



Request for Proposal
Contracting of Professional Services
October 30, 2024
RFP-SP-2024-2025-016-WIC

Description	CONTRACTING A QUALITY ASSURANCE CONSULTING ENTITY FOR THE PUERTO RICO SUPPLEMENTAL NUTRITION PROGRAM FOR WOMEN, INFANT AND CHILDREN (WIC)
Deadline	Thursday, November 21, 2024, until 12:00 PM

In compliance with the principles of sound administration and transparency in the process of selecting and awarding professional services contracts, the department of health requests contracting professional services of a Quality Assurance Consulting Entity for the Puerto Rico Supplemental Nutrition Program for Women, Infant and Children (WIC).

PROJECT OVERVIEW

As part of the Special Supplemental Nutrition Program for Women, Infants and Children (WIC) innovation and modernization efforts, the Food and Nutrition Services (FNS) of the Federal Department of Agriculture (USDA) is supporting planning and implementation projects focused on enhancements that improve WIC participant experience. Taking this into account, PRWIC is looking to continue enhancing the WIC shopping experience, increasing participant enrollment, reducing unnecessary administrative burden for both participants and PRWIC staff.

Currently, the PRWIC has approximately eighty-seven thousand (87,000) participants receiving its services through eighty-five (85) clinics island wide, including a virtual clinic that provides its services in a remotely mode, as well as two mobile clinics that provide services were needed. All clinics are connected to PRWIC MIS. Also, we have approximately six hundred and fifty (650) authorized vendors who delivers the prescribed authorized food items to our participants using a POS with an Electronic Benefits Transfer (EBT) processor who is connected to the PRWIC MIS system.

PRWIC is working with the implementation of the contactless payment (Mobile Payment), as part of the enhancements supported by FNS. This project will impact on our MIS, EBT processor and our authorized vendors.

OBJECTIVES OF THE PROPOSAL

The PRWIC relies on a variety of technology systems to manage applications, deliver benefits, and track outcomes. Taking this into consideration, PRWIC is seeking proposals from qualified Quality Assurance Consulting Entities, to assist PRWIC in the management of several projects, including design, development, and/or implementation of different technology projects. These projects may be related to the maintenance or implementation of a new MIS, as well as an EBT system and a new contactless payment method, among others, as requested to the contracted entity by the PRWIC.



Also, the proponents may have experience working with the Federal Government providing Quality Assurance consulting services, requests and reporting, procurement support services, and advising and guiding leadership based on industry best practices.

DESCRIPTION OF SERVICES

PRWIC is seeking an entity who offer specialists in Quality and Assurance consulting services for technological ongoing and new projects (EBT, MIS, Contactless Payment, among others) to work closely with PRWIC staff.

General Responsibilities:

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- Engage in close collaboration with PRWIC staff, ensuring the inclusion of a Certified or Accredited Quality Assurance Professionals to oversee technological developments, including applications.
 - Attend meetings as required by PRWIC (Kick off, UAT, Status, Planning, Federal Government, etc.).
 - Manage record-keeping and document control in accordance with PRWIC's specifications.
 - Assist and advise in managing and resolving project implementation issues.
 - Prepare progress reports and presentations as requested.
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To clarify any doubts or questions about this, you can send an email to: subastas@salud.pr.gov no later than **November 7, 2024, until 4:00 PM**. The Department will have until **November 14, 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.

Any proposal will be accompanied by the Certificate of Eligibility of the Sole Registre 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".

The Proponent must submit the proposal accompanied by all the required documentation at the Auction Office located in Building J, Second floor. **You must deliver one (1) original, two (2) hard copies and one (1) digital copy on a USB (PDF format), on or before Thursday, November 21, 2024, until 12:00 PM.**

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.

Calendar and Information

Applicant Unit:	PUERTO RICO SUPPLEMENTAL NUTRITION PROGRAM FOR WOMEN, INFANT AND CHILDREN (WIC)
Contact Information:	Denise Marrero Santana 787-765-2929, ext. 4475/3450
Application Number:	RFP-SP-2024-2025-016-WIC
Application Name:	Contracting Professional Services of a Quality Assurance Consulting Entity for the Puerto Rico Supplemental Nutrition Program for Women, Infant and Children (WIC).
Service Category (Technology, Management Consulting, Etc.):	Request for Professional Services
Date of Publication of the Application:	October 30, 2024
Deadline for submitting questions:	November 7, 2024, until 4:00 PM
Deadline to answer questions:	Nobember 14, 2024, until 4:00 PM
Submit Proposal at the Auction Office:	Department of Health Auction Office, Building J, Second Floor.
Deadline for Submission of Proposals:	Thursday, November 21, 2024, until 12:00 PM
Form Request and Related Documentation request it to:	subastas@salud.pr.gov