



Request for Proposal  
Contracting of Professional Services  
November 13, 2024  
RFP-SP-2024-2025-017-WIC

Description	Contracting it Consulting Entity for the Maintenance and Operations of Technological Platforms and Software Developments for the Puerto Rico Supplemental Nutrition Program for Women, Infant and Children (WIC)
Deadline	Monday, December 9, 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 it Consulting Entity for the Maintenance and Operations of Technological Platforms and Software Developments for the Puerto Rico Supplemental Nutrition Program for Women, Infant and Children (WIC).

**OBJECTIVES OF THE PROPOSAL**

The Puerto Rico WIC Program relies on several interconnected platforms and/or software developments that makes the PRWIC processes more efficient for the Program staff and simplify the delivery of services to participants across the island. These systems support a wide range of functionalities, from managing participant records to facilitating communication between staff and participants. Ensuring these platforms and/or software developments run efficiently and securely is vital to the program's success.

The primary objective of this RFP is to engage a qualified IT entity to provide comprehensive maintenance, operational support, security management, and system optimization for the following: *(More detailed information of every platforms and/or software developments is provided in Appendix I).*

- a) **BackOffice 360 Platform:** the platform integrates with different solutions to facilitate the work of WIC employees and can be accessed remotely in a secure manner. The platform allows WIC staff to have complete visibility of the participants profile, nutrition class history, transferred documents, appointment history, exchanged messages, and any notes recorded in the virtual file.
- b) **Clinic Monitoring System:** The system includes all stages of the monitoring process, from sampling, evaluation, recording of findings, requesting additional information, monitoring results and establishing the corrective action plan.
- c) **NEXT Platform:** technological solution that allows for the management of appointments (in person or virtual), queue management, and employee productivity in WIC clinics.
- d) **Mi WIC PR:** A complete mobile platform that provides multiple services and relevant information and allows communication with participants and potential participants.
- e) **WIC Portal:** Official web portal ([www.wicpr.gov](http://www.wicpr.gov)) that allows for information and



services to be provided through automated transactions.

- f) **Chatbot Frutilina:** Chatbot with Artificial Intelligence that provides information 7/24 in an automated manner.
- g) **Virtual Services (Genesys):** A communications platform that manages virtual services in all clinics island-wide, in the virtual clinic, and in the call center.
- h) **Peer Counseling Platform:** Solution that has two components to digitalize the operation of peer counselors, the assignment of referrals and the attention to program participants.
- i) **Vendor Inspection System:** Inspection system that consists of two components. A mobile component for on-site inspections at authorized vendors and a web-based component for planning, controlling, and recording inspection results.
- j) **Food Selection and Evaluation:** This is a web-based system presented by the Web Portal to digitally support the evaluation and selection process of authorized foods.
- k) **Vendor Contract Management:** This is a web-based system presented by the Web Portal for the management of compulsory training and the management of the signing of contracts of authorized vendors.
- l) **Employee Portal:** Web portal used for the management and individual access of WIC Program employees. Through the portal, employees can access relevant human resources information, edit contact information, receive individualized information, access human resources materials, among others.
- m) **Vendor Portal:** A unified web portal to centralize all access, communication, and management of WIC vendors.
- n) **Portal for Healthcare Providers:** A web portal that integrates with Mi WIC PR and the BackOffice 360 platform in order to provide digital support for the process of prescribing infant formulas to participants by pediatricians or duly authorized health providers.
- o) **Executive Dashboards:** Multiple executive dashboards to have relevant information on the following solutions: NEXT Platform, Chatbot Frutilina, Vendor Inspection, Virtual Clinic and the Call Center.

## **DESCRIPTION OF SERVICES (SCOPE OF WORK)**

4.1 A list of the platforms and/or software developments with their respective programming language to which maintenance is requested is located in the Appendix I.

4.2 Regarding the platforms and/or software developments the IT entity awarded will be responsible for the following tasks:

### **a) System Maintenance and Updates**

- Provide routine maintenance, updates, and patches for all listed platforms and/or software developments and ensure compatibility with the MIS.
- Implement necessary patches, security updates, and version upgrades to enhance functionality and user experience.
- Provide testing and validation for each update before deployment to prevent disruptions.

### **b) Operational Support and Troubleshooting**



- Offer continuous monitoring to ensure platforms and/or software developments stability, performance and implement necessary adjustments.
- Provide technical support and troubleshooting services to resolve issues promptly.
- Implement problem-resolution protocols to minimize downtime and service disruptions.

**c) Security and Compliance Management**

- Maintain high security standards to protect sensitive participant and staff data, including adherence to relevant regulations such as HIPAA.
- Ensure compliance with data privacy standards in all platforms and/or software developments.
- Regularly audit and update security protocols to mitigate risks and address vulnerabilities.
- Provide both, a Business Continuity Plan (BCP) and Disaster Recovery Plan (DRP) including the following elements:
  - Detailed documentation of the vendor's existing BCP and DRP including testing schedules, past performance metrics, and any certifications related to continuity and recovery.
  - Specify how often the BCP and DRP should be tested and updated.
  - Outline expected response times for incidents and recovery efforts.
  - Provide information on any costs associated with implementing and maintaining BCP and DRP solutions.

**d) Integration and Optimization of Platforms/Technological Developments**

- Ensure seamless integration of new features with existing platforms and/or software developments and the MIS.
- Develop and implement software enhancements to improve platform and/or software developments functionality and user experience.
- Collaborate with the WIC Program's technical team to optimize the performance and efficiency of the systems. This includes load balancing, database optimization and interface enhancements.
- Ensure compatibility with new technologies and platforms and/or software developments as they evolve.

**e) Participant Engagement Systems**

- Support and maintain the mobile platform that allows communication between the WIC Program and participants.
- Maintain the chatbot updated and equipped with artificial intelligence to ensure participants have access to information at any time.
- Manage the virtual appointment system, ensuring reliable scheduling and notifications for participants.

**f) Website and Portal Management**

- Provide maintenance and content updates for the official Puerto Rico WIC Program website.



GOVERNMENT OF PUERTO RICO  
Department of Health  
Auction Office

- Ensure the health providers' portal is functional and facilitates effective communication with WIC staff.

**g) Vendor Inspection and Food Selection and Evaluation Platforms**

- Maintain the platform used for vendor monitoring and inspections, ensuring accuracy and reliability.
- Support the platform that evaluates food products for WIC participants, ensuring up-to-date information on eligible products.

**h) Dashboards and Data Reporting**

- Maintain and enhance the dashboards used to track and measure the performance and production of the WIC Program.
- Ensure data accuracy and real-time reporting for decision-making and program management.

**i) Documentation and Training**

- Provide comprehensive system documentation for all platforms and/or software developments.
- Offer training to WIC Program staff on system updates, security protocols, and troubleshooting procedures.

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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 **November 21, 2024, until 4:00 PM**. The Department will have until **November 27, 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 Monday, December 9, 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**

<b>Applicant Unit:</b>	<b>PUERTO RICO SUPPLEMENTAL NUTRITION PROGRAM FOR WOMEN, INFANT AND CHILDREN (WIC)</b>
<b>Contact Information:</b>	Denise Marrero Santana 787-765-2929, ext. 4475/3450
<b>Application Number:</b>	<b>RFP-SP-2024-2025-017-WIC</b>
<b>Application Name:</b>	Contracting it Consulting Entity for the Maintenance and Operations of Technological Platforms and Software Developments for the Puerto Rico Supplemental Nutrition Program for Women, Infant and Children (WIC).
<b>Service Category (Technology, Management Consulting, Etc.):</b>	Request for Professional Services
<b>Date of Publication of the Application:</b>	November 13, 2024
<b>Deadline for submitting questions:</b>	November 21, 2024, until 4:00 PM
<b>Deadline to answer questions:</b>	November 27, 2024, until 4:00 PM
<b>Submit Proposal at the Auction Office:</b>	Department of Health Auction Office, Building J, Second Floor.
<b>Deadline for Submission of Proposals:</b>	Monday, December 9, 2024, until 12:00 PM
<b>Form Request and Related Documentation request it to:</b>	<a href="mailto:subastas@salud.pr.gov">subastas@salud.pr.gov</a>