



November 14, 2024

ADDENDUM # 1
RFP-SP-2024-2025-016-WIC

Contracting A Quality Assurance Consulting Entity for the Puerto Rico Supplemental Nutrition Program for Women, Infant and Children (WIC)

Purpose Addendum #1:

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

1. **“PRWIC has allocated for this contract an approximately maximum quantity of two hundred hours (200 hrs.) per month.” Can PRWIC define the term ‘approximately’ in the maximum statement regarding the 200 hours per month?**
PRWIC has assigned 2,400 hours per annual contract for an average of 200 hours per month for this contract. The contractor will submit a detailed monthly invoice with the hours worked and those hours will be subtracted from the 2,400 annual hours set aside for this contract.
2. **Given the number of concurrent projects and tasks outlined in this RFP, more than two people would be required and, at times, exceed the 200-hour-per-month. In some instances, such as system requirement reviews and UAT, the team may exceed 200 hours in busy months, but in the end, this would provide PRWIC with better overall value. Would PRWIC permit the Proponent to propose an alternative resource solution, such as employing a QA Team?**
No. PRWIC is requesting the proponent to provide one (1) or two (2) QA specialist if the proponent has only one it should be a Senior QA.
3. **Would PRWIC make additional hours available to support the Program as needed?**
No.
4. **“Provide past or ongoing projects description, complexity, and timeframes.” (1.c) Would work performed over the past ten (10) years suffice?**
Yes.
5. **The Evaluation Criteria allocates 5 points to “Proposal Cost per Team Member.” If 2 or more staff are proposed, how will the Evaluation Committee compile the score?**
The PRWIC is requesting one (1) or two (2) QA specialists. If the proponent proposes two staff members the rates will be averaged to compile the score.
6. **The only cost requested from the bidder is “Cost per Team Member”. If the company incurs in “considerable direct costs” in addition to labor, will PRWIC reimburse for these direct costs?**
No.
7. **In addition, will PRWIC reimburse the Consultant travel- related costs when PRWIC requests the Consultant to accompany the PRWIC staff visiting other states to assess potential MIS transfer systems, and, or trips to national conferences?**
PRWIC will not reimburse travel related costs for any proponent.
8. **In addition to QA consulting, are there any more technical requirements that need to be taken into consideration?**
No.
9. **Any other professional requirements in addition to QA and IT?**
No.



10. For the purposes of the RFP, how does the DH define Qualified?

The DOH defines a qualified proponent as those who present members of their work team with their respective accreditations and/or certifications around quality assurance.

11. Can DH detail which requirements it wishes to identify within the scope interpretation of Qualified?

The DOH will identify that the proponent has Quality and Assurance accreditations and/or certifications, for example: (but not limited to)

- Certified Software Quality Analyst (CSQA)
- Certified Software Tester (CSTE)
- Certified Manager of Software Quality (CMSQ)

Also, DOH will evaluate their previous labor experience in Quality Assurance.

12. Is experience with the federal government in QA work a requirement?

No.

13. Experience with the federal government,

Can it be contract with a federal agency?

Yes.

Can it be with an entity that works with federal government matters?

Yes.

14. What is considered experience with the federal government? examples please.

Giving services to an agency who are ruled by federal regulations or are funded by the federal government.

15. Can a value be named for this requirement in the evaluation process?

No.

16. How many professionals are needed?

PRWIC is requesting the proponent to provide one (1) or two (2) QA specialist if the proponent has only one it should be a Senior QA.

17. Is there a proposal format to follow as a requirement?

No. Please follow the RFP Section 6 guidelines and the invitation for this RFP.

18. Is there any other documentation required in addition to what is found in the October 30,2024 RFP-SP-2024-2025-016-WIC document?

No.

19. Can DOH provide further details on the specific technology projects (e.g., EBT, MIS, contactless payment) for which QA consulting services will be prioritized?

MIS

PRWIC implemented the Spring version 6.06 of the Mountain Plain States Consortium (MPSC MIS system), which complies with the FNS regulation. The following modules are residing in this version of the MPSC application:

- Clinic Services:* Clinic Services includes all functionality necessary to bring new WIC families into the program, as well as to re-certify existing participants. The service also includes functionality for providing WIC benefits through EBT cards.
- Scheduler:* The Scheduler is a set of services that allows users to manage appointments for WIC families.
- Operations:* These services are used for the purpose of providing support in the operations area for such things as inventory and staff support.



- D. *Vendor Management*: These services are used to provide support in the authorization and management of businesses that apply for and are authorized to participate in the state WIC program.
- E. *Finance*: These services are used to provide support in the financial area for such things as grant management and income tracking.
- F. *Food Management*: These services are used to define WIC approved foods, participant profiles, food rules, and model food packages.
- G. *System Administration*: These services enable the authorized user to modify data that is required for the MPSC system to work properly. This service is split into 5 services – Clinic Services, Scheduler, Vendor Management, Operations, and System-Wide services.
- H. *Reporting Service*: Reporting services are used by the MPSC system architecture. They provide the capability to access data for reporting. Reporting functionality uses the Microsoft SQL Server Reporting Services. Ad hoc reporting is available using SQL Server Report Builder, whereas the managed reports are designed using Report Designer.
- I. *Security and Session*: These services are used for authentication, authorization and session management across the system. The session management is done through database where each service call ensures the valid session before the service is completely rendered.
- J. *FTPS and SFTP*: These services help sending and receiving data from external entities.

EBT and eWIC Mobile Payment

- A. Improves the shopping experience of participants and their ability to manage the benefit use and selection of foods.
- B. Ensures the availability of data to aid in WIC program management related to participant redemptions and purchasing patterns.
- C. Continues to operate the PRWIC program's eWIC system while looking ahead to implement newer technologies, such eWIC mobile payment solution and, possibly, online shopping from vendors.
- D. Provides for the operations and maintenance of this technology, along with providing related support, such as cardholder services, WIC Vendor enablement activities, and additional requirements.
- E. Assures Core services include but are not limited to: eWIC account creation and management, transaction processing, financial accounting, retailer/WIC vendor management, card and PIN/PIN-less services, customer service call centers, help desk support, and reports of activities and transactions.
- F. Ensures that the WIC benefits continue seamlessly for participants.

20. What are DOH specific quality standards and criteria for technology projects, and will the chosen consultant have input into developing or refining these standards?

The main quality standards for PRWIC technology projects are established in the following regulations: FNS Handbook 901 V.2.4, WIC EBT Implementation Guide and WIC EBT Operation Rules. The proponent will have the flexibility to enhance the standards according to the regulations mentioned above.

21. Are there any critical compliance requirements or specific USDA/FNS regulations (beyond FNS Handbook 901 and WIC EBT Operating Rules) that DOH considers vital for this contract?

The following documents are the ones considered vital for PRWIC IT operations:

- a) FNS Handbook 901 V.2.4 - <https://www.fns.usda.gov/sso/fns-handbook-901-v2-advanceplanning-documents>
- b) WIC EBT Implementation Guide - www.fns.usda.gov/wic/ebt/technical-implementationguide-operating-rules
- c) WIC EBT Operating Rules - www.fns.usda.gov/wic/ebt/technical-implementation-guideoperating-rules



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- 22. Will DOH provide access to existing risk management frameworks or expect the consulting entity to develop new strategies and risk management plans independently?**

Yes, DOH will provide access to existing risk management frameworks. Also, the DOH expects that the proponent will support PRWIC in the development of risk management frameworks (strategies, risk management plans) for each IT project (EBT, MIS, etc.).

- 23. Can DOH clarify the role of the consulting entity in incident management? Will this include leading responses to major incidents, or will it focus on supporting existing DOH processes?**

The proponent will assist PRWIC in the identification of incidents and/or defects found in the systems and will support and advise PRWIC with the response plan of a third-party vendor who must correct the system failure.

- 24. Regarding contract review responsibilities, does DOH have preferred legal frameworks or standard templates the consultant should follow when evaluating vendor agreements?**

No.

- 25. What specific performance metrics does DOH prioritize for SLAs in quality assurance, and is there a baseline for acceptable service levels that DOH currently uses?**

DOH prioritize the following metrics:

- Response time
- Uptime
- SLA breaches
- Average handling time (AHT)
- Number of tickets resolved
- Tickets resolved within SLA timescales
- Ticket escalation levels

PRWIC does not have a specific baseline for an SLA.

- 26. Can DOH describe the frequency and format expected for progress reports, performance reports, and compliance status updates?**

The reports will be updated on a weekly basis and there is no specific format expected.

- 27. For policy development support, how often are policies reviewed, and will the consulting entity be responsible for full policy creation or mostly for recommendations?**

The policies are continuously reviewed and the proponent will be responsible for analyzing, review and draft recommendations.

- 28. Does DOH anticipate requiring the consulting entity to provide formal training sessions to DOH staff or primarily to support in an advisory capacity for existing training efforts?**

The main role will be the support and advice on existing training guidelines.

All additional instructions and requirements set forth in the RFQ documents remain unchanged. This addendum is part of the request for bid. The information contained herein must be considered at the time of submission of the offer.

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End of the Addendum #1