



DEPARTAMENTO DE

SALUD

GOBIERNO DE PUERTO RICO

ADMINISTRATION OFFICE

Purchasing and Auction Office

Auction Administrative Support Section

Tuesday, August 04, 2026

ADDENDUM 02

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

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

Purpose:

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

Proponente 1:

1. According to Section 7 on page 48. Given the accelerated timeline outlined in the Project Work Plan:
 - a) Can the Program confirm whether PRWIC subject matter experts (SMEs) and PRWIC project team members are expected to be dedicated full-time during the design and development phases given that they are running the day-to-day operations?
 - b) For the purposes of planning what commitment can be established in terms of response time from SMEs during the project?

✓ **Answer: PRWIC understand the importance of SME's participation along the project life.**

The SMEs are committed to dedicating the necessary time and effort throughout all phases of the project, as required, being during the Initiation and Analysis and UAT phases the most critical active participation. During the design phase the SME's participation will be

to review designs presented and during development the SME's roles is more to be available for clarifications.

The project Schedule will be reviewed, updated and approved at the beginning of the project and the SME's participation assigned as needed in each phase.

However, PRWIC expectation is that the design should not be limited to SME's idea of the functionalities but also enhanced and nurtured with the contractor vision and expertise. The PRWIC Program wants the Contractor to present innovative options.

2. According to Section 8.1.1(D) on page 51. Since Contractor must assist PRWIC in the preparation of a Disaster Recovery plan and the system will reside within the OIAT Infrastructure:

- a) Please confirm that the contractor will have full access to OIAT Resources.
- b) Please confirm the scope of this responsibility: PRWIC and OIAT will develop the plan, who will be responsible for the testing and execution of the disaster Recovery Plan?
- c) Where would the secondary site be implemented?

✓ Answer: a) The contractor will have the necessary access to OIAT resources. b) The DRP will be developed by the contractor in collaboration with the necessary resources provided by OIAT and PRWIC. The contractor will be responsible for the testing and execution of the DRP in coordination with OIAT and PRWIC. c) The secondary site may be on AWS and/or at an alternate physical site.

3. According to Section 8.1.1(D) on page 51. Please confirm if the external Platforms already comply with the security standards requested in the RFP?

✓ Answer: The awarded Contractor is responsible for developing a Security Plan — based on FISMA, OMB Circular A-130, and NIST

publications/Cybersecurity Framework — addressing Management, Operational, and Technical Controls, plus Privacy and EBT-specific Controls, and for updating it throughout the life of the contract.

4. Please confirm the source code and documentation is intellectual property of the Department and will be shared with all bidders with enough time so as to have a level playing field and no unfair advantage with the developer of these platforms.

✓ **Answer: Source code will not be shared with any bidder during the competitive proposal stage, to protect the security and integrity of current systems. Upon contract award, PRWIC intends to share with the awarded Contractor the technical documentation and information available to the Program to support the required functionalities.**

5. Given the requirement that the system perform within certain time criteria and support up to 10,000 concurrent users. Since this system is required to run at OIAT and the SLAs are dependent on the servers, resources, and network controlled by OIAT and not by the contractor:

- a) Would PRWIC reconsider these requirements as these resources will not be under the control of the contractor?
- b) if PR WIC is requiring performance criteria, can these be specified quantitatively based on a given size of CPU, with a given memory capacity and other environment variables so that stress testing can be performed objectively?

✓ **Answer: It is important that the performance of a system is optimal. We know that outside of the system there are elements that can affect clinic-level performance that are beyond the contractor's control, such as network bandwidth. However, the performance of a system can be measured apart from external interference. For example:**

- **Benchmarking Testing-** Measure how many transactions per second a system processes without external interference.
- **Load testing-** In the lab, network impact is eliminated to focus on CPU, memory, and internal logic.
- **Stress testing-** Useful for identifying internal bottlenecks.
- **Capacity testing-** Determines the maximum number of users or transactions that the system can support.
- **Internal response time testing** (function execution time, local database access, internal processing)
- **Resource Usage Testing-** Helps detect memory leaks or inefficient processes.
- **Profiling-** Identifies which parts of the code are most time-consuming or resource-consuming.

6. In Attachment A (6. Section 15-Non-Functionals), according to Section 3.15.12.4 of the RFP, which requires the use of multi-factor security. Which MFA method is planned for implementation, and are personal devices of users planned to be utilized?

✓ **Answer: Currently, PRWIC is using Microsoft Authenticator through the FirstNet of each clinic.**

7. In Attachment A (6. Section 15-Non-Functionals), according to Section 3.15.12.5 of the RFP:

- a) How frequently will audits, vulnerability assessments, and penetration testing be conducted?
- b) Will these services be the responsibility of OIAT or the contractor? If they are the contractor's responsibility, will they be billed separately or included in the overall pricing?

- ✓ **Answer: a) The vulnerability assessment must be carried out by the contractor at least four times a year and/or when significant changes are made, as well as the hardening of security in response to the vulnerabilities found. That should not entail additional costs but should be part of the maintenance cost. The Penetration test can be annual. b) These services are responsibility of the Contractor and must be included in the Maintenance and Operations pricing. Audits can be carried out by PRWIC on a regular basis.**

8. To estimate cost, can the Program clarify whether the Warranty training is expected to be conducted in a single session virtually for all clinics and Central Office, or in multiple sessions by location or user group?

- ✓ **Answer: PRWIC expects at least one additional training session for PRWIC staff at a time and modality to be determined.**

9. With respect to the manuals, can the initial and subsequent corrected versions of manuals be delivered digitally?

- ✓ **Answer: PRWIC expects first and subsequent versions of the manuals to be delivered digitally**

10. Are the recordings required to be of the live in-person classes? Would recordings of classes such as those provided through training software also be acceptable given that they are much more practical and effective than general recordings?

- ✓ **Answer: Training must be face-to-face. Recordings are required for future education. PRWIC uses today the Moodle system, however it may be different at the time of the implementation which PRWIC will inform the contractor the format required.**

11. According to Section 8.1.8 on page 61. Considering the logistical complexity and cost implications for the project associated with in-person training such as: WIC staff travel and meals, repeated installation and dismantling of training environments at multiple

venues across regions, procurement of sufficient laptops to allow concurrent installations for each next region's training to occur, trainers and travel and lodging costs for staff for multiple concurrent training:

- a) Would the Program consider alternative or hybrid training approaches that would reduce costs while allowing sufficient time for classes and practice?
- b) Will laptops required for training sessions remain the property of the Contractor or be transferred to the Program?
- c) If a training session includes 70 users (e.g., Ponce Region), since the accelerated proposed workplan does not seem to provide time for setup and teardown between sessions, and laptops for the next session must be prepared in advance, approximately 150 student laptops and their peripherals will be required adding over \$100,000 to the cost of the project with no future value to PRWIC, is this a proper estimate?

✓ **Answer: Section 8.1.8 describes PRWIC requirements.**

- **Face-to-Face Training.**
- **Computer equipment is for training purposes and will not be transferred to the PRWIC program.**
- **PRWIC understands that the timeline presented in the rollout phase is appropriate, including the readiness of the training sites. The calendar presented in this RFP provides for seven (7) training sessions during the Rollout Phase.**

Bidders are encouraged to present their best approach to satisfy these requirements considering the Bidder will take the lead on all the related tasks and costs and in compliance with PRWIC needs.

12. According to Page 74 Item #2 – Staff Qualifications:

- a) Since the system is to be developed, should the requirement be that Help Desk Staff should be experienced and knowledgeable in existing WIC MIS?
- b) How many points are designated for Help Desk staff qualifications?

✓ **Answer:**

- **Help Desk Staff Qualifications in this section do not require an experienced and knowledgeable in a WIC MIS. It requires specific knowledge of the developed system, speaks spanish fluently, trained in customer service, general technical skills, and to handle expected call volume.**
- **Specific evaluation points are assigned by the Technical Evaluation Committee.**

13. Will the requirements allow that the bidders interface with the external apps and platforms thus providing the expected functionality, or is the intention that the winning bidder redevelop the same functionality of the external platforms and apps within the New MIS, discarding all the existing code?

✓ **Answer: PRWIC's will accept COTS/SaaS, custom development, or a hybrid approach. The requirement is functional integration from the end-user's perspective, the new MIS must not function as a hub that redirects users to separate, standalone external platforms. The end result will integrate all functionalities required under this RFP and operates as a single, cohesive system (Schedule V, Section 5.3 & Schedule VI, Section 4).**

14. Given that this source code, documentation, detailed design specifications and other elements represent an asset which PRWIC paid for with the expectation that they would be the property of PRWIC, and that the availability of this detailed information would allow bidders to incorporate the functionality of the required enhancements at a much

lower time and expense to PRWIC rather than having to develop it and WIC PR pay for it again. Is it possible that this developed functionality can be customized and integrated when applicable to the proposed product rather than having to develop it again from scratch?

✓ **Answer: Please refer to response to questions #4 & #13.**

15. According to Attachment A, Tab 2 – Enhancements, Section 3.3.1.1 Maintain Food Category/Subcategory Table. Please explain the purpose of this requirement and how PRWIC would intend this enhancement to work. The link between a UPC and a specific category is an integral part of WIC architecture because it is also used in WIC EBT to tie each transaction to a category so that the proper balance can be debited. For example, if a transaction comes in for a specific UPC that could belong to more than one category and the family food package has several of these categories, from what category bucket would the benefits be deducted?

✓ **Answer: The issuance of benefits is made by family groups, and these should not present limitations either, allowing their redemption to be executed without inconvenience. This includes that, if two family members have the same food, they can be issued without the system imposing restrictions, as long as the Maximum Monthly Allowance (MMA) is met for each participant individually. In addition, for example, if the participant is assigned a package with low-fat cow's milk at 1% and without fat, they will be able to redeem it in different sizes and presentations, such as fresh, UHT, evaporated and powdered, without problems arising during its issuance and redemption. The same is expected for all food groups issued for all categories and subcategories of participants.**

16. According to Attachment A, Tab 2 – Enhancements, Section 3.3.2.3 Determine Food Package Proration Schedule. What food package proration methods are expected to

be supported by the system? Can it be confirmed that only one proration method will be utilized at the same time?

✓ **Answer: The Program will be implementing the Rolling method without proration.**

17. According to Attachment A, Tab 2 – Enhancements, Section 3.3.4.1 Maintain UPC Database for WIC Authorized Foods. Using this reference as an example, please define what is the expected level of integration or development for this type of subsystem. In this case, is the automatic loading of a file containing the final selected foods and the corresponding information needed in the core MIS sufficient integration?

✓ **Answer: The list of authorized foods is part of the food selection and evaluation process. It should be integrated into the functionality. The Food Selection and Evaluation process is described in Attachment 2, Table 5, item 3.14.4. PRWIC expectation is to have the updated version of the WIC Authorized Foods shared to any other of the WIC services, avoiding manual loading or processes.**

18. Keeping in mind that the development of functionality starting from a text description is much harder and time consuming and has much more risk than integrating a functionality that has been approved by SMEs in terms of look & feel, contents, presentation, data storage among other considerations, how can a level playing field be established given that one of the bidders has this information and the rest of the bidders do not?

✓ **Answer: All bidders will work with the same official documentation included in the RFP.**

19. According to Attachment A, Tab 2 – Enhancements, Section 3.4.2.8 Process Changes to Electronic Benefits (Benefit Adjustments, Voids and Reissuance). a) What type of alerts are PRWIC expecting? b) Where should the alerts appear? The expectation is not clear

and can be interpreted in diverse ways leading to inability to compare diverse proposals, can this requirement be clarified?

✓ **Answer: Section 3.4.2.8 requires that the system provide appropriate alerts or notifications to ensure staff visibility when benefit adjustments, voids, or reissuances occur.**

PRWIC is expecting the system to provide alerts for the different situations that the program will define during the Analysis & Design phase. However, PRWIC also expects the system to have the ability to create additional alerts in a dynamic way avoiding changes to the code.

20. According to Attachment A, Tab 2 – Enhancements, Section 3.4.3.1 PR Participants Reminders. Would an automatic notification to the mobile device of all participants that have unredeemed benefits a given number of days (for example, five) before the end of the month be sufficient? Can the volume of notification by each mode of communication be provided so that a proper estimate of cost be developed?

✓ **Answer: PRWIC is expecting to send these alerts though the mobile device. These alerts may be reminders for unredeemed benefits or any other type of notifications to participants. Also, PRWIC is expecting to have the ability to create and send additional messages. The number of days can be determined with the program during the implementation phase.**

21. According to Attachment A, Tab 2 – Enhancements, Section 3.5.3.1 Process Vendor Payment. There are two separate business processes for Integrated Vendors and Stand-Beside Vendors, which require the Finance Department to request budget in separate transactions for one effective payment date. EBT and MIS provide reconciliation and vendor reports that are used for reconciliation, and the Finance Department wants to enhance or automate this process and produce the reconciliation

report. Please provide a description of the expected reconciliation process, including the sources of transactions that must be considered in the reconciliation report.

- ✓ **Answer: PRWIC requires a report with the following descriptions: Year, Account Date, Settlement Date, Account Internal (Standard Besides), Account Financial, Account Internal & Financial, Account External, EBT Total, Vendor Debt Transaction, and Total Paid. The report must provide PRWIC to choose the date range to generate it, as needed.**

22. According to Attachment A, Tab 2 – Enhancements, Section 3.5.4.2 Retrieve Transaction History Data / Reconcile Redeemed, Adjusted, Voided, and Expired Benefits with Issuance File. The current reports need to be reviewed and adapted to the program's needs and must show benefits redeemed and not redeemed. Can you please provide a copy of the current report with an indication of the changes required so that our estimate can be calculated?

- ✓ **Answer: PRWIC requires a report with the following descriptions: Benefit Category, Benefit Subcategory, Benefit Quantity Issued, Settlement Amount, Quantity Redeemed, Quantity Not Redeemed, Benefit Void and Percent Redeemed. The report must provide PRWIC to choose the date range to generate it, as needed.**
Copy of the reports will be provided during the Analysis and Design Phase.

23. According to Attachment A, Tab 2 – Enhancements, Section 3.6.1.1 Track Grants, Section 3.6.2.2 Monitor Food Expenditures, Section 3.6.2.3 Perform Financial Modeling, Section 3.6.2.4 Manage Cash Flow, Section 3.6.3.3 Monitor Rebate Collections, Enhancements, Section 3.7.3.1 Track Actual Participation, Section 3.8.2.2 Track Outreach Campaign Activities. Can you please provide a detailed description of what is expected by the requiring area so an estimate of the time and cost can be developed?

- ✓ **Answer: PRWIC requires the system to record the annual food grant allowance and allows for monthly estimates of expenses, rebates, and participation throughout the year. It must also provide functionality to input actual expenses, rebates, and participation as the months progress. Additionally, it must be able to adjust the food inflation rate and provide columns to determine costs per participant. This program must be editable monthly. This information must be downloadable to an excel file.**

Additional information for FReD requirements can be found at the FNS website: [Functional Requirements Documents \(FReD\) for a Model WIC System | Food and Nutrition Administration](#).

24. According to Attachment A, Tab 5 – External Platforms of the RFP.

- a) Can PRWIC confirm whether the external platforms referenced in this RFP are considered complete and operational as currently implemented, or whether additional enhancements to those platforms are expected as part of this project?
- b) We respectfully request the source code and proper documentation be provided with enough time to be studied and have any questions answered so that other bidders can have the same advantage that the company that developed the applications now enjoys for this RFP and have a level playing field for the RFP evaluation? This request would apply to all the external platforms.

- ✓ **Answer: Please refer to response to question # 13.**

25. According to the integration requirements referenced in the RFP. A definition frequently used in U.S. federal and state procurements is: "System integration is the process of connecting two or more information systems so that they interoperate and exchange data electronically in a secure, reliable, and automated manner, enabling coordinated functionality and eliminating the need for manual data entry or reconciliation." This

definition does not require that the screens or processes in either system be rewritten or modified to look similar. It requires the exchange of information without manual intervention and the proper mapping of data from one system to another. Is this definition acceptable for the purposes of this RFP?

✓ **Answer: This definition is not acceptable for the purposes of this RFP.**

The winning bidder will develop the functionalities of the external platforms and apps within the New MIS. Attachment A, Tab 5.

26. According to the Project Schedule referenced in the RFP, pg. 79. shows 10 days for the rollout for each Region from 2 to 7 and 20 days for Region 1 and Section 8.1.8 on page 62, states clinics staff training may take between 1-2 weeks to ensure enough time to present the topics and provide for practice time:

- a) Considering that training will be conducted across multiple regions and will require the setup and relocation of equipment and training environments between locations, can the Department clarify whether the sample project work schedule accounts for the time required to set up and dismantle training facilities between regions?
- b) Or is the expectation that the two (2) whole weeks be utilized for training and practice at the training venue?

✓ **Answer: PRWIC understands that the timeline presented in the rollout phase is appropriate, including the readiness of the training sites. The calendar presented in this RFP provides for seven (7) trainings during the Rollout Phase. PRWIC expectation is that the training will be one (1) week at the venue and one (1) week back at the clinics for practice.**

27. According to the Project Schedule Sample the Work Plan allocates approximately 130 days for Analysis and Design and 128 days for Development. The development of a new WIC MIS systems in other jurisdictions has historically required significantly longer

implementation timelines, and the existing platforms that we need to integrate have been under development since approximately 2020. The development of a new PRWIC MIS must comply with all the functionality in use in the current system plus the required functionalities not currently in use, in addition to the integration of the new platforms and enhancements. Although this scope is much greater than the scope of previous transfer projects where only the noncomplying parts were developed, the current project timeline is shorter than the previous system transfers PRWIC has procured. Will WIC consider allowing more time in the work plan, in proportion to the effort required for development of a new system vs customizing a transfer system, without penalty for a reasonably longer delivery term?

✓ **Answer: The RFP work plan included in Schedule VI, Section 9, is presented as a sample. Bidders are encouraged to present their proposal based in the 24 months for the Development and Implementation Phase. However, the internal activities and tasks within the project work plan may vary. For example, we can allow the Analysis and Design phase to start earlier, after the kickoff meeting, to have more time for this phase or to the Development phase.**

The schedule in this RFP is assuming the following milestones:

- **Project Start – January 2027**
- **Rollout Complete – December 2028**

PRWIC understands that during the Analysis and Design phase should collect and document all the PRWIC program needs for the WIC MIS including all the functionalities operational today and requested in this RFP.

28. According to Section 9 page 78, it suggests running Data Migration in parallel with Analysis and Design. The response to this question from the prior RFP indicated that this activity should be concurrent with Analysis and Design but this expectation needs to be

clarified because it is not viable to design a conversion program when at that point in the schedule you do not yet have a database design (among other items) as a target. Can you clarify what the expectation is?

- ✓ **Answer: The Data Migration Activity includes Data Migration Data Analysis, Data Cleanup, Develop and test Conversion Programs. Data Migration will occur during the Rollout Phase.**

29. According to page 80, under section 10, Bidder staffing. 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 additional Contractor staff will work on-site while performing major tasks. Please clarify if on-site means in PRWIC offices and if the requirement is during the entire phase or for specific events during those phases, as required by PRWIC. tasks (e.g. design confirmation; acceptance testing; training; pilot etc.), as needed.

- ✓ **Answer: Onsite means the Project Office in Puerto Rico or in PRWIC offices as needed by the state agency during Development & Implementation, warranty and Maintenance & Operations phases.**

Schedule VI, Section 10 states the following:

"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.**

30. According to page 80, under section 10, Bidder staffing: During the Warranty and Maintenance and Operations phases It is expected that at least one Developer will be dedicated to work on-site during this period.

- a) Please clarify if on-site means in PRWIC offices for specific events during those phases, as required by PRWIC or during the complete phase?
- b) Will it be acceptable for a Senior Analyst to also be present to provide proper documentation to be approved by PRWIC as agreed to by both parties?

✓ **Answer: a) Please refer to response to question #29. b) Yes.**

31. According to Section 8.1.12 on page 66:

- a) Please confirm expectations regarding deployment support during rollout.
- b) Will the Contractor be required to provide onsite technical support during the initial implementation phase?
- c) If that is expected, what duration should this support be for each clinic?

✓ **Answer:**

- **Section 8.1.12, Item E provides details regarding Rollout Support.**
- **The Contractor should provide Go-live support on site at clinics for at least 5 business days**

32. According to page 73, Staff Qualifications, Help Desk Services. Is any Spanish dialect acceptable, or must Help Desk staff speak Puerto Rican Spanish?

✓ **Answer: The help desk staff should speak PR Spanish.**

33. According to Section 8.1.3, pg. 54 Analysis and Design. In order to comply with the accelerated Project Plan, can the Program clarify whether JAD sessions may be conducted concurrently across multiple functional areas using designated subject matter experts (SMEs), and whether these SMEs will be authorized to make decisions and provide final validation on behalf of their respective areas, or if executive stakeholder participation is required for all sessions?

✓ **Answer: Yes, SME's that will be assigned will be authorized to make decisions and provide final validation on behalf of their respective areas.**

34. Section 4.1 states that qualified bidders will be invited to participate in a virtual meeting consisting of a 5-minute introduction, a 1-hour presentation of the proposed solution, and a 15-minute question-and-answer session. However, the RFP does not describe the required content of the presentation nor how this activity will be evaluated. Please clarify:

- a) Whether the presentation is a scored evaluation component, a pass/fail requirement, or a validation activity only.
- b) The evaluation criteria and weighting, if applicable.
- c) The expected scope of the presentation, including whether bidders are expected to demonstrate a live solution, prototype, mockups, or conceptual presentation.

✓ **Answer:**

- **The presentation is a non-scored validation activity intended solely to give the Technical Evaluation Committee a clearer understanding of the bidder's proposed solution.**
- **No evaluation criteria or weighting applies.**

- **Bidders should present the solution proposed and be able to respond to PRWIC questions. No live solution, prototype, mockups, or conceptual presentation is needed.**

35. Please clarify the expected level of maturity of the proposed solution demonstrated during the one-hour presentation. Should proposers demonstrate a fully operational solution, a prototype, a configured COTS solution, mockups, or conceptual workflows?

✓ **Answers: Please, refer to response to question #34.**

36. Please confirm that the requirements contained in Attachment A and Attachment B represent the complete contractual scope of work and that functionality not expressly identified in those documents will be managed through the formal Change Request process.

✓ **Answer: The documents included in the RFP, including Attachments A and B, represent the set of functional and technical requirements known to the Agency at the time of issuance of the RFP. However, considering the nature of technological developments of this magnitude, the Agency recognizes that adjustments may arise during the implementation phase. These adjustments must be part of the scope of the project.**

37. Please clarify whether the requirements included in Attachment A represent the required functionality, or whether the successful proposer is expected to replicate all functionality currently available in the existing PRWIC operational environment, including features not explicitly listed in the RFP.

✓ **Answer: Please, refer to response to question #36.**

38. If the Department expects the successful contractor to replace existing operational platforms or modules with newly developed functionality, please confirm that the evaluation of the solution presentation will not be based on the current maturity of existing systems, but rather on the proposer's proposed approach, technical solution,

implementation methodology, and ability to successfully deliver the required functionality.

✓ **Answer: Yes, we confirm it.**

39. Please clarify whether all historical participant documents, images, and electronic records currently maintained in external platforms are required to be migrated into the new solution.

✓ **Answer: All documents residing on the external platforms must be migrated.**

40. Please clarify whether Virtual Clinic is considered an independent platform integrated with the MIS or a functional module that must be developed as part of the new MIS solution.

✓ **Answer: It should be developed as part of the new MIS solution.**

41. Are licensed solutions for non-programmatic functions such as those in Next and Genesys allowed as part of the new solution?

✓ **Answer: Yes, these are examples allowed.**

42. The current RFP significantly expands the functional scope by incorporating multiple operational platforms, enhanced participant services, messaging, document management, dashboards, virtual services, analytics, and additional functional requirements. Please clarify whether the Department expects all these capabilities to be delivered within the initial implementation period or whether certain capabilities may be scheduled as post-implementation enhancements under the Maintenance and Operations phase.

✓ **Answer: PRWIC expects all the capabilities requested in this RFP and any other identified during the Implementation Phase to be delivered as part of the scope without change orders. After the implementation (rollouts phase completed), new functionalities**

(not considered as warranty) will be treated as enhancements to be incorporated during the M&O Phase.

43. The current RFP includes the development and implementation of a new WIC MIS, multiple integrated operational platforms, data migration, statewide deployment, training, warranty, and Maintenance & Operations services. Please clarify whether the proposed implementation schedule was developed based on a formal project effort estimation for the complete contractual scope and identify the principal planning assumptions used in establishing the implementation timeline.

✓ **Answer: Please refer to response to question #27.**

44. Section 1.8 indicates that the electronic copy of the Cost Proposal must be submitted in Microsoft Excel format. Will the Department provide the official Excel template for Attachment C – Cost Proposal?

✓ **Answer: Yes, the document can be found on the DS website at the following address: <https://www.salud.pr.gov/CMS/453>, appears as Addendum 1.**

45. The RFP requires submission of the original printed proposal; however, it does not explicitly identify the physical address where the proposal package must be delivered. Could you please provide the complete delivery address?

✓ **Answer: The delivery of these documents will be on or before the established date, at the Administrative Support Section of Auctions of the DS, located at the new headquarters of the Department of Health, Sector el Cinco, 1575 Calle Juan Ponce de León, San Juan, Puerto Rico.**

46. We noticed that the following forms appear multiple times within the RFP:

- a) Oferta del Licitador: pages 103 and 109.
- b) Affidavit for Individual Business (Schedule II): pages 29, 104, and 110.
- c) Corporate Resolution (Schedule III): pages 31, 106, and 111.

- d) Please confirm whether these duplicate forms are identical and whether bidders should complete only one copy of each applicable form.

✓ **Answer: The duplicate documents were placed to ensure that bidders see them, they only need to complete one of them.**

Proponente 2:

47. ¿El Comité Evaluador considerará propuestas que no cumplan actualmente con el 100% de los requerimientos funcionales incluidos en el Attachment A, siempre que el proponente presente un plan detallado para desarrollar o integrar las funcionalidades faltantes durante la fase de implementación?

✓ **Answer: Requirements in Attachment A must be responded following the instructions on each tab. Most of the requirements are required and a few optional or addressable. All must be developed completely during the Implementation Phase.**

48. ¿Existe una clasificación formal de los requerimientos funcionales entre "Mandatory", "Critical", "Preferred" o "Optional"? De ser así, ¿podrían identificar cuáles son considerados obligatorios para evitar la descalificación de una propuesta?

✓ **Answer: No. Please, refer to response to question #47**

49. ¿PRWIC aceptará que determinados requerimientos funcionales sean satisfechos mediante integración con plataformas especializadas de terceros, en lugar de ser desarrollados nativamente dentro del WIC MIS propuesto?

✓ **Answer: Yes, PRWIC will allow both options.**

50. Dado que varias capacidades requeridas ya existen hoy en plataformas externas utilizadas por PRWIC (MiWICPR, BackOffice 360, Vendor Portal, Clinic Monitoring, etc.), ¿se considerará aceptable mantener dichas plataformas e integrarlas al nuevo ecosistema tecnológico en lugar de reescribirlas completamente dentro del nuevo MIS?

✓ **Answer: Please refer to response to question #13.**

51. ¿PRWIC contempla la posibilidad de adjudicar el proyecto a múltiples proveedores especializados, siempre que en conjunto satisfagan la totalidad de los requerimientos del RFP?

✓ **Answer: PRWIC does not allow awarding the MIS project to multiple specialized vendors. To ensure full system integration, unified technical accountability, and consistent compliance with RFP requirements, the project must be awarded to a single prime contractor responsible for delivering the complete MIS solution, including any subcontracted components under its management.**

52. El RFP reconoce que actualmente existe un ecosistema compuesto por múltiples plataformas y contratistas. ¿PRWIC favorece un modelo futuro de proveedor único ("single vendor") o un modelo de ecosistema integrado con múltiples proveedores especializados?

✓ **Answer: PRWIC favors a single-vendor model for the future MIS.**

53. ¿Un proponente puede actuar como contratista principal apoyándose en uno o más subcontratistas especializados para cubrir áreas específicas como WIC MIS Core, EBT/eWIC, experiencia digital, comunicaciones, analítica o gestión documental?

✓ **Answer: Yes. Bidders may subcontract required services, provided subcontractors are clearly identified as such. Subcontractors remain the responsibility of the prime Bidder.**

54. ¿Cómo serán evaluadas las propuestas presentadas por consorcios o alianzas estratégicas entre múltiples proveedores? ¿La experiencia y capacidades de todos los miembros del equipo se considerarán de forma acumulativa?

✓ **Answer: Proposals submitted by consortia or strategic alliances will be evaluated as a single, integrated proposal. The experience and capabilities of all team members within the consortium will be**

considered cumulatively, as long as they are relevant to the scope of work and clearly documented in the proposal.

55. ¿PRWIC espera que todas las plataformas listadas en la Sección 3.3 y 3.4 sean reconstruidas completamente como parte del nuevo sistema, o que se integren funcionalmente conservando parcial o totalmente sus tecnologías actuales?

✓ **Answer: Please refer to response to question #13.**

56. Si la solución propuesta incluye componentes comerciales (COTS o SaaS), ¿cómo interpretará PRWIC el requisito de entregar el código fuente y la transferencia total de derechos sobre el software desarrollado?

✓ **Answer: PRWIC distinguishes between non-core/supporting, non-programmatic third-party licensed products (e.g., call center or queue management system) for which source code is not required and the core WIC MIS solution itself, whether custom-built, COTS/SaaS-based, or pre-built. Per Section 8.4.1, the Contractor must deliver the complete source code, executable code, and database schema for the core WIC MIS, regardless of its origin.**

57. ¿PRWIC aceptará componentes SaaS comerciales donde el proveedor retenga propiedad intelectual sobre la plataforma base y solo transfiera las configuraciones, integraciones y desarrollos específicos del programa

✓ **Answer: Only non-core/supporting, non-programmatic third-party components may remain the proponent's intellectual property. The core WIC MIS solution including the base platform, whether SaaS-based or otherwise must be fully transferred to PRWIC per Section 8.4.1.**

58. El RFP menciona hospedaje en OIAT, Azure o AWS. ¿PRWIC tiene una preferencia definida entre una implementación totalmente on-premise, nube gubernamental o modelo híbrido?

✓ **Answer: The Bidder may propose the most appropriate architecture (Azure Government, Azure Commercial, AWS, on-premises, or hybrid). PRWIC/OIAT will provide the hosting infrastructure. 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. Bidders must include this information in the Technical Proposal, Section 5.15-Any other supporting material.**

59. ¿PRWIC podrá proveer documentación técnica, esquemas de datos y especificaciones API de las plataformas existentes para permitir una estimación precisa del esfuerzo de integración?

✓ **Answer: No.**

60. ¿Estará disponible para los proponentes una descripción detallada de las bases de datos, modelos de datos y volúmenes de información de los sistemas actuales para facilitar la planificación de la migración?

✓ **Answer: Currently, PRWIC only has technical information from the MIS database (BeWIC), not from the platforms that will be available to the awarded contractor.**

61. ¿PRWIC ya tiene acuerdos de intercambio de datos vigentes con Medicaid, SNAP, Registro Demográfico u otras entidades mencionadas en el RFP o, ¿es responsabilidad del contratista establecer dichas integraciones?

✓ **Answer: PRWIC will be responsible for coordinating with third parties for the activities mentioned, including all required interactions with the relevant agencies and contractors.**

62. Dentro de los 25 puntos asignados a “SOW, Requirements and Specifications”, ¿qué porcentaje corresponde específicamente al cumplimiento funcional de Attachment A versus la calidad de la arquitectura propuesta o la experiencia del proveedor?

✓ **Answer: The 25 points assigned to “SOW, Requirements and Specifications” will be applied as a single evaluation category. The CTE will determine how each aspect within this category is considered during the proposal evaluation. For this reason, no percentage breakdown will be provided, as the allocation and interpretation of scoring within this category fall under the internal responsibility and deliberation of the CTE.**

63. ¿Cómo se evaluarán soluciones innovadoras que logren los objetivos de negocio de PRWIC mediante enfoques distintos a los descritos en el FReD tradicional?

✓ **Answer: The FReD is a federal requirement and must be complied with in all proposed solutions. Please refer to Schedule V, Section 5.3- Modernization Goals.**

64. ¿PRWIC otorgará valor adicional a propuestas basadas en arquitecturas modulares, API-first y que permitan sustituir componentes específicos sin afectar el ecosistema completo?

✓ **Answer: No.**

65. ¿El Help Desk requerido debe cubrir únicamente el nuevo WIC MIS o también todas las plataformas externas integradas al ecosistema WIC?

✓ **Answer: Yes. The required Help Desk must support the new WIC MIS and all the functionalities that operate within the broader WIC ecosystem.**

✓ **In other words, the Help Desk must provide end-to-end support across all functional areas that the MIS enables or depends on,**

ensuring continuity of service for staff, participants, and vendors throughout the WIC operational ecosystem.

66. Dado que el programa anticipa frecuentes solicitudes de mejora ("Change Requests"), ¿PRWIC contempla un mecanismo de backlog priorizado y gobernanza conjunta para la evolución continua del sistema?

✓ **Answer: PRWIC rejects this assumption. Please refer to the response to questions #36 y #37 & 42.**

67. ¿Existe una hoja de ruta tecnológica a tres o cinco años que identifique funcionalidades futuras (IA, autoservicio, automatización avanzada, analítica predictiva, interoperabilidad adicional) que los proponentes deban considerar en la arquitectura propuesta?

✓ **Answer: There is not formally documented three-or five-year technology roadmap at this time. However, the Program is committed to continuing the implementation of future functionalities—such as AI, self-service, advanced automation, predictive analytics, and expanded interoperability—as needs evolve. Bidders should therefore propose an architecture capable of supporting future enhancements and scalable growth.**

68. ¿PRWIC aceptará una propuesta basada en una solución modular compuesta por múltiples plataformas especializadas integradas, o espera que un único proveedor entregue una solución monolítica que cubra de manera nativa el 100% de los requerimientos funcionales del WIC MIS?

✓ **Answer: PRWIC will accept a modular solution composed of multiple integrated, specialized platforms, a single-vendor monolithic solution, or a hybrid approach, provided the proposed solution meets the needs identified in Attachments A and B and accomplishes the Modernization Goals. A modular approach is acceptable only if the**

component platforms are fully interconnected and operate as a single, cohesive WIC MIS consistent with the "cohesive and interoperable" characteristic of a modern WIC MIS described in the RFP.

Proponente 3:

69. General Conditions §6.3, p. 24-

Section 6.3 states the contract term is five (5) years with an option to extend "up to three (3) additional years" (max. 8 years total). However, Schedule VI, Section 6 (Contract Period, p. 48-49) defines the term as D&I (≈24 months) + Warranty (12 months) + M&O (24 months) = 5 years base, with only "two (2) one (1) year M&O extensions" available (max. 7 years total). The two provisions describe different maximum contract durations.

- a) Please confirm the maximum possible contract duration, including all option periods. Is the extension option two (2) additional years (per Schedule VI, Section 6) or three (3) additional years (per General Conditions §6.3)?

✓ **Answer: In General Conditions Section 6.3 states incorrectly that extension of the contract is up to three additional years. The Contract period is described in Schedule VI Section 6, where it states that extension of contract will be two optional, one-year extensions.**

70. Attachment C – Cost Proposal, p. 98

Attachment C provides Price Schedule #4 for "Optional Years 4 and 5" only (two option years), consistent with Schedule VI's two-year extension language, but not with the three-year extension option referenced in General Conditions §6.3. If a third option year is intended, there is no pricing schedule/line item to capture that cost.

- a) If a third optional extension year is intended (per §6.3), please issue a revised Attachment C that includes a Price Schedule #5 (or equivalent) for a potential Year 6, so Bidders can price it.

✓ **Answer: Please, refer to response to question #69.**

71. Schedule IX – Bidder Declarations, §C.2, p. 92

The Non-Collusion Certification states that "any evidence of collusion among Responders... will be reported to the Minnesota Attorney General for investigation and appropriate action." This RFP is issued by the Puerto Rico Department of Health for a Puerto Rico procurement; the Minnesota Attorney General has no jurisdiction over this solicitation. This language appears to be an unedited carryover from a different state's procurement template.

- a) Please confirm which authority (e.g., the Puerto Rico Department of Justice, the DOH Auction Committee, or another applicable body) is the correct reporting authority for suspected collusion under this RFP, and issue a corrected Schedule IX.

✓ **Answer: All states and territories must be included as the funds come from the Federal Government.**

72. Attachment A – WIC MIS Functional Requirements Matrix (all tables)

Every page of the embedded Attachment A functional requirements matrix (Tables 1–6, spanning roughly 75 pages) carries the header/footer reference "RFP 26J-13707," a solicitation number that does not match this RFP's number (RFP-PS-2026-2027-001-WIC-INFO SYS). This, together with the Minnesota Attorney General reference noted in RFC-003, indicates that the functional requirements matrix template may have originated from an unrelated jurisdiction's solicitation and may not have been fully validated or customized for PRWIC's actual environment and requirements.

- a) Please confirm that Attachment A's content (FReD baseline, enhancements, customizations, external platforms, and non-functional requirements) has been fully reviewed, validated, and tailored specifically to the PRWIC MIS scope described in this RFP, notwithstanding the mismatched solicitation number appearing throughout the document, and issue a corrected/re-branded version of Attachment A.

✓ **Answer: Attachment A content was tailored specifically to PRWIC MIS requirements. The published Attachment is correct, the solicitation number included in the header does not correspond to this solicitation number and should be ignored.**

73. Schedule V §5.12, p. 39; Attachment A cover page, p. 94 (*Part of the question 74*)

74. Section 2.3/Schedule V directs Bidders to Attachment A with the notation "SEE EXCEL FILE POSTED SEPARATELY. PLEASE NOTE THAT THE FILE HAS 6 TABS," implying a stand-alone Excel workbook is the governing version of Attachment A. However, the Bid Packet PDF also embeds approximately 75 additional pages that reproduce the same matrix in table form. It is unclear which version (the separately posted Excel file or the embedded PDF pages) governs in the event of any formatting or content discrepancy between the two.

a) Please confirm which version of Attachment A (the separately posted Excel workbook or the version embedded in the Bid Packet PDF) is authoritative for purposes of proposal preparation and evaluation, particularly if any future amendment updates only one of the two versions.

✓ **Answer: We recommended the excel document.**

75. Schedule V §5.12 Table 6, p. 39 vs. Schedule VI § 8.1.2, p. 54 and Attachment A Table 6, p. 74–75 Schedule V (§5.12) instructs Bidders that Attachment A Table 6 covers "FReD 2.0 Sections 1 to 12– Non-Functionals," while Schedule VI §8.1.2 and the actual Attachment A Table 6 content (requirement numbers 3.15.x) identify Non-Functional Requirements as a distinct "Section 15," separate from Sections 1–12. The instructions Bidders are to follow when responding to Table 6 are internally inconsistent as to which FReD sections it covers.

a) Please clarify whether Non-Functional Requirements (Attachment A, Table 6) correspond to FReD Sections 1–12 (as stated in Schedule V §5.12) or to a separate

Section 15 (as reflected in Schedule VI §8.1.2 and the Table 6 requirement numbering).

✓ **Answer: Attachment A, Non-Functional Requirements described in Tab 6 corresponds to Section 15 and is related to Tab 1 FReD Sections 3.1-3.12. Requirement numbering in these tabs is correct and as follows:**

- **Tab 1 – FReD Sections 3.1-3.12**
- **Tab 2 – FReD Sections 3.1-3.10-Enhancements**
- **Tab 3 – FReD Section 3.12 – Reports**

New Sections added to the FReD:

- **Tab 4 – Added Section 3.13 – Customizations**
- **Tab 5 – Added Section 3.14-External Platforms**
- **Tab 6 – Added Section 3.15-Non-Functionals**

76. Schedule VI §2 (PRWIC WIC MIS Overview), p. 39–40; Project Schedule sample, p. 79–80
Schedule VI states the current MIS Maintenance and Operations contract (with the incumbent Contractor #1) and its extension options expire September 30, 2027. However, the RFP's own sample project schedule shows a contract start date of January 11, 2027, with Island-Wide Rollout not completing until December 29, 2028, and Project Closing continuing through March 30, 2029. The Bid Packet does not address how PRWIC will maintain continuous M&O support for the existing MIS between the current contract's expiration (9/30/2027) and the new system's planned go-live (approx. late 2028), a gap of over a year.

- a) Please clarify PRWIC's plan to ensure continuity of MIS operations and support between the expiration of the current M&O contract (September 30, 2027) and completion of the new system's Island-Wide Rollout. Specifically, will the incumbent contractor's M&O contract be extended/bridged, and if so, is the new

Contractor expected to have any responsibility, cost impact, or coordination role during that bridge period?

✓ **Answer: Current MIS Contractor will remain in effect through the D&I phase. The Agency will retain responsibility for coordinating any transition activities between the current contractor and the selected contractor. To the extent applicable, the Agency will facilitate access to necessary information and resources to support the implementation.**

77. Schedule VI §3.2, p. 42 vs. §8.1.3 (Current/Expected Environment table), p. 54–55 and §8.1.6, p. 58

Schedule VI §3.2 labels the “eWIC Application – WIC Direct” as belonging to “Contractor #1” (the incumbent MIS contractor). Elsewhere, the Current/Expected Environment table (§8.1.3) and §8.1.6 (WIC MIS/eWIC Interface Development) describe WIC Direct/EBT as being maintained by a separate “Current EBT Contractor” / “third-party vendor-hosted EBT Processor,” distinct from the MIS Contractor and referred to independently as the “eWIC contractor.” It is unclear whether the EBT system is operated by the incumbent MIS contractor or by a wholly separate, independent EBT vendor.

a) Please clarify whether the WIC Direct/EBT system (CDP WIC Direct) is operated by the incumbent MIS Contractor (Contractor #1) or by an independent, separate EBT contractor, and confirm that the new awarded Contractor’s sole responsibility with respect to this system is developing/testing the interface described in §8.1.6, with no operational or hosting responsibility for the EBT platform itself.

✓ **Answer: Yes. The WIC Direct/EBT system (CDP WIC Direct) is operated by the incumbent MIS Contractor (Contractor #1). The MIS awarded Contractor’s sole responsibility with respect to the EBT system is developing/testing the interface described in §8.1.6.**

78. General Conditions §6.3/Schedule VI §6, p. 24, 48–49

Schedule VI §6 states that “[t]he contract to develop the WIC MIS is contingent upon the availability of Federal funding and upon the approval by FNS,” and that the project may be delayed or canceled if funding is unavailable. No federal award/grant number, appropriated funding amount, or expected FNS approval timeline is disclosed anywhere in the RFP, despite the inclusion of extensive federal compliance clauses (2 CFR Part 200, USDA/FNS Federal Procurement Clauses).

- a) Please disclose (a) the applicable federal award or grant number funding this procurement, (b) the amount of funding currently appropriated/available, and (c) the anticipated timeline for FNS approval, so that Bidders can appropriately assess award and funding risk in their proposals.

✓ **Answer: Current regulations do not require the disclosure of a maximum budget or funding ceiling within the RFP. In accordance with applicable federal regulations, the determination of the estimated contract value and its approval by the Food and Nutrition Administration (FNA) constitute an internal administrative matter of the State Agency and shall not be disclosed as part of the procurement process.**

79. Table 2 – Evaluation Criteria, p. 15; General Conditions §4.1.4, p. 16

Table 2 allocates 25 of 100 total evaluation points to “Cost,” and §4.1.4 states only that prices will be evaluated for fairness, reasonableness, and competitiveness “as compared against their value in the market,” without specifying the cost-scoring methodology or formula (e.g., lowest-responsive-price-receives-maximum-points, or a comparative/relative scoring formula) that will be applied to award the 25 available cost points.

- a) Please disclose the specific formula or methodology that will be used to convert Cost Proposal figures into the 25 available evaluation points in Table 2, so that Bidders can accurately model the cost competitiveness of their pricing strategy.

✓ **Answer: The specific scoring formula will not be disclosed, as the methodology used to translate cost proposals into points is determined solely by the CTE.**

80. General Conditions §5.3(a), p. 19; Attachment C, p. 97

The Bid Bond is calculated as 5% of the Total Price for Price Schedule #1 (Development and Implementation Phase) only, excluding the value of the Warranty and M&O phases (Price Schedules #2-4), which may represent a substantial share of total contract value over a 5-7-year term.

- a) Please confirm that the Bid Bond is intended to be based solely on the D&I phase total (Price Schedule #1), not on the cumulative value of all price schedules, and clarify the rationale so Bidders can size their bonds correctly.

✓ **Answer: RFP Section 5.3 (a) specifies the following:**
“The present RFP requires a Bid Bond in the amount of (5%) of Total Price Schedule #1- Development and Implementation Phase.”

81. General Conditions §5.3(b), p. 19-20

The Performance Bond is fixed at a flat \$1,000,000, regardless of the Bidder's actual total awarded price, even for contracts that may span 5-7+ years and involve multiple millions of dollars in cumulative Development, Warranty, and M&O fees.

- a) Please confirm whether the \$1,000,000 Performance Bond amount is fixed for the full, multi-year term of the contract, regardless of the Bidder's total awarded price, or whether it will be recalculated/increased proportionally to reflect the actual awarded contract value or upon exercise of renewal options.

✓ **Answer: The \$1,000,000.00 amount is fixed under Section 5.3(b) and will not be adjusted based on the contract's total value; the DOH will**

not accept a lower amount. The bond must remain valid for the full term of the contract, or the tendered period for completion of the work.

82. Attachment C, Price Schedule #1, Item F2, p. 97; Schedule VI §8.1.6, p. 58

Attachment C lists "F2 – WIC Direct Interface Complete" as a Contractor deliverable/payment milestone under the D&I Price Schedule. Completion of this interface depends on coordination with the separate, independent EBT contractor described in §8.1.6, whose cooperation and schedule are outside the awarded Contractor's control. The RFP does not address how delays attributable to the EBT contractor (rather than the MIS Contractor) will affect the Contractor's milestone payment or schedule compliance.

- a) Please clarify what remedy or schedule/payment adjustment process will apply if completion of the "WIC Direct Interface Complete" milestone is delayed due to the acts, omissions, or scheduling constraints of the separate EBT contractor, rather than the fault of the awarded MIS Contractor.

✓ **Answer: The Agency will retain responsibility for coordinating any transition activities between the current contractor and the selected contractor. Each contractor must respond to their contracted responsibilities. Any situation or issues causing delays during any phase of the project will be managed by the agency legal mechanism.**

83. Schedule V §5.3, p. 36

Schedule V §5.3 states PRWIC will accept a COTS/SAM/SaaS solution, a fully custom build, or a hybrid approach. However, Attachment C's Cost Proposal instructions direct Bidders to "include one Cost Chart that reflects your primary offering" and prohibit multiple official cost charts for different options. Bidders proposing a hybrid or

alternative architecture with meaningfully different cost/risk trade-offs have no structured mechanism to present comparative pricing for PRWIC's consideration.

- a) Please confirm that Bidders proposing COTS, custom, or hybrid solutions should submit only a single, primary-offering Cost Chart per the Attachment C instructions and clarify whether supplemental (non-scored) cost information for alternative configurations may be included elsewhere in the Cost Proposal for informational purposes only.

✓ **Answer: Bidders must submit a single primary Cost Chart as required in Attachment C. Supplemental, non-scored cost information for alternative configurations may be included for informational purposes, but it will not affect the formal evaluation. Bidders must include this information in the Technical Proposal, Section 5.15–Any other supporting material.**

84. Schedule V (Technical Proposal Contents) §5.1–5.15 vs. Schedule VI §5 (Major Project Phases) §5.1–5.3, pp. 33, 47–48 Schedule V and Schedule VI each independently use overlapping section numbers (Schedule V §5.1–5.15 for Technical Proposal Contents; Schedule VI §5.1–5.3 for Major Project Phases) that are cross-referenced elsewhere in the RFP. Because both schedules restart numbering at “Section 5,” cross-references (e.g., “Schedule VI, Section 8” versus a Schedule V subsection) require careful reading and create a risk that Bidders cite or respond to the wrong section.

- a) To reduce the risk of Bidders misreading cross-references, please confirm whether Schedule V and Schedule VI section numbers may be distinguished more clearly in a future amendment (e.g., unique section-numbering per schedule), or confirm that the current numbering, read together with the schedule name, is sufficient and no changes are needed.

✓ **Answer: Section 5 of the proposal must have the following sequence:**

5. Proposed Services (see Schedule V & VI)

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)

5.4.1. Development and Implementation Phase

5.4.1.1. Project Planning

A. Project Management Plan

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5.4.2. Warranty

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5.4.3. Maintenance and Operations

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5.5.4. Close-out and Transition Procedures

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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

85. Price Schedules – Section J, Change Request Hourly Rates, pp. 97–98

The rate table's column header reads "Fixed Hourly Rate" for items 1–2 (Project Manager, Senior Programmer/Analyst), but after the page break, the same column is headed "Cost per Deliverable" for items 3–8 (Programmer Analyst through Database Administrator), creating inconsistency in how these labor categories should be priced.

- a) Should all eight Change Request labor categories (items 1–8) be priced as fixed hourly rates, or is a different pricing basis intended for items 3–8? Please confirm the correct column header and pricing methodology for this section.

✓ **Answer: Section J, labor categories should be priced as fixed hourly rates.**

86. Section 10 – Bidder Staffing, pp. 80–82; Section J – Rate Schedule, pp. 97–98

The labor categories identified in Section 10 (e.g., Project Manager, Business Analyst Lead, Development Lead, Engagement Director, Technical Analyst, and Software Engineers/Developers) do not appear to align directly with the labor categories listed in Section J's pricing schedule (e.g., Senior Programmer/Analyst, Programmer Analyst, Senior Network Analyst, and System Operator). The differing role titles create

uncertainty regarding how proposed staff should be mapped to the pricing schedule and whether all required positions are captured for pricing and evaluation purposes.

- a) Please clarify how the labor categories in Section J correspond to the staffing roles required under Section 10. If certain Section 10 positions are intended to map to existing Section J labor categories, please provide the applicable crosswalk. Additionally, please confirm whether bidders should propose pricing for any additional roles required by Section 10 that are not expressly identified in Section J.

✓ **Answer: Attachment C was revised with the roles to be included in the cost estimate. Also, Attachment C was published as Anejo on the Departamento de Salud Webpage.**

<https://www.salud.pr.gov/CMS/453>

87. Section 4.1.1 (Past Performance), p. 16; Attachment D – Past Performance Form, p. 99; Section 5.2.B (Corporate Qualifications/Experience) p. 34
Section 4.1.1 and Attachment D require Bidders to submit up to two (2) Past Performance Questionnaires, but reference only "the Bidder" throughout. Section 5.2.B separately requires Responders to describe subcontractor qualifications and experience, but the RFP does not state whether Subcontractors must also complete their own Attachment D form.

- a) Are Subcontractors required to submit their own Attachment D Past Performance Form(s), or is past performance documentation required only from the Prime Bidder?

✓ **Answer: Responders must select up to two (2) clients from similar past or current projects using Attachment D – Past Performance Form. In the case of a joint venture, the responder must present past performance references in which they served as the Primary Contractor.**

88. Bidder Proposal Endorsement, Individual/Corporate Certification, and Corporate Resolution schedules, physical PDF pp. 101–111

The signature-required schedules on pp. 101–111 (Bidder Proposal Endorsement, individual/corporate certifications, Corporate Resolution, etc.) are provided only in Spanish, with no accompanying English version. It is unclear whether these forms must be executed in Spanish when the individual signing the documents is not fluent in Spanish.

- a) Please confirm whether bidders may use English translations of the forms contained in pp. 101–111 for execution by individuals who are not fluent in Spanish. If so, please clarify whether the original Spanish forms must also be included in the proposal submission.

✓ **Answer: Yes, the company can translate the documents, they is example forms.**

89. Schedule VI – Section 8.1.3 (Analysis and Design), pp. 56–57; Section 8.3.1 (Hardware and Software Hosting), pp. 69–70.

The RFP references Azure/AWS and OIAT-provided infrastructure, but does not clearly define the expected hosting responsibility.

- a) Does the Department have a preferred deployment model (Azure Government, Azure Commercial, AWS, on-premises, or hybrid), or may the Bidder propose the most appropriate architecture? If cloud is selected, will the Department provide the cloud infrastructure, or should it be included in the proposal?

✓ **Answer: Please, Refer to response to question #58.**

90. Schedule VI – Section 8.1.3 (Analysis and Design), pp. 56–57

The RFP requires architecture systems but does not identify enterprise standards or reference architectures.

- a) Are there existing Enterprise Architecture, technology standards, security baselines, or OIAT technical guidelines that the proposed solution must comply with?

✓ **Answer: The awarded Contractor is responsible for developing the system based on FISMA, OMB Circular A-130, and NIST publications/Cybersecurity Framework – addressing Management, Operational, and Technical Controls, plus Privacy and EBT-specific Controls, and for updating it throughout the life of the contract.**

91. Schedule VI – Section 8.3.1 (Hardware and Software Hosting), pp. 69–71

Multiple environments are referenced, but the complete list and DR architecture are not fully specified.

- a) Please confirm the required environments (Development, QA, UAT, Training, Staging, Production, Disaster Recovery) and the expected Disaster Recovery model (Hot/Warm/Cold).

✓ **Answer: Required environments: Development**

- QA
- Staging
- UAT
- Production
- Disaster Recovery

Expected Disaster Recovery Model:

- Active-Active

92. Schedule VI – Sections 8.1.3 (Analysis and Design), 8.1.6 (WIC MIS/eWIC Interface Development); Attachment A – Section 14 (External Platforms)

The RFP identifies integration requirements but does not provide a complete integration inventory or interface specifications.

- a) Can the Department provide a complete inventory of required system integrations, including available interface documentation, APIs, communication protocols, and ownership of third-party integrations such as eWIC/EBT?

✓ **Answer: Attachment A, Tab 5, provides a table with the inventory list of the functionalities that should be within WIC MIS. Within this environment it might be necessary to develop a particular interface which must be included also as part of the development of the WIC MIS. This will be dependable on the Bidder design proposed. 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.**

93. Schedule VI – Section 8.1.4 (Data Migration), pp. 57–59

The contractor must prepare the migration plan, but the RFP does not provide migration volumes or current data characteristics.

- a) Please provide the estimated legacy database size, record volumes, available data model documentation, data quality assessment (if available), and the expected migration strategy (Big Bang vs. phased).

Answer: The primary WIC production database is approximately 119,788 MB, or 116.98 GB. The database is hosted on the following environment:

- **Server: WICEDCPSQL01**
- **Database platform: Microsoft SQL Server 2016**
- **Version: 13.0.6490.1**
- **Service Pack: SP3**
- **Edition: Standard Edition, 64-bit**

- **Operating system: Windows Server 2019 Standard, 64-bit**

PRWIC Expected migration is by Rollouts.

94. Schedule VI – Sections 8.1.3 (Analysis and Design), 8.1.7 (Software Development Certification); Attachment A – Section 15 (Non-Functional Requirements)

Security is required, but identity architecture and authentication mechanisms are not explicitly defined.

- a) Please clarify the required authentication and identity management architecture, including Single Sign-On (SSO), Microsoft Entra ID or other Identity Providers, Multi-Factor Authentication (MFA), and any additional cybersecurity compliance requirements beyond those identified in the RFP.

- ✓ **Answer: The identity architecture and authentication mechanisms include Microsoft Entra ID, Single Sign-On (SSO), Multi-Factor Authentication (MFA) and any additional cybersecurity compliance requirements in compliance with NIST. For example, SP 800-218, SP 800-53, SP 800-63, SP 800-204A, Cybersecurity Frameworks, etc.**

95. Schedule VI – Section 8.1.3 (Analysis and Design) and Attachment A – Section 15 (Non-Functional Requirements)

Performance is referenced, but operational sizing information is not provided.

- a) Please provide the expected system sizing, including registered users, concurrent users, transaction volumes, availability targets (SLA), and performance requirements for critical transactions.

- ✓ **Answer: The expected system size will depend on the proposed model. However, the primary WIC production database is approximately 119,788 MB, or 116.98 GB. Current PRWIC users accessing the BeWIC system is around 450-500. Performance requirements are described in the RFP, Attachment A, Tab 6, Item 3.15.3.**

96. Schedule VI – Section 8.1.5 (WIC MIS Development); Attachment A (Functional Requirements); Attachment B (Additional Functional Requirements)

The RFP references the mobile application but does not define its expected technical capabilities.

- a) Please clarify the expected functional scope of the mobile application, including any offline capabilities, supported mobile operating system versions, and differences between web and mobile functionality.

✓ **Answer: The functionalities for the mobile application are described in Attachment A, Tab 5, Item 3.14.5 (1-7).**

97. Schedule VI – Sections 8.4.1 (Transferable Software Package), 8.4.2 (Proprietary Tools & Licenses), 8.4.3 (Service Levels)

The RFP addresses software transfer but does not explicitly identify the required DevSecOps deliverables.

- a) Does the Department require delivery of the complete source code, CI/CD pipelines, Infrastructure as Code (IaC), and DevSecOps artifacts upon project completion?

✓ **Answer: Yes.**

98. Schedule VI – Sections 8.3 (Maintenance & Operations), 8.3.3 (Help Desk Services), 8.4.3 (Service Levels), pp. 69 onward

Maintenance activities are described, but detailed operational SLAs, monitoring expectations, and RTO/RPO objectives are not fully specified.

- a) Please clarify the required Service Level Agreements (SLAs), Help Desk operating hours, monitoring requirements, production support expectations, and Disaster Recovery objectives (RTO/RPO) during the Maintenance & Operations phase.

✓ **Answer: Refer to RFP: Attachment A, Table #6, functional requirements 3.15.3 & 3.15.4, Schedule VI, Section 8.3.3 Help Desk Services, and Schedule VI, Section 8.4.3-Service Levels. Help Desk**

operating hours must be during clinics business days and hours range from 7:00 am to 9:00 pm and any other time, as required by the Program.

99. Schedule VI – Current Environment / Analysis & Design

The RFP does not identify the current production technology stack supporting the existing PRWIC MIS. This information is important to accurately assess migration complexity, integration strategy, and transition risk.

- a) Please identify the current production technology stack supporting the existing PRWIC MIS, including major application components, databases, middleware, and reporting tools.

✓ **Answer:**

- **Development Tools - Microsoft Visual Studio 2019, Microsoft Visual Studio 2022**
- **Programming Languages - Microsoft Visual Basic .NET, Microsoft C#**
- **Application Framework- Microsoft .NET Framework**
- **Database Management System - Microsoft SQL Server**
- **Reporting Tools - SQL Server Reporting Services (SSRS)**
- **Data Integration & Job Scheduling - SQL Server Integration Services (SSIS), SQL Server Agent**
- **Third-Party Components - DevExpress UI Controls, LEADTOOLS Imaging Pro SDK**
- **Source Control & DevOps - Azure DevOps**
- **Middleware & Application Services - Windows Services, Microsoft SQL Server Services**
- **Web Server - Microsoft Internet Information Services (IIS)**

100. Schedule VI – Hosting / Current Environment

The RFP references Azure, AWS, and OIAT infrastructure but does not indicate whether PRWIC currently operates within an existing cloud environment.

- a) Please confirm whether PRWMC currently operates within an existing cloud environment and, if so, provide details regarding the cloud platform(s), hosting architecture, and relevant infrastructure constraints.

✓ **Answer: PRWIC current MIS System (BeWIC) does not operate within an existing cloud environment.**

101. Schedule VI – Analysis & Design / Enterprise Architecture

The RFP does not indicate whether the Department maintains enterprise software licenses that bidders should consider during solution design.

- a) Please confirm whether the Department maintains enterprise software licenses that should be leveraged or considered as part of the proposed solution.

✓ **Answer: PRWIC does not have enterprise software licenses that should be leveraged or considered as part of the proposed solution.**

102. Schedule VI – Analysis & Design / Project Initiation

The RFP references interfaces and migration activities but does not identify the technical documentation that will be made available after award.

- a) Please identify the technical documentation that will be made available to the selected vendor following contract award.

✓ **Answer: Please refer to response to question #4.**

103. Schedule VI – Project Management / Software Development

While the RFP describes project phases and deliverables, it does not specify the preferred software development methodology.

- a) Please clarify whether the Department has a preferred software development methodology.

- ✓ **Answer: PRWIC recommends 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.**

104. Schedule VI – Innovation / Future Capabilities

The RFP does not address whether Artificial Intelligence capabilities may be incorporated into the proposed solution where appropriate.

- a) Please indicate whether Artificial Intelligence (AI) capabilities should be considered as part of the proposed solution and identify any specific AI-related use cases or functional expectations.

- ✓ **Answer: At this point, Artificial Intelligence (AI) capabilities are limited to those described in Attachment A, Tab 5, 3.14.6.**

105. Schedule VI – Current Environment / External Platforms

106. The RFP references existing systems and interfaces but does not provide a consolidated inventory of the current application landscape.

- a) Please provide a consolidated inventory of the current application landscape.

- ✓ **Answer: Please, refer to the table in RFP Schedule VI, Section 3- Current Environment.**

Proponente 4:

107. Page- 18-19, 86- 5.3 Bonds

Section 5.3(a) states that a Bid Bond issued through an insurance company “shall be issued in favor of the General Services Administration,” and requires it to “be valid for one hundred and eighty (180) days,” while Schedule VIII provides that the offer “will remain firm for 270 days.”

- a) However, this RFP is conducted directly by the Department of Health under Regulation 9734. Please advise in favor of which entity the Bid Bond and the

Performance Bond must be issued, and which validity period applies to the Bid Bond (180 or 270 days)?

✓ **Answer: The Bid Bond is in favor of the Department of Health, and the correct period is 270 days.**

108. Page- 24, 86-87- Section 6; Schedule VIII A.1(j), (k), (l)

Schedule VIII requires a "Certificate of Insurance (see Insurance Requirements Section of Sample Contract)"; however, the Sample Contract was not included among the RFP documents.

a) Could you please publish the Sample Contract or, alternatively, state the required insurance coverage types and limits.

✓ **Answer: INSURANCE POLICIES: The SECOND PARTY will maintain in force during the term of this Contract the following insurance policies:**

- **Public Responsibility Policy in the form of "Commercial General Liability" with combined limits not less than \$500,000.00 and not less than \$1,000,000.00 per aggregate.**

These policies must have the endorsements naming the FIRST PARTY (DEPARTMENT OF HEALTH) as an additional insured with a Release of Responsibility or "Hold Harmless Agreement" in favor of the FIRST PARTY (DEPARTMENT OF HEALTH).

- **Public Auto Liability with limits not less than \$100,000.00 in the following forms:**
 - **Hired Autos**
 - **Not-Owned Autos**

- **The SECOND PARTY shall also submit, copy of the “Errors and Omissions Professional Liability” Policy with limits not less than \$100,000.00.**
- **The SECOND PARTY shall also submit, copy of the “Cyber Liability” Policy with limits not less than \$1,000,000.00.**
- **The SECOND PARTY shall also submit, copy of the “Crime Liability” Policy with limits not less than \$250,000.00.**
- **The SECOND PARTY shall also submit, copy of the “Póliza del Fondo del Seguro del Estado”.**

The DOH reserves the right to modify these requirements as necessary to ensure compliance with the laws, regulations, policies, and other applicable provisions in effect at the time the Contract is executed.

109. Page 97-98- Attachment C, Price Schedule #1

Price Schedule #1 prices lines “D2.4-Rollout Clinics - each 7 groups of Clinics / per Group” and “H1. Migration and support each group of Clinics/ per Group” per group, and the total row reads “Total cost for Items A to I.”

- a) Please confirm that the Total of Price Schedule #1 must include lines D2.4 and H1 multiplied by the seven (7) clinic groups.

✓ Answer: Yes, Rows D2.4 & H1 must include the total cost for the 7 groups of clinics.

110. Page 8-9, 32- 1.8 Delivery of Proposals; Schedule IV

Section 1.8 requires all proposal materials to be “delivered in sealed packaging and clearly labeled with the following information.”; however, no label information follows the colon, and the RFP does not state the physical delivery address.

- a) Please advise the information required on the package and USB drive labels, and the exact physical address, office, and business hours where the package must be delivered on or before Monday, August 31, 2026.

✓ **Answer: Every proposal must be identified by the application number (RFP-SP-2026-2027-001-WIC-INFO SYS), and in the USB must contain a true and exact copy of the ORIGINAL proposal submitted. The delivery of these documents will be on or before the established date, at the Administrative Support Section of Auctions of the DS, located at the new headquarters of the Department of Health, Sector el Cinco, 1575 Juan Ponce de León St., San Juan, Puerto Rico.**

Proponente 5:

Scope of Work — External Platforms

111. For Attachment A, Table 5 platforms, does PRWIC expect the contractor to redevelop that functionality natively inside the new MIS, or interface with the existing applications as-is? (§8.1.3.B says "integrate the functionalities... as part of the developed WIC MIS," but the environment table also says "Integrated to System Developed" — the effort differs enormously.)

✓ **Answer: Please refer to response to question #13.**

112. Will PRWIC provide the source code, data models, and documentation of the current external platforms (Contractor #2) and the BeWIC MIS (Contractor #1) to support that integration, or must all functionality be rebuilt from requirements with no access to incumbent IP?

✓ **Answer: Please refer to response to question #4.**

113. For the Contact Center (Genesys), the expected environment says "Third Party Network or new development." Does PRWIC want interface-only with the current third-party platform, or is it open to the contractor replacing/rebuilding call-center functionality? Are current Genesys and WIC Direct interface specifications/APIs available to bidders?

- ✓ **Answer: Yes, PRWIC will allow both options. The Contractor will be responsible for developing the interface with the third-party vendor hosted EBT Processor (CDP WIC Direct). This interface must follow FRd 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.**

114. Will the existing miWICPR and Vendor Inspection mobile applications be retained, or is the contractor expected to build new ones? If new applications are required, should they be delivered as native mobile apps, web-based applications, or both?

- ✓ **Answer: The winning bidder must comply with the functionalities described in the Attachment A, Tab 5.**

Technology & Architecture

115. Must the new MIS be hosted on-premises on the PRDoH-OIAT network (as the hosting section states), or will PRWIC accept a cloud/SaaS hosting model?

- ✓ **Answer: MIS data may reside within PR or the US.**

116. Is the contractor free to propose its technology stack and database, or must it align with the current environment (MS SQL Server / SSRS)?

- ✓ **Answer: The contractor is free to propose its technology stack and database.**

117. What is the data volume and history to be migrated (record counts, database size, number of years), and are there known data-quality issues, so bidders can size the migration effort?

- ✓ **Answer: Refer to response to question #93. PRWIC does not anticipate any data quality issues at this time that should be considered in conversion planning.**

Project Management & Schedule

118. The RFP recommends waterfall but permits Agile/RAD – does the choice of methodology affect technical scoring, or is it purely a negotiated decision post-award?

✓ **Answer: The choice of methodology will not impact technical scoring; it will be addressed later during post-award planning and negotiation.**

119. Given the D&I phase is ~24 months and the current M&O contract expires September 30, 2027, what is the anticipated Notice-to-Proceed date, and how will the funding/FNS-approval contingency affect the start?

✓ **Answer: Current MIS Contractor will remain in effect through the D&I phase. In accordance with applicable federal regulations, the determination of the estimated contract value and its approval by the Food and Nutrition Administration (FNA) constitute an internal administrative matter of the State Agency and shall not be disclosed as part of the procurement process.**

120. Beyond JAD sessions and UAT/pilot support, is there a minimum on-site presence requirement for the D&I team, or may development be performed remotely/off-island?

✓ **Answer: Section 8.1.12 details the contractor support during this phase. Also, Section 10, page 79 states the following:
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.**

Staffing

121. Must key personnel (PM, Technical Lead, CSSLP certifier, QA) be dedicated full-time and/or based in Puerto Rico? May they be subcontracted or offshore?

✓ **Answer: Please, refer to response to question #120.**

Security

122. Does the existing WIC system carry an ATO / FISMA-NIST accreditation the new system can inherit, or must the contractor achieve independent accreditation? Who bears the cost of the independent security assessment and penetration testing?

✓ **Answer: The cost of the independent security assessment and penetration testing is by the contractor.**

123. Are there data-residency constraints (all data/hosting within PR or the US)?

✓ **Answer: MIS data may reside within PR or the US.**

Pricing & Commercial

124. Is there an available budget or not-to-exceed amount for the D&I phase (or per phase)?

✓ **Answer: Current regulations do not require the disclosure of a maximum budget or funding ceiling within the RFP. In accordance with applicable federal regulations, the determination of the estimated contract value and its approval by the Food and Nutrition Administration (FNA) constitute an internal administrative matter of the State Agency and shall not be disclosed as part of the procurement process.**

125. For the Change Request hourly rates, can PRWIC provide an estimated annual volume of CR hours (or historical spend) so bidders price the blended rates realistically?

✓ **Answer: PRWIC is requesting Bidders in the Attachment C-Cost proposal to provide the cost per hour for the contractor resources. PRWIC is not expecting Bidders to estimate annual volume of CR hours in this proposal.**

126.Does the fixed monthly M&O price include any baseline of enhancement hours, or are all enhancements/CRs billed separately on top of the monthly fee?

✓ **Answer: The fixed monthly M&O price does not include hours for enhancements or Change Requests. Any enhancements and CRs will be billed separately from the monthly M&O fee.**

127.The contractor must estimate hardware/software cost even though OIAT procures it – is that figure part of the priced/evaluated proposal or informational only?

✓ **Answer: Refer to RFP Section 8.3.1. PRWIC/OIAT will provide the hosting infrastructure. 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. Bidders must include this information in the Technical Proposal, Section 5.15–Any other supporting material.**

Help Desk / Operations

128.What are the required help desk hours of operation / coverage (24x7 vs. business hours)? The call-handling SLA (120-second answer, 90%, <5% abandonment) references "published service hours" that aren't defined.

✓ **Answer: Section 8.3.3. Help Desk Services, Item #5, states the following:**

- **"Availability during clinics business days and hours range from 7:00 a.m. to 9:00 p.m. and any other time, as required by the Program."**

Proponente 6:

129.Please confirm the entity in whose favor the bid bond will be issued and to whom the performance bond will be paid?

Section 5.3, subsections (a) and (b), stipulates that the Department of Health (DOH) and its Bidding Committee will not accept bonds made out to any entity other than the

General Services Administration and the Secretary of the Treasury. Subsection (a) specifies that a bid bond submitted through an insurance company must be issued in favor of the General Services Administration, and subsection (b) specifies that a performance bond submitted through an insurance company must be issued in favor of the DOH.

✓ **Answer: Please, Refer to response to question #107.**

130. Are there any improvement or enhancement requests in progress or planned associated with MIS (BeWIC), Data Direct Datawarehouse WIC Direct, and Vendor WICA Portal, and Vendor Selection that are not described or considered in this RFP? If so, could you share the roadmap for these improvements and a description of what they entail, and the history of the change requests since 2022?

✓ **Answer: At this time, there are no significant enhancements in progress or planned for BeWIC and/or the external platforms, other than routine daily corrections or fixes. PRWIC emphasizes that the contractor will be responsible for developing all requirements specified in this RFP, as well as any additional needs identified during the Analysis and Design sessions.**

131. Recognizing that BeWIC uses Excel files supplementally to fulfill financial functions / processes, please confirm whether these functions / processes should be included in the new MIS? If so, please list these functions / processes.

✓ **Answer: BeWIC does not use Excel files. PRWIC uses Excel spreadsheets to supplement the financial reports that are prepared for submission to the federal government. PRWIC would like the New MIS to incorporate all financial capabilities. Any required financial functions will be identified and validated by SMEs during the requirements refinement phase.**

132. In terms of the integration with EBT and other interfacing systems identified in the RFP (e.g., Medicaid, Demographic Register, SNAP, TANF), please clarify if PRWIC will be responsible for third-party coordination, schedule dependency management, required interface modifications or integrations, certification support, testing readiness, and any associated cost or schedule impacts for external interfaces?

✓ **Answer: PRWIC will be responsible for coordinating with third parties for the activities mentioned, including all required interactions with the relevant agencies and contractors.**

133. For proposal pricing and implementation planning purposes, please clarify the responsibilities between OIAT and the proponent for components and services where the proposed solution runs or interacts, such as external platforms, IT infrastructure (e.g., server farm, network), middleware, monitoring systems, patching and maintenance of operating system software and related IT infrastructure software, and ongoing technical support?

✓ **Answer: OIAT is in charge of the entire IT infrastructure (e.g., servers, network), middleware, monitoring systems, patching and maintenance of operating system software and IT infrastructure software, and ongoing technical support.**

134. Data migration is expected to be complete for all existing systems following the implementation of BeWIC in 2022? To our knowledge, there is data from the previous legacy system (prior to BeWIC) that was not migrated to the existing systems.

✓ **Answer: Yes, data migration is required for all existing MIS related systems.**

135. On data migration, is there known data quality and data integrity issues or prior data cleanup efforts with the existing systems?

✓ **Answer: PRWIC does not anticipate any data quality issues at this time that should be considered in conversion planning.**

136. Taking into account the narrative in Schedule VI Section 8.1.9:

- a) would the proposer retain ownership of any preexistent intellectual property or copyrighted components incorporated into the proposed solution?
- b) Is it necessary to disclose these components as part of the proposal?

✓ **Answer: Bidders must disclose proprietary tools used and associated licensing costs (Section 8.4.2). Per Section 8.4.1, the core WIC MIS solution must be delivered with full source code at contract close-out, with no exception based on its origin (custom-built, COTS/SaaS, or pre-built). This requirement does not extend to non-core/supporting, non-programmatic third-party products. All developments performed and funded under the resulting contract will be the property of the PRWIC Program, consistent with 2 CFR 200.315(a).**

137. Would the use of any third-party product licenses be included as a maintenance and operation costs, or would they be required to be transferred to the DOH PRWIC?

✓ **Answer: Any third-party product licenses must be included as maintenance and operation costs and would not be transferred to the DOH PRWIC.**

138. Please confirm whether PRWIC modernization goals (Schedule VI Section 4) are "to develop and implement a modern system that would increase productivity, be user friendly, configurable, scalable, and tailored to current needs?" If yes, it means that existing MIS solutions or the adaptation of existing MIS solutions already used by the program will not be considered.

✓ **Answer: Confirmed. Per Schedule VI, Section 4, PRWIC's Modernization Goals are to develop and implement a modern system that increases productivity, is user-friendly, configurable, scalable, and tailored to current needs. PRWIC accepts COTS/SaaS, custom**

development, or a hybrid approach, provided the solution meets the requirements in Attachments A and B and accomplishes these Modernization Goals.

139. Schedule V Section 5.3 and Schedule VI Section 4, WIC MIS Modernization Goals, describes the functional and modernization objectives of the proposed solution (User-Friendly, Product-Oriented, Configurable and Flexible, Scalable Architecture, Secure Design, Data-Driven and Intelligent, Interoperable and Integrated, and Reliable and Highly Available), but does not define specific minimum requirements that would serve as a differentiating factor under the Technical Proposal evaluation criteria.

a) Please clarify and answer whether the following front-end features of the solution are required or recommended:

- Front-end: Allowed Frameworks
- Front-end: Minimum Framework Version
- Front-end: Oldest acceptable framework release date
- Front-end: Minimum EOS (End of Support) / EOL (End of Life) Date
- Front-end: Is SPA (Single Page Application) Support required or recommended?
- Front-end: Is Native Responsive Design required or recommended?
- Front-end: Is Mobile-First Compatibility required or recommended?
- Front-end: Is WCAG 2.1 AA Compliance or Higher required or recommended?
- Front-end: Is Multi-Language Support (Including Spanish) required or recommended?

b) Please clarify and answer whether the following back-end features of the solution are required or recommended:

- Back-end: Allowed Programming Language(s)
- Back-end: Allowed Primary Frameworks
- Back-end: Minimum Framework Version
- Back-end: Oldest acceptable framework release date
- Back-end: Minimum EOS (End of Support) / EOL (End of Life) Date
- Back-end: Is Microservices Architecture (application is divided into small, independent services that can be developed, deployed, and scaled independently) required or recommended?
- Back-end: Is support for containers (the ability to execute solutions within standardized container environments) required or recommended?
- Back-end: Are native AI Capabilities required or recommended?
- Back-end: Are AI Copilot / AI Assistants required or recommended?
- Back-end: Is RAG (Retrieval-Augmented Generation) Support required or recommended?

c) Please clarify and answer whether the following database features of the solution are required or recommended:

- Database: Allowed Primary Database Engines (i.e., Microsoft SQL Server)
- Database: Minimum Database Version
- Database: Oldest acceptable database version release date

- Database: Minimum EOS (End of Support) / EOL (End of Life) Date
- Database: Is Cloud Ready required or recommended?
- Database: Is Multiple Availability Zones (Multi-AZ) and/or Multi-Region Support required or recommended?
- Database: Is JSON Support (the ability to natively store, query, and exchange data in JSON format) required or recommended?
- Database: Is NoSQL Support (ability to leverage non-relational databases for documents, graph, key-value, columnar) required or recommended?
- Database: Is an Integrated Data Lake (a solution that can store large volumes of structured and unstructured data in native formats for advanced analytics and AI) required or recommended?
- Database: Is Horizontal Scaling (the ability to increase capacity by adding servers or nodes rather than increasing CPU/RAM on a single server) required or recommended?

d) Please clarify and answer whether the following security features of the solution are required or recommended:

- Security: Identify whether multi-factor authentication (MFA) is required or recommended for the solution.
- Security: Identify whether an RBAC/ABAC access control model is required or recommended for the solution.
- Security: Is it required or recommended that the solution use encryption protocols in transit to protect data in transit?

- Security: Explicitly identify the minimum required versions and cryptographic validation mechanisms.
- Security: Is it required or recommended that the solution have encryption mechanisms at rest to protect data stored in databases, files, backups, document repositories, virtual disks, and removable media?

✓ **Answer: PRWIC has not defined specific technical minimums or mandated standards for front-end, back-end, database, or security frameworks, versions, release dates, architectures, or related technologies. The modernization goals described in Schedule V and Schedule VI represent desired characteristics of the New MIS, but they do not prescribe detailed technical requirements.**

Bidders may propose the technologies, architecture, and standards they deem most appropriate, provided that the solution is modern, scalable, secure, maintainable, and fully capable of meeting PRWIC's functional needs and long-term modernization objectives. The CTE will evaluate each proposal holistically based on how well the proposed technologies support these goals, rather than by enforcing specific framework or version thresholds.

140. Would the auction committee allow the bidder to present several solution options (e.g., SaaS, COTS, SAM, hybrid) with their respective pricing model?

✓ **Answer: Please refer to section 3.3 of the RFP.**

141. Recognizing the importance of security and the CSSLP framework in the solution development and attestation by a certified professional, could it be concluded that the controls of this framework would become security requirements and non-functional requirements to be incorporated into the solution?

✓ **Answer: Yes, controls will become security requirements and non-functional requirements.**

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


Carlos Padilla Cruz
Interim Manager

End of the Addendum

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	
<i>B1-JAD Sessions</i>	
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 - 7 groups of Clinics	
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	
<i>F1-All Requirements (Attachment A, Tabs 1-4 & 6 and Attachment B)</i>	
<i>F2-WIC Direct Interface Complete</i>	
<i>F3-Secure Software Development Certification</i>	
<i>F4 – External Platforms (Attachment A, Tab 5)</i>	
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 – 7 groups of Clinics	
I. System Documentation	
I1-Detailed Functional Design Document (DFDD)	
I2-System Design Specification (SDS)	

Article or Service	Cost per Deliverable
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)	

<i>J. Change Request Hourly Rates</i>	Fixed Hourly Rate
1. Project Manager	\$
2. Business Analyst Lead	\$
3. Development Lead	\$
4. Software Engineer/Developer	\$
5. Testing/Training Specialist	\$
6. Help Desk Operator	\$
7. Data Base Administrator	\$

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

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

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

COST ASSUMPTIONS

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