



December 20, 2024

ADDENDUM # 5
RFP-SP-2024-2025-017-WIC

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) Purpose Addendum #1:

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

1. Regarding the effort, time, and costs associated with move all solutions to the PRDOH on premises or cloud, could you please provide some clarification on this matter?

There is no reference regarding this topic in the RFP.

2. What other regulations or standards beyond HIPAA are required for security compliance?

Others required standards for security compliance are the followings:

- **National Checklist Program for IT Products – Guidelines for Checklist Users and Developers, NIST Special Publication 800-70 (Revision 4)**
- **Guidelines for Media Sanitization (NIST Special Publication 800-88)**
- **Technical Guide to Information Security Testing and Assessment (NIST Special Publication 800-115)**
- **Guidelines for Managing the Security of Mobile Devices in the Enterprise (NIST Special Publication 800-124)**
- **Improving Critical Infrastructure Cybersecurity: Executive Order 13636 of February 12, 2013**
- **Security Technical Implementation Guides (STIGS)**
- **SNAP Provisions of the Agricultural Act of 2014 (Improving Exchange of Information for Sake of Security).**

3. Is there any other specific requirement regarding the BCP and DRP that needs to be provided?

The requirements are specified in the NIST Special Publication 800-61 - “Computer Incident Handling Guide” for details on handling security incidents.

4. What are the expected response times for technical support and troubleshooting?

PRWIC expects from the proposer a resolution protocol as follow:

Level 1: Low Severity and Low Criticality

Examples: Minor software issues, general inquiries, password resets.

Response Time: Within 4 hours.

Resolution Time: Within 24 hours or coordinated with the PRWIC.

Level 2: Medium Severity and Medium Criticality

Examples: Non-critical system errors, issues affecting a small group of users.

Response Time: Within 2 hours.

Resolution Time: Within 12 hours or coordinated with the PRWIC.

Level 3: High Severity and Medium Criticality

Examples: Significant system errors, issues affecting multiple users but not critical systems.

Response Time: Within 1 hour.

Resolution Time: Within 8 hours or coordinated with the PRWIC.

Level 4: High Severity and High Criticality

Examples: Critical system failures, security breaches, issues affecting critical business operations.

Response Time: Immediate (within 15 minutes).

Resolution Time: Within 4 hours or coordinated with the PRWIC.



Level 5: Emergency

Examples: Complete system outages, major security incidents, disasters.

Response Time: Immediate (within 5 minutes).

Resolution Time: Within 2 hours or coordinated with the PRWIC.

5. Has the Department of Health updated technical documentation about the platforms, services, and hosting environment for the applications and systems specified in the RFP?

PRWIC has updated technical documentation about the platforms, services, and hosting environment for the applications and systems specified in the RFP.

6. What is the total number of users per platform solution?

The following table shows the total users for each platform:

| Technology Solution | Number of Users |
|---------------------------------|-----------------|
| BackOffice 360 Platform | 651 |
| Clinic Monitoring System | 118 |
| NEXT Platform | 650 |
| Mi WIC PR | 155,835 |
| WIC Portal | N/A |
| Chatbot Frutilina | N/A |
| Virtual Services (Genesys) | 203 |
| Peer Counseling Platform | 67 |
| Vendor Inspection System | 13 |
| Food Selection & Evaluation | 134 |
| Vendor Contract Management | 11 |
| Employee Portal | 580 |
| Vendor Portal | 315 |
| Portal for Healthcare Providers | 69 |
| Executive Dashboards | 10 |

7. What hosting service is used for each solution specified in Appendix I, page 10? For example, Azure, AWS, or hosted in on-premises servers?

AWS and on the Puerto Rico Department of Health Office of Information and Advanced Technology (OIAT) on-premises servers.

8. What solutions specified in Appendix I, page 10, are custom developed for the WIC program, and what other are acquired products?

All solutions specified in Appendix I, page 10, are custom developed for the WIC program, except for Genesys.

9. Is there a centralized authentication service for all the solutions' internal and external user accounts, or does each solution have its own authentication protocol?

The following table shows the type of authentication for each platform:

| Platform | Centralized | Local |
|-------------------------------|-------------|-------|
| BackOffice 360 Platform | | X |
| Clinic Monitoring System | | X |
| NEXT Platform | X | |
| Mi WIC PR | | X |
| WIC Portal | N/A | N/A |
| Chatbot Frutilina | N/A | N/A |
| Virtual Services (Genesys) | | X |
| Peer Counseling Platform | | X |
| Vendor Inspection System | | X |
| Food Selection and Evaluation | | X |
| Vendor Contract Management | | X |



| | | |
|---------------------------------|-----|-----|
| Employee Portal | X | |
| Vendor Portal | | X |
| Portal for Healthcare Providers | | X |
| Executive Dashboards | N/A | N/A |

10. What is the duration of the contract?

Please refer to the RFP document section 6.1.

11. Are there any provisions for contract renewal or extension?

Please refer to above answer.

12. What is the budget allocated for the maintenance and operation of the technological platforms?

PRWIC allocates its budget depending on PRWIC goals and FNS requirements.

13. Are there any specific cost breakdowns required in the proposal (e.g., recurring costs, one-time costs)?

Refer to Appendix 2, also please refer to the following costs:

- **Genesys Cloud Platform – 203 Licenses - \$165 avg. cost per license**
- **Amazon Chime Services – 0.002 per minute**
- **Bucket S3 Service + Saas – \$2,000 – \$2,500 avg. cost per month**
- **Twilio - \$ 0.02 – 0.025 per minute**

Synch – \$ 0.02 – 0.025 per

14. Is a vendor currently providing the services described in the RPF to the WIC program?

Yes. If so, will this vendor be participating in this RFP process? **N/A**

This document includes questions from:

- RFP – 93 questions
- Appendix 1 – 30 questions
- Appendix 2 – 49 questions

NOTE: For the purposes of these questions each of the applications or developments mentioned in the RFP is referred to as a “solution” to be consistent in the terminology.

QUESTIONS FROM RFP

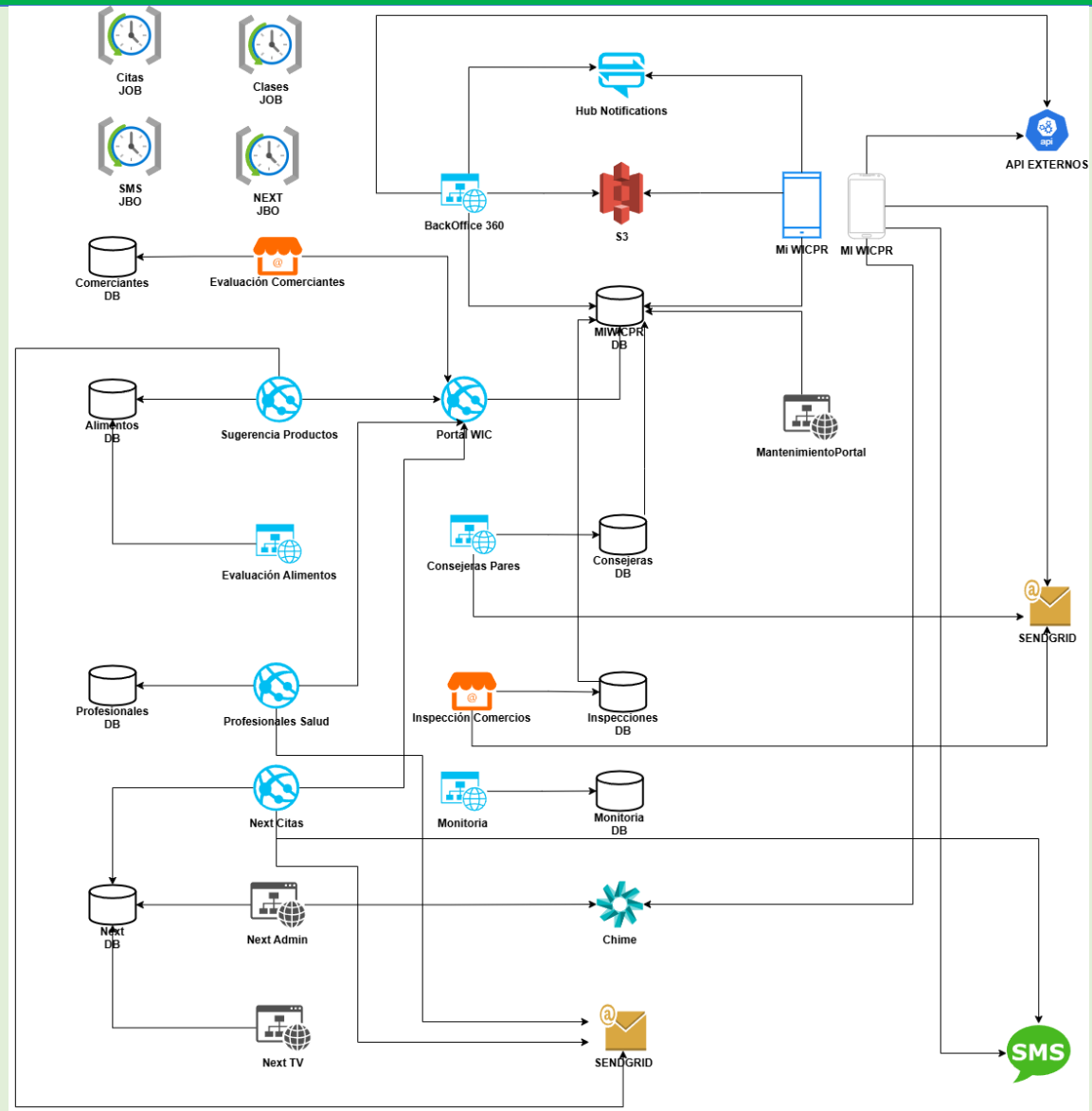
| # | Reference from RFP Section | Questions |
|---|----------------------------|---|
| 1 | RFP- General | Are the costs of the tools, telecommunications and other non-personnel costs to be paid by PR WIC or should be included in the proposal? The costs of the tools, telecommunications and other non-personnel costs should be included in the proposal. |
| 2 | RFP- General | Can you provide a list of any pending enhancements that are planned for any of the services to be supported? The following are the pending enhancements that are in the development phase: |

Programa WIC - Proyectos / Iniciativas

| DESCRIPCION | CATEGORÍA | PLATAFORMA /SOLUCIÓN |
|---|-------------------------------|------------------------|
| Búsqueda por email de registro de participante | Mantenimiento - Funcionalidad | WIC Backoffice 360 |
| Relacionar la pregunta del inventario mínimo con el inventario, si no cumple con el inventario debe traer un pop up indicando que verifique el inventario | Mantenimiento - Funcionalidad | WIC Inspección |
| Al comenzar una inspección, poder cambiar el tipo de inspección entre Preliminar o Rutina (Móvil) | Mantenimiento - Funcionalidad | WIC Inspección |
| Al tomar las fotos, agrandar la ventana de la cámara para que cubra más parte de la pantalla (Móvil) | Mantenimiento - Funcionalidad | WIC Inspección |
| Inspección Rutina: Pregunta 13 debe de tener 2 fotos requeridas. Pregunta 14 debe de tener 5 fotos | Mantenimiento - Funcionalidad | WIC Inspección |
| En reporte Resumen de Inspección, ajustar para que se vean las 10 fotos que tome el inspector (si aplica) - | Mantenimiento - Funcionalidad | WIC Inspección |
| Añadir en backoffice búsqueda por email | Mantenimiento - Funcionalidad | WIC Backoffice 360 |
| Reporte de comercios que han tomado adiestramiento obligatorio | Mantenimiento - Funcionalidad | WIC Inspección |
| Conexion para actualizacion de comercios entre backoffice comerciantes y MIS | Mantenimiento - Funcionalidad | Varias |
| Actualización de las Cartas (nuevo formato) | Mantenimiento - Funcionalidad | Selección de Alimentos |
| Preguntas Frecuentes | Mantenimiento - Funcionalidad | Selección de Alimentos |
| Iniciar videollamadas desde next a los participantes (falta confirmar procedimiento) | Iniciativa Nueva | NEXT |
| Añadir walk-in en Dashboard | Mantenimiento - Funcionalidad | NEXT |
| Conexion de clases en vivo desde NXT, backoffice y Mi | Mantenimiento - Funcionalidad | Móvil |
| Crear boton en backoffice para generar y exportar directamente la muestra al sistema de monitoria de clinicas | Mantenimiento - Funcionalidad | Backoffice |
| Creacion de API para consulta del registro demografico | Mantenimiento - Funcionalidad | Backoffice |
| Reporte de actividad diaria | Mantenimiento - Funcionalidad | WIC Backoffice 360 |
| Visualizar cuentas de Mi WIC PR que fueron eliminadas por el participante | Mantenimiento - Funcionalidad | WIC Backoffice 360 |
| Configuracion de preguntas correctas e incorrectas en las clases en lineas | Mantenimiento - Funcionalidad | WIC Backoffice 360 |
| Participante pueda ver las preguntas que tiene correctas e incorrectas y la razón de que está correcta o incorrecta | Mantenimiento - Funcionalidad | Móvil |
| Integración de Alimentos Con APP, Web e Inspección de Comercios | Iniciativa Nueva | Portal de Comerciantes |

| # | Reference from RFP Section | Questions | | | | | | | | | | | |
|--|----------------------------|---|----------------------------------|-----------------------------------|--|-----------------------------|-------------------------------------|---------------------------|-------------------|--|--|-------------------------|-----------------|
| 3 | RFP- General | <p>Is there a list of incidents that have required support in the last 12 months?</p> <p>Please refer to Appendix 2, question and answer #86, and the below answer (Help Desk Service).</p> | | | | | | | | | | | |
| 4 | RFP- General | <p>Please break down incidents by service and indicate what was the problem?</p> <table><tr><td>Top 10 Reported Incidents</td></tr><tr><td>Recuperar Contraseña Participante</td></tr><tr><td>Corrección Demográfica y Asociar WIC ID Participante</td></tr><tr><td>Asociar WIC ID Participante</td></tr><tr><td>Corrección Demográfica Participante</td></tr><tr><td>Virtual Service (Genesys)</td></tr><tr><td>Sistema De Turnos</td></tr><tr><td>Actualizar Contraseña Backoffice 360 Representante</td></tr><tr><td>Agregar Participante A Cuenta Familiar</td></tr><tr><td>Registrar Nuevo Usuario</td></tr><tr><td>Clases en Línea</td></tr></table> | Top 10 Reported Incidents | Recuperar Contraseña Participante | Corrección Demográfica y Asociar WIC ID Participante | Asociar WIC ID Participante | Corrección Demográfica Participante | Virtual Service (Genesys) | Sistema De Turnos | Actualizar Contraseña Backoffice 360 Representante | Agregar Participante A Cuenta Familiar | Registrar Nuevo Usuario | Clases en Línea |
| Top 10 Reported Incidents | | | | | | | | | | | | | |
| Recuperar Contraseña Participante | | | | | | | | | | | | | |
| Corrección Demográfica y Asociar WIC ID Participante | | | | | | | | | | | | | |
| Asociar WIC ID Participante | | | | | | | | | | | | | |
| Corrección Demográfica Participante | | | | | | | | | | | | | |
| Virtual Service (Genesys) | | | | | | | | | | | | | |
| Sistema De Turnos | | | | | | | | | | | | | |
| Actualizar Contraseña Backoffice 360 Representante | | | | | | | | | | | | | |
| Agregar Participante A Cuenta Familiar | | | | | | | | | | | | | |
| Registrar Nuevo Usuario | | | | | | | | | | | | | |
| Clases en Línea | | | | | | | | | | | | | |
| 5 | RFP- General | <p>Is there an opportunity for a transition period with the current service provider?</p> <p>Yes. There will be a transition period.</p> | | | | | | | | | | | |
| 6 | RFP- General | <p>How long can we expect to have the current provider to answer questions?</p> <p>The timeframe should be established before the transition period.</p> | | | | | | | | | | | |
| 7 | RFP- General | <p>Please provide a detailed list of the software and support tools utilized by PR WIC as part of these services, including the current cost, number of licenses, and any other cost items that should be considered.</p> <ul style="list-style-type: none">• Genesys Cloud Platform – 203 Licenses - \$165 avg. cost per license• Amazon Chime Services – 0.002 per minute• Bucket S3 Service + Saas – \$2,000 – \$2,500 avg. cost per month• Twilio - \$ 0.02 – 0.025 per minute• Synch – \$ 0.02 – 0.025 per minute | | | | | | | | | | | |

| # | Reference from RFP Section | Questions |
|----|---|---|
| 8 | RFP- General | Can you provide a list of any pending fixes or problems that are not anticipated to be solved by the current contractor and would be the responsibility of the new contractor? There are no pending fixes at this moment. |
| 9 | RFP- General | Can you provide a complete description of all the capabilities that are currently provided by the Artificial intelligence module? Artificial intelligence capabilities are used to guide participants through the program, provide information about clinics and vendors, including opening hours, and support internal staff with rapid information identification. |
| 10 | RFP- General | Which of all the tools listed from the letter a - o are fully developed (programmed) or are any acquired programs? Only letter G (Genesys) is an acquired program. |
| 11 | RFP- General | Are there any purchased development components that require paid licenses in the development of these tools? Ex. DB express, Bootstrap or others There is not any purchased development component in the development of these tools. |
| 12 | RFP- General | Is there a more detailed description or documentation of these tools? No. |
| 13 | RFP- General | On which servers and location do they reside? Who is responsible for this cost? Currently, most of the technology platforms resides in OIAT servers. The exception is MiWicPR and some components of the NEXT Platforms, and Digital document repository related to BackOffice360. However, there is a request to transfer all data to OIAT infrastructure. |
| 14 | RFP- General | If the servers reside in Health (OIAT/WIC), is it the responsibility for Business Continuity and Disaster Recovery OIAT's or the contractors? What is the scope of the contractor's responsibility for the BCP and DRP? The Contractor BCP and DRP scope is related to any PRWIC data that resides in the Contractor servers. |
| 15 | Section 4.1 Description of services (scope of work) | Can you provide detailed diagrams or descriptions of data flows between each of the platforms and software developments? This would help clarify integration and dependencies. See the diagram below: |



| # | Reference from RFP Section | Questions | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---------------------------------|--|--|---------------------|----------------------|-------------------------|-------------------------|--------------------------|----------|---------------|--------------------------|-----------|---|------------|-------------|-------------------|-------------------------|----------------------------|--|--------------------------|--|--------------------------|-----|-----------------------------|----------------------------|----------------------------|-----|-----------------|-----------------------------|---------------|----------------------------|---------------------------------|--------------|
| 16 | Section 4.1 Description of services (scope of work) | Are there future expansion plans for the platforms, such as new modules or integrations? There is a possibility to expand or enhance the platforms capabilities. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 17 | Section 4.2 a) System Maintenance and Updates | <p>Can you provide a list of the patches or updates that have been installed for all the support tools and developed software during the last 12 months?</p> <p>Refer to the below table:</p> <table><tr><th>Technology Solution</th><th>Updates made in 2024</th></tr><tr><td>BackOffice 360 Platform</td><td>2.7, 2.8, 2.9, 3.0, 3.1</td></tr><tr><td>Clinic Monitoring System</td><td>0.1,0. 2</td></tr><tr><td>NEXT Platform</td><td>4.0.0, 4.0.3, 4.0.9, 5.0</td></tr><tr><td>Mi WIC PR</td><td>IOS 8.0.7, 8.2.3 Android 3.9.3, 4.01</td></tr><tr><td>WIC Portal</td><td>4.7,4.8,4.9</td></tr><tr><td>Chatbot Frutilina</td><td>1.0,1.1,1.2,1.3,1.4,1.5</td></tr><tr><td>Virtual Services (Genesys)</td><td>2.38.792 Releases are made by Genesys</td></tr><tr><td>Peer Counseling Platform</td><td>2.0.8, 3.0.0, 3.0.1, 3.0.2, 3.0.3, 3.0.4, 3.0.5, 3.0.6, 3.0.7, 3.0.8, 3.0.9, 3.1.9, 3.2.0, 3.2.4</td></tr><tr><td>Vendor Inspection System</td><td>1.1</td></tr><tr><td>Food Selection & Evaluation</td><td>1.8 No releases in 2024</td></tr><tr><td>Vendor Contract Management</td><td>1.8</td></tr><tr><td>Employee Portal</td><td>1.00 No releases in 2024</td></tr><tr><td>Vendor Portal</td><td>1.2 No releases in 2024</td></tr><tr><td>Portal for Healthcare Providers</td><td>1.1, 1.2,1.3</td></tr></table> | Technology Solution | Updates made in 2024 | BackOffice 360 Platform | 2.7, 2.8, 2.9, 3.0, 3.1 | Clinic Monitoring System | 0.1,0. 2 | NEXT Platform | 4.0.0, 4.0.3, 4.0.9, 5.0 | Mi WIC PR | IOS 8.0.7, 8.2.3 Android 3.9.3, 4.01 | WIC Portal | 4.7,4.8,4.9 | Chatbot Frutilina | 1.0,1.1,1.2,1.3,1.4,1.5 | Virtual Services (Genesys) | 2.38.792 Releases are made by Genesys | Peer Counseling Platform | 2.0.8, 3.0.0, 3.0.1, 3.0.2, 3.0.3, 3.0.4, 3.0.5, 3.0.6, 3.0.7, 3.0.8, 3.0.9, 3.1.9, 3.2.0, 3.2.4 | Vendor Inspection System | 1.1 | Food Selection & Evaluation | 1.8 No releases in 2024 | Vendor Contract Management | 1.8 | Employee Portal | 1.00 No releases in 2024 | Vendor Portal | 1.2 No releases in 2024 | Portal for Healthcare Providers | 1.1, 1.2,1.3 |
| Technology Solution | Updates made in 2024 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| BackOffice 360 Platform | 2.7, 2.8, 2.9, 3.0, 3.1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Clinic Monitoring System | 0.1,0. 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| NEXT Platform | 4.0.0, 4.0.3, 4.0.9, 5.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Mi WIC PR | IOS 8.0.7, 8.2.3 Android 3.9.3, 4.01 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| WIC Portal | 4.7,4.8,4.9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Chatbot Frutilina | 1.0,1.1,1.2,1.3,1.4,1.5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Virtual Services (Genesys) | 2.38.792 Releases are made by Genesys | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Peer Counseling Platform | 2.0.8, 3.0.0, 3.0.1, 3.0.2, 3.0.3, 3.0.4, 3.0.5, 3.0.6, 3.0.7, 3.0.8, 3.0.9, 3.1.9, 3.2.0, 3.2.4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Vendor Inspection System | 1.1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Food Selection & Evaluation | 1.8 No releases in 2024 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Vendor Contract Management | 1.8 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee Portal | 1.00 No releases in 2024 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Vendor Portal | 1.2 No releases in 2024 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Portal for Healthcare Providers | 1.1, 1.2,1.3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| # | Reference from RFP Section | Questions | | | | | | | | | | | | | | | | | | | | | | |
|---|---|--|---|---|-------------------------|---------------------|--------------------------|------------|---------------|--------------|-----------|---------------------|------------|---------------------|-------------------|--------------|--------------------------|----------------------|--------------------------|--------------|-----------------------------|--------------|----------------------------|--------------|
| | | <table><tr><td>Executive Dashboards<ul style="list-style-type: none">NEXT PlatformChatbot FrutilinaVendor InspectionVirtual ClinicCall Center</td><td><ul style="list-style-type: none">4.01.01.01.01.0</td></tr></table> | Executive Dashboards <ul style="list-style-type: none">NEXT PlatformChatbot FrutilinaVendor InspectionVirtual ClinicCall Center | <ul style="list-style-type: none">4.01.01.01.01.0 | | | | | | | | | | | | | | | | | | | | |
| Executive Dashboards <ul style="list-style-type: none">NEXT PlatformChatbot FrutilinaVendor InspectionVirtual ClinicCall Center | <ul style="list-style-type: none">4.01.01.01.01.0 | | | | | | | | | | | | | | | | | | | | | | | |
| 18 | Section 4.2 a) System Maintenance and Updates | Can you provide a list of any pending patches or updates for all the support tools and developed software? Please refer to question and answer number two (2). | | | | | | | | | | | | | | | | | | | | | | |
| 19 | Section 4.2 a) System Maintenance and Updates | Can you provide the current vendors plan for updates so that the proposers can understand the timing to be expected? Updates that are In Progress will be completed by the current contractor. (Please refer to question and answer #2). | | | | | | | | | | | | | | | | | | | | | | |
| 20 | Section 4.2 a) System Maintenance and Updates | <p>Can you provide the last testing report for each solution?</p> <table><tr><th>Technology Solution</th><th>Last Testing Date</th></tr><tr><td>BackOffice 360 Platform</td><td>Dec/3 – Dec/5, 2024</td></tr><tr><td>Clinic Monitoring System</td><td>Oct/3,2024</td></tr><tr><td>NEXT Platform</td><td>Sep/12, 2024</td></tr><tr><td>Mi WIC PR</td><td>Dec/3 – Dec/5, 2024</td></tr><tr><td>WIC Portal</td><td>Dec/3 – Dec/5, 2024</td></tr><tr><td>Chatbot Frutilina</td><td>Oct/22, 2024</td></tr><tr><td>Peer Counseling Platform</td><td>Oct/21- Oct/25, 2024</td></tr><tr><td>Vendor Inspection System</td><td>Jul/22, 2024</td></tr><tr><td>Food Selection & Evaluation</td><td>Oct/23, 2023</td></tr><tr><td>Vendor Contract Management</td><td>Jul/15, 2024</td></tr></table> | Technology Solution | Last Testing Date | BackOffice 360 Platform | Dec/3 – Dec/5, 2024 | Clinic Monitoring System | Oct/3,2024 | NEXT Platform | Sep/12, 2024 | Mi WIC PR | Dec/3 – Dec/5, 2024 | WIC Portal | Dec/3 – Dec/5, 2024 | Chatbot Frutilina | Oct/22, 2024 | Peer Counseling Platform | Oct/21- Oct/25, 2024 | Vendor Inspection System | Jul/22, 2024 | Food Selection & Evaluation | Oct/23, 2023 | Vendor Contract Management | Jul/15, 2024 |
| Technology Solution | Last Testing Date | | | | | | | | | | | | | | | | | | | | | | | |
| BackOffice 360 Platform | Dec/3 – Dec/5, 2024 | | | | | | | | | | | | | | | | | | | | | | | |
| Clinic Monitoring System | Oct/3,2024 | | | | | | | | | | | | | | | | | | | | | | | |
| NEXT Platform | Sep/12, 2024 | | | | | | | | | | | | | | | | | | | | | | | |
| Mi WIC PR | Dec/3 – Dec/5, 2024 | | | | | | | | | | | | | | | | | | | | | | | |
| WIC Portal | Dec/3 – Dec/5, 2024 | | | | | | | | | | | | | | | | | | | | | | | |
| Chatbot Frutilina | Oct/22, 2024 | | | | | | | | | | | | | | | | | | | | | | | |
| Peer Counseling Platform | Oct/21- Oct/25, 2024 | | | | | | | | | | | | | | | | | | | | | | | |
| Vendor Inspection System | Jul/22, 2024 | | | | | | | | | | | | | | | | | | | | | | | |
| Food Selection & Evaluation | Oct/23, 2023 | | | | | | | | | | | | | | | | | | | | | | | |
| Vendor Contract Management | Jul/15, 2024 | | | | | | | | | | | | | | | | | | | | | | | |

| # | Reference from RFP Section | Questions | |
|----|--|--|---|
| | | Employee Portal | Feb/17, 2022 |
| | | Vendor Portal | Jul/28, 2024 |
| | | Portal for Healthcare Providers | Dec/3, 2024 |
| | | Executive Dashboards <ul style="list-style-type: none"> • NEXT Platform • Chatbot Frutilina • Vendor Inspection • Virtual Clinic • Call Center | Oct/30, 2024 Dec/03, 2024 Jul/22, 2024 Dec/3, 2024 |
| 21 | Section 4.2 a) System Maintenance and Updates | Can you provide a copy of the current testing scripts for each solution? Testing scripts will be share in case of transition with the new contractor. | |
| 22 | Section: 4.2.b (Operational Support and Troubleshooting) | Are there specific performance metrics needed for each platform (e.g., uptime, response times, load-handling capabilities)? No. What is the expected response time for resolving platform-critical issues? PRWIC expects for critical issues a response time within 15 minutes and the resolution time within four (4) hours or a timeline coordinated with PRWIC. | |
| 23 | Section: 4.2.b (Operational Support and Troubleshooting) | Can you provide a list of all the monitoring tools being used for stability, performance? Proponents may propose the necessary tools to ensure the stability and performance in accordance with PRWIC requirements. | |
| 24 | Section: 4.2.b (Operational Support and Troubleshooting) | Can you provide copy of the incident log for technical support and troubleshooting of the last 12 month for all solutions? Please refer to Appendix 2. | |
| 25 | Section: 4.2.b (Operational Support and Troubleshooting) | Can you share the current problem resolution protocols in place? PRWIC expects from the proposer a resolution protocol as follow: Level 1: Low Severity and Low Criticality Examples: Minor software issues, general inquiries, password resets. Response Time: Within 4 hours. Resolution Time: Within 24 hours or coordinated with the PRWIC. Level 2: Medium Severity and Medium Criticality Examples: Non-critical system errors, issues affecting a small group of users. | |

| # | Reference from RFP Section | Questions |
|----|--|---|
| | | <p>Response Time: Within 2 hours. Resolution Time: Within 12 hours or coordinated with the PRWIC.</p> <p>Level 3: High Severity and Medium Criticality Examples: Significant system errors, issues affecting multiple users but not critical systems. Response Time: Within 1 hour. Resolution Time: Within 8 hours or coordinated with the PRWIC.</p> <p>Level 4: High Severity and High Criticality Examples: Critical system failures, security breaches, issues affecting critical business operations. Response Time: Immediate (within 15 minutes). Resolution Time: Within 4 hours or coordinated with the PRWIC.</p> <p>Level 5: Emergency Examples: Complete system outages, major security incidents, disasters. Response Time: Immediate (within 5 minutes). Resolution Time: Within 2 hours or coordinated with the PRWIC.</p> |
| 26 | Section: 4.2.b (Operational Support and Troubleshooting) | <p>Can you provide a table of all downtime for each solution for the last 12 months? Incidents and events that produce downtime are classified into two categories:</p> <ol style="list-style-type: none"> 1. Incidents related to power failure, telecommunications, infrastructure updates of the DOH 2. Incidents related to technological platforms or system components <p>Concerning the second category (technological platforms or system components) the following incidents were identified during the last 12 months:</p> <ul style="list-style-type: none"> Apr/2024: BackOffice 360. A situation arose due to the expiration of the system certificate. Duration: 30 minutes. Jul/2024: All Microsoft-related solutions. A faulty update from CrowdStrike, an American cybersecurity company, caused a major computer service outage on more than 8.5 million devices running Microsoft's system. Duration: more than 4 hours Oct/2024: Mi WIC PR. Some IOS participants were facing situations with some mobile devices since the technology (Xamarin) where the application was designed was not going to be supported by the stores. Duration: +48 hours Oct/2024: Peer Counselling Platform. The situation arose due to a lack of resources on the servers. Duration: Less than 2 hours |

| # | Reference from RFP Section | Questions |
|----|--|---|
| | | <ul style="list-style-type: none"> • Nov/2024: Virtual Service. A global incident reported by Genesys Platform. Duration: less than 10 minutes has context menu |
| 27 | Section: 4.2.b (Operational Support and Troubleshooting) | <p>What are the current SLAs for problem resolution? There is not a problem resolution SLA in place at this moment.</p> <p>Are they expected to be maintained? Please refer to question #25.</p> |
| 28 | RFP- Section 4.2 c) Security and Compliance Management | <p>What are the current security standards that the solutions need to comply with? PRWIC manage ePHI data so our security standard must be in compliance with HIPAA. Also, PRWIC must comply with PRITS security requirements. Others required standards for security compliance are the followings:</p> <ul style="list-style-type: none"> • National Checklist Program for IT Products – Guidelines for Checklist Users and Developers, NIST Special Publication 800-70 (Revision 4) • Guidelines for Media Sanitization (NIST Special Publication 800-88) • Technical Guide to Information Security Testing and Assessment (NIST Special Publication 800-115) • Guidelines for Managing the Security of Mobile Devices in the Enterprise (NIST Special Publication 800-124) • Improving Critical Infrastructure Cybersecurity: Executive Order 13636 of February 12, 2013 • Security Technical Implementation Guides (STIGS) |
| 29 | RFP- Section 4.2 c) Security and Compliance Management | <p>Are all these platforms/solutions currently in operation? Please indicate any that are not in operation. Yes. All of them are in operation.</p> |
| 30 | RFP- Section 4.2 c) Security and Compliance Management | <p>Which of the solutions have been subjected to a User Acceptance Test monitored by a PR WIC or third-party QA? All these technological solutions have been evaluated and approved by the PRWIC staff.</p> |
| 31 | RFP- Section 4.2 c) Security and Compliance Management | <p>Will PRWIC share the results of the UAT of each of these solutions? Information will be shared with the awarded contractor.</p> |
| 32 | RFP- Section 4.2 c) Security and Compliance Management | <p>Which of these applications /solutions have been subjected to, or included in, an evaluation or audit by FNS? N/A</p> |
| 33 | RFP- Section 4.2 c) Security and Compliance Management | <p>Will PR WIC share FNS' comments, if any, to help document potential areas for improvement already identified. N/A</p> |
| 34 | RFP- Section 4.2 c) Security and Compliance Management | <p>When was the last time that each of the solutions had a Vulnerability Scan executed against them? PRWIC has not required a vulnerability scan.</p> |
| 35 | RFP- Section 4.2 c) Security and Compliance Management | <p>What data privacy standards must these solutions comply with? Refer to question and answer #28.</p> |

| # | Reference from RFP Section | Questions |
|----|--|---|
| 36 | RFP- Section 4.2 c) Security and Compliance Management | What is the expected frequency of the security and compliance audits? Annually. |
| 37 | RFP- Section 4.2 c) Security and Compliance Management | Has FNS audited these solutions? Can the results of their audits be shared? N/A |
| 38 | | RFP- Section 4.2 c) Security and Compliance Management It would be very important to know what the current business continuity capabilities of the platform are so that an estimate can be made of the effort to maintain the BCP and DRP for each solution. Is there a current DRP and BCP for the location where the servers and telecommunications functionality is being operated? There is a current BCP and DRP for the solutions hosted out of OIAT. |
| 39 | RFP- Section 4.2 c) Security and Compliance Management | Can you please share the most recent copy of the current BCP and DRP? N/A |
| 40 | RFP- Section 4.2 c) Security and Compliance Management | Can you share the date and the final reports of the last tests for the BCP and DRP? N/A |
| 41 | RFP- Section 4.2 c) Security and Compliance Management | Please detail the scope of both plans: Business Continuity Plan (BCP) and Disaster Recovery Plan (DRP). Must the contractor provide Hardware or software or both? PRWIC required that every proponent shall have in place their own BCP and DRP to protect all solutions that resides in the contractor premises. |
| 42 | RFP- Section 4.2 c) Security and Compliance Management | What is the expectation of PR WIC with respect to the dates and frequencies of the BCP and DRP plan tests? At least once a year. |
| 43 | RFP- Section 4.2 c) Security and Compliance Management | Where are these solutions being operated from? OIAT or the cloud? According to the request of DoH all solutions should be operated through OIAT infrastructure. |
| 44 | RFP- Section 4.2 c) Security and Compliance Management | Can the current “performance metrics” for each solution be shared? Performance metrics will be share in case of transition with a new contractor. |
| 45 | RFP- Section 4.2 c) Security and Compliance Management | Can all the “certifications” related to continuity and recovery be shared for a better understanding of the environment that is to be supported? N/A |
| 46 | Section 4.2.d (Integration and Optimization of Platforms/Technological Developments) | Are there specific load-balancing or database optimization strategies currently implemented for these platforms? The Cloud environment optimizes load balancing and database performance through technologies like DRS, HA, NSX, vSAN, and vRealize Operations Manager (vROps). Distributed Resource Scheduler (DRS) for dynamic |

| # | Reference from RFP Section | Questions |
|----|--|--|
| | | <p>load balancing by migrating virtual machines (VMs) across hosts based on resource usage. For availability, vSphere HA automatically restarts VMs on healthy hosts in the event of a failure, ensuring minimal downtime.</p> <p>Traffic management is enabled by VMware NSX, which provides application-aware load balancing and routing for distributed applications, enhancing database and workload scalability. Storage optimization is achieved with vSAN, which accelerates I/O for database workloads using SSD caching and ensures redundancy for high availability. Finally, vROps offers deep analytics and predictive insights, identifying performance issues, optimizing resource allocation, and guiding right-sizing decisions to maintain peak database performance.</p> |
| 47 | Section 4.2.d (Integration and Optimization of Platforms/Technological Developments) | <p>Is there a current development plan for future changes? Yes.</p> <p>Is this development expected to be estimated with an estimated number of hours per month or per year? A complete development estimate.</p> <p>If there is a change in technology that does not support existing development, who assumes the expense of a new development? PRWIC will assume the expense.</p> |
| 48 | Section 4.2.d (Integration and Optimization of Platforms/Technological Developments) | <p>Please describe the current configuration including the telecommunication diagrams, load balancers, database configurations and all interfaces. This information will be shared with the new awarded contractor and explained during the transition period once confidentiality agreements are signed by the contractors.</p> |
| 49 | Section 4.2.d (Integration and Optimization of Platforms/Technological Developments) | <p>What new technologies are anticipated to be utilized so that an analysis can be made of the potential gaps between the current infrastructure and the potentially desired one? Currently we don't have information of a new technology to be utilized besides the mobile payment project.</p> |
| 50 | Section 4.2.d (Integration and Optimization of Platforms/Technological Developments) | <p>Are there any software products that are not at the most current release level? No.</p> |
| 51 | Section 4.2.d (Integration and Optimization of Platforms/Technological Developments) | <p>Are there any software products, libraries or components that are not currently under maintenance or are not receiving timely updates from their manufacturer? No.</p> |
| 52 | Section 4.2 e) Participant Engagement Systems | <p>Please describe in detail the functionality provided by the Artificial Intelligence (AI) module. Please refer to the question and answer #9.</p> |

| # | Reference from RFP Section | Questions |
|----|--|--|
| 53 | Section 4.2 e) Participant Engagement Systems | Please provide the training scripts that were used to train the AI module. Frutilina doesn't use training scripts because is trained with Azure service called CLU (Conversational Language Understanding). |
| 54 | Section 4.2 e) Participant Engagement Systems | In the development there is AWS service (amazon web services). Does PR WIC cover this cost or is it of the service provider that wins the RFP? The cost will be covered by the awarded contractor. |
| 55 | RFP- Section 4.2 f) Website and Portal Management | How frequently is the PR WIC Program Website updated? Can you provide the dates and the testing scripts for the updates for the last 12 months? Minor changes every week. Major changes every 45 days, depend on new initiatives or system integrations. Major changes will take over 24 hours of work. |
| 56 | RFP- Section 4.2 f) Website and Portal Management | Where does the portal currently reside? The portal resides in OIAT. |
| 57 | Section 4.2 g) Vendor Inspection and Food Selection and Evaluation Platforms | Is the current vendor monitoring and inspection solution fully compliant with what PR WIC expects or are there areas that need to be updated, changed or enhanced? The solution complies with PRWIC requirements however, future enhancements could be requested. |
| 58 | Section 4.2 g) Vendor Inspection and Food Selection and Evaluation Platforms | Is the current food selection solution fully compliant with what PR WIC expects or are there areas that need to be updated, changed or enhanced? The solution complies with PRWIC requirements however, future enhancements could be requested. |
| 59 | Section 4.2 h) Dashboards and Data Reporting | What additional tool are used for the Dashboard or is it just Power BI? Just Power BI. Are there any special database objects like cubes and/or Integration services to move the data? Yes. Does it have an additional recurring cost in tools? No. |
| 60 | Section 4.2 h) Dashboards and Data Reporting | What tools are currently used to "track and measure the performance and production" of the WIC Program? POWER BI. |
| 61 | Section 4.2 h) Dashboards and Data Reporting | Are there specific dashboard metrics or visualizations that PR WIC considers essential for decision-making? Yes. |
| 62 | Section 4.2 h) Dashboards and Data Reporting | Please share copies of all the current dashboards in use, with data from the last month and any historical data displays. Dashboards provide operational and sensitive information about the Program. They will be shared with the new contractor. |
| 63 | Section 4.2 h) Dashboards and Data Reporting | What current procedures and tools are utilized to "ensure data accuracy and real-time reporting"? Every proponent must propose procedures and tools to ensure data accuracy and real time reporting. PRWIC expect that every proponent present their Change Management Protocols based on the best industry practices. |
| 64 | Section: 4.2 i) Documentation and Training | Is there current documentation or does it have to be completely constructed? There is current documentation. |

| # | Reference from RFP Section | Questions |
|----|--|---|
| 65 | Section: 4.2 i) Documentation and Training | Can the training be virtual or does the contractor have to move (face-to-face) throughout the island? The training could be virtual. |
| 66 | Section 4.2 i) Documentation and Training | <p>1) Please provide an electronic copy of all the current technical and user documentation for ALL solutions. This item is key for the proposers to fully understand the current environment and be able to compete fairly with the current provider.</p> <p>2) For each solution, please provide all documentation, both user and technical, including but not limited to:</p> <ul style="list-style-type: none"> a) System flows - Refer to the question and answer #15 Section 4.1 Description of services b) Data flow diagrams – This information is shared as Attachment 1 - System Flowchart Diagrams of this document. c) Source code - This material will be shared with the awarded contractor. d) Testing scripts - This material will be shared with the awarded contractor. e) Last audit report – N/A f) Results of UATs for the last 12 months - Material will be shared with the awarded contractor. g) Database Layouts including Data Dictionary – This material will be shared with the awarded contractor. h) File layouts and synchronization specifications for all interfaces to other solutions (both WIC and non-WIC) - This material will be shared with the awarded contractor. i) Information on how interfaces are operated – (real time, batch, web, ...) - Real time. j) Release levels of each of the components or libraries in use. Refer to Appendix 1 related to Levels of Each Component. k) Report of the last penetration test. – N/A l) List of any software tools and libraries utilized in each solution. All solutions were developed using Microsoft's tools and libraries. m) List of any known modules or components that are not at the most recent release levels from their manufacturer- None n) List of outstanding problems - Please refer to question and answer #4 (RFP- General). o) List of requested changes and improvements - Please refer to question and answer #2 (RFP- General). p) List of incidents that have caused problems with data or results, degradation or stoppage of performance over the last 12 months. Refer to question and answer #26. q) Results of the most recent vulnerability assessment. – N/A |

| # | Reference from RFP Section | Questions |
|----|---|--|
| | | <p>r) Location, operating system, capacity and utilization of current servers. Almost all servers are in OIAT premises and a few of them are in the contractor cloud. Regarding to the operating system, capacity and utilization this information will be shared with the awarded contractor.</p> <p>s) Backup frequency, tools, location and current size. Detailed information regarding this topic will be shared with the awarded contractor.</p> <p>t) Is replication being used for the database - Yes</p> <p>u) Last disaster and restore test date and report - Detailed information regarding this topic will be shared with the awarded contractor.</p> |
| 67 | Section 4.2 i) Documentation and Training | <p>Please provide an electronic copy of the Change Control records for each of the solutions for the last 12 months.</p> <p>Change control records will be shared with the awarded contractor.</p> |
| 68 | Section 4.2 i) Documentation and Training | <p>Please provide copies of the user training material being used for each of the solutions.</p> <p>Training material will be shared with the awarded contractor.</p> |
| 69 | Section 4.2 i) Documentation and Training | <p>Please provide a comprehensive interface diagram that displays the relationship of all the solutions and the data that flows between them. Please refer to question and answer #15</p> |
| 70 | Page: 5 Proposal Submission Guidelines | <p>Are there restrictions on proposing partnerships or subcontractors as part of the submission?</p> <p>PRWIC expects no partnerships or subcontractors for this submission.</p> |
| 71 | Page: 5 Proposal Submission Guidelines | <p>Should the digital copy of the proposal on USB include a specific file naming convention?</p> <p>No.</p> |
| 72 | Page: 5 Proposal Submission Guidelines | <p>Are there penalties or disqualification criteria for incomplete or partially missing proposal documentation?</p> <p>Any missing information or documents will affect the evaluation.</p> |
| 73 | Page: 5 Proposal Submission Guidelines | <p>Will there be an opportunity to negotiate contract terms post-award, or must the initial proposal terms be final?</p> <p>There is no negotiation after adjudication.</p> |
| 74 | Page: 5 Proposal Submission Guidelines | <p>What are the criteria that will be used to evaluate the proposals? (for example, company qualifications, price, staffing, financial status)</p> <p>Please refer to Section 7 of the RFP.</p> |
| 75 | Page: 5 Proposal Submission Guidelines | <p>What is the relative weight/importance of each evaluation criterium?</p> <p>Please refer to section 8 of the RFP.</p> |
| 76 | Page: 5 Proposal Submission Guidelines | <p>Is there a scoring rubric or threshold for minimum qualification during the evaluation?</p> <p>Please refer to section 8 of the RFP.</p> |
| 77 | Page: 5 Proposal Submission Guidelines | <p>What is the relative weight/importance of each evaluation criterium?</p> <p>Please refer to section 8 of the RFP.</p> |

| # | Reference from RFP Section | Questions |
|----|--|--|
| 78 | Page: 5 Proposal Submission Guidelines | What is the duration of this engagement? (one or more years?) Please refer to section 6.1 of the RFP. |
| 79 | Page: 5 Proposal Submission Guidelines | Are there potential extensions to the original term? Please refer to above answer. |
| 80 | Page: 5 Proposal Submission Guidelines | What is the target date for the adjudication of the contract? To be announced. |
| 81 | Page: 5 Proposal Submission Guidelines | What is the target date for the beginning of this engagement? PRWIC expects to begging in February 2025. |
| 82 | Page: 5 Proposal Submission Guidelines | Is the Certificate of Eligibility of the Sole Registry of Bidders (RUL/RUP) issued by the General Services Administration of the Government of Puerto Rico (ASG) the only documents required to be included with the proposal? Yes, also proponent needs to fulfill attachments: B, C, D and E. |
| 83 | Page: 5 Proposal Submission Guidelines | Is there a bid bond requirement? No. |
| 84 | Page: 5 Proposal Submission Guidelines | Is there a format for the Cost Section? No. |
| 85 | RFP – General | Given that there are no specific ideas or requirements for new developments, it would be very subjective for a proponent organization to estimate the amount of analysis and development work that PR WIC will require. Can you provide an estimated number of hours that can be utilized as a pool of development hours for whatever projects are envisioned by the PR WIC SME community so that all proponents have the same estimate of development hours? PRWIC has an estimated of 4,000 hours per year for new developments under this contract. |
| 86 | RFP – General | There are no statistics on number of support calls and the type of problems for each solution. Can this be provided for the last 12 months? Please refer to Appendix 2. Also, please refer to question and answer #4. |
| 87 | RFP – General | Can the User manuals be provided for each solution? Yes, user manuals will be shared with the awarded contractor. |
| 88 | RFP – General | Can the training materials that are used to train users be provided? This should include any online training as well as manual training materials. Yes, training materials will be shared with the awarded contractor. |
| 89 | RFP – General | Does each of the solutions have its own security modules? Please describe the functionality of the security capabilities of each solution. Yes, as required, all solutions have access control based on roles and privileges, encryption of sensitive data, and the use of tokens for data interchange, among other features. |

| # | Reference from RFP Section | Questions |
|----|----------------------------|---|
| 90 | RFP – General | Can the most recent HIPAA compliance audit for each solution be shared? HIPAA compliance audits will be share in case of transition with a new contractor. |
| 91 | RFP – General | Are all solutions running in hardware that belongs to PR WIC or are some operating on the current vendor’s equipment or facilities? All solutions should be operating in DoH premises or in private clouds. |
| 92 | RFP – General | Are any software tools or libraries used for the contract and document signature processes in various solutions? No. |
| 93 | RFP – General | Can you provide current invoices for all the expenses that are assumed in the RFP to be covered by the next provider? N/A |

QUESTIONS FROM APPENDIX 1

| # | Reference from Appendix 1 Section | Questions |
|---|---|--|
| 1 | Page: 3 Section: General Overview | Are there documented workflows or diagrams showing the interactions between the different technological solutions listed? Yes. |
| 2 | Page: 3 Section: General Overview | Are there plans to replace or upgrade any of the systems listed in the technological ecosystem? No replacement is planned but upgrades are possible. |
| 3 | Page: 4 Section: Section 1.2 List of Technology Solutions and Integrations | Can you provide a complete list of external systems interfacing with the PR WIC platforms (e.g., reporting tools)? All existing interfaces are mentioned in Appendix 1. |
| 4 | Page: 4 - 9 Section: 1.2 List of Technology Solutions and Integrations | For each of the Technology Solutions, <ul style="list-style-type: none"> Does PRWIC have detailed functional design documentation with business rules? Yes. How many environments are there for each of them? Depending on the system, there are at least the following three environments: production, testing and training. Does PRWIC have the training manuals or training videos? Yes. |

| # | Reference from Appendix 1 Section | Questions |
|----|--|---|
| 5 | Page: 5 Section: 1.2 List of Technology Solutions and Integrations Mi WIC PR | Are the updates deployed at the same time for IOS and Android? Yes. |
| 6 | Page: 7 Section: 1.2 List of Technology Solutions and Integrations Food Selection & Evaluation | If the food distributors have any problem, what responsibility will the proposer have in this support scenario? The proposer is not responsible for food distributor issues. |
| 7 | Page: 8 Section: 1.2 List of Technology Solutions and Integrations Vendor Contract Management | Are the changes or updates to the vendor contract part of the maintenance and operational support? PRWIC will draft the changes or updates to the vendor contract. The proposer should upload to the system the new contract version for the respective vendor e-sign as part of the maintenance and operational support. |
| 8 | Page: 8 Section: 1.2 List of Technology Solutions and Integrations Vendor Portal | If the vendor has any problem, who is giving them support? What responsibility will the proposer have in this support scenario? The proposer will manage any issue regarding e-signing of the contract or platform issues. |
| 9 | Page: 8 Section: 1.2 List of Technology Solutions and Integrations Portal for Healthcare Providers | If the health provider has any problem what responsibility will the proposer have in this support scenario? Assess the incident and determine whether it is within the scope of services (Ex, issues with the platform). In this case, the contractor should resolve it. |
| 10 | Page:8 Employee Portal | Where is the information displayed on the portal obtained? How frequently is it updated? There is no reference to any integration. The Human Resources division is in charge to update and upload the information displayed. There is not any integration. |

| # | Reference from Appendix 1 Section | Questions |
|----|--|--|
| 11 | Page:8 Employee Portal | Are updates and edits in the portal forwarded to any other system? No. |
| 12 | Page: 10 Section: Section 1.3 Technology and Programming Language | Are all listed platforms and applications hosted within AWS and Genesys Cloud CX3? No. |
| 13 | Page: 10 Section: Section 1.3 Technology and Programming Language | If all platforms are not hosted within AWS and Genesys Cloud CX3, can you specify the hosting environments for the remaining platforms? The remaining platforms are hosted in OIAT premises. |
| 14 | Page: 10 Section: Section 1.3 Technology and Programming Language | Any current costs in sending the message? And what kind of messages are sent (email, text....)? Please refer to question and answer in Appendix 2 question #24. The messages are sent to our participants and authorized vendors. |
| 15 | Page: 10 Section: Section 1.3 Technology and Programming Language | Does PRWIC pay for all the Hosting services and licenses directly? Or it should be part of the proposal? It should be part of the proposal. |
| 16 | Page: 11 Section: 2.1 BackOffice 360 Platform | What are the current average response times for key operations in BackOffice 360 (e.g., participant search, appointment scheduling)? Under normal conditions, the response times for all transactions are completed in seconds. |
| 17 | Page: 11 Section: 2.1 BackOffice 360 Platform | Are there specific database optimization strategies preferred for BackOffice 360 to maintain performance under high loads such as Index Optimization? Yes. |
| 18 | Page: 11 Section: 2.1 BackOffice 360 Platform | Are there reporting templates or dashboards that must be enhanced? No at this moment. |
| 19 | Page: 18 Section: 2.3 Mi WIC PR Mobile Application | Can usage metrics (e.g., downloads, active users) be shared to understand system load and engagement? For MiWicPR mobile app the following are the usage metrics: <ul style="list-style-type: none"> • 232,149 Downloads (IOS + Android) from March 2020 to December 2024 • 155,835 is the number of registered users. |
| 20 | Page: 12 Backoffice 360 | Are all documents loaded into the Backoffice module updated to the WIC MIS system or are they stored only in this solution? They are stored only in the Backoffice 360. |
| 21 | Page:20 Mi WIC PR | Can you please clarify what type of payments are made using the application as stated on page 20? There is a plan to make payments through the app under mobile payment environment. The WIC program is developing a project to enable contactless payments via the mobile app. This feature is scheduled for release in 2025. |

| # | Reference from Appendix 1 Section | Questions |
|----|---|--|
| 22 | Page: 21 Section: 2.4 Chatbot Frutilina | Are there metrics available for the chatbot's current usage (e.g., most common questions, resolution rates)? The most used services are: <ul style="list-style-type: none"> • Start application • General Orientation • Schedule an appointment • About eligibility |
| 23 | Page: 21 Section: 2.4 Chatbot Frutilina | Are there plans to extend the chatbot's capabilities, such as adding voice recognition or multilingual support? No. |
| 24 | Page:22 Chatbot Frutilina | Can you explain the statement that "the Frutilina chatbot needs to be integrated into the Backoffice System to insure it receives the necessary data updates"? Is this pending work? Backoffice System insures it receives the necessary data updates. Some services Frutilina provides require integration with other solutions to validate participants information. |
| 25 | Page:23 Chatbot Frutilina | Can you provide the list of the most frequently asked questions on the Chatbot? Refer to question and answer #22. |
| 26 | Page: 40 Section: NEXT Platform | Are videos stored in a PC at the clinic or downloaded for each operation? The videos are managed by users at the central office. However, to minimize any incidents or issues with bandwidth, videos are automatically loaded onto the mini-PC device in each clinic. |
| 27 | Page: 39 Section: NEXT Platform | Please explain how the NEXT platform is used. Who enters what type of data? What is the workflow? Please refer to Appendix 1. |
| 28 | Page: 39 Section: NEXT Platform | Are there additional metrics or KPIs needed from the platform's dashboard for operational decision-making? No at this moment. |
| 29 | Page: 4 - 9 Section: 1.2 List of Technology Solutions and Integrations | For all the Technology Solutions, <ul style="list-style-type: none"> - Does PRWIC have detailed functional design documentation with business rules? - How many environments are there for each of them? - Does PRWIC have training manuals? Please refer to question and answer #4. |
| 30 | Page:42 Virtual Services | How is an appointment made for the Virtual Clinic? Is it created by a WIC staff person or a participant? Appointments can be made by participants or WIC staff. Participants have the option to create appointments using Mi WIC PR or the WIC Portal. The WIC staff can create appointments using a direct URL. How does a participant interface with the system for virtual services or the use of the call center? The Genesys platform automatically contacts participants and WIC staff based on their appointment date and time. |

| # | Reference from Appendix 2 Section | Questions |
|---|--------------------------------------|---|
| 1 | Page: 1 Item 1: Help Desk Service | Please explain the operation of the Help Desk and the role that the proposer needs to provide so that the process is fully supported as desired by PR WIC. The Help Desk provides support to all solutions mentioned in this RFP. Service requests are originated by PRWIC Staff through WhatsApp messages. Also, the Help Desk may call a WIC participant if necessary, regarding participant logging issues to the mobile app. |
| 2 | Page: 1 Item 1: Help Desk Service | Are the number of calls in the table in Appendix 2, those received by the (PR WIC) call center, or are those the ones referred for support to the Contractor support resources? Those are referred to the contractor support resources. |
| 3 | Page: 1 Item 1: Help Desk Service | Please provide the statistics of the issues resolved by the contractor every month for the last 12 months. Please refer to previous questions and answers Appendix 2 (1) Help Desk service and question and answer 4 RFP- General. |
| 4 | Page: 1 Item 1: Help Desk Service | Are the Help Desk services for clinic/central WIC staff and participants who are referred by the clinics provided by an internally staffed PR WIC help desk/Call Center, or a third-party call center? The contractor shall be responsible for the operation of the Help Desk to support incidents, events, or inquiries pertaining to all technological platforms encompassed by the Request for Proposal (RFP). On the other hand, the WIC staff operates a Call Center to manage incoming calls from participants. PR WIC Call Center utilize Genesys platform to perform the Call Center operation. |
| 5 | Page: 1 Item 1: Help Desk Service | If the Helpdesk is staffed by WIC employees, what kind of support is expected in this RFP? N/A. |
| 6 | Page: 1 Item 1: Help Desk Service | Does PR WIC require any software required for the helpdesk and is there any cost for the contractor? PRWIC doesn't require a specific helpdesk software. The contractor should have a software to maintain tracking of the tickets. |
| 7 | Page: 1 Item 1: Help Desk Service | Can the help desk service operate with multiple personnel across shifts to improve service coverage, or is one team member per shift mandatory? |

| # | Reference from Appendix 2 Section | Questions |
|----|--|--|
| | | Could be operated by more than one team member. The contractor will decide the staffing structure for the helpdesk. |
| 8 | Page: 1 Item 1: Help Desk Service | Is it expected that the provider will have staff on call for all the hours indicated in Appendix 2 item 1, including Saturdays and Sundays? Yes, it's expected. |
| 9 | Page: 1 Item 1: Help Desk Service | Are the number of calls indicated in this section calls from PR WIC staff to the PR WIC call center or are they calls to the provider technical staff? Service requests to the provider technical staff. |
| 10 | Page: 1 Item 1: Help Desk Service | The statistics of calls are hard to understand, for example, there was only one call in seven months for support on the Virtual Clinic solution, can you provide more details of the table? The table show the quantity of requested services monthly by each solution. Virtual Clinic received only one call because it integrates multiple solutions, and the Help Desk Operator classifies the problem in the corresponding component. (Ex. Mi WIC PR, Chatbot, WIC Portal, Call Center, Virtual Appointment) |
| 11 | Page: 1 Item 1: Help Desk Service | Please estimate the number of calls per month that is expected to be received by the proposer company, based on the current experience. With the data available, there is an average of 319 unique tickets per month. Please note that the contractor may receive duplicate service requests due to being reported by multiple users simultaneously. (Ex. power outage). |
| 12 | Page: 1 Item 1: Help Desk Service | What is the expected resolution time for participant and staff tickets submitted to the help desk? Please refer to question 25 of the RFP questions section. |
| 13 | Page: 1 Item 1: Help Desk Service | Are there specific tools or systems required for ticket tracking and escalation? No. |
| 14 | Page: 1 Item 1: Help Desk Service | Should the help desk support bilingual (English and Spanish) communication for participants and staff? Yes. |
| 15 | Page 3 – item 2_Genesys Cloud CX3 Platform Licenses. | It would appear from the description that the cost per month of the Genesys Cloud system is \$33,495 (equal to 203 licenses for \$165 per month each). Please confirm if this is the proper interpretation. Yes, is a proper interpretation. |
| 16 | Page 3 – item 2_Genesys Cloud CX3 Platform Licenses. | What entity (WIC or proponent) is responsible for the cost of the Genesys Cloud CX3 Platform Licenses? The proponent is responsible to pay the license as part of their contracted services. |

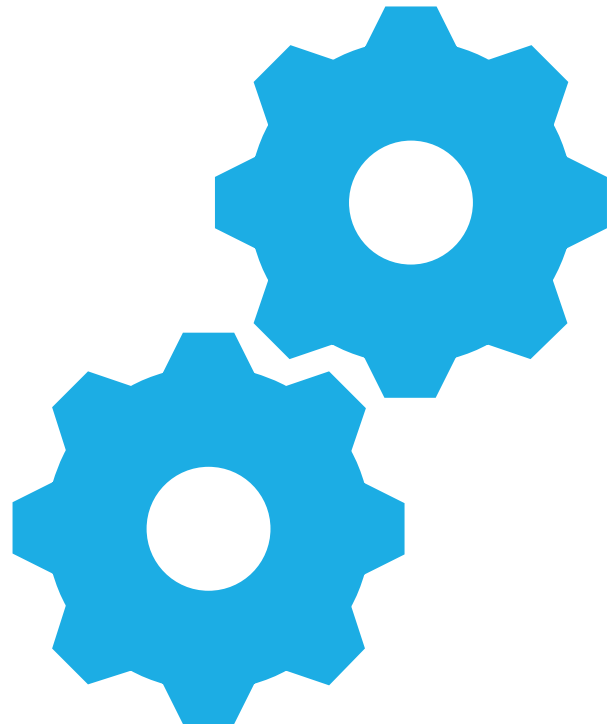
| # | Reference from Appendix 2 Section | Questions |
|----|---|--|
| 17 | Page: 3 Section: Genesys Cloud CX3 Platform Licenses | Are there minimum service levels or response times required for the virtual clinics and call center services supported by Genesys? Please refer to question 25 of the RFP questions section. |
| 18 | Page: 3 Section: Genesys Cloud CX3 Platform Licenses | Are there any ongoing customizations or updates planned for the Genesys platform? Genesys Platform requires between 2 and 3 monthly backend updates to be done by Genesys. The contractor has the responsibility to assure that the solution works properly. |
| 19 | Appendix 2 – item 3 | There is no cost figure for the cost per minute for either Twilio or Sinch. What is the current cost and is this cost to be paid by PR WIC (both inbound and outbound)? At this moment the cost per minute is around .02 to .025 cents. The cost per minute will be paid by the awarded contractor. |
| 20 | Page: 3 Section: SMS and Push Notification Service | Can the current Twilio and Sinch SMS and push notification costs be shared? Please refer to above question and answer. |
| 21 | Appendix 2 – item 3 | Using the figure of 103,947 minutes in a month, this would represent 1732 hours of calls (both inbound and outbound) in a month. Assuming that the average person can be effective about 45 minutes per hour, this would imply that approximately 14.5 persons are connected full time every day. Is this interpretation correct? Yes. These minutes belongs to the virtual clinic calls (these calls are between PRWIC staff and PRWIC participants). |
| 22 | Appendix 2 – item 3 | Is there a reason why the use of the telephone service has increased 300% in only 7 months? Is there an expectation of any increase or decrease? Virtual clinic is increasing its services. We will not expect a decrease in this area. |
| 23 | Page: 3 Section: SMS and Push Notification Service | Are analytics on SMS and push notification performance required (e.g., delivery rates, read rates)? Yes. |
| 24 | Appendix 2 – item 4 | There is no indication of the cost per “SMS and Push Notifications”. Does this imply that PR WIC will pay for these services? The contractor will pay for these services. Currently, the cost per SMS is around \$0.016-\$0.020. |
| 25 | Appendix 2 – item 4 | Since the volume of SMS and push notifications is indicated only as an average, is there a tendency to increase (similar for example to the Telephone Services usage indicated in Section 3)? Probably, this type of service will increase because of the trend of the virtual services. |

| # | Reference from Appendix 2 Section | Questions |
|----|---|---|
| 26 | Page: 4 Section: Support and Maintenance Service for Clinic Equipment | Is the cost of support and maintenance of clinic equipment expected to be part of the RFP? Yes. |
| 27 | Page: 4 Section: Support and Maintenance Service for Clinic Equipment | Are there specific response times required for resolving issues with clinic equipment? No. In instances where the service request falls under the control of the contractor, the expected response time should range from 5 minutes to 4 hours. This variation is contingent upon the severity and criticality of the incident. |
| 28 | Page: 4 Section: Support and Maintenance Service for Clinic Equipment | Are there specific requirements or preferred vendors for maintaining and supporting the clinic equipment, such as thermal paper printers and video monitors? No. |
| 29 | Page: 4 Section: Support and Maintenance Service for Clinic Equipment | Are clinics responsible for some aspects of equipment maintenance, or is the vendor expected to handle everything? The clinic staff is responsible to notify the failure to the contractor and PRWIC staff is responsible for the installation of the equipment. |
| 30 | Page: 4 Section: Video Service for Live Classes | Are there accessibility requirements for video classes, such as subtitles or live translation services? The contractor is responsible for the videos upload and its proper operation. The content of the video (subtitles or live translation) is responsibility of PRWIC staff. |
| 31 | Appendix 2 – item 5 | Is the equipment property of PR WIC? Yes. Specifically what kind of support is required from the proposed company? Support is readily available for issues pertaining to any component of the equipment. The contractor is responsible for verifying the problem and, when applicable, provides a suitable solution. Furthermore, the contractor will assist in the management of the equipment warranties and with the coordination of the equipment replacement when needed. |
| 32 | Appendix 2 – item 5 | Assuming that the equipment is property of PR WIC and not the support company, are there spare units to replace any that have problems? Yes. Whose responsibility is to take the replacement equipment to the WIC Clinic and install it? PRWIC staff. |
| 33 | Appendix 2 – item 5 | How many incidents of problems with these units are happening per month? In the past seven months, there have been four incidents per month related to the devices. |
| 34 | Appendix 2 – item 5 | Are the units under warranty? Some of them. |
| 35 | Appendix 2 – item 6 | What solutions use the video service for live classes? NEXT platform. |

| # | Reference from Appendix 2 Section | Questions |
|----|---|--|
| | | |
| 36 | Appendix 2 – item 6 | What is the cost for each minute? \$0.002. Is there a license cost? No. |
| 37 | Appendix 2 – item 6 | Is the average a proper estimation of future usage? Yes. |
| 38 | Appendix 2 – item 7 | What solutions use the AWS platform? This is used to maintain the digital file of the documents submitted by the participants. Also, certain system components that support the operation of the mobile app, chatbot, and the Breastfeeding Peer Counselling platform. |
| 39 | Appendix 2 – item 7 | The costs of using AWS are made up of many components and variables. Can you please provide copies of the invoices for the last 6 months so the configuration, usage and costs can be better understood? The costs are around \$2,000 to 2,400 per month. |
| 40 | Appendix 2 – item 7 | Can you identify what solutions are dependent on the VMs indicated in this appendix and provide the utilization statistics for each VM? Refer to question and answer #38. |
| 41 | Appendix 2 – item 7 | Is there any involvement of OIAT with respect to these virtual machines, the AWS configuration and control, or any other reporting or control relationship with OIAT related to this AWS work? No. |
| 42 | Page: 4 Section: Infrastructure Required for SaaS Services | Is the AWS instance on the PR Government account or the current vendor account? The AWS instance is on the current vendor account. |
| 43 | Page: 4 Section: Infrastructure Required for SaaS Services | Can the AWS instance be transferred from the current vendor to the new vendor to avoid extra cost and effort? No, but a migration of data could be performed. |
| 44 | Page: 4 Section: Infrastructure Required for SaaS Services | Is the cost of Amazon web services expected to be part of the RFP? Yes. |
| 45 | Page: 4 Section: Infrastructure Required for SaaS Services | Please provide a breakdown of the current cost and the cost of storage. It is included in the total cost. Refer to question and answer #39 Appendix 2. |

| # | Reference from Appendix 2 Section | Questions |
|----|---|---|
| 46 | Page: 4 Section: Infrastructure Required for SaaS Services | What is the current cost of backup storage? It is included in the total cost. Refer to question and answer #39 Appendix 2. |
| 47 | Page: 4 Section: Infrastructure Required for SaaS Services | Any estimate of how much the sizes increase monthly in space? 5%-10% annually, approximately. Do you also have to increase the RAM, CPU and disk specifications over time to be able to maintain good performance or do these specifications already consider x good running time? Yes, the contractor is responsible for ensuring that all solutions can run in a good performance. |
| 48 | Page: 4 Section: Infrastructure Required for SaaS Services | Are there specific requirements for the storage duration, backup, and retrieval of documents stored within the S3 infrastructure? No. |
| 49 | Page: 4 Section: Infrastructure Required for SaaS Services | What is the expected growth in storage requirements for the SaaS infrastructure over the next five years? 5%-10% annually, approximately. |

Note: Some information that will be shared only with the awarded contractor is because of the sensitivity of the information and security implications.

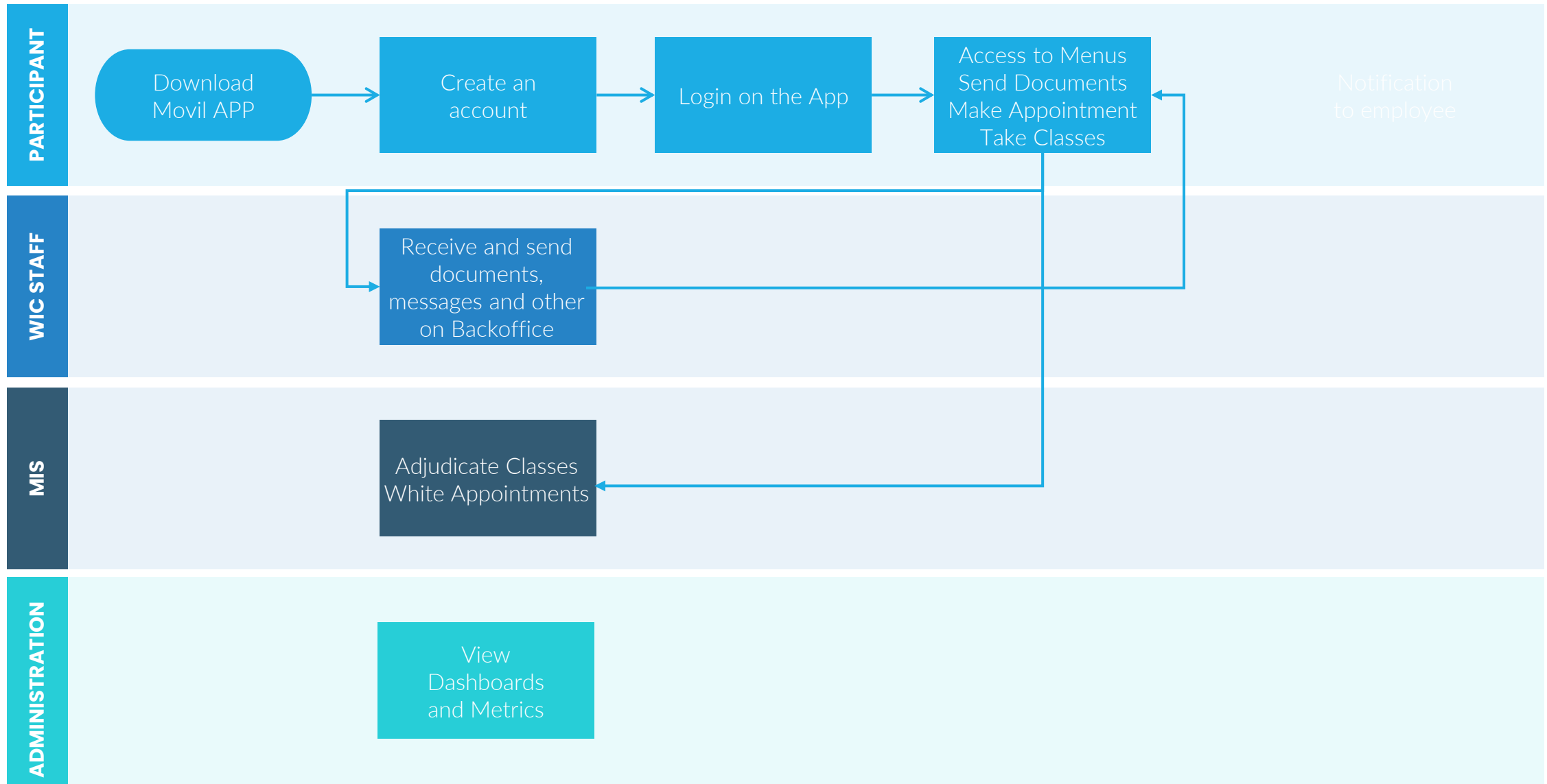


Technology Solution Process Flow

- 
- MI WIC PR
 - Backoffice 360 Platform
 - Clinic Monitoring System
 - Vendors Inspection System
 - Peer Counseling Platform
 - Call Center / Virtual Appointment (Genesys)
 - Frutilina Chatbot
 - Queue Management System (NXT)
 - Food Selection and Evaluation System
 - Vendor Portal and Contract Management System
 - Employee Portal

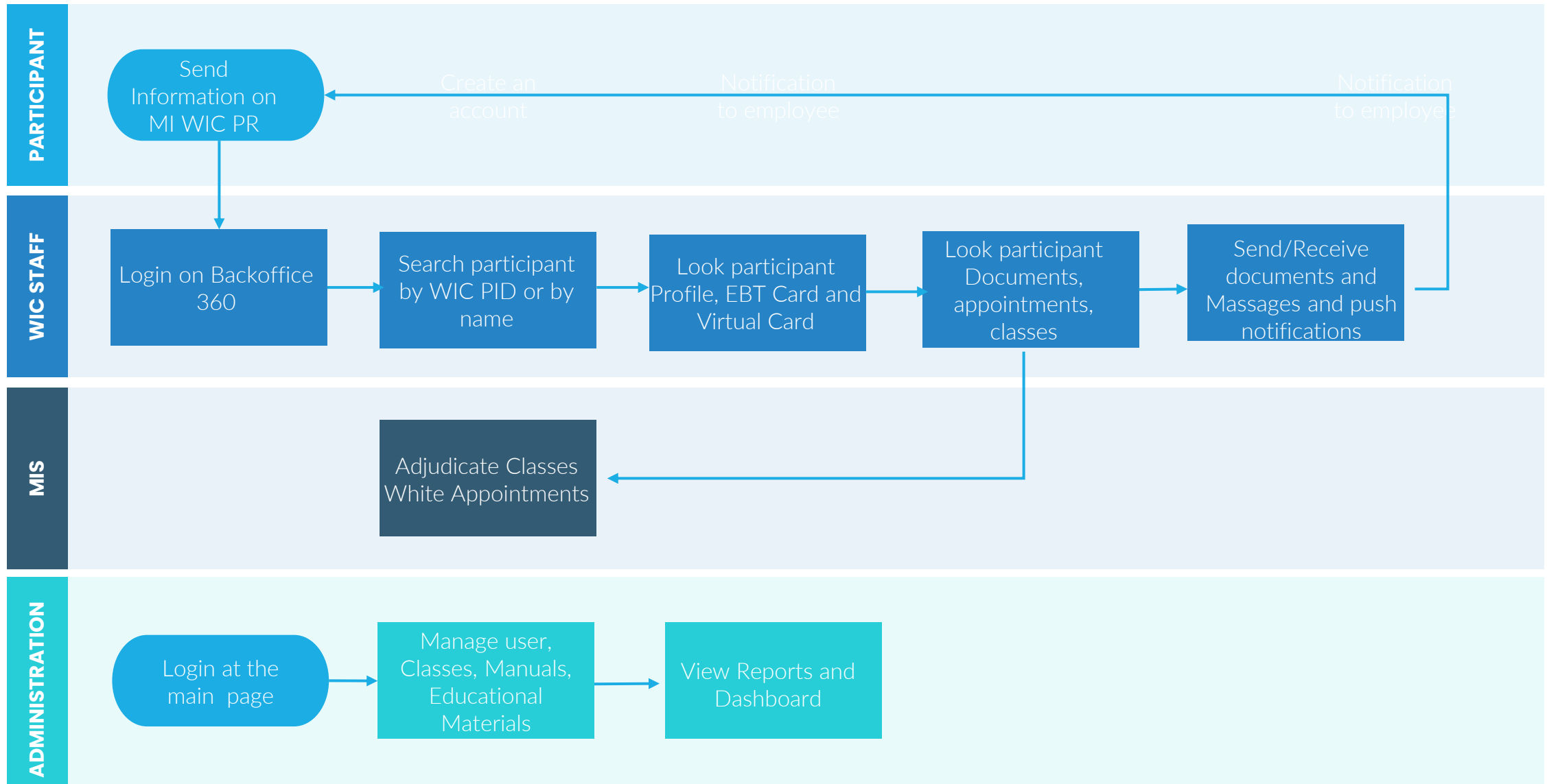
MI WIC PR

Process Flowchart



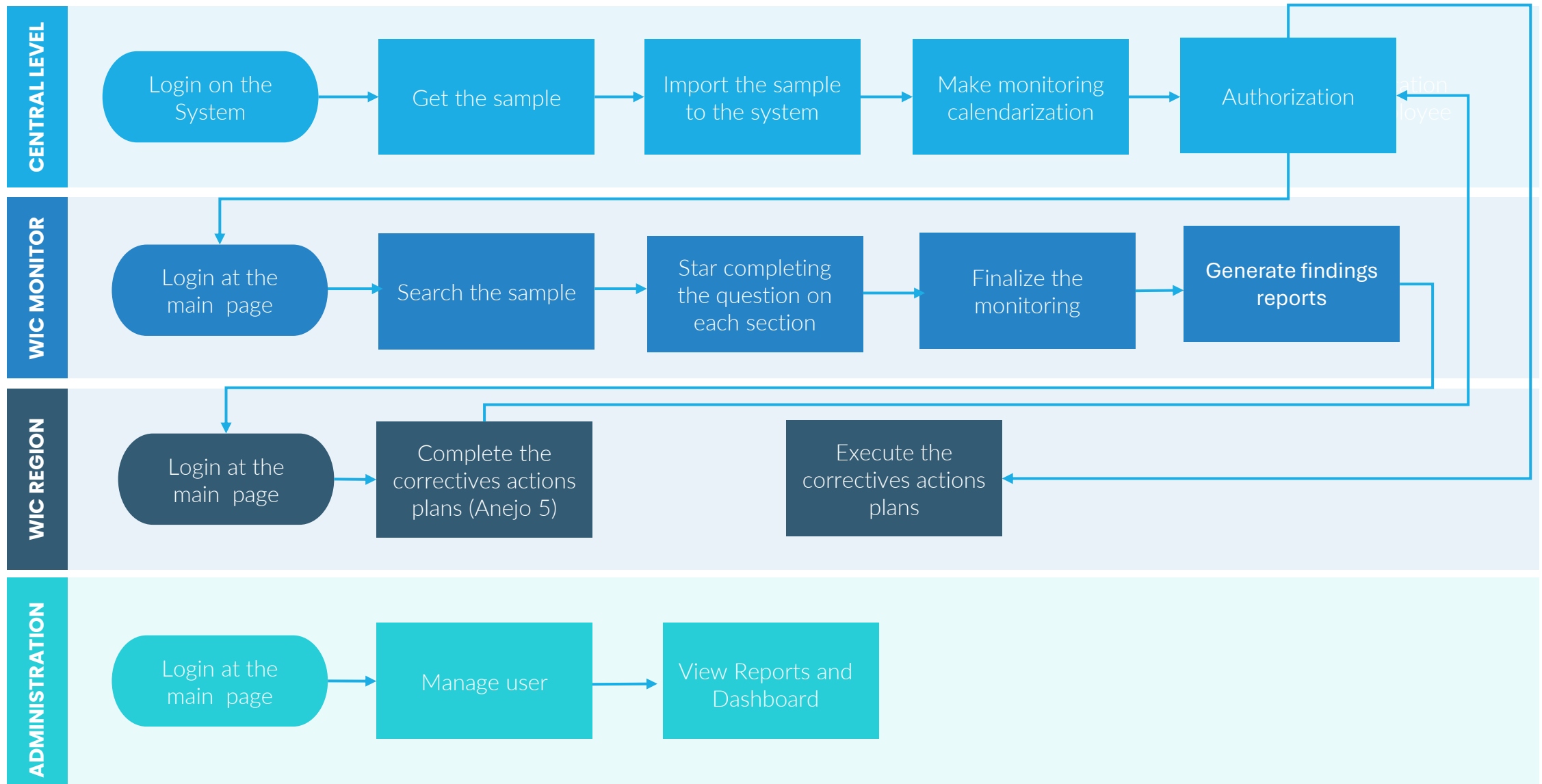
BACKOFFICE 360 Platform

Process Flowchart



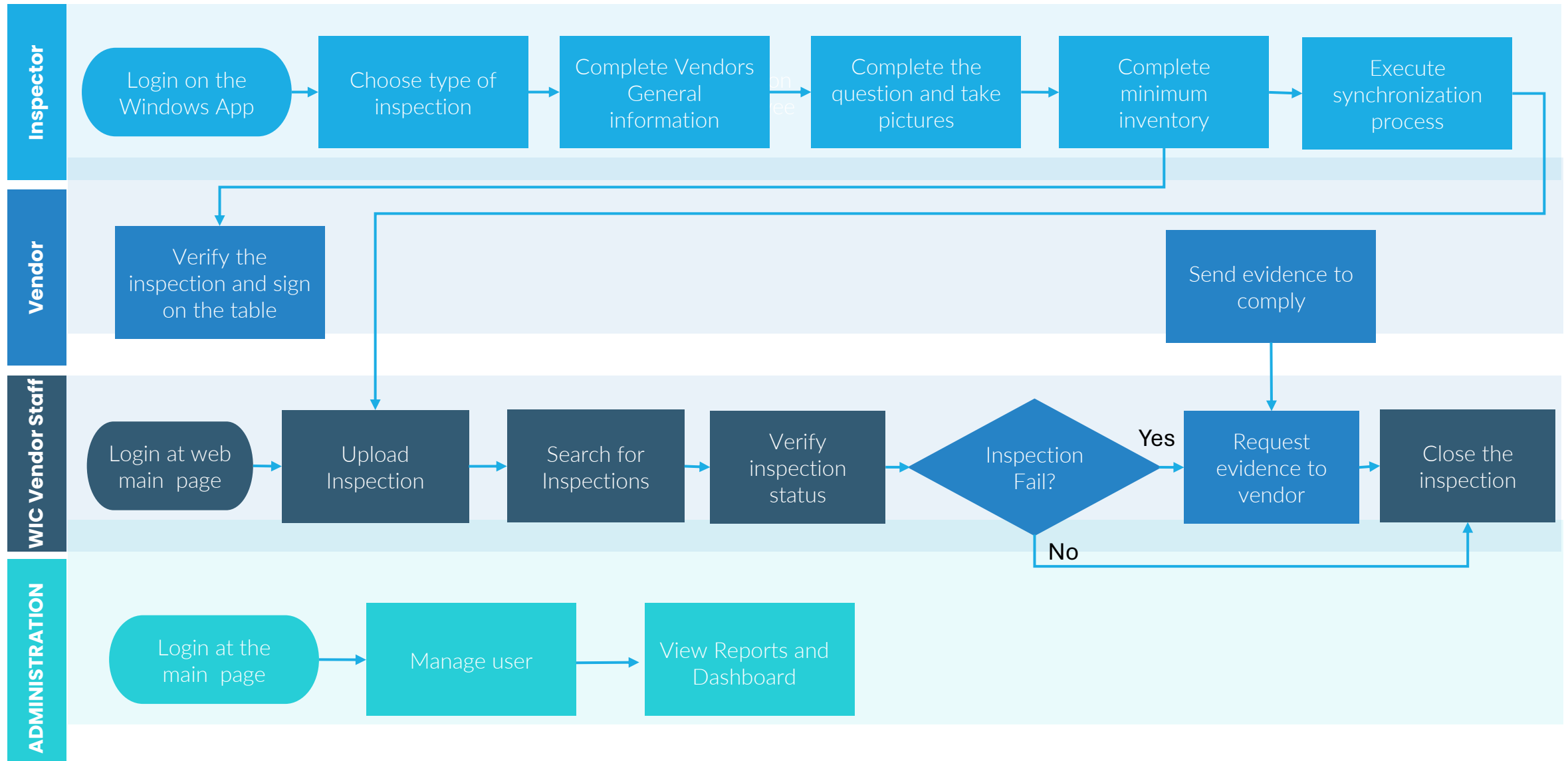
Clinic Monitoring System

Process Flowchart



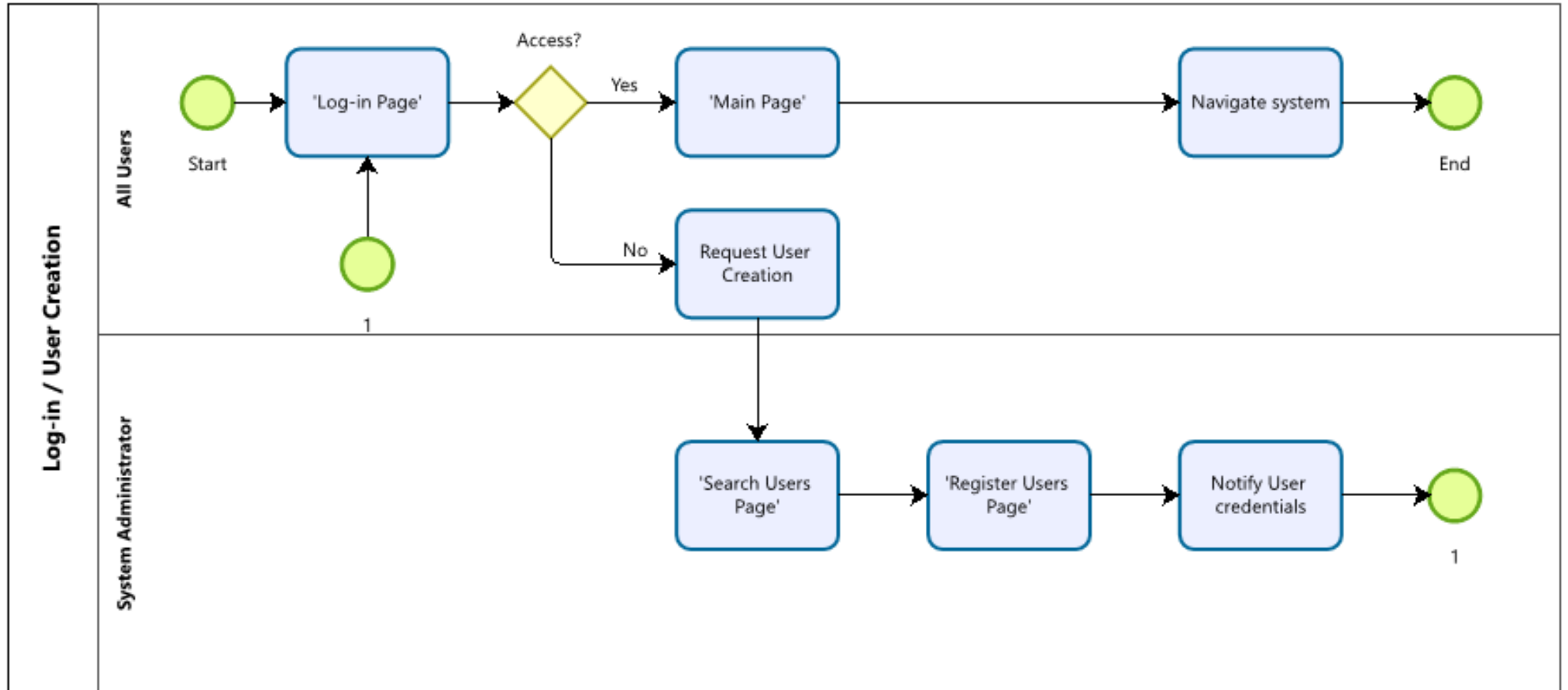
Vendor Inspection System

Process Flowchart



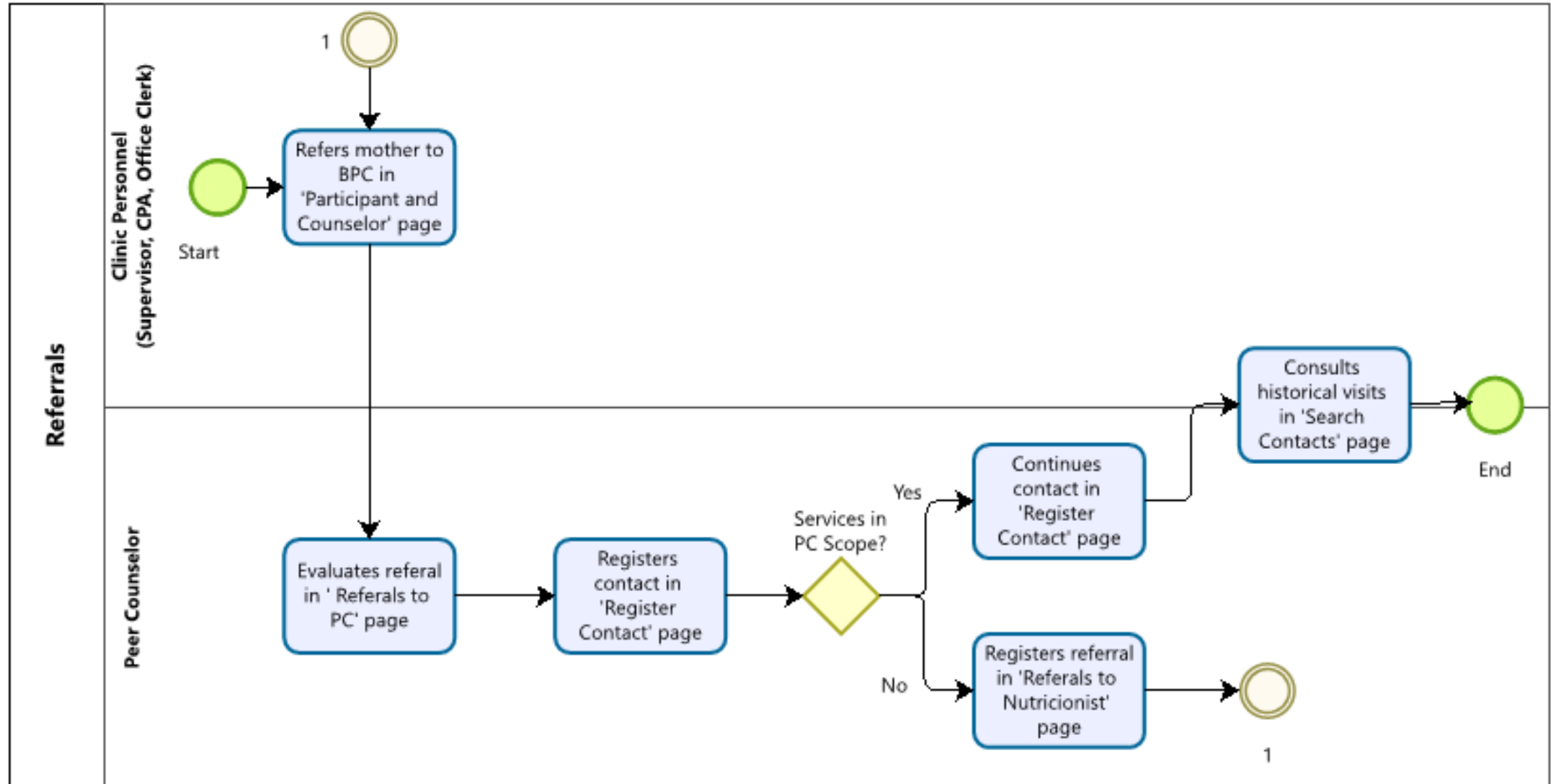
PEER COUNSELING Platform

Process Flowchart



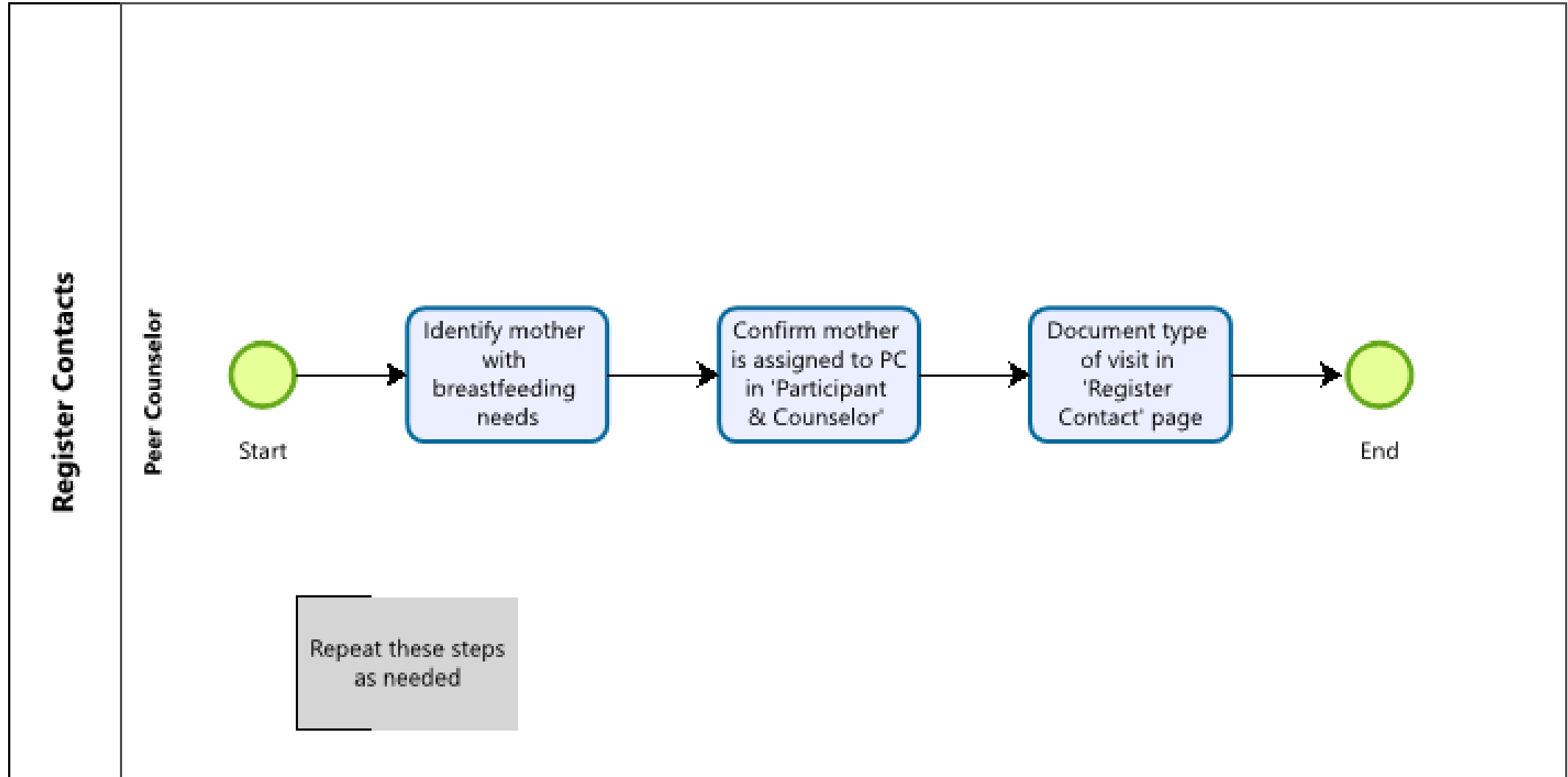
PEER COUNSELING Platform

Process Flowchart



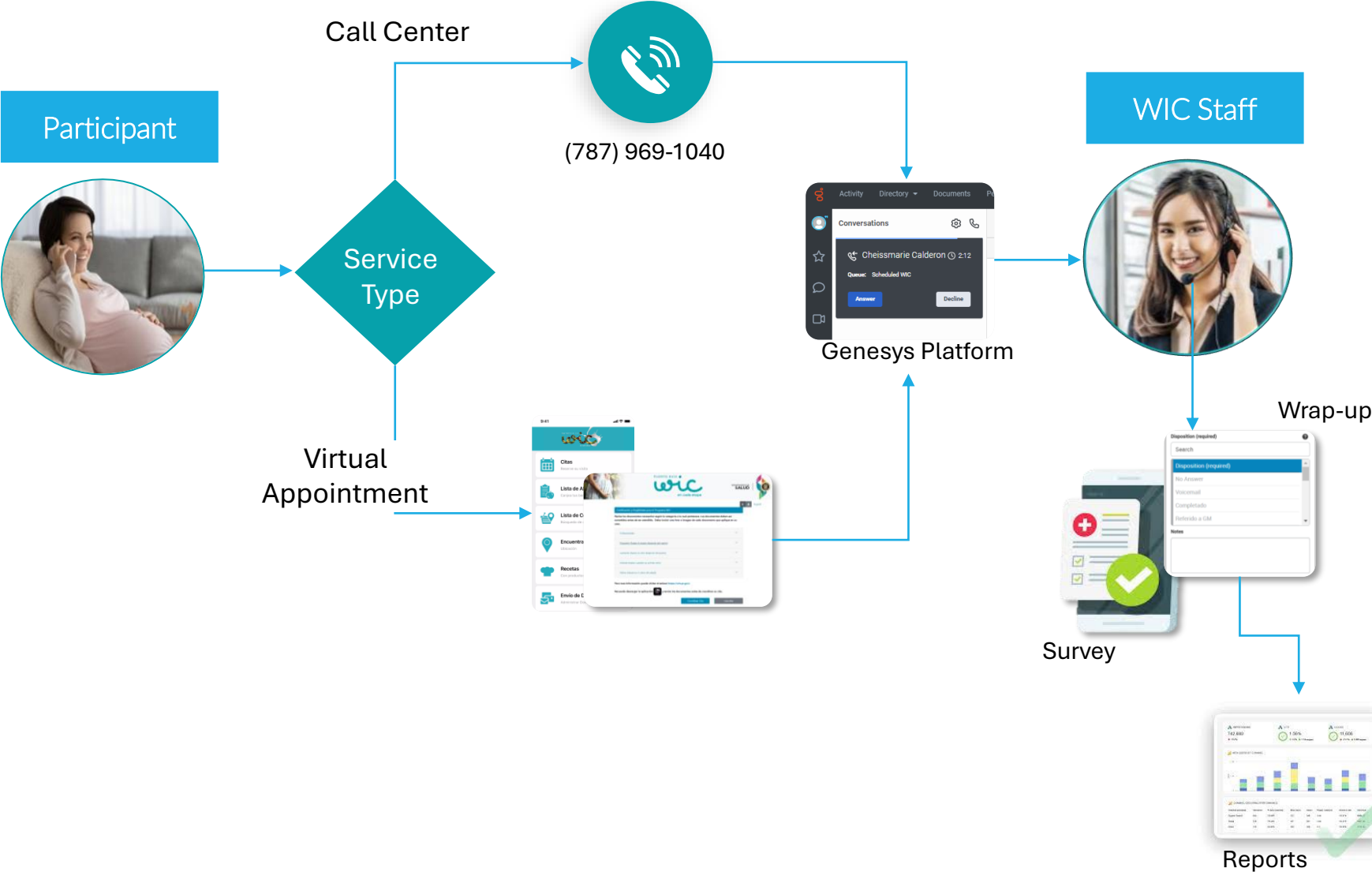
PEER COUNSELING Platform

Process Flowchart



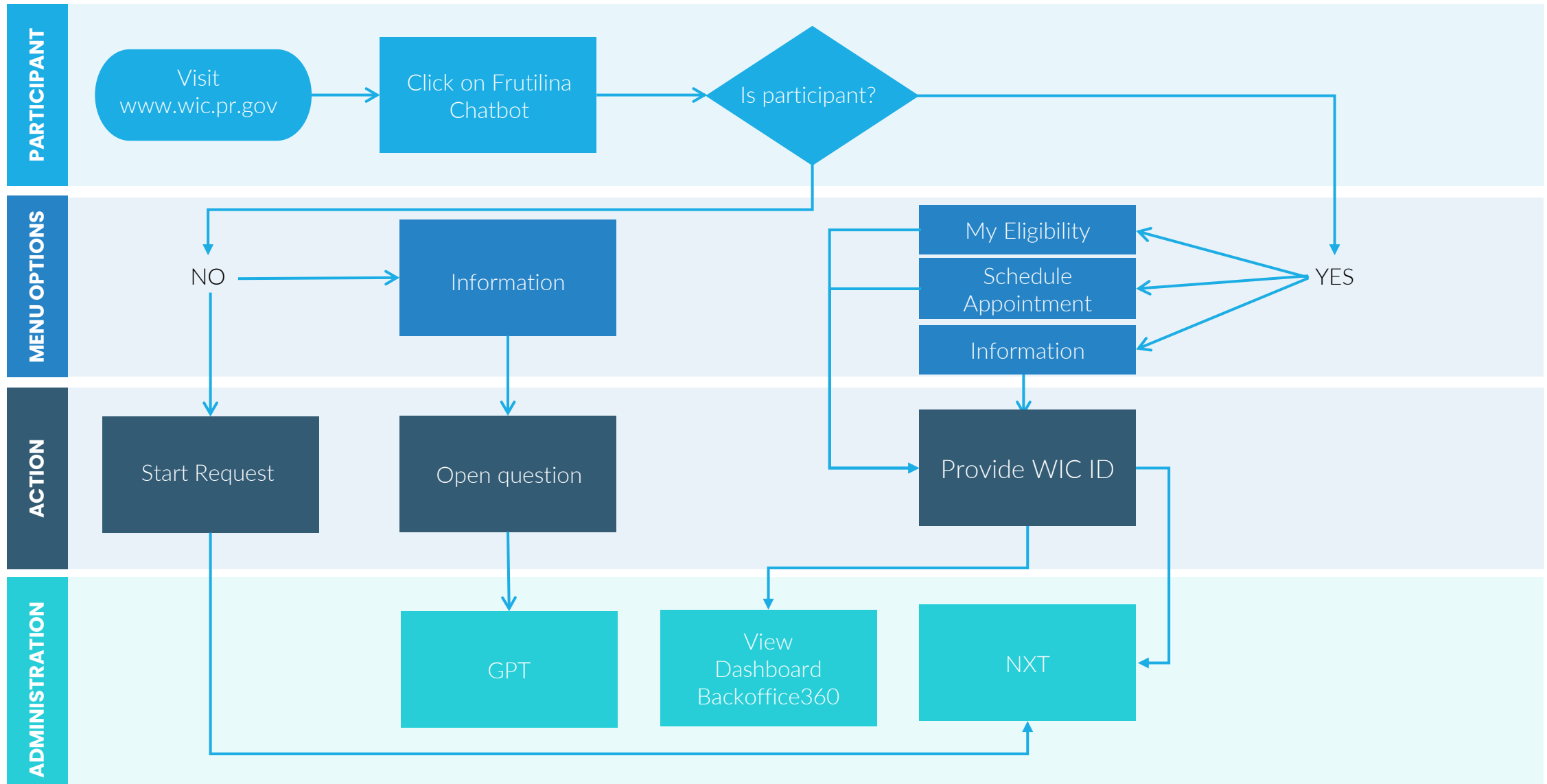
Call Center / Virtual Appointment (Genesys)

Process Flowchart



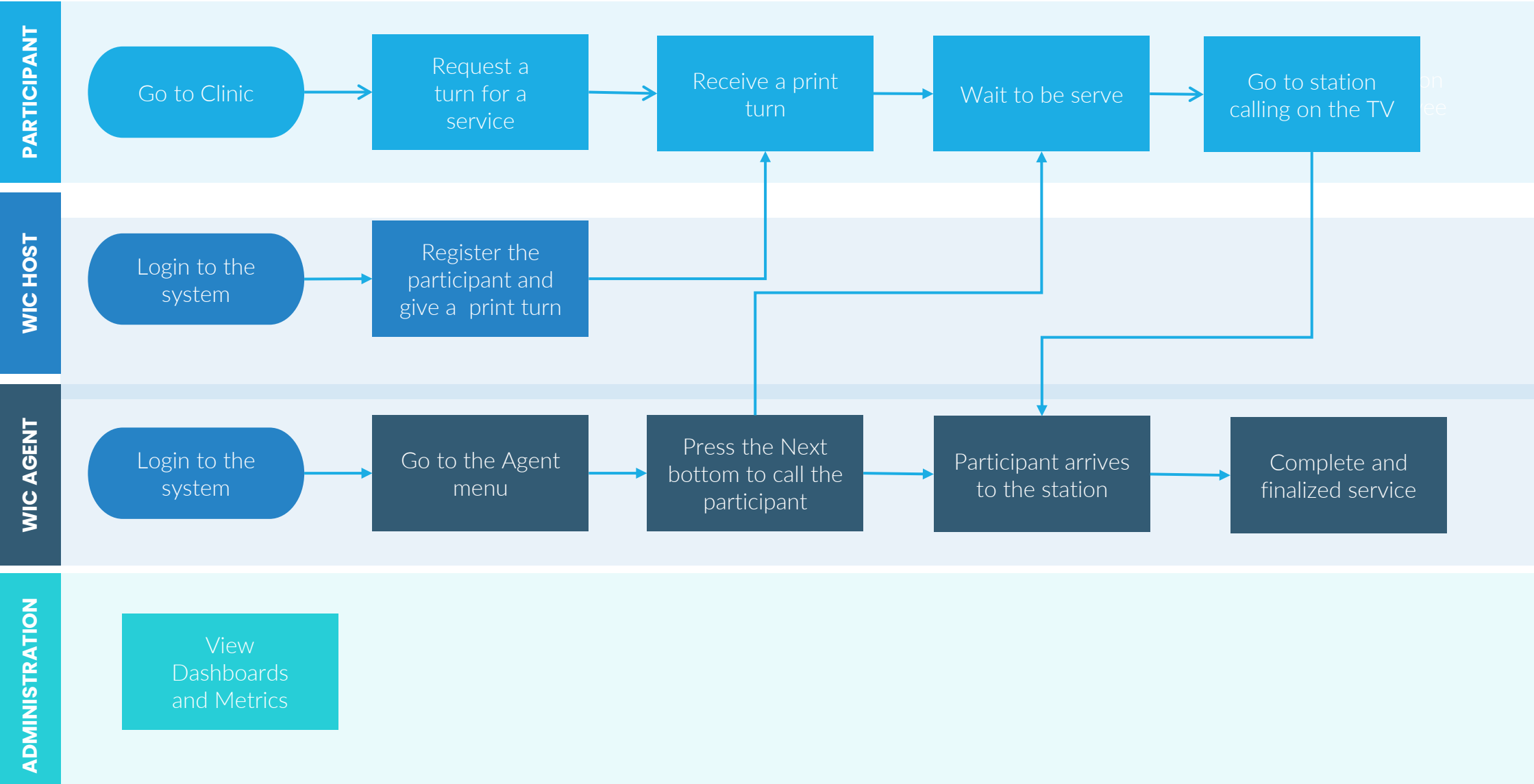
FRUTILINA CHATBOT

Process Flowchart



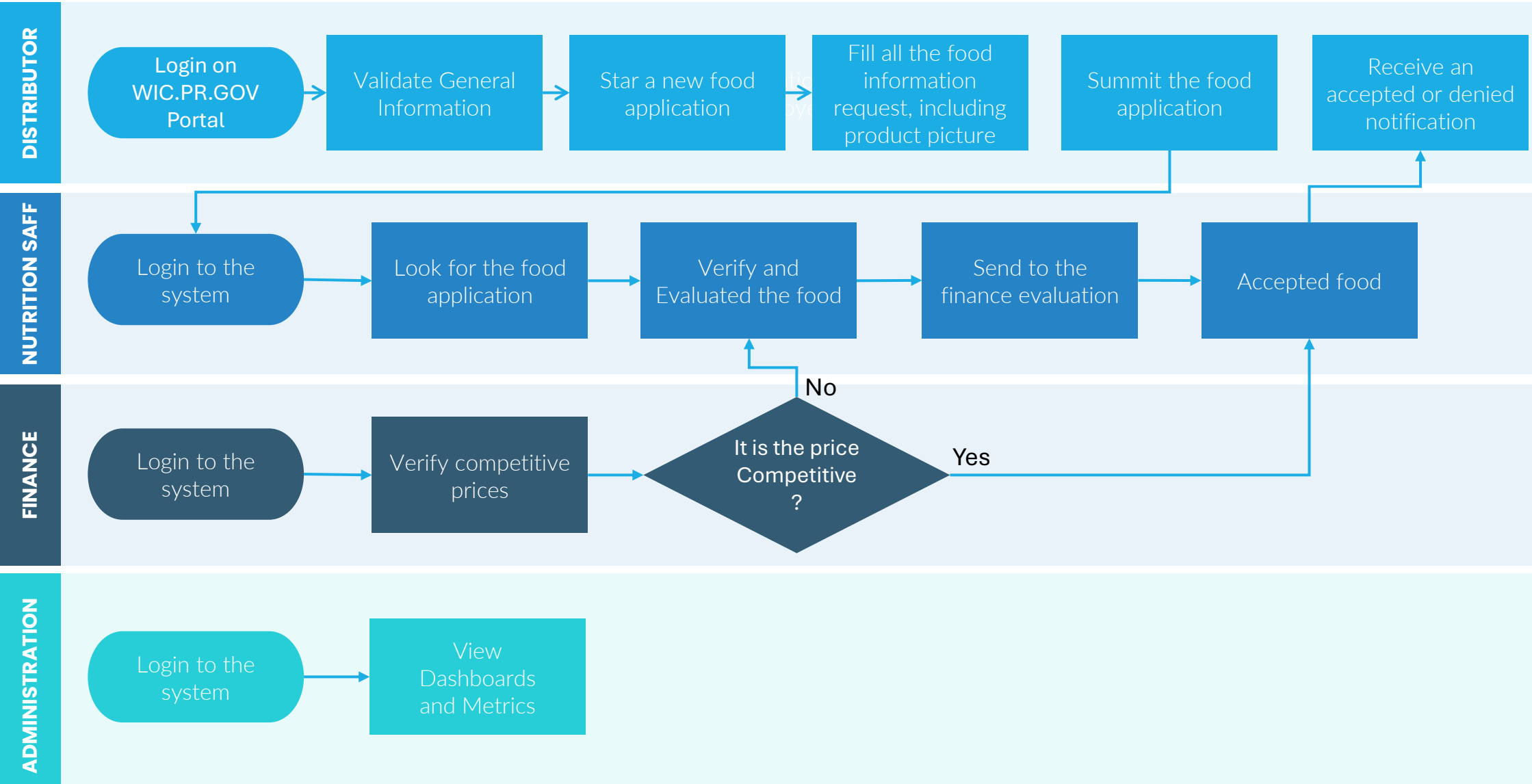
QUEUE MANAGEMENT SYSTEM

Process Flowchart



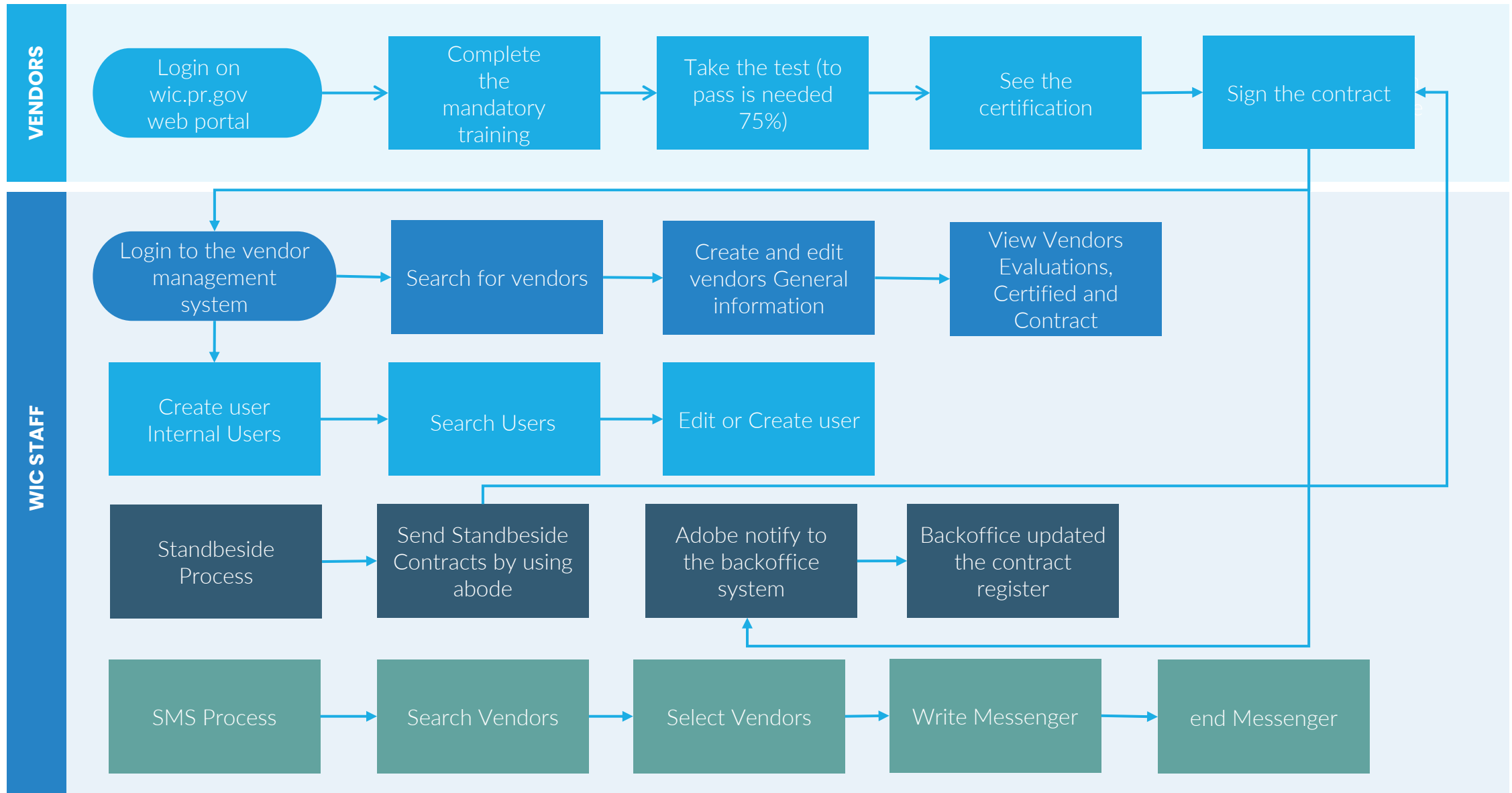
Food Selection and Evaluation System

Process Flowchart



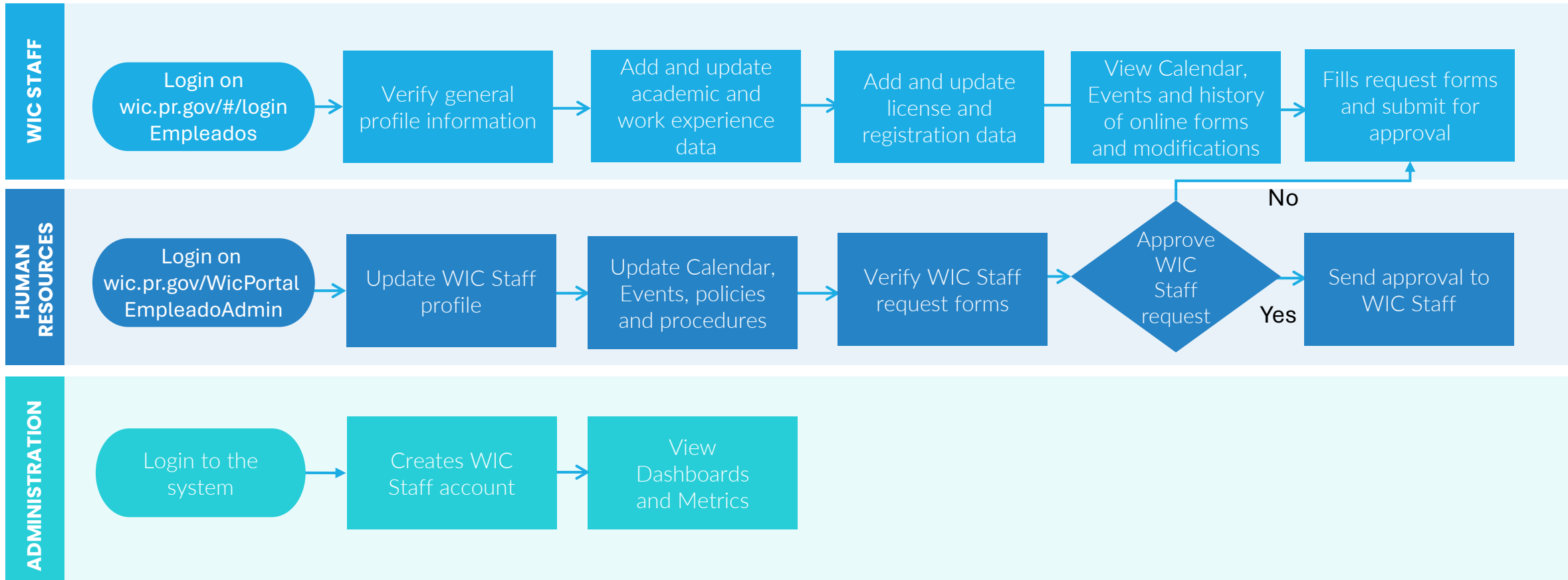
Vendor Portal and Contract Management System

Process Flowchart



Employee Portal


Process Flowchart





GOVERNMENT OF PUERTO RICO
Department of Health
Auction Office

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.


Denise Marrero Santana, MBA
Director, Auction Office

End of the Addendum #5