of video(s) to be displayed on shift screens by region or more than one region; allow segregation of the distribution of videos.	
3.14.7.2.5	Clinics		Y	Manage the selection of video(s) to be displayed on shift screens per clinic or more than one clinic; allow segregation of the distribution of videos.	
3.14.7.2.6	Visit Reason		Y	Allows the creation of visit reasons for shift attention, live classes, and virtual classes.	
3.14.7.2.7	Queue Configuration		Y	Manages the association of previously created visit reasons by the clinic and configured roles. Likewise, it is possible to turn on the box to identify that the reason for the visit corresponds to high-risk categories and for live classes it allows defining the number of participants per class session.	
3.14.7.2.8	Agents Schedule		Y	According to the workstations defined in the clinic, the location of the stations can be displayed in map format, each station will present the name of the connected user. their status and time spent there.	
3.14.7.3	Cancel Appointment		Y		
3.14.7.3.1	Cancel Appointment		Y	Manage the cancellation of virtual appointments through the web system.	
3.14.7.4	Metrics		Y		

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FReD #	REQUIREMENT	FUNCTIONAL AREA	NEW OR ENHANCEMENT	PRWIC REQUIREMENT	DESCRIBE HOW THE BIDDER WILL MEET THE INTERFACE INTEGRATION. ONLY PROVIDE A RESPONSE AT THE SUMMARY LEVEL (GREEN ROW)
3.14.7.4.1	Participants per Queue		Y	View the number of participants in line, waiting to be attended, by selected clinic and according to the reason for visiting for shift care.	
3.14.7.4.2	Employee Status		Y	It displays in map format the location of the station by clinic, the user's information, their status and station to which they are assigned and the minutes spent in the current status. Each station is presented with its corresponding number and is defined by color indicative of the different statuses	
3.14.7.5	Dashboard		Y		
3.14.7.5.1	Clinic Status		Y	It shows in real time the shift care cycle by clinic, region and Island level. It allows compliance with metrics and decision making proactively through the average time in line and attention. In addition, it presents a PR map and municipal islands of clinics connected to the platform and the generation of reports in real-time or historical data for attended shifts, scheduled participants, and walk-ins.	
3.14.7.5.2	Sending SMS		Y	Allows graphical visualization of individual and mass SMS sent to participants for different service reasons and reminders. The graphs present data by region/clinic and date calendar.	
3.14.7.6	Reports		Y		
3.14.7.6.1	Queue Attention History		Y	Allows you to search for shifts registered in clinics by care cycle. The report presents real-time and historical data, and displays the status of the shift, waiting time, service time, appointment, or walk-in. The report is exported in Excel, PDF, or MS Word.	
3.14.7.6.2	Employee Metrics		Y	Allows search by employee for productivity performance by role and time in status. Measures the employee's efficiency in their workday. The report presents real-time and historical data and is exported in Excel, PDF, or MS Word.	

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FReD #	REQUIREMENT	FUNCTIONAL AREA	NEW OR ENHANCEMENT	PRWIC REQUIREMENT	DESCRIBE HOW THE BIDDER WILL MEET THE INTERFACE INTEGRATION. ONLY PROVIDE A RESPONSE AT THE SUMMARY LEVEL (GREEN ROW)
3.14.7.6.3	Participants per Clinic		Y	Presents the number of participants served by clinic and region. It shows the summoned participants who attended and the number in the family group and the participants who did not show up for the shift to be called; of the participants not called, shows the number attended and family group, and the participants who did not show up for the shift will be called. The report is exported in Excel, PDF, or MS Word.	
3.14.7.6.4	Visit Reason Metrics		Y	Presents the number of participants attended by clinic, region, and reason for visit selected at the time to be registered. The report is exported in Excel, PDF, or MS Word.	
3.14.7.6.5	Virtual Appointment Registration		Y	Allows you to search for registered appointments by date, region, and clinic. Presents in-person and virtual appointments scheduled through the web system, Chatbot Frutilina, and the MiWICPR mobile application. The report is exported in Excel, PDF, or MS Word.	
3.14.7.6.6	Live Class Attendance		Y	Presents by date, time, participant data and class name the live classes for which the participant registers. Also, once the class is granted, it presents the participant's attendance, duration, and the action to modify the class attendance status.	
3.14.7.6.7	Participants Served		Y	Allows you to search for participants seen by date, now, clinic, and region. Presents the number of participants. The report is exported in Excel, PDF, or MS Word.	
3.14.7.6.8	SMS Sending - Turn Notice		Y	Presents the time, date, clinical region, and participant data for which the system sends SMS notifications to the participant's mobile number at the shift record, one shift before being seen and at the time they will be seen. The report is exported in Excel, PDF, or MS Word.	
3.14.7.6.9	SMS Sending - Individual Messages		Y	It presents the date, time, region, clinic, clinic employee who sent the SMS, data of the participant to whom the SMS was sent, and the reason for the message sent. The report is exported in Excel, PDF, or MS Word.	

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FReD #	REQUIREMENT	FUNCTIONAL AREA	NEW OR ENHANCEMENT	PRWIC REQUIREMENT	DESCRIBE HOW THE BIDDER WILL MEET THE INTERFACE INTEGRATION. ONLY PROVIDE A RESPONSE AT THE SUMMARY LEVEL (GREEN ROW)
3.14.7.6.10	Automatic SMS Sending - Appointments		Y	It presents the time, date, clinical region, and data of the participant who is sent reminders of the virtual appointment and live class. The report is exported in Excel, PDF, or MS Word.	
3.14.8	Client Centric - Contact Center (Genesys)	All	Y	A communications platform that manages virtual services in all clinics island-wide, in the virtual clinic, and in the call center. The platform supports incoming and outgoing calls and allows monitoring and control of service levels and staff productivity.	Provide Response Here Only
3.14.8.1	Security		Y		
3.14.8.1.1	Users		Y	Efficiently manages central office, regional, clinical users, and administrators; allowing you to edit existing data or add new users to assign roles and access permissions.	
3.14.8.2	Reports		Y		
3.14.8.2.1	Virtual Clinic		Y	A dashboard presents in real-time the attention of virtual appointments and metrics associated with the management of the appointment. It also displays the status, performance metrics, and survey results of the WIC staff assigned to the Virtual Clinic at the group level.	
3.14.8.3	Reports		Y		
3.14.8.3.1	Virtual Clinic Service		Y	A dashboard presents in real-time the virtual appointments and metrics associated with the management of the appointment. It also shows the status, performance metrics, and survey results of the WIC staff assigned to the Virtual Clinic Service at the island, region, and clinic levels.	
3.14.8.3.2	Call Center		Y	A dashboard presents real-time call handling and metrics associated with call surveys of the WIC staff assigned to the Call Center at the island level. handling. It also shows the status, performance metrics, and results of satisfaction.	

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FReD #	REQUIREMENT	FUNCTIONAL AREA	NEW OR ENHANCEMENT	PRWIC REQUIREMENT	DESCRIBE HOW THE BIDDER WILL MEET THE INTERFACE INTEGRATION. ONLY PROVIDE A RESPONSE AT THE SUMMARY LEVEL (GREEN ROW)
3.14.8.3.3	Virtual Clinic Staff		Y	Presents the performance metrics and productivity of the WIC staff assigned to the Virtual Clinic. Allows the selection of parameters through filters by employee(s). The report obeys the hierarchy of permissions as granted by the central level	
3.14.8.3.4	Virtual Clinic Service Staff		Y	Presents the performance metrics and productivity of the WIC staff assigned to the Virtual Clinic Service. Allows selection of parameters through filters by region/clinic and employee(s). The report follows the hierarchy of nermissions as granted by the central level	
3.14.8.3.5	Call Center Staff		Y	Presents the performance metrics and productivity of the WIC staff assigned to the Call Center. Allows the selection of parameters through filters by employee(s). The report follows the hierarchy of permissions as granted by the central level	
3.14.9	Client Centric - Healthcare Providers Portal - wic.pr.gov	All	Y	This is a web portal that integrates with Mi WIC PR and the BackOffice 360 platform in order to provide digital support for the process of prescribing infant formulas to participants by pediatricians or duly authorized health providers. It facilitates digital requests, prescriptions, and the seamless recording of such data in the participant's file. Furthermore, it enables personalized communication between the healthcare professional and WIC staff, as well as bulk communication for notifications or sharing of relevant	Provide Response Here Only
3.14.9.1	Security		Y		
3.14.9.1.1	Users		Y	Efficiently manages central office, regional, clinical users, and administrators; allowing you to edit existing data or add new users to assign roles and access permissions.	
3.14.9.2	Health Care Provider		Y		

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3.14.9.2.1	Health Care Provider Users		Y	Manages the creation of accounts for the Health Care Provider Portal user. The system allows the authentication of the provider with the registry of licensed Doctors of the Government of Puerto Rico. The data used to create the account is the name, medical license number, address, email, telephone number, and username. Once the account is created, the system will send an email to the provider with a security code to activate their accounts. Also, it allows you to disable and re-enable an account.	
3.14.9.2.2	Communications		Y		
3.14.9.2.3	History and Send Individual Messages to Health Care Providers		Y	Allows the sending of messages from the Provider Portal through the Health Care Provider Portal and the receipt of the message in Backoffice360 for the corresponding action of the Program. Likewise, the WIC Program may send messages from Backoffice360 to the Provider Portal. Also, it presents search parameters by name and license number of the provider.	
3.14.9.2.4	Send Mass Message to Health Care Provider		Y	Manages the sending of mass messages to Health Providers whose account is active. In sending, it allows the entry of text for the subject, the message, a PUSH notification to your mobile number, and the upload of a document file.	
3.14.9.2.5	References		Y	Manages the upload of documents and/or links that the Provider can view from its portal. Nutritional Risk documents, Guides, User Manual, WIC Contact Persons, among others, are presented.	
3.14.10	Vendor Systems - Vendor Inspection; mobile and web components	Vendors	Y	Inspection system that consists of two components. A mobile component for on-site inspections at authorized vendors and a web-based component for planning, controlling and recording inspection results. The mobile component allows inspectors to visit vendors and record inspection results according to predefined templates. It can operate offline and has the ability to synchronize data once connectivity is established. The web-based component allows for viewing results, planning routes and monitoring	Provide Response Here Only

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3.14.10.1	<i>Vendors</i>		Y		
3.14.10.1.1	Vendors Search		Y	In this section, the user will be able to search for Vendors by Authorization number or name of the business. Once the search is completed, the user will be able to see information about the business such as the name of the business, Authorization number, address, and number of inspections carried out.	
3.14.10.2	<i>Inspection</i>		Y		
3.14.10.2.1	Inspection Information		Y	This functionality enables WIC staff to efficiently search for inspections conducted by inspectors on assigned businesses. The search can be performed using either the business number or name. Once the relevant information is retrieved, staff can access detailed inspection data, including the inspector’s name, the completion status of the inspection, and general inspection information. Additionally, the system provides a comprehensive report of the inspection results, featuring each question and its corresponding answer, along with photos taken during the inspection using a mobile device.	
3.14.10.3	<i>Inventory</i>		Y		
3.14.10.3.1	Inventory Results		Y	In this section, WIC vendor staff can view the results of the inventory assessments conducted by inspectors during their monitoring visits. This includes detailed information on the quantity of inventory recorded. Additionally, staff can verify whether the business meets the required minimum inventory levels as stipulated by the relevant business rules. This ensures that all compliance standards are upheld, providing a clear and comprehensive overview of inventory status and regulatory adherence.	
3.14.10.4	<i>Planning</i>		Y		

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3.14.10.1.1	Inspection Planning		Y	This functionality enables WIC-designated personnel to create and manage inspection itineraries efficiently. Users can schedule inspectors for visits to various Vendors, whether these inspections are planned for the upcoming week, month, or beyond, in accordance with business rules. This tool ensures that all inspections are systematically organized, allowing for seamless coordination and adherence to regulatory requirements	
3.14.10.5	Vendors		Y		
3.14.10.5.1	Businesses inspected and pending inspection		Y	The reporting module is a powerful tool that provides comprehensive insights into the Vendor's Inspection. On the user-friendly interface of this module, you can view a detailed breakdown of the number of Vendors that have undergone inspection. This data is conveniently displayed on your screen for immediate reference. In addition to viewing the data on-screen, the module also offers the functionality to download this information in an Excel format. This feature allows for easy data manipulation and further analysis if required. The downloaded Excel file will include the count of Vendors that have been inspected, providing a clear picture of the inspection progress. The module also keeps track of Vendors that are pending inspection. This information is crucial as it helps in planning and prioritizing future inspections, ensuring no Vendors are overlooked. One of the key features of the reporting module is its ability to filter and display information by Region. This means you can view and analyze the inspection data on a Regional basis, allowing for a more targeted and efficient approach to managing inspections.	
3.14.10.6	Metrics and Dashboard		Y		

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3.14.10.6.1	Inspection Results, target, progress, and Findings		Y	The Metrics and Dashboard are integral components of the system, designed to provide an in-depth understanding of the inspection process. It offers a wealth of information, presented in a user-friendly and intuitive manner. The dashboard displays a variety of key metrics. One of the primary metrics is the number of Vendors that have been inspected, broken down by region. This regional analysis allows for a more targeted approach to managing inspections and helps identify areas that may require additional focus. The system also sets target inspections per year, providing a clear goal for the inspection team. Progress towards this target is tracked and displayed, offering a real-time view of the inspection process. Another important metric is the number of findings identified during the inspections. These findings are critical for understanding the areas where Vendors may need to improve. The system also features a detailed map of Puerto Rico, with markers indicating the location of each Vendor. This interactive map not only provides a geographical context for the inspections but also offers the functionality to view the inspection history of each Vendor. The Metrics and Dashboard offers a holistic view of the inspection process, with detailed information on inspected and non-inspected businesses, inspection targets, findings, completed inspections, and more. The inclusion of a detailed map further enhances the	

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3.14.11	Vendor Systems - Training and Contract Management	Vendors	Y	This is a web-based system presented by the Web Portal for the management of compulsory training and the management of the signing of contracts of authorized vendors. Through the system, vendors can review the compulsory training material, perform a test electronically, and obtain the corresponding certificate. Once the requirements are met, the system provides the possibility of signing the contract as an authorized vendor.	Provide Response Here Only
3.14.11.1	Search		Y		
3.14.11.1.1	Vendors Searching		Y	The vendor Backoffice was designed to centralize all vendor information on a single, user-friendly platform. This section of the system enables users to efficiently search for vendors using various criteria, such as vendor number, owner’s name, or corporation name. This streamlined approach ensures that all relevant data is easily accessible, enhancing the overall efficiency and effectiveness of vendor management.	
3.14.11.2	Vendor Profile		Y		

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FReD #	REQUIREMENT	FUNCTIONAL AREA	NEW OR ENHANCEMENT	PRWIC REQUIREMENT	DESCRIBE HOW THE BIDDER WILL MEET THE INTERFACE INTEGRATION. ONLY PROVIDE A RESPONSE AT THE SUMMARY LEVEL (GREEN ROW)
3.14.11.2.1	General information, Contract, Evaluation, SMS and audit trail reports		Y	The vendor profile section provides comprehensive information about each vendor. This includes general details such as the vendor’s name, telephone number, email address, and username for the vendor portal. Additionally, you can view all the stores associated with the vendor’s corporation. In this section, WIC staff can also access the results of evaluations that the vendor has completed since joining the program, along with their corresponding certificates. The system maintains a detailed history of all contracts signed by the vendor, including the date and time of each signing. Contracts generated in real- time are saved within the system, complete with the vendor’s signature. Moreover, the vendor profile features a messaging functionality that allows you to view the history of SMS messages sent to the vendor by the program. These messages contain various pieces of information, ensuring that vendors are always kept informed.	
3.14.11.3	Standbeside		Y		
3.14.11.3.1	Vendor Searching, Send Contract		Y	With this functionality, WIC staff can efficiently send Standbeside contracts to vendors and maintain a comprehensive record of signed agreements. This ensures streamlined communication and accurate documentation for all contractual engagements.	
3.14.11.4	SMS		Y		

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3.14.11.4.1			Y	With this functionality, WIC staff can seamlessly communicate with vendors directly from the system. Messages can be tailored and sent individually to specific vendors, allowing for personalized communication, or broadcasted collectively to all vendors, ensuring important information reaches everyone efficiently. Furthermore, the system is equipped to save detailed records of all sent messages. This includes not only the content of the messages but also the recipients and the time when the message was sent.	
3.14.11.5	Reports		Y		
3.14.11.5.1			Y	In the reports section, WIC staff have the ability to access comprehensive records of all evaluations conducted and contracts signed by vendors. This section is designed to provide detailed documentation, ensuring that all critical information is readily available for review. The records include specifics such as dates times, and the nature of each evaluation, as well as the terms and conditions of each signed contract. Additionally, these records can be conveniently downloaded in Excel format. This feature allows staff to easily analyze the data, share it with relevant stakeholders, and archive it for future reference. The Excel format supports various data manipulation and visualization tools, making it easier to generate insights and reports.	
3.14.12	Vendor Systems - Vendor Portal	Vendors	Y	A unified web portal to centralize all access, communication, and individual management of WIC Vendors.	Provide Response Here Only
3.14.12.1	General Information		Y		

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3.14.12.1.1	Name, stores		Y	The vendor portal is meticulously designed to centralize and maintain vendor information efficiently, while also facilitating a range of essential functions that vendors need to perform. This portal provides a comprehensive overview of each vendor, including their name, contact information, and demographic details such as location and business type. Additionally, it displays the stores associated with each vendor’s corporation or business, offering a clear and organized view of all operational sites. This ensures that all relevant information is easily accessible in one place, reducing the need for multiple data sources and minimizing the risk of errors. The centralized approach of the vendor portal not only streamlines vendor management but also significantly enhances the overall efficiency and effectiveness of the system.	
3.14.12.2	Contracts		Y		
3.14.12.2.1	Contract List Record		Y	In this section, vendors can access a comprehensive history of all signed contracts, complete with detailed information on the date and time each contract was signed. Additionally, vendors have the ability to view the full text of each signed contract, ensuring they have easy access to all relevant documents. This functionality provides vendors with a clear and organized record of their contractual agreements, facilitating better management and reference.	
3.14.12.3	Evaluation		Y		

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FReD #	REQUIREMENT	FUNCTIONAL AREA	NEW OR ENHANCEMENT	PRWIC REQUIREMENT	DESCRIBE HOW THE BIDDER WILL MEET THE INTERFACE INTEGRATION. ONLY PROVIDE A RESPONSE AT THE SUMMARY LEVEL (GREEN ROW)
3.14.12.3.1	Evaluation Record		Y	In this section, vendors can access a comprehensive history of all evaluations they have completed on the portal. This includes detailed information such as the date and time each evaluation was taken, as well as the score obtained in each instance. Additionally, vendors have the ability to view and download certificates generated by the system upon successfully completing and passing an evaluation. This functionality ensures that vendors have a clear and organized record of their performance and achievements. Vendors can use these records to demonstrate their qualifications and meet compliance requirements	
3.14.12.4	Mandatory Training		Y		

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FReD #	REQUIREMENT	FUNCTIONAL AREA	NEW OR ENHANCEMENT	PRWIC REQUIREMENT	DESCRIBE HOW THE BIDDER WILL MEET THE INTERFACE INTEGRATION. ONLY PROVIDE A RESPONSE AT THE SUMMARY LEVEL (GREEN ROW)
3.14.12.4.1	Take Evaluation, Contract Sing		Y	The mandatory training functionality is meticulously designed to ensure that vendors can read and study the required material to participate in the WIC Program. This training material covers all essential aspects of the program, providing vendors with the knowledge they need to comply with WIC guidelines and regulations. After thoroughly reviewing the material, vendors must complete an exam configured within the system. This exam consists of 20 randomly selected questions, ensuring a comprehensive assessment of the vendor’s understanding of the material. Vendors must answer each question to the best of their ability. Upon completion of the exam, the system will immediately display the grade obtained, providing vendors with instant feedback on their performance. The system will also highlight any incorrect answers, helping vendors identify areas where they may need further review or clarification. Once the test is successfully completed, the system will generate a certificate indicating compliance with the program requirements. This certificate serves as official documentation that the vendor has met the necessary training standards and is in good standing with the WIC Program. The certificate can be downloaded and printed for the vendor’s records, providing a tangible acknowledgment of their achievement and compliance."	
3.14.12.5	Education		Y		

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FReD #	REQUIREMENT	FUNCTIONAL AREA	NEW OR ENHANCEMENT	PRWIC REQUIREMENT	DESCRIBE HOW THE BIDDER WILL MEET THE INTERFACE INTEGRATION. ONLY PROVIDE A RESPONSE AT THE SUMMARY LEVEL (GREEN ROW)
3.14.12.5.1	Vendor Manuals and Regulations		Y	"In this section, vendors will have access to a wealth of educational information provided by the program. This includes vendor manuals, which offer detailed guidance on program procedures and best practices. Additionally, Vendors can find up-to-date regulations that they need to comply with, ensuring they stay informed about the latest requirements. The section also features flexibility analysis documents, which help Vendors understand how to adapt to various scenarios and maintain compliance. Alongside these resources, Vendors can access a variety of other educational materials designed to support their participation in the program.	
3.14.12.6	Message		Y		
3.14.12.6.1	Message Lists		Y	In this section, vendors can access a comprehensive list of messages sent by the program via text messaging. These messages are securely stored within the vendor’s profile, ensuring they are easily accessible for future reference. This functionality allows vendors to review past communications at any time, providing a convenient way to stay informed and up to date with important program updates, instructions, and announcements. By having these messages readily available, vendors can ensure they have all necessary information at their fingertips. This enhances their ability to comply with program requirements, respond promptly to any directives, and maintain effective communication with the program administrators.	
3.14.13	Vendor Systems - WICA (Contractor #1)	Vendors	Y	http://comerciantes.wic.com.pr/	Provide Response Here Only
3.14.13.1	Landing Page or Welcome Page	Vendors	Y		
3.14.13.1.1	General Information	Vendors	Y	Provides general information or messages in a list of pdf documents (materials). Also provides the log-in bottom.	

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FReD #	REQUIREMENT	FUNCTIONAL AREA	NEW OR ENHANCEMENT	PRWIC REQUIREMENT	DESCRIBE HOW THE BIDDER WILL MEET THE INTERFACE INTEGRATION. ONLY PROVIDE A RESPONSE AT THE SUMMARY LEVEL (GREEN ROW)
3.14.13.2	Login Page	Vendors	Y		
3.14.13.2.1	Vendor Login Page	Vendors	Y	Validates vendor access by entering the User, password, and Vendor Authorization number.	
3.14.13.3	Vendors Menu	Vendors	Y		
3.14.13.3.1	List of Functionalities available to the Vendor	Vendors	Y	Can access Deposits, Information, Administrative, Mandatory Training, Reports, EBT ACH and EBT transactions, Vendors Surveys, Price Surveys, Gross Sales, Report a POS problem, Frequent Questions, Audits.	
3.14.14	Vendor Systems - Vendor Selection (Contractor #1)	Vendors	Y	-	Provide Response Here Only

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(Table 6-Non Functionals)

FReD #	REQUIREMENT	REQUIRED (R) ADDRESSABLE (A)*	COMPLY "YES"	IF ADDRESSABLE, EXPLAIN
3.15	Non Functionals			
3.15.1	Usability			
3.15.1.1	The system shall provide an intuitive, user-friendly interface for all user roles, including participants, clinic staff, state office staff and administrators.	R		
	The interface shall comply with Section 508 and WCAG 2.1 AA accessibility standards to ensure usability for individuals with disabilities.	R		
3.15.1.2	The system shall provide users with accurate, complete, and functional documentation, including contextual help and reference documentation for the front and back office functions. All documentation shall be capable of easy modification to reflect changes in business process, functionality, and technical and other requirements.	R		
3.15.1.3	The system shall provide for ease of navigation on each page through the use of two navigation panes: 1) on the top of the page or screen and 2) on the left side of the page or screen. The system shall provide a user actions pane at the bottom right area of the page or screen. The Top navigation pane shall include major tasks such as Certification, Scheduler, Sys Admin, Food Mgmnt, Reports, etc.. The major tasks shall display individually on tabs arrayed horizontally. The tabs shall emulate a folder or notebook divider tab. Example: MA EOS. When a major task is selected it shall be highlighted to distinguish it from the other major tasks and the Left navigation pane shall display. Selection of a major task will also display the appropriate content below the Top navigation pane and to the right of Left navigation pane; i.e., the Content area.	R		

PRWIC MIS
ATTACHMENT A - FUNCTIONAL REQUIREMENTS MATRIX
(Table 6-Non Functionals)

FReD #	REQUIREMENT	REQUIRED (R) ADDRESSABLE (A)*	COMPLY "YES"	IF ADDRESSABLE, EXPLAIN
3.15.1.4	The Left navigation pane shall include the sub-tasks of the selected major task, be rectangular in shape, and sized dynamically to the number of sub-tasks. The sub-tasks shall be arrayed vertically in an outline or tree format. The sub-tasks shall be listed in an order that represents the most common work flow. When a sub-task is selected it shall be highlighted and display any corresponding lower level outline tasks. The lower level outline of tasks shall be displayed until the user closes them or selects another task or sub-task. Selection of a sub-task shall display the appropriate content in the Content area.	R		
3.15.1.5	User actions such as Save, New, Delete, Reset, Close, Exit, etc. shall be displayed in the bottom right area of the page or screen. The user actions shall display individually on buttons arrayed horizontally and in an order that represents the most common workflow. When a user action is selected it shall be highlighted and display any needed explanation or warning messages that require confirmation before the system executes the action.	R		
3.15.1.6	The system shall support responsive design for seamless use across desktop, tablet, and mobile devices.	A		
3.15.1.7	User workflows shall require no more than 3 clicks for common tasks (e.g., scheduling appointments, issuing benefits).	A		
3.15.2	Configurability			
3.15.2.1	The system shall support configurable business rules and workflows without code changes (e.g., eligibility criteria, appointment scheduling policies).	A		
3.15.2.2	System administrators shall be able to manage settings (e.g., clinic hours, user roles, benefit levels) through a secure administrative interface.	R		
3.15.3	Performance			

PRWIC MIS
ATTACHMENT A - FUNCTIONAL REQUIREMENTS MATRIX
(Table 6-Non Functionals)

FReD #	REQUIREMENT	REQUIRED (R) ADDRESSABLE (A)*	COMPLY "YES"	IF ADDRESSABLE, EXPLAIN
3.15.3.1	The system shall ensure a response time of less than 2 seconds for 95% of user transactions under normal load conditions. The system shall execute each user command (i.e. Save) within 5 seconds to sustain clinic operations. The system shall move from field to field within a screen within 1 second to sustain clinic operations.	R		
3.15.3.2	The system shall complete all off-line and back office processing in allotted timeframes.	R		
3.15.3.3	It shall support batch processing (e.g., benefit issuance) with throughput of at least 10,000 transactions/hour.	A		
3.15.3.4	Peak hour system response degradation shall not exceed 20% of baseline performance.	R		
3.15.4	Availability			
3.15.4.1	The system shall be 99.99% percent available to support the front office operations of PRWIC during the following business hours: Monday through Saturday, 7:00am - 8:00pm (EST), Sunday, 11:00am - 7:00pm (EST), Same hours in Holidays when WIC will be opened.	R		
3.15.4.2	The system shall be 99.99% percent available to support the off-line and back office operations of PRWIC during the following hours: Monday through Saturday 8:30pm -6:30am. Sunday 7:30pm -6:30am(EST),	R		
3.15.4.3	The system shall have an uptime of 99.9% per month, excluding planned maintenance.	R		
3.15.4.4	It shall support failover mechanisms and disaster recovery to ensure continuity of operations within 30 minutes of any critical failure.	A		

PRWIC MIS
ATTACHMENT A - FUNCTIONAL REQUIREMENTS MATRIX
(Table 6-Non Functionals)

FReD #	REQUIREMENT	REQUIRED (R) ADDRESSABLE (A)*	COMPLY "YES"	IF ADDRESSABLE, EXPLAIN
3.15.5	Scalability			
3.15.1	The system shall be horizontally scalable to support growth in users, data, and transactions without degradation in performance.	R		
3.15.2	It must support a minimum of 10,000 concurrent users in a production environment, with the ability to scale up as participant load increases.	A		
3.15.6	Business Connectivity			
3.15.6.1	The system shall support secure integration with external systems such as EBT processors, Medicaid databases, immunization registries, and third-party reporting tools via RESTful APIs and secure file exchange protocols.	A		
3.15.6.2	All data exchanges shall adhere to HL7, FHIR, or other applicable standards where feasible.	A		
3.15.7	Maintainability			
3.15.7.1	The system shall be modular in design, enabling updates to individual components without impacting the overall system.	R		
3.15.7.2	All code shall follow industry-standard best practices with detailed inline documentation and version control.	R		
3.15.7.3	System logs and monitoring tools shall be available to facilitate troubleshooting and proactive maintenance.	R		
3.15.7.4	The system shall provide the controls, functions, tools, and processes necessary for the timely diagnosis and resolution of defects.	R		
3.15.8	Flexibility			
3.15.8.1	The system shall provide the controls, functions, tools, and processes necessary for the timely modification of the software to accommodate changed requirements.	R		
3.15.8.2	The system shall support multi-state or regional deployment with the ability to accommodate local policies, languages, and workflows.	R		

PRWIC MIS
ATTACHMENT A - FUNCTIONAL REQUIREMENTS MATRIX
(Table 6-Non Functionals)

FReD #	REQUIREMENT	REQUIRED (R) ADDRESSABLE (A)*	COMPLY "YES"	IF ADDRESSABLE, EXPLAIN
3.15.8.3	It shall allow for the dynamic addition or modification of system modules and features without major architectural changes.	R		
3.15.9	Extensibility			
3.15.9.1	The system shall provide the controls, functions, tools, and processes necessary for the timely replacement of existing modules and addition of new functionality while minimizing the impact to existing system functions.	R		
3.15.9.2	The system shall be designed with a plug-in architecture to support future enhancements, including AI-based decision support, telehealth features, or additional benefit types.	A		
3.15.9.3	Extension points (e.g., hooks, APIs) shall be clearly documented for third-party developers.	R		
3.15.10	Compatibility			
3.15.10.1	The system shall support all major browsers (Chrome, Edge, Firefox, Safari) and operating systems (Windows, macOS, Android, iOS).	R		
3.15.10.2	Backward compatibility shall be maintained for at least the past two versions of major browsers.	R		
3.15.10.3	The system shall support data migration from legacy WIC systems.	A		
3.15.11	Legal and Regulatory Compliance			
3.15.11.1	The system shall provide the controls, functions, tools, and processes necessary to protect the confidentiality of WIC Program information and comply with 7 CFR Part 246, Section 246.26.	R		
3.15.11.2	The system shall be accessible to persons with disability through compliance with the applicable technical standards of Rule 60-8.002 (FAC) Standards Applicable to Electronic and Information Technology.	R		
3.15.11.3	The system shall comply with all applicable Department of Health Division of Information Technology Application Development Standards.	R		

PRWIC MIS
ATTACHMENT A - FUNCTIONAL REQUIREMENTS MATRIX
(Table 6-Non Functionals)

FReD #	REQUIREMENT	REQUIRED (R) ADDRESSABLE (A)*	COMPLY "YES"	IF ADDRESSABLE, EXPLAIN
3.15.11.4	The system shall comply with all federal and state regulations, including but not limited to: - HIPAA for health data protection. - USDA/FNS WIC program guidelines. - Section 508 for accessibility. - FERPA if educational information is stored.	R		
3.15.11.5	Data retention and archival policies shall comply with legal requirements and audit needs.	R		
3.15.12	System Security			
3.15.12.1	The system shall provide the controls, functions, tools, and processes necessary to prevent unauthorized access to the system, data, processes, and network connections, and manage the appropriate and lawful access and use of the system, including the transmission of protected client data.	R		
3.15.12.2	The system shall implement role-based access control (RBAC) with least privilege principles.	R		
3.15.12.3	All data in transit and at rest shall be encrypted using FIPS 140-2 compliant algorithms.	R		
3.15.12.4	The system shall support multi-factor authentication (MFA) for all administrative users.	R		
3.15.12.5	Regular security audits, vulnerability scanning, and penetration testing shall be performed.	R		
3.15.12.6	Logging and alerting for suspicious activities (e.g., failed logins, data exports) shall be enabled.	R		
3.15.12.7	The system shall successfully pass the current software security scan of the Puerto Rico DOH IT division.	R		
3.15.13	PRDOH Information Security and Privacy Policy			
3.15.13.1	The system shall provide the controls, functions, tools, and processes necessary to comply with the Puerto Rico Department of Health Information and Security Policy.	R		
3.15.14	Robustness			

PRWIC MIS
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(Table 6-Non Functionals)

FReD #	REQUIREMENT	REQUIRED (R) ADDRESSABLE (A)*	COMPLY "YES"	IF ADDRESSABLE, EXPLAIN
3.15.14.1	The system shall provide the controls, functions, tools, and processes necessary to avoid, handle, and recover from error, boundary, and related conditions, while maintaining normal operation of the system.	R		
3.15.14.2	The system shall handle unexpected inputs and failures gracefully, providing clear error messages without exposing internal code or sensitive data.	R		
3.15.14.3	It shall support automated failover and data redundancy to prevent data loss in the event of hardware or software failure.	R		
3.15.14.4	Data input validation and exception handling shall be implemented on both client and server sides to prevent corruption and ensure data integrity.	R		

*Addressable do not mean they are not required, they must be addressed in some way.