



Service Contract Opportunity Notice (SCON) PRITS-2024-001

For Digitization of Processes of the Office of Regulation and Certification of Health Professionals and the Puerto Rico Medical Licensing and Discipline Board

SCON Release	March 14 th , 2024
Deadline for Submitting Questions or Requests for Clarifications	March 21 st , 2024
Publication of Responses	April 8 th , 2024
Proposal Submission Deadline	April 15 th , 2024

CONTENTS

1. Introduction	1
1.1 Timeline.....	1
1.2 Communication with PRITS.....	2
1.2.1 Point of Contact.....	2
1.2.2 Questions and Request for Clarifications	2
1.2.3 Prohibited Communications.....	2
2. Submission Requirements.....	3
2.1 Proposal Content and Checklist	3
2.2 Submission of Proposals	3
2.3 Signatures.....	4
3. Evaluation, Selection, and Award.....	4
3.1 Evaluation Committee	4
3.2 Evaluation.....	4
3.3 Evaluation of Experience and Qualifications.....	5
3.3.1 Experience, Expertise, and Technical Skills	5
3.3.2 Workplan and Scope of Services	6
3.3.3 Cost of Services	13
3.3 Interviews and Demonstrations	14
3.4 Selection and Adjudication	14
3.5 Contract Term.....	14
Appendix I – General Certification	15
Appendix II – Proponent Profile.....	16
Appendix III – Acronyms and Definitions	17
Appendix IV – General Conditions and Requirements.....	19
Certifications	19
General Considerations for Proposal Submittal	19
General Conditions.....	19
Expenses	19
Quoted Prices.....	19
Collaboration in Investigations.....	20
Contracting.....	20
Contract Formalization.....	20
Refusal to Formalize Contract	20
Contract Term.....	20
Future Contract Revision by the FOMB.....	20
Appendix V – FAQs	21

1. Introduction

The Law No. 11-1976, as amended, known as the Comprehensive Health Services Reform Act of Puerto Rico designates the Puerto Rico Medical Licensing and Disciplinary Board (JLDM, by its Spanish acronym), along with health professional examining boards, to operate under the Department of Health. This arrangement is aimed at providing administrative support and streamlining processes. The Office of Regulation and Certification of Health Professionals (ORCPS, by its Spanish acronym) and JLDM, established by the Department of Health, oversee and support the thirty-five examining boards responsible for regulating the licensing processes of health professionals.

Furthermore, Law No. 75-2019, known as the “Puerto Rico Innovation and Technology Service PRITS) Act”, outlines PRITS’ responsibility for effectively managing, developing, coordinating, and interagency integrating innovation, technology infrastructure, and informatics within the Government of Puerto Rico. PRITS is entrusted to develop specific technological projects in an organized and integrated manner to facilitate the effective integration of technology into government operations. Consequently, this Service Contract Opportunity Notice (SCON) is issued to request proposals for the development of a platform to digitize processes conducted by the ORCPS and the JLDM.

The selected proponents will collaborate closely with the Office of Information Systems and Technological Advances (OIAT, by its Spanish Acronym) staff and PRITS personnel, alongside other key stakeholders, to develop and implement a platform that addresses the needs of ORCPS and JLDM, ensuring a smooth and efficient integration of technology into healthcare licensing processes.

1.1 Timeline

All documents must be submitted on or before the deadline below.

Table 1 – SCON’s key dates.

SCON Release	March 14 th , 2024
Deadline for Submitting Questions or Requests for Clarifications	March 21 st , 2024
Publication of Responses	April 8 th , 2024
Proposal Submission Deadline	April 15 th , 2024

The schedule presented in this SCON is subject to change. At the discretion of PRITS, a best and final quote offer may be requested. In such a case, the date and time will be published

on the PRITS website (prits.pr.gov). Proponents are responsible for periodically reviewing their emails and the PRITS website for updated information regarding this SCON.

1.2 Communication with PRITS

1.2.1 Point of Contact

All communications with PRITS should be directed to the sole PRITS POC, as indicated below:

Antonio Ramos Guardiola
Chief Innovation and Information Officer (CIIO)
procurement@prits.pr.gov

1.2.2 Questions and Request for Clarifications

- Submit queries to procurement@prits.pr.gov, referencing "[PRITS-2024-001]" in the subject line. Non-compliant emails will not be acknowledged. Verbal queries are not permitted.
- Queries posted after the deadline in Table 1 deadline will be disregarded. Responses to valid queries will be consolidated and published at www.prits.pr.gov. Direct contact with staff concerning evaluation is prohibited.
- The PRITS CIIO or his delegate reserves the right to amend this SCON. Any changes will be documented on the PRITS website. Submission implies acceptance of all SCON terms and amendments.

1.2.3 Prohibited Communications

During the proposal evaluation, Proponents or their agents are prohibited from discussing it with any PRITS staff or contractor. This "blackout period" encompasses everyone involved, from project management to evaluation. Only the PRITS POC can be reached **by email** during this time. The blackout concludes when a service agreement is finalized from this SCON.

Engaging with other government representatives about this SCON while submitting is forbidden. Breaches will lead to the proposal's dismissal.

2. Submission Requirements

2.1 Proposal Content and Checklist

The proposals must be submitted in **PDF format** and include all the documents in the following checklist¹. Items a to i are required. Please ensure that all required documents are provided, as failure to do so may result in disqualification.

Table 2 - Required information for proposal submittals.

<input type="checkbox"/>	a. COVER LETTER: Include a brief cover letter summarizing the proposal's key points. Ensure it contains sufficient details for a comprehensive evaluation and validates the mentioned provisions. Highlight any information crucial for PRITS during the review, assuming they have no prior knowledge of the Proponent's experience or methodologies.
<input type="checkbox"/>	b. PROPOSED SOLUTION: Detailed description of the methodology and approach to delivering the services outlined in the following section of this SCON.
<input type="checkbox"/>	c. WORK PLAN: Proposed implementation methodology
<input type="checkbox"/>	d. Responses to the evaluation criteria, including relevant certifications, customer references, and case studies.
<input type="checkbox"/>	e. COST ANALYSIS: Detail your service pricing as described in section 3.2.3 Cost of Services.
<input type="checkbox"/>	f. GENERAL CERTIFICATION FORM (Appendix I).
<input type="checkbox"/>	g. PROPONENT PROFILE (Appendix II): Companies are required to complete the provided form. Individual proponents must submit their CV in lieu of Appendix II.
<input type="checkbox"/>	h. RUP certificate or evidence demonstrating ongoing efforts towards its acquisition.
<input type="checkbox"/>	i. RPT PRITS' Registration of Technology Providers certificate
<input type="checkbox"/>	j. Physical and mailing address of the company's main office in Puerto Rico and the name and address of the company's resident agent, when applicable
<input type="checkbox"/>	k. (OPTIONAL) Any other document that allows the evaluation of the Proponent's capabilities to provide the services outlined in this SCON
<input type="checkbox"/>	l. (OPTIONAL) Amendments to the SCON, if applicable.

2.2 Submission of Proposals

Submit proposals electronically via our webpage <https://prits.pr.gov/avisos> (entry form is available at the PRITS-2024-001 landing page) or via email to procurement@prits.pr.gov. Applications must be received by the deadline in Table 1. The email should have the proposal with the subject "[PRITS-2024-001] Proposal <Your Company Name>". If attachments are too large for email, physical copies may be acceptable. If multiple versions are sent, only the final

¹ Proposals shall include information and/or documents in the same order as presented in this SCON.

submission before the deadline will be considered. Incomplete proposals will be disqualified immediately at the submission deadline.

2.3 Signatures

The proposal and General Certification (**Appendix I**) must be signed by the person registered in the RUP or their authorized representative. Electronic signatures are permitted.

3. Evaluation and Selection

3.1 Evaluation Committee

The Puerto Rico Department of Health (PRDOH), in conjunction with PRITS, will designate an Evaluation Committee (“Committee”) to review and assess the proposed solutions. The Committee will be composed of healthcare professionals and technical experts from both the PRDOH and PRITS to ensure that the evaluation thoroughly assesses all aspects of the proposed solutions.

3.2 Evaluation

The Government may award one or multiple contracts to qualified Proponents based on evaluation criteria, including past cybersecurity experience and expertise, technical skills and proposed solutions, and cost of services. Compliance with requirements is a prerequisite for the evaluation phase, and points will be awarded based on each category's performance, as shown in the following table.

Table 3 - Proposal evaluation criteria.

Category	Maximum score
Experience, Expertise, and Technical Skills (Section 3.3.1)	30
Workplan and Scope of Services (Section 3.3.2)	50
Cost of Services (Section 3.3.3)	20
TOTAL	100

3.3 Evaluation of Experience and Qualifications

The score obtained for a particular requirement depends on the Proponent's ability to meet the Government's needs. Compliance with the terms, conditions, and specifications required in this SCON will be evaluated to determine the most suitable and beneficial offer. The Committee will assess the Proponent's past performance and technical capability before awarding the contract to ensure the successful delivery of the requirements.

3.3.1 Experience, Expertise, and Technical Skills

To support their proposal, Proponents need to meet the following criteria. Please remember to provide any relevant certifications.

a. **Experience and Technical Skills:**

- *Software Development Experience*
 - Proven track record in developing and implementing complex digital platforms.
 - Experience in designing and creating systems that involve diverse user accounts and roles.
- *User Account Management*
 - Proficiency in developing systems with advanced user account management features.
 - Experience in implementing secure authentication and authorization protocols.
- *Process Digitization Expertise*
 - Demonstrated experience in digitizing and automating complex processes.
 - Understanding of regulatory compliance requirements for digitized medical licensing processes.
- *Interoperability*
 - Knowledge of industry standards for data exchange and interoperability.
- *Security and Privacy Compliance*
 - Expertise in implementing robust security measures to safeguard sensitive medical data.
 - Familiarity with privacy regulations and other relevant standards.
- *User Interface (UI) and User Experience (UX) Design*
 - Proficient in creating intuitive and user-friendly interfaces.
 - Track record of developing platforms with a focus on enhancing user experience.

- *Scalability and Performance Optimization*
 - Experience in designing scalable architectures to accommodate future growth.
 - Skills in optimizing platform performance for efficient and responsive operation.

- *Project Management Skills*
 - Proven ability to manage software development projects, ensuring timely delivery.
 - Effective communication and collaboration skills for coordinating with diverse stakeholders.

- *Quality Assurance and Testing*
 - Experience in implementing comprehensive quality assurance processes.
 - Proficiency in conducting thorough testing to ensure the platform's reliability and accuracy.

- *Data Analytics and Reporting*
 - Proficiency in incorporating data analytics tools for generating insights from the platform.
 - Experience in developing robust reporting features for tracking and analyzing licensing processes.

- *Client Training and Support*
 - Ability to develop training programs for platform users.
 - Proven experience in providing training resources.

- *Post-Implementation Support*
 - Capability to provide ongoing support and maintenance after the platform's implementation.
 - Proven record of addressing and resolving issues promptly to ensure uninterrupted operations.

3.3.2 Workplan and Scope of Services

Objective: To develop and implement a comprehensive digital platform that facilitates the licensing processes for medical professionals within the regulatory framework of the ORCPS and JLDM.

Proposals are requested to hire professional services to create a web platform with portals for healthcare professionals and administration, including the ORCPS and the JLDM. The platform should provide immediate access for handling procedures related

to licenses, renewals, certifications, document uploads, payments, and the generation of reports as required by the ORCPS and the JLDM. Additionally, functionality is required for review, evaluation, and adjudication by the Department of Health and examining board personnel, as well as the ability for continuing education providers to upload courses for assessment. The platform should allow document storage, automatic document generation, and the offering of digital revalidations, providing continuous access to track application status and informed management of processes.

To develop their proposal, each proponent must consider the following:

CREATION OF A UNIQUE HEALTH PROFESSIONAL PROFILE

The JLDM serves around one hundred thousand (100,000) healthcare professionals, and this number continues to grow annually. These professionals, who must recertify every three years, require constant access to their profiles for various transactions. The proposed platform should facilitate the creation of a unique profile for each professional, ensuring continuous access. This profile will allow users to perform various actions, such as checking the status of procedures, reviewing pending continuing education credit balances, request privilege to medical facilities, and making corresponding payments. The platform should also be able to receive and store official documents issued by educational institutions securely.

This unique profile must accompany the professional throughout their career. The platform becomes a comprehensive resource for efficient transaction management and secure preservation of official documents throughout the individual's professional life.

CREATION OF A UNIQUE PROFILE FOR DEPARTMENT OF HEALTH PERSONNEL

The platform's implementation will include the creation of unique profiles for approximately sixty Department of Health employees, ensuring continuous access. The platform will assign the corresponding procedures to each employee, allowing staff to assess, analyze, and approve relevant procedures. Additionally, it will facilitate the submission of documents to members of examining boards for review and approval.

In many cases, staff acts as intermediaries between the professional and the Board, so the platform should enable the efficient flow of procedures between different profiles as needed.

On the other hand, for licensed professionals whose documents are still in paper format, Department of Health staff should have the ability to upload and archive these documents in a unique profile to digitize them as needed for the record. The platform

should provide immediate access for staff to perform review, evaluation, and adjudication functions efficiently.

CREATION OF A UNIQUE PROFILE FOR EACH MEMBER OF THE EXAMINING BOARDS

The PRDOH has 35 examining boards, each comprised of various members. One of the main responsibilities of these boards is to evaluate and approve documents submitted by healthcare professionals. In this context, it is essential that examining board members have a unique profile on the platform, allowing them to access and perform corresponding procedures, including reviews, evaluations, and adjudications.

Additionally, the platform should facilitate examining board members' ability to upload evaluations and relevant comments. Given the need for fluid and mechanized communication between board members, Department staff, and professionals, the platform must ensure efficient and transparent interaction.

A key component is the ability to produce reports on services requested by healthcare professionals and others deemed necessary by ORCPS and JLDM. The platform should offer immediate access and the ability to generate reports that comply with established standards and requirements.

Similarly, the platform should provide facilities to produce and send documents requested by professionals. This implies the ability to automatically develop documents and complete templates with professional information electronically, thus optimizing processes and improving system efficiency.

CREATION OF A UNIQUE PROFILE FOR EACH AUTHORIZED CONTINUING EDUCATION PROVIDER

As part of its regulatory role in authorizing continuing education providers for healthcare professionals, the Department of Health requires the platform to implement individual profiles for each provider. Through these profiles, providers will have the ability to upload proposals for continuing education courses and submit them for assessment by the Continuing Education Division and members of the corresponding Examining Boards. Likewise, providers must manage the payment for these procedures directly through the platform.

Once a course receives the corresponding approval, the provider must enter the course name, license number, and code into the platform for allocation to the professional. The latter will be able to access their profile and view all received continuing education credits, as well as the balance of pending credits according to the specific legislation and

regulation of the Board that governs them. The platform must ensure immediate access for the creation of unique profiles and efficient management of the uploading, evaluation, and allocation of continuing education courses for both providers and healthcare professionals.

CREATION OF UNIQUE MEDICAL FACILITY PROFILES AND ADMINISTRATIVE ROLES

The platform will enable the creation of unique profiles for each medical facility, enhancing the management of medical privileges. These profiles will facilitate specific role assignments, including Medical Directors for reviewing privilege requests and Hospital Administrators for overall role oversight. A notification system will alert Medical Directors of new privilege requests, ensuring efficient processing.

DATA MANAGEMENT AND SERVICE REQUESTS

It is essential for the administration to have constant access to detailed information on the status of procedures submitted by professionals. Continuous access to the profile will ensure that the administration can know the specific status, time elapsed, and which staff is responsible for its attention.

The platform must provide smooth and continuous access that allows administration to stay informed about the status of the transaction process, as well as the established deadline for its conclusion. This real-time monitoring capability will ensure effective and timely process management, providing administration with the necessary visibility to make informed decisions and maintain an efficient workflow.

DETAILED SCOPE OF SERVICES AND DELIVERABLES

Proponents should provide a comprehensive overview of the proposed workplan, methodologies, and the scope of services to be delivered throughout the project lifecycle aligned with suggested scope in *Table 4 – Scope of Services and Deliverables*.

The Selected Proponent, if any, will be responsible for designing and implementing² a user-centric, secure, and scalable platform that digitizes and streamlines the licensing

² Respondents can propose pre-packaged, low-code, or no-code solutions instead of a custom-built platform. In such cases, they must provide detailed information on how their solutions comply with applicable industry standards and regulations and project requirements. Submissions should clearly outline deployment timelines to demonstrate quick market readiness and ensure the solution can scale according to the specified needs. The proposed solution should integrate with current systems seamlessly without any issues and have comprehensive support and maintenance commitments. Proposals must compare using pre-built platforms with creating bespoke solutions, particularly regarding regulatory compliance, deployment speed, adaptability, and cost-effectiveness. Each proposal must adhere to the submission deadline, fulfill all specified requirements, and include relevant case studies or project examples to demonstrate previous successes.

procedures, ensuring efficiency, transparency, and compliance with applicable regulations.

Table 4 - Scope of services and deliverables.

SCOPE OF SERVICE	DELIVERABLES
<p>a. Platform Development</p> <ul style="list-style-type: none"> - Development of a dynamic and interactive platform for the ORCPS and the JLDM. - Incorporation of a modular architecture for scalability and future enhancements. - Integration of an intuitive user interface and user experience design. 	<ul style="list-style-type: none"> - Visual design mockups and wireframes for platform approval. - Responsive and device-adaptive web design. - Platform architecture implementation. - Fully functional platform with profile creation, transaction processing, document management, and communication features. - Clean, documented, and modular source code.
<p>b. Security</p> <ul style="list-style-type: none"> - Implementation of advanced cybersecurity measures to safeguard user information. - Integration of end-to-end data encryption protocols, multifactor authentication, and continuous vulnerability management. 	<ul style="list-style-type: none"> - Detailed documentation outlining the security measures in place. - Third-party penetration testing reports evaluated by PRITS.
<p>c. Accessibility</p> <ul style="list-style-type: none"> - Implementation of accessibility features to ensure compliance with Law No. 229-2003, as amended. - Adherence to the Interface and Design Guide (GUIDI, by its Spanish acronym) established by PRITS to enhance accessibility for individuals with disabilities. - Regular accessibility testing to identify and address potential barriers to platform access. 	<ul style="list-style-type: none"> - Platform features and design elements complying with accessibility standards. - Documentation of accessibility testing results. - Accessibility audit reports.
<p>d. Scalability and Capacity Plan</p> <ul style="list-style-type: none"> - Development of a scalable architecture capable of handling high traffic volumes. - Creation of a scalability plan for future platform expansions. 	<ul style="list-style-type: none"> - Detailed architectural design emphasizing scalability. - Capacity plan and load testing results to assess the platform's capability under various traffic scenarios.
<p>e. Project Management</p> <ul style="list-style-type: none"> - Comprehensive project planning outlining defined milestones and deadlines. - Regular communication channels established with the Puerto Rico Medical Licensing Board, OIAT, and PRITS to ensure transparent and collaborative project progress. 	<ul style="list-style-type: none"> - Detailed project plan with milestones and deadlines. - Regular progress reports submitted to the Puerto Rico Medical Licensing Board, OIAT, and PRITS. - Change and risk management plan document.

SCOPE OF SERVICE	DELIVERABLES
<ul style="list-style-type: none"> - Development and implementation of a change and risk management plan, including clearly defined procedures to address unforeseen challenges. 	
<p>f. Documentation</p> <ul style="list-style-type: none"> - Creation of a user manual for the platform, presented in both Spanish and English languages. - Preparation of technical documentation covering the platform's architecture (On-Prem or Cloud), incorporating design elements such as flow diagrams and highlighting functionalities, including use cases. 	<ul style="list-style-type: none"> - User manual in both Spanish and English. - Comprehensive technical documentation, including architecture details and design elements.
<p>g. Document Upload</p> <ul style="list-style-type: none"> - Design and implementation of a secure document upload interface supporting various formats (PDF, Word, Excel, images). - Integration with an Optical Character Recognition (OCR) system for automatic document indexing. 	<ul style="list-style-type: none"> - Functional document upload interface. - Integration with OCR system for seamless document indexing. - Quick document search function based on keywords or content.
<p>h. Audit Trail</p> <ul style="list-style-type: none"> - Development of a comprehensive audit trail feature capturing all platform interactions. - Customization for different user roles and permissions. 	<ul style="list-style-type: none"> - Audit log capturing all platform activities. - Visibility and export options for the audit trail.
<p>i. Document Retention</p> <ul style="list-style-type: none"> - Implementation of platform capabilities to retain documents for a duration specified by the Department of Health. - Automatic removal procedures to ensure the timely deletion of documents at the end of the predetermined retention period. 	<ul style="list-style-type: none"> - Document retention feature integrated into the platform. - Documentation outlining the automatic removal process.
<p>j. Access and Roles</p> <ul style="list-style-type: none"> - Creation of a flexible access and role management system catering to various user types. - Adaptation of roles to meet the specific needs of the JDLM. 	<ul style="list-style-type: none"> - Access and role management system reflecting different user permissions. - Adapted roles to align with the licensing board's requirements.
<p>k. Workflows</p> <ul style="list-style-type: none"> - Implementation of configurable and adaptable workflows for process automation. - Examples include workflows for license applications, renewals, fee payments, and complaint submissions. 	<ul style="list-style-type: none"> - Functional workflows for automated processing of various tasks. - Customizable workflows tailored to government personnel's needs.

SCOPE OF SERVICE	DELIVERABLES
<p>l. Profiles for Continuing Education Entities</p> <ul style="list-style-type: none"> - Design and creation of profiles dedicated to continuing education entities. - Subprofiles developed for each speaker affiliated with continuing education entities. 	<ul style="list-style-type: none"> - Creation of profiles for continuing education entities. - Functional profiles for continuing education entities within the platform. - Subprofiles for all speakers associated with continuing education entities.
<p>m. Disaster Recovery and Business Continuity</p> <ul style="list-style-type: none"> - Development of a comprehensive Disaster Recovery (DR) plan for natural disasters or technical failures. - Formulation of a Business Continuity (BC) plan ensuring uninterrupted service with an incident response strategy. 	<ul style="list-style-type: none"> - Documented DR and BC plans with response protocols.
<p>n. Quality Assurance/Quality Control (QA/QC)</p> <ul style="list-style-type: none"> - Implementation of a robust Quality Assurance (QA) and Quality Control (QC) plan. - Conducting thorough testing to ensure the platform's quality and functionality. 	<ul style="list-style-type: none"> - Detailed QA/QC plan. - Quality control measures to maintain platform integrity.
<p>o. IAM Integration</p> <ul style="list-style-type: none"> - Seamless integration with the selected IAM solution for government employee access. - Multifactor authentication mechanism for other users. 	<ul style="list-style-type: none"> - Functional integration with the chosen IAM system. - Multifactor authentication for enhanced security. - Multifactor authentication mechanism for other users.
<p>p. Database Schema</p> <ul style="list-style-type: none"> - Definition of a clear and comprehensive database schema, including table definitions. 	<ul style="list-style-type: none"> - Detailed database schema document.
<p>q. Department of Health Domain</p> <ul style="list-style-type: none"> - Platform publication under the Department of Health domain (nombre.salud.pr.gov). 	<ul style="list-style-type: none"> - Live platform accessible through the specified domain.
<p>r. Integration with Payment Engine</p> <ul style="list-style-type: none"> - Seamless integration with a secure payment engine for online payment processing. - Adherence to PCI-DSS standards for payment security. 	<ul style="list-style-type: none"> - Fully integrated and PCI-DSS compliant payment processing system.
<p>s. Integration with Other Platforms</p> <ul style="list-style-type: none"> - Integration with PRITS' IDEAL system for document retrieval from agencies such as ASUME and the Puerto Rico Police Bureau. - Prepare the system for future integration with an external platform for streamlined reporting of complaints or allegations on medical professionals. This includes assessing 	<ul style="list-style-type: none"> - Smooth integration with IDEAL platform. - Extended integration with specified external systems. - Documentation on API development. - Documentation outlining the system's readiness for future integration, including compatibility reports,

SCOPE OF SERVICE	DELIVERABLES
compatibility, establishing the necessary infrastructure, and creating a framework for the upcoming integration.	infrastructure recommendations, and a strategic framework for the incorporation of the external platform for complaints and allegations when it becomes available.
t. User Training and Support <ul style="list-style-type: none"> - Development and implementation of a comprehensive user training program. - Creation of training materials, including manuals, tutorials, and videos. - Establishment of a user support system with online help modules, video tutorials, and instructional manuals. 	<ul style="list-style-type: none"> - User training program. - Training materials and support modules.
u. Compliance <ul style="list-style-type: none"> - Rigorous adherence to all applicable laws, regulations, policies, and standards, emphasizing compliance with Law No. 40-2024. 	<ul style="list-style-type: none"> - Documentation demonstrating compliance with relevant legal and regulatory frameworks. - Periodic compliance reports showcasing adherence to specified standards.
v. Support and Maintenance <ul style="list-style-type: none"> - Timely correction of errors and bugs. - Provision of 24/7 technical support for one year through email, phone, and chat. - Regular updates and improvements to the platform. 	<ul style="list-style-type: none"> - Resolved errors and bugs. - Documentation of support interactions. - Updated and enhanced platform.
w. Warranty <ul style="list-style-type: none"> - Provision of a one-year warranty on the platform's functionality. 	<ul style="list-style-type: none"> - Assured functionality and performance for one year.

3.3.3 Cost of Services

The costs of services will be evaluated to determine their reasonableness and best value to the Government. The proposal document package must specify the cost per hour or fraction of an hour per resource for the services requested in this SCON. Detail your service pricing as follows:

- **Hourly rates:** For each category of professional services offered.
- **Estimated Hours:** Breakdown of estimated hours for each phase, task, deliverable or component of the project.
- **Total Cost:** Summarize the total cost based on the provided hourly rates and estimated hours.
- **Variable Costs:** Prices that may change.
- **Additional Services:** Charges for extra features.

- **Discounts/Incentives:** Available reductions.
- **Future Cost Projections:** Maintenance fees, and any potential price changes (requires detailed justification).

Whenever possible, break down costs by phases or deliverables. Include a summary of the total cost for the contract's duration to help PRITS understand the full financial commitment. Proposals must be submitted in US dollars and cents; recommendations expressed in percentages or indeterminate prices will not be considered.

If a Proponent provides costs for some services but not others, it indicates they only propose for the offered services. PRITS reserves the right to evaluate or reject such proposals, request budget clarifications and/or best and final offer, as needed.

3.4 Interviews and Demonstrations

After reviewing all submissions from the first round, the Committee may request interviews, demonstrations, or Best and Final Offers from qualified Proponents. This allows them to present their most attractive price or clarify any information the original proposal provides.

Any changes to the schedule resulting from this request will be added to the Timeline. Please note that this is an optional step in the selection process. PRITS may choose Proponents based on a single round only.

3.5 Selection and Notification

The Committee will evaluate the proposals submitted for this SCON with great care and will exercise its right to select one or more Proponents that comply with the instructions and represent the best value for the Government. PRITS may waive minor differences in terms and conditions if it serves the Government's best interests, provided it does not negatively impact the quality, capacity, or essential characteristics of the requested services.

Once the Committee has selected the proponent, PRITS will issue a written notification to all Proponents of this SCON detailing the results of the analysis and consideration of the proposals. However, publishing this SCON or selecting a proposal(s) from a Proponent(s) **does not** constitute a formal agreement between the parties, nor does any Proponent have the right to demand that the Government engage in any service contract.

3.6 Contract Terms

Contracts resulting from the SCON process **may** have a term of up to two years, incorporating one year of technical support. The continuation of these contracts depends on the availability of funds. Each contract is initially set for one year or until the conclusion of the current fiscal year, whichever comes first. Renewal of these contracts **is not guaranteed** under these conditions.

Appendix I – General Certification

This certification must be signed by a duly authorized person from the Proponent and submitted along with the proposal as presented in [Table 1](#).

1. I understand that this proposal is only a request to compete for available funds and does not constitute a commitment or obligation of the Puerto Rico Innovation and Technology Service or the Government of Puerto Rico to grant the requested funds.
2. I understand that the approval of this proposal is not authorization from the Puerto Rico Innovation and Technology Service to begin providing services under it without a valid legal agreement.
3. I understand that any false information provided here will result in the rejection of the submitted proposal and/or immediate termination of participation in the project, even if this fact is discovered after the proposal approval date or contract execution.
4. I acknowledge that including false information or documentation violating federal and/or state legal provisions may be subject to civil, criminal, or administrative actions.
5. I guarantee there is no conflict of interest between myself, my corporation or entity members, and the Puerto Rico Innovation and Technology Service or its employees.
6. I understand that as a Proponent, I will bear all the costs of preparing the proposal.
7. I understand that if required documents and information are not submitted within the specified timeframe, the proposal may be rejected by the Puerto Rico Innovation and Technology Service.
8. All information submitted under this SCON will be part of documentation held by PRITS, being disclosable subject to the provisions of Act No. 141-2019, *Law on Transparency and Expedited Procedure for Access to Public Information*. If any Proponent wishes that any submitted information be treated as confidential, the Proponent must designate it in his submission and define which part(s) are to be treated as such.
9. I understand and accept that the approval of proposals and the allocation of funds, as well as the implementation of the project under this process, are subject to the approval and allocation of funds to the Puerto Rico Innovation and Technology Service for the development of the works/tasks included in this SCON.

I hereby certify that all the information provided here is correct and that I am the Proponent or the authorized person to represent the entity.

Name

Signature

Position

Date

Appendix II – Proponent Profile

Companies are required to submit their profiles using the provided form, which can be found in the published SCON documentation. For individual proponents, please submit your CV instead of using Appendix II.

Appendix III – Acronyms and Definitions

ACRONYMS	MEANINGS
BC	Business Continuity
CIIO	Chief Innovation and Information Officer
DR	Disaster Recovery
FOMB ³	Financial Oversight and Management Board for Puerto Rico
GUIDI	Guías de Interfaz y Diseño (<i>Interface and Design Guide</i>)
IAM	Identity Access Management
IT	Information Technology
IRP	Incident Response Plan
JLDM	Medical Licensing and Disciplinary Board (<i>Junta de Licenciamiento y Disciplina Médica</i>)
KPIs	Key Performance Indicators
OCR	Optical Character Recognition
OIAT	Office of Information Systems and Technological Advances (<i>Oficina de Sistema de Información y Avances Tecnológicos</i>)
ORCPS	Office of Regulation and Certification of Health Professionals (<i>Oficina de Reglamentación y Certificación de los Profesionales de la Salud</i>)
POC	Point of Contact
PRITS	Puerto Rico and Technology Service
QA	Quality Assurance
QC	Quality Control
RUP	Single Provider Registry (<i>Registro Único de Proveedores</i>)
RPT	Technology Providers Registry (<i>Registro de Proveedores de Tecnología</i>)
SCON	Service Contract Opportunity Notice
UI	User Interface
UX	User Experience

³ Created under the Puerto Rico Oversight, Management, and Economic Stability Act of 2016 (PROMESA).

1. **Government** – means the Government of Puerto Rico.
2. **Information Technology**
 - For an agency, means any interconnected system or subsystem of equipment used in the automatic acquisition, storage, analysis, evaluation, manipulation, management, movement, control, display, switching, exchange, transmission, or reception of data or information by the agency if the equipment is used by the agency directly or by a third party under a contract with the agency that requires the use (i) of that equipment; or (ii) of that equipment to a significant extent for the provision of a service or the supply of a product;
 - Includes computers, ancillary equipment (including imaging peripherals, input, output, and storage devices necessary for security and surveillance), peripheral equipment designed to be controlled by the central processing unit of a computer, software, firmware, and similar procedures and services (including support services) and related resources.
3. **Proponent** – shall mean any interested and duly qualified party that submits a complete proposal to this SCON per its terms, conditions, and requirements.
4. **Selected Proponent** – refers to the Proponent(s) who has been awarded a contract resulting from this SCON, if any.
5. **Privilege** – Authorization to provide medical services in a medical facility.

Appendix IV – General Conditions and Requirements

Certifications

All Proponents must include the provided forms, certifications required in this SCON, and the attached specifications with their proposal. It is noted that every Proponent must comply, without limitation, with the following:

General Considerations for Proposal Submittal

- a. PRITS may order partial or total cancellation of this SCON when it serves the best interests of the Government of Puerto Rico, regardless of the phase it is in, as long as it is before the formalization of the contract or issuance of a purchase order. Cancellations will be notified through the PRITS website.
- b. All documents, including proposals submitted to PRITS, become the property of PRITS. The selection or rejection of a bid does not affect this provision.
- c. This SCON may result in the awarding of a service contract. However, publishing this SCON or selecting a proposal(s) from a Proponent(s) does not constitute a formal agreement between the parties, nor does any Proponent have the right to demand that the Government engage in any service contract.
- d. PRITS reserves the right to modify the instructions, terms, conditions, and specifications of the SCON before the closing date. Any modifications will be notified to the Proponents.
- e. If a Proponent submits multiple proposals for the same SCON, whether in their name or under pseudonyms, all proposals submitted by the Proponent will be rejected. No person or legal entity can participate in multiple Proponent teams and must ensure their related entities are not part of one another. Related entities are defined as those with financial or operational policies controlled by the other.

General Conditions

Expenses

The Proponent bears full responsibility for all ancillary costs, which encompass administrative fees, including expenses related to and transportation or travel, until the complete provision of services. PRITS will not assess these costs independently or provide separate compensation for them.

Quoted Prices

Proponents must offer services at fair and reasonable prices outlined in the SCON. The prices will remain fixed for the duration of the contract.

Collaboration in Investigations

All individuals, Proponents, or contractors must fully cooperate with any government investigation regarding commercial transactions, contracts, or government incentives they have been involved in or benefited from, whether directly or indirectly.

Contracting

Contract Formalization

The proposal of the Selected Proponent(s) and the provisions of the SCON will serve as the basis for finalizing the contract with PRITS. This, however, doesn't obligate PRITS to engage in any contractual relationship on the scope of this SCON. If a contractual engagement results from this SCON process, the contract will be formalized after PRITS receives all the necessary contracting requirements from the Government. The Selected Proponent(s) must sign a confidentiality agreement due to the nature of the work.

Refusal to Formalize Contract

If the Selected Proponent(s) refuse(s) to submit required documentation, formalize the contract or fail(s) to attend the signing, they will not be considered for the PRITS contract.

Contract Term

Contracts resulting from the SCON process may have a term of up to two years, incorporating one year of technical support. The continuation of these contracts depends on the availability of funds. Each contract is initially set for one year or until the conclusion of the current fiscal year, whichever comes first. Renewal of these contracts is not guaranteed under these conditions.

Future Contract Revision by the FOMB

Contracts resulting from this SCON may undergo FOMB review per their policy at <http://juntasupervision.pr.gov/documents/>.

Appendix V – FAQs

How the proposal should be prepared?

Follow all instructions and requirements in this SCON when preparing proposals. Review all documents carefully and provide complete and accurate responses. Non-compliance may lead to proposal rejection.

This SCON aims to aid PRITS in evaluating and selecting a proposal that best serves its interests.

Proponents should note that PRITS will not cover any costs related to responding to this SCON. The Proponent will bear all such costs. Charging fees for proposal preparation or submission are not allowed, regardless of the SCON outcome. PRITS is not liable for any costs, claims, or damages related to the proposal process.

What format should be used?

Proposals should adhere to the specified format guidelines:

1. **Cover Page:** This should clearly state the proposal's title and any pertinent information, such as the date or project name.
2. **Table of Contents:** Must include all section titles with corresponding page numbers for easy navigation.
3. **Font and Size:** Use only Times New Roman, Arial, or a similar font at a size of twelve (12).
4. **Spacing:** The document should be single-spaced.
5. **Paper Size and Margins:** Utilize an 8.5 by 11-inch paper size and ensure that there is at least a one (1) inch margin on all sides.
6. **Page Numbering:** Ensure that all pages are numbered consecutively throughout the document.
7. **File Format:** Submit the document in PDF format only. Image files are not acceptable.
8. **Logos:** Include only the logos of the entities proposing; refrain from incorporating any additional logos.