



**Request for Proposal  
Contracting of Professional Services  
April 8, 2024  
RFP-SP-2023-2024-014-RD**

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| Description | <b>Comprehensive Electronic Vital Records System Request for Proposals</b> |
| Deadline    | <b>May 15, 2024</b>  |

In compliance with the principles of sound administration and transparency in the process of selecting and awarding Professional Services contracts, the Department of Health, Demographic Registry Division is accepting Requests for Proposals for a comprehensive electronic vital records system. Any proposal submitted must meet at least the following parameters:

**Purpose of the Request for Proposal (RFP)**

The Puerto Rico Department of Health, Demographic Registry, issues this Request for Proposal (RFP) to solicit proposals from qualified vendors to obtain an Electronic Vital Record System (EVRS). This initiative will be funded in whole or in part by state and federal funds.

The Demographic Registry recognizes the critical need to transition from traditional paper-based systems to an efficient and secure electronic solution for managing vital records. The EVRS will serve as a comprehensive platform to securely store, manage and process crucial records such as birth certificates, death certificates, marriage licenses, marriage certificates, and related documents associated to an individuals' life events electronically. Implementing an EVRS requires a deep understanding of the unique requirements, regulations and best practices associated with vital records management.

The objectives of this RFP are as follows:

1. **Modernization and Efficiency:** Facilitate the transition from cumbersome paper-based records to a streamlined electronic system, reducing reliance on physical documents, and enhancing overall operational efficiency.
2. **Accuracy and Data Integrity:** Ensure the accuracy of vital records by implementing robust validation mechanisms and data quality controls, minimizing errors and discrepancies.
3. **Compliance and Security:** Meet federal and state regulations and industry standards for data security, privacy, and confidentiality, protecting sensitive personal information against unauthorized access, loss, or misuse.
4. **Integration and Interoperability:** Enable seamless integration with existing systems and platforms, ensuring interoperability with relevant stakeholders and vital records offices.
5. **Fiscal Responsibility:** Ensure cost-effectiveness in the implementation and maintenance of the EVRS, maximizing the value of federal and state funds allocated for this initiative.



6. Compliance with National Center for Health Statistics (NCHS) standards: Ensure adherence to the standards set by NCHS in data collection, record management, and reporting of vital records. Compliance with NCHS standards will guarantee that the EVRS aligns with industry best practices, facilitates interoperability with other information systems, and enables seamless data exchange at the national level.

By issuing this RFP, the Demographic Registry seeks proposals from vendors with significant experience with implementing multiple vital records modules simultaneously. The selected vendor must demonstrate a comprehensive understanding of NCHS guidelines and possess the capability to implement the EVRS in full compliance with these standards. This includes data format, terminology, coding systems, record structure, and any other applicable requirements set by NCHS.

The selected vendor will be responsible for the system implementation of a fully enabled web-based system, data conversion, data migration, user training, ongoing system technical support, and application maintenance, while adhering to the funding guidelines and reporting requirements associated with federal and state funding. The system will be housed in the Azure Puerto Rico.Gov cloud. The successful vendor will maintain the application while Puerto Rico will maintain the servers.

#### **Period of Performance**

Services must begin during the fiscal year 2024, which began on July 1<sup>st</sup>, 2023, which is subject to formalization of an agreement between the Puerto Rico Department of Health and the selected vendor. The initial contract period is for one year and will begin with Phase 1, as indicated in the Scope of Work, and may be renewed annually based on availability of funds and satisfactory performance of the contractor. The contract period and renewal will be in accordance with the completion of the Phases described in the Scope of Work.

#### **Project Scope of Work**

The Department of Health, Demographic Registry is looking for a vital records software vendor that can provide a COTS (commercial-off-the shelf) system for registering vital records events. The EVRS will be hosted on the Puerto Rico.Gov Azure cloud with a redundant server located in the Puerto Rico OIAT data center in San Juan. The EVRS will be configured to ensure it meets all Puerto Rico statutes, codes and other agreements as reached during the GAP Analysis including providing the Graphical User Interface (GUI) in both English and Spanish (see Milestone 2). Additionally, the vital records software vendor shall:

- A. Convert and migrate all data from the various existing vital records systems to the new EVRS.
- B. Load all available images to the new EVRS and associate each image with the correct corresponding record.
- C. Provide professional services as defined in the Milestone Section to ensure an effective and time-bound implementation.



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- D. Provide ongoing maintenance and system support once the system is live.
- E. Perform all services in accordance with the provisions and requirements stated herein and to the sole satisfaction of the Department.
- F. Comply with the Puerto Rico Security Policies as defined by the Office of Informatics and Technological Advances (OIAT) of the Department of Health and the Puerto Rico Innovation and Technology Service (PRITS).
- G. Utilize the URL name (DNS) provided to the vendor by the Puerto Rico Department of Health.

The software vendor shall provide all services and meet all requirements outlined in the following sections where Puerto Rico plans on implementing in four phases:

1. Phase 1 - Implementation of the Electronic Death Registration (EDR) and Point of Sale. This phase must be completed by June 30, 2024.
2. Phase 2 - Implementation of Electronic Birth Registration (EBR) including special registrations. This phase is anticipated to take approximately 10 months to complete, beginning once the contract amendment or renewal has been executed after completion of Phase 1.
3. Phase 3 – Implementation of Marriages. This phase is anticipated to take approximately 6 months beginning once the contract amendment or renewal has been executed after completion of Phase 2.
4. Phase 4 – Implementation of Fetal Death. This phase is optional and is anticipated to take approximately 6 months from start to finish.

The following section describes the major milestones and deliverables that are requirements for the PR EVRS Project. Since this Project will be conducted in four phases all major milestones will be repeated for each subsequent phase of the project. As appropriate, a general task has been called out that relates to repeating the tasks in each section for the subsequent phase of the project. Each phase of this project includes both product (software) deliverables and project deliverables (planning, execution, monitor & control, quality assurance, handoff). The following provides an overview of the purpose of each of the milestones and the tasks required to successfully execute each of the milestones.

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To clarify any doubts or questions about this, you can send an email to: [subastas@salud.pr.gov](mailto:subastas@salud.pr.gov) no later than **April 22, 2024, until 4:00 PM**. The Department will have until **May 1, 2024, until 4:00 PM** to answer any doubts or questions.

The **PRDOHe**, through its Secretary or through the personnel designated by him, will review the applications received and determine if any of them is capable of signing a professional services contract with the concerned agency of the Government of Puerto Rico.



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Any proposal will be accompanied by the Certificate of Eligibility of the Sole Register of Bidders (RUL/RUP) issued by the General Services Administration of the Government of Puerto Rico (ASG), through which it accredits its inclusion in the Single Registry of Professional Service Providers, as provided in Law No. 73-2019, as amended, known as the "General Services Administration Act for the Centralization of Government Purchases of Puerto Rico of 2019".

In addition to providing printed copies of both the technical and cost proposals, Vendors are required to also submit two (2) electronic copies of each proposal. The technical proposal should be submitted in PDF format, while the cost proposal should be submitted in Microsoft Excel format. To facilitate this, vendors should provide separate USBs or other electronic media for both the technical and cost proposals, totaling four (4) USBs (two for the technical proposals and two for the cost proposals). Additionally, vendors should provide six (6) printed copies of both the technical and cost proposals, ensuring that the technical and cost proposals are packaged separately. The Vendors must submit the proposal accompanied by all the required documentation at the Auction Office located at C/Maga Interior, Centro Medico Sur, Building H second floor, San Juan PR 00921. **May 15, 2024.**

The selection of the potential contractor will be notified by email.

By submitting a solution pursuant to this notice, the proposer acknowledges that:

1. All information submitted is true and verification may be requested.
2. The proposal containing any false or incorrect information shall be immediately discarded.
3. At its sole discretion, the PRDOHe or its designee may communicate with individuals and / or companies that submit solutions to clarify any doubt or coordinate an interview and presentation in person or virtually, without requiring the presence of the other proposers.
4. The purpose of this notice is to disseminate that the Government of Puerto Rico has a need for service that will potentially result in the contracting of professional services.
5. As a result of this process, no type of right is generated that would oblige the Government of Puerto Rico to sign a professional services contract.
6. It has the power to bind and comply with all parameters and requirements applicable to government contracting of professional services.
7. As part of the consideration of the request for proposal, the signing of a non-disclosure agreement may be required.



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### **Calendar and Information**

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| <b>Applicant Unit:</b>   | Department of Health (PRDOHe)<br>Demographic Registry  |
| <b>Contact Information:</b>  | Denise Marrero Santana<br>787-765-2929, ext. 4475  |
| <b>Application Number:</b>   | <b>RFP-SP-2023-2024-014-RD</b>   |
| <b>Application Name:</b>   | Comprehensive Electronic Vital Records<br>System Request for Proposals   |
| <b>Service Category (Technology,<br/>Management Consulting, Etc.):</b> | Request for Professional Services  |
| <b>Date of Publication of the Application:</b>                         | April 8, 2024  |
| <b>Deadline for submitting questions:</b>                              | April 22, 2024, until 4:00 PM  |
| <b>Deadline to answer questions:</b>                                   | May 1, 2024, until 4:00 PM   |
| <b>Submit Proposal at the Auction Office:</b>                          | Department of Health<br>Auction Office, C/Maga Interior, Centro<br>Medico Sur, Building H second floor, San<br>Juan PR 00921 |
| <b>Deadline for Submission of Proposals:</b>                           | May 15, 2024   |
| <b>Form Request and Related<br/>Documentation request it to:</b>       | <a href="mailto:subastas@salud.pr.gov">subastas@salud.pr.gov</a>   |