Exhibit E – Technical Questions / Responses

Question 1
Commonwealth of Puerto Rico Security Policies Documents can be found through the following URLs.

https://docs.pr.gov/files/prits/Leyes/Ley%20N%C3%BAm.%2040-2024%20Ley%20de%20Ciberseguridad%20del%20Estado%20Libre%20Asociado%20de%20Puerto%20Rico.pdf

1.	Does your proposed solution adhere to the Puerto Rico DOH Security Policies Document (yes or no?)
2.	Describe any security tests that the proposed solution has been subjected to and the results of those tests. **Limit the response to a maximum of one (1) page.**

Question 2
Vendors must provide comprehensive narrative statement that describes the system development life cycle (SDLC) methodology they employ, including configuration, custom development, unit and testing; and, how they will adapt their methodology to accommodate the methodology as outlined by Puerto Rico DOH. **Limit the response to a maximum of four (4) pages.**

Question 3
Provide a narrative that explains the Vendor's philosophy and approach to maintaining and upgrading the system including releases to Puerto Rico DOH. Be sure to address the following areas: **Limit the response to a maximum of two (2) pages.**

1.	Frequency of releases during the project phases.
2.	Frequency of new releases after go-live
3.	Process used to determine what features will be included in each release
4.	Policy regarding release notes
5.	Support provided to clients during and after upgrade of a new release
6.	Policy regarding mandatory upgrade to new releases
7.	Policy regarding sharing of new functionality between clients
8.	Policy regarding client notification of potential impacts of new releases to the client's system
9.	Method that is recommended to keep changes to the configuration or tables made by the customer from interfering with the application of new releases

Question 4
Describe the Vendor's experience with migrating and linking images to vital events. Describe how the imaging will be stored and integrated with the PR EVRS solution. Puerto Rico DOH understands that all vendors can store scanned images; the Puerto Rico DOH is interested in how the solution works for legacy images or images that will later be digitized so that they may be linked to the electronic record. **Limit the response to a maximum of two (2) pages.**

Question 5

Interoperability is an increasingly important aspect of all systems in the health field. Please describe Vendor's experience with and plans for addressing interoperability in the vital records area to facilitate data modernization and ease of data sharing. Specifically, Puerto Rico DOH is interested in:

Limit the response to a maximum of two (2) pages.

1.	Is the solution FHIR R4 enabled?
2.	Are you a member of the COP and attend Connectathons?
3.	When will your system go live with the STEVE FHIR upgrade?
4.	Experience with APIs for Master Patient Index (MPI), electronic health records, and other registries and health programs.
5.	FHIR APIs for EDRS / EBRS partners such as Medical Examiner or birthing hospitals

Question 6

Describe the degree to which the application is mobile ready. Please respond specifically to the following questions:

Limit the response to a maximum of two (2) pages.

1.	Is there an application available from an App Store (Google Play or Apple App Store) or is your mobile presence an optimized web page or both?
2.	Do the screens automatically adapt to the mobile device being used?
3.	Is the entire application available to the mobile user or only certain features? If the latter, which features?

Question 7

Please describe your policies and procedures for maintaining Puerto Rico DOH at up-to-date levels of the proposed system. In your response, please describe your release process including the frequency and support provided. If new requirements, such as a new certificate format, were mandated would that be covered by the maintenance agreement or is there a charge to Puerto Rico DOH. If there is a charge, how is that charge determined? **(DO NOT INCLUDE COSTS)**

Limit the response to a maximum of one (1) page.

Question 8

Describe any plans to move the proposed solution to a new platform or database.   If moved to a new platform, what is your policy for existing customers? For example, do you continue to support the installed solution and is there a time limit on that support? Would there be any additional charge or costs associated with moving to the new platform?   Would Puerto Rico DOH be required to upgrade to the new platform, should it exist, in order to obtain the mandated feature or would you modify the installed system to comply? Would there be a charge to modify the installed system?

Limit the response to a maximum of one (1) page.

Question 9

Please provide an architectural diagram and a one (1) page narrative of the proposed solution.

Question 10

Please indicate to what degree the following items are configurable by a business user or system administrator at Puerto Rico DoH with some computing experience.

After indicating to what degree, the items are configurable, explain how the configurability works in the proposed solution and the skills required of the Puerto Rico DoH to achieve the maximum benefit from the configurability offered by the proposed solution.

Limit the response to a maximum of one (1) page.

Item	Fully configurable without vendor assistance	Partially configurable requiring some degree of vendor assistance	Requires vendor to make the change
Forms			
Letters			
Certificates			
Screen Design formatting			
Screen Design adding new screens			
Adding Fields			
Deleting Fields			
Editing Fields			
Adding Edits			
Deleting Edits			
Changing Edits			
Creating cross field edits			
Reports			
Adding queues			
Deleting queues			
Changing queues			

Question 11

After reviewing Attachment, A please explain, in detail:

Limit the response to a maximum of three (3) pages.

1.	How the vendor will work with Puerto Rico DOH to cleanse and convert all the data that will need to be migrated into the new system
2.	How the vendor will work with Puerto Rico DOH to migrate and link images to the corresponding Puerto Rico records.

Question 12

Provide a minimum of 1 and a maximum of 3 examples where you have successfully migrated data from multiple sources. Please discuss issues encountered and how they were successfully resolved.

Limit the response to a maximum of one (1) page per example.

Question 13

Please provide a two (2) page response indicating how you plan on meeting the Puerto Rico timelines for the project. Please provide an initial MS Project Schedule for Phase I.