

Answers to 21-RFP-001-DTRH

Q No.	From	Question	Answer (Spanish)	Answer (English)
1	Chris Peretto - Sagitec	Page 28 requires 2 years of audited Financial Statements included as part of the Proposal Narrative. Since Audited Financial Statements are lengthy (about 10 pages), can these be imbedded or added as an attachment?	Sí, los estados financieros auditados pueden incluirse como anejo.	Yes, the financial audit statements can be added as an attachment.
2	Chris Peretto - Sagitec	Page 5 lists the response due date as February 19, 2021. The usual amount of time given to develop complete responses to UI modernization RFPs is 60-90 days. We would request additional time to fully develop our response.	La fecha final para someter las propuestas fue reprogramada para el 15 de marzo de 2021.	The due date to submit the proposals was moved to March 15, 2021.
3	Chris Peretto - Sagitec	The Public notice indicates, at the bottom, registration requirements. Does PRDoLHR expect proponents to be registered with PR before submitting a bid or can this be done after award notification? If it has to be done before bidding, will documentation of registration satisfy this requirement if the registration is not approved prior to submission of the response.	Sí, este requisito es parte de los requerimientos básicos para hacer negocios con el gobierno de Puerto Rico y la gestión debe completarse antes de someter la propuesta.	Yes, this requirement is one of the minimum requirements to do business with the Government of Puerto Rico and the process must be completed prior to the submittal of the proposal.
4	Chris Peretto - Sagitec	Page 31 SLA section 3.4. The RFP does not indicate what response is necessary for this section – Please identify if any response is needed for this section.	<p>En el comienzo de esta sección, se establece lo siguiente: "PRDoLHR has developed a set of minimum Service Level Agreements (SLAs), which the selected Proponent is expected to meet, or exceed, to be in good standing on the Contract and to ensure that PRDoLHR is provided with prompt and reliable service."</p> <p>Estos serían los requisitos mínimos que debe tener el Service Level Agreement. El proponente debe establecer cuál sería su propuesta en este asunto.</p>	<p>This section states the following: "PRDoLHR has developed a set of minimum Service Level Agreements (SLAs), which the selected Proponent is expected to meet, or exceed, to be in good standing on the Contract and to ensure that PRDoLHR is provided with prompt and reliable service."</p> <p>These are the minimum requirements that the Service Level Agreement should comply with. The proponent must establish what their proposal in this matter is.</p>

Answers to 21-RFP-001-DTRH

Q No.	From	Question	Answer (Spanish)	Answer (English)
5	Chris Peretto - Sagitec	Page 41 - For site visits, the evaluation team may view the UI system currently in operation for which the qualified (i.e., finalist) Proponent's intended Solution is based. The site identified must be within the Puerto Rico area, representative of the proposed Solution to perform the work, and of the scale and scope required by this RFP. We do not understand this requirement. Is PRDoLHR looking for a remote demo of an existing system or a system that is running in PR?	El DTRH está buscando una demostración remota de un sistema existente.	The PRDoLHR is looking for a remote demo of an existing system.
6	Chris Peretto - Sagitec	Page 27 Under Attachments PRDoLHR is looking for Forms, Certifications, Staffing Plan, Curriculum Vitae and Organization Chart. For Forms, is this only the 2 forms in appendix 1 and 2 or are there other forms that are needed? What Certifications are needed?	Favor de referirse a la sección 5.8 "Additional Conditions, Representations, and Certification Requirements".	Please refer to section 5.8 "Additional Conditions, Representations, and Certification Requirements".
7	Chris Peretto - Sagitec	Page 53 – Performance Bonds must be in the amount of the total awarded contract including any selected alternate pricing amounts. The Performance Bond is for the protection of PRDoLHR. The performance bond must be a 10% of the cost of the contract. Does the Bond need to be for the entire amount of the contract or 10% of the Contract?	La fianza de ejecución es 10% del total del contrato.	The performance bond is 10% of the contract total.
8	Chris Peretto - Sagitec	Page 53 – Fidelity Bond - The Proponent must obtain a bond for the total amount of the awarded contract value to be determined after the awarded Contract notification. This Fidelity bond must be a 5% of the cost of the contract. Does the Fidelity Bond have to be for the total cost of the contract or 5% of the cost of the contract?	La fianza de fidelidad es 5% del total del contrato.	The fidelity bond is 5% of the contract total.
9	Chris Peretto - Sagitec	What response is PRDoLHR looking for in regards to Functional and Technical Requirements – A statement that our system covers all the requirements or a specific response for each of the requirements. If a more specific response is needed, what format should the response be in (narrative or table) and what section should the response be located or should it be an attachment.	El proponente debe desarrollar contestaciones específicas de cómo cumplirá con los requisitos técnicos y funcionales. El proponente debe seguir el formato establecido en la sección 3. "Technical Aspects of the Proposal".	The proponent must develop a specific response of how they will comply with the Functional and technical requirements. Furthermore, they must comply with the requirements established in section 3. "Technical Aspects of the proposal".

Answers to 21-RFP-001-DTRH

Q No.	From	Question	Answer (Spanish)	Answer (English)
10	Chris Peretto - Sagitec	The RFP is asking for a lot of information and only allowing 43 pages (not including attachments). To be able to fully respond to the requested information we request additional pages be added to the Narrative and Work Plan.	El plan de trabajo/cronograma será incluido como anejo.	The Work plan/ timeline will be included as an attachment.
11	Chris Peretto - Sagitec	Pages 52-53 the Bonding requirements listed in the proposal provide limited risk mitigation and create additional costs for PRDoLHR. Bonds also impact the competitive bidding process between large and small vendors.	Las fianzas son requisitos de este "RFP".	The bonds are a requirement of this RFP.
12	Christina Damiano-Geographic Solution	Due to the sensitive nature of this information, can we submit our two most recent annual financial statements in a secure portal that can be viewed by the evaluation team? Alternatively, we can send them via secure email to the evaluation team.	Si. El proponente tiene que incluir el enlace en el correo electrónico de la propuesta.	Yes. The Proponent must include the secure link in the Proposal email.
13	Christina Damiano-Geographic Solution	Given the amount of information requested by evaluation team, as well as the importance of the information needed to award the contract, can the page limitation be doubled to a maximum number of 120 pages?	No, la cantidad de página establecida se mantiene como se menciona en el RFP.	No, the amount of pages established in the RFP will not be changed.
14	Christina Damiano-Geographic Solution	In order to provide a comprehensive yet succinct response to the amount of information requested in the RFP, can the deadline be extended by 30 days?	La fecha final para someter las propuestas fue reprogramada para el 15 de marzo de 2021.	The due date to submit the proposals was moved to March 15, 2021.
15	Christina Damiano-Geographic Solution	Please provide details with regard to the required Payment Bond.	La fianza de licitación es el 5% del costo de la propuesta. La fianza de ejecución es 10% del total del contrato. La fianza de fidelidad es 5% del total del contrato.	The bid bond is 5% of the cost of the proposal. The performance bond is 10% of the contract total. The fidelity bond is 5% of the contract total.
16	Christina Damiano-Geographic Solution	5.8 Additional Conditions, Representations, and Certification Requirements Are these documents to be submitted with our proposal or later, upon award?	Los documentos deben someterse con la propuesta. Favor de referirse a la sección 5.8 "Additional Conditions, Representations, and Certification Requirements."	The documents must be submitted with the proposal. Please refer to section 5.8 "Additional Conditions, Representations, and Certification Requirements".

Answers to 21-RFP-001-DTRH

Q No.	From	Question	Answer (Spanish)	Answer (English)
17	Christina Damiano-Geographic Solution	<p>5.8 Additional Conditions, Representations, and Certification Requirements</p> <p>The entity must be registered in the Puerto Rico's General service Administration RUL and RUS platforms before bidding. Please provide the location of the RUL and RUS platforms if we are required to be registered before proposal submission.</p>	<p>La entidad tiene que estar registrada en la plataforma RUL antes de someter la propuesta, favor de eliminar el requisito del registro en RUS.</p>	<p>The proponent must be registered on the RUL platform, please disregard the RUS platform requirement.</p>
18	Christina Damiano-Geographic Solution	<p>5.9 Required Proponent Information</p> <p>Because this is located in Section 5 Terms and Conditions, is it misplaced?</p> <p>How does this differ from the required information detailed in Section 3.1.2 Content and Organization starting on page 26?</p>	<p>La sección 5.9 establece la información requerida del proponente.</p> <p>La sección 3.1.2 describe la estructura que debe tener la propuesta.</p>	<p>Section 5.9 establishes the information required from the Proponent.</p> <p>Section 3.1.2 describes the structure of the proposal outline.</p>
19	Christina Damiano-Geographic Solution	<p>Section 3.1.2 Content and Organization</p> <p>The following attachments are mandatory. Proponents may not attach documents other than those listed below.</p> <ul style="list-style-type: none"> ▪ Forms ▪ Certifications ▪ Staffing Plan and Curriculum Vitae ▪ Organizational Chart <p>What Forms are required and where are they located?</p> <p>What Certifications are required and where are they located?</p> <p>What are the requirement for the Staffing Plan?</p>	<p>Las formas se incluyen como anejos en el documento y las certificaciones pueden encontrarlas en la sección 5.8.</p> <p>El "Staffing Plan" debe incluir el personal que estará trabajando con el proyecto con sus roles y responsabilidades.</p>	<p>The forms are attached to the RFP, and the certifications are included in section 5.8.</p> <p>The staffing plan must include the personnel that is going to be working in the project and their roles and responsibilities.</p>
20	Christina Damiano-Geographic Solution	<p>Based on the expected award date of 3/19/21, what is the anticipated start date? The projected Go Live date? Contract term?</p>	<p>Esto se estará discutiendo con el proponente que sea seleccionado, durante el proceso de completar el contrato. Sin embargo, el proponente debe establecer un cronograma de cómo se esperan completar las fases del RFP.</p>	<p>This will be discussed with the selected Proponent during the contracting process. Furthermore, the proponent must establish a timeline as part of their proposal.</p>
21	Christina Damiano-Geographic Solution	<p>While the RFP generally indicates interest in a cloud-based solution, two bullets in 2.5.1 seem to suggest you may be open to an on-prem or hybrid solution. See underlined text below. Would you please clarify?</p>	<p>El proponente debe implementar una solución "cloud based".</p>	<p>The proponent must implement a cloud based solution.</p>

Answers to 21-RFP-001-DTRH

Q No.	From	Question	Answer (Spanish)	Answer (English)
22	Christina Damiano-Geographic Solution	The RFP mentions a maximum of 60 pages for the overall proposal, but the number of pages in the corresponding table of sections and their limitations adds up to only 43. Would you please clarify?	El plan de trabajo/cronograma será incluido como anejo.	The Work plan/ timeline will be included as an attachment.
23	Christina Damiano-Geographic Solution	Although the RFP provides claims activity, we are interested in a breakdown in the number and type of users anticipated for the new system.	En la sección 2.5.1 "System requirements" establece que el sistema debe tener un servicio tipo "Pay as you go" (PAYG), que tenga la capacidad de adaptarse a las necesidades cambiantes del PRDoLHR (e.g. el aumento de trabajo, el aumento de solicitudes) y reducir el riesgo de no tener la capacidad necesaria. Como resultado a las razones anteriores la cantidad de usuarios puede ser impactada.	Section 2.5.1 "System Requirements" establishes that the service must be a PAYG type of service capable to adapt to changing PRDoLHR needs (e.g. increased workloads, increased claims) and reducing the risk of missing capacity. As a result, the number of users can be affected.
24	Christina Damiano-Geographic Solution	Does the PRDoLHR envision the IT Solution to replace the UI Benefit system (known as SABEN) as well as the Employer tax system (known as CONTRIBUCIONES)?	Sí.	Yes.
25	Christina Damiano-Geographic Solution	On August 10, 2020, the U.S. Department of Labor issued a report regarding findings concerning the management of grant funds issued to Puerto Rico. The IT solution must resolve these findings and assist in the completion of the corrective action plan. Please provide a copy of the report.	Este reporte no será provisto a los proponentes.	This report will not be provided to the proponents.
26	Christina Damiano-Geographic Solution	2.6.3. Training Plan Must identify the tools and documentation that shall be necessary to support proposed effort changes to integrate with the new IT solution. Can PRDoLHR please clarify this requirement?	Favor de referirse a la sección 2.6.4 "Training Phases".	Please refer to section 2.6.4 "Training Phases".
27	Christina Damiano-Geographic Solution	2.6.4. Training Phases •Training for PRDoLHR IT Staff oTraining materials must include, at a minimum, Help Desk Assistance, step by step tutorials, visual material, and guides in the supported languages specified by the PRDoLHR. Please specify what the "supported languages" are.	Como mínimo, todo el material tiene que ser en español e ingles. El PRDoLHR establecerá la terminología necesaria con el proponente seleccionado.	At a minimum, English and Spanish. The PRDoLHR will establish their terminology with the selected proponent.

Answers to 21-RFP-001-DTRH

Q No.	From	Question	Answer (Spanish)	Answer (English)
28	Eric Grafals - Intervice	Me puede proveer los detalles sobre la reunion pre subasta?	No se hará reunión pre-subasta.	The PRDoLHR will not host a Pre-Bid Meeting.
29	Eric Grafals - Intervice	On bullet #1, "Implements an electronic system for collecting and storing claimant information and reporting program performance. "; What reports? Are these reports defined? What are the key performance indicators (KPIs) to report?	Esto se estará discutiendo con el proponente que sea seleccionado, durante la fase de diseño. Sin embargo, el proponente debe asegurar el cumplimiento con los requerimientos, reglas y condiciones establecidas por las entidades locales y federales.	This will be discussed with the selected Proponent during the Design Phase of this project. Furthermore, the selected Proponent must comply with federal and local requirements, rules, and conditions.
30	Eric Grafals - Intervice	On bullet #2, "reconcile performance data..."; Where is this process described?	El proponente debe implementar una solución que mejore el proceso de reconciliación de los datos que se encuentran en el sistema con los registros financieros relacionados con los fondos utilizados en el reclamante.	The proponent must implement a solution that will enhance the process to reconcile performance data within the system with the financial records related to the expenditure of funds on claimants.
31	Eric Grafals - Intervice	On bullet #3, "user-friendly..."; This requirement is too vague. Can you provide more information about the UX required?	Este requisito lo que establece es que la solución tiene que ser fácil de aprender y aprender su funcionamiento.	This requirement implies that the solution must not be difficult to learn or understand.
32	Eric Grafals - Intervice	On bullet #4, a. "application process..."; Do you have this process documented? Requirements, rules, and conditions? b. "determine eligibility"; Do you have this process documented? Requirements, rules, and conditions?	El proponente debe implementar una solución que mejore el proceso de solicitud de los reclamantes, la revisión de las solicitudes, verificación de la información, que asegure que no exista la duplicidad de beneficios y determine la elegibilidad.	The proponent must implement a solution that will enhance the application process, the review of the application information, verification of information, ensure non-duplication of benefits, and determine eligibility.
33	Eric Grafals - Intervice	On bullet #5; "reduces caseworker workload", Do you have metrics on the best performance and capacity levels required?	En la sección 2.5.1 "System requirements" establece que el sistema debe tener un servicio tipo "Pay as you go" (PAYG), que tenga la capacidad de adaptarse a las necesidades cambiantes del PRDoLHR (e.g. el aumento de trabajo, el aumento de solicitudes) y reducir el riesgo de no tener la capacidad necesaria. Como resultado a las razones anteriores la cantidad de usuarios puede ser impactada.	Section 2.5.1 "System Requirements" establishes that the service must be a PAYG type of service capable to adapt to changing PRDoLHR needs (e.g. increased workloads, increased claims) and reducing the risk of missing capacity. As a result, the number of users can be affected.

Answers to 21-RFP-001-DTRH

Q No.	From	Question	Answer (Spanish)	Answer (English)
34	Eric Grafals - Interview	On bullet #6; "roles and permissions", Do you have an estimated number of expected users?	En la sección 2.5.1 "System requirements" establece que el sistema debe tener un servicio tipo "Pay as you go" (PAYG), que tenga la capacidad de adaptarse a las necesidades cambiantes del PRDoLHR (e.g. el aumento de trabajo, el aumento de solicitudes) y reducir el riesgo de no tener la capacidad necesaria. Como resultado a las razones anteriores la cantidad de usuarios puede ser impactada.	Section 2.5.1 "System Requirements" establishes that the service must be a PAYG type of service capable to adapt to changing PRDoLHR needs (e.g. increased workloads, increased claims) and reducing the risk of missing capacity. As a result, the number of users can be affected.
35	Eric Grafals - Interview	On bullet #8; "Presents the determination result online.", Are any response time or service-level agreement (SLA) on this "result online"?	SLA - Service Requirement No. 9	SLA - Service Requirement No. 9
36	Eric Grafals - Interview	On bullet #10; "modification of Communications", Are you referring to a letters and notifications editor and management module?	Esto se estará discutiendo con el proponente que sea seleccionado, durante la fase de diseño. Sin embargo, el proponente debe asegurar el cumplimiento con los requerimientos, reglas y condiciones establecidas por las entidades locales y federales.	This will be discussed with the selected Proponent during the Design Phase of this project. Furthermore, the selected Proponent must comply with federal and local requirements, rules, and conditions.
37	Eric Grafals - Interview	On bullet #11; "produce retroactive payment orders", Do you have this process documented? Requirements, rules, and conditions?	Esto se estará discutiendo con el proponente que sea seleccionado, durante la fase de diseño. Sin embargo, el proponente debe asegurar el cumplimiento con los requerimientos, reglas y condiciones establecidas por las entidades locales y federales.	This will be discussed with the selected Proponent during the Design Phase of this project. Furthermore, the selected Proponent must comply with federal and local requirements, rules, and conditions.
38	Eric Grafals - Interview	On bullet #12; "appeals process must be integrated", Do you have this process documented? Requirements, rules, and conditions?	Esto se estará discutiendo con el proponente que sea seleccionado, durante la fase de diseño. Sin embargo, el proponente debe asegurar el cumplimiento con los requerimientos, reglas y condiciones establecidas por las entidades locales y federales.	This will be discussed with the selected Proponent during the Design Phase of this project. Furthermore, the selected Proponent must comply with federal and local requirements, rules, and conditions.

Answers to 21-RFP-001-DTRH

Q No.	From	Question	Answer (Spanish)	Answer (English)
39	Eric Grafals - Interview	On bullet #13; "capable of developing reports", Do you have these reports identified and defined?	El proponente seleccionado debe tener la capacidad de producir reportes para el USDOL, reclamantes, patronos y personal de la PRDoLHR.	The selected Proponent must have capabilities to produce reports for the USDOL, Employers, Claimants, and PRDoLHR Staff.
40	Eric Grafals - Interview	On bullet #14; "Self-Service Portal", Do you have the minimum required services identified and defined?	Sí	Yes
41	Eric Grafals - Interview	On "It is imperative that the proposed IT solution is linked with other federal government platforms..."; Can you specify what other platforms and their agencies? On "cross-matching with these systems..." Do you have the requirements and conditions identified and defined to do these cross-matchings?	Favor de referirse a la sección 2.4 "Functional Requirements".	Please refer to section 2.4 "Functional Requirements".
42	Eric Grafals - Interview	On "The proposed IT solution must also have the capability to link or interconnect with other Government of Puerto Rico platforms..."; Can you specify what other platforms and their agencies? Do you have the requirements and conditions identified and defined to do these cross-matchings?	En la sección 2.4 "Functional Requirements" se definen los requerimientos mínimos de "cross matching" necesitados por DOL y el PRDoLHR. La solución tiene que tener la capacidad de vincularse y/o interconectarse con otras plataformas del Gobierno de Puerto Rico que puedan facilitar datos valiosos, como SURI o cualquier otra plataforma necesitada por el PRDoLHR.	Section 2.4 "Functional Requirements" defines the minimum required cross matching under the DOL and PRDoLHR. The IT solution must also have the capability to link or interconnect with other Government of Puerto Rico platforms that can provide the solution with valuable data, such as SURI, and any other platform requested by the PRDoLHR.
43	Eric Grafals - Interview	On "It is imperative for the new IT solution to be able to: Validate data for accuracy and consistency."; Do you have this process documented? Requirements, rules, and conditions?	Este asunto se estará evaluando directamente con el proponente que sea seleccionado, durante la fase de diseño. Sin embargo, el proponente debe asegurar el cumplimiento con los requerimientos, reglas y condiciones establecidas por las entidades locales y federales.	This issue will be discussed with the selected Proponent during the Design Phase of the project. Furthermore, the selected Proponent must comply with federal and local requirements, rules, and conditions.
44	Eric Grafals - Interview	On "It is imperative for the new IT solution to be able to: Link Unemployment Benefits and unemployment taxes."; Do you have this process documented? Requirements, rules, and conditions?	Este asunto se estará discutiendo directamente con el proponente que sea seleccionado, durante la fase de diseño. Sin embargo, el proponente debe asegurar el cumplimiento con los requerimientos, reglas y condiciones establecidas por las entidades locales y federales.	This issue will be discussed with the selected Proponent during the Design Phase of the project. Furthermore, the selected Proponent must comply with federal and local requirements, rules, and conditions.

Answers to 21-RFP-001-DTRH

Q No.	From	Question	Answer (Spanish)	Answer (English)
45	Eric Grafals - Intervice	On, "The system must perform with real-time information."; There are integrations and cross-matching processes with other systems/agencies to be considered in the application process. Some of these integrations with external data sources have different response times and are beyond the proposed solution control. Have you considered different levels of service and status on claims "real-time" information?	Sí.	Yes.
46	Eric Grafals - Intervice	On "the IT Solution must include: a database of all addresses of employers and claimants."; Does the current system has an address verification software? If not, are you interested in acquiring and integrating this in the new solution?	Este asunto se estará discutiendo directamente con el proponente que sea seleccionado, durante la fase de diseño. Sin embargo, el proponente debe asegurar el cumplimiento con los requerimientos, reglas y condiciones establecidas por las entidades locales y federales.	This issue will be discussed with the selected Proponent during the Design Phase of this project. Furthermore, the selected Proponent must comply with federal and local requirements, rules, and conditions.
47	Eric Grafals - Intervice	On "the IT Solution must include: a Calendar for different tasks including interviews with claimants."; Are you requesting the solution to have an appointment/calendar management functionality?	Sí.	Yes.
48	Eric Grafals - Intervice	On "the IT Solution must include: an approach to carry out consultation, record incidents and results, and able to carry out online video calls"; Please explain the "consultation and record incidents" terms. Can you provide examples? Video calls are currently managed by third-party applications. Are you requesting to have this functionality within the proposed solution or integrating it into a third-party application?	Los proponentes deben hacer caso omiso a este requisito y verlo como una recomendación o preferencia.	Proponents should disregard this requirement and should be viewed as a recommendation or preference.
49	Eric Grafals - Intervice	On bullet #8, "Ensure that the converted data migrate and integrate from the current PRDoLHR databases to the new IT solution."; Have you consider lightening this requirement "ensure"? It's difficult to make a commitment over conversion/migration without understanding the conditions of the data. Do you have robust data governance standards, policies and procedures?	La migración de los datos es un requisito.	Data migration is a requirement.

Answers to 21-RFP-001-DTRH

Q No.	From	Question	Answer (Spanish)	Answer (English)
50	Eric Grafals - Interview	On bullet #9, "Seamless Integration..."; Have you consider lightening this requirement? It's difficult to make a commitment to seamless integration without understanding the conditions of the other applications and architecture. Do you have an enterprise service bus (EBS) to provide communication between mutually interacting software applications in a service-oriented architecture? Are you willing to include this as a requirement of the solution?	La integración "Seamless" es un requisito.	Seamless integration is a requirement.
51	Eric Grafals - Interview	On bullet #12, "Pay as you go"; Can you provide the expected services and payment scheme for this?	PAYG permite al usuario ajustar, personalizar y suministrar recursos informáticos incluyendo "software", almacenamiento y plataformas de desarrollo. Los cargos por recursos se basan en los servicios utilizados, en comparación con una infraestructura completa.	PAYG allows a user to scale, customize, and provision computing resources, including software, storage and development platforms. Resource charges are based on used services, versus an entire infrastructure.
52	Eric Grafals - Interview	On bullet #20, "Collections Management"; Can you elaborate on this?	La solución debe mejorar el procedimiento del cobro de deudas por sobrepago y deudas de los patronos.	The solution must enhance the current collections management process of overpayments and employer debts.
53	Eric Grafals - Interview	On bullet #4, "Prepare a testing environment (sandbox) for the training of employees..."; We see that you are proposing to have one environment for testing and training purposes. By experience, this configuration might create configuration, environment, and availability conflicts between testing and training teams. Have you considered having dedicated environments for each team, testing, and training?	El proponente tiene que establecer el plan de prueba de la solución como parte de la propuesta.	The proponent must establish a testing plan as part of the proposal.
54	Eric Grafals - Interview	On bullet #5, "It is required that all training material, activities, and Procedures, and Training be available in Spanish."; The user interface was requested in both languages, English and Spanish. Can you confirm that these artifacts will only be made in Spanish? Are these materials and procedures required to be shared with any federal office or agency? If they are, you might need to have them all in English or in both languages.	El material de adiestramiento, las actividades, los procedimientos y los adiestramientos deben estar disponibles en inglés y español.	Training material, activities, procedures, and the training must be available in English and Spanish.

Answers to 21-RFP-001-DTRH

Q No.	From	Question	Answer (Spanish)	Answer (English)
55	Eric Grafals - Interview	Planning Phase. Have you considered working on this project in phases? Usually, a project of this nature and complexity might be a multi-year project. Most of these endeavors require a Planning Phase first. In this phase, the scope and objectives get a deep and detailed definition, the functional and non-functional requirements, deliverables, quality, and project requirements are broken down to obtain deep thorough requirements definitions. This mitigates the scope creeps, change orders, and issues/risks. Once these have been clearly and detailed defined, an RFP for the design, development, and implementation (DDI) is introduced.	El proyecto se dividirá en las siguientes fases: Diseño Desarrollo Implementación (Mantenimiento y apoyo técnico se incluyen en esta fase)	The project will be divided in the following phases: Design Development Implementation (Maintenance and technical support are part of this phase)
56	Eric Grafals - Interview	Project Management Office (PMO). Have you considered the implementation and operation of a PMO organization within the project? This PMO design and operation is tailored to provide a full range of project management services needed for the successful completion of the project within the expected scope, time, and budget.	Esto no es parte del alcance del proyecto.	This is not part of the scope of this project.
57	Eric Grafals - Interview	Independent Verification & Validation (IV&V). Have you considered the implementation and operation of an IV&V team within the project? Verification and validation are independent procedures that are used together for checking that a product, service, or system meets requirements and specifications and that it fulfills its intended purpose. IV&V teams are independent of the development organization on a technical, managerial, financial, and contractual basis.	Esto no es parte del alcance del proyecto.	This is not part of the scope of this project.
58	Eric Grafals - Interview	Section 5.7.4.Cyber Liability Insurance, requires the proponent to provide certification within fifteen (15) business days of the awarded Contract notification of Cyber Liability Insurance with limits of at least twenty million dollars (\$20,000,000) to be in full force and effect during the term of the awarded Contract. Could PRDoL confirm this is the correct limit.	Si, esto es correcto.	This is correct.
59	Eric Grafals - Interview	Will PRDoL allow a separate proposal for Project Management Office (PMO)?	Esto no es parte del alcance del proyecto.	This is not part of the scope of this project.

Answers to 21-RFP-001-DTRH

Q No.	From	Question	Answer (Spanish)	Answer (English)
60	Eric Grafals - Intervoice	Will PRDoL be able to grant an extension for proposal submission of at least two weeks	La fecha final para someter las propuestas fue reprogramada para el 15 de marzo de 2021.	The due date to submit the proposals was moved to March 15, 2021.
61	Eric Grafals - Intervoice	Page 5 Section 1.1 Estimated Timeline Please provide an expected date for when clarification answers to questions is to be released to all potential bidders. It is important that bidders have time to consider the answers in the finalization of proposals. Will PRDoL provide all clarifications questions and answers to all potential bidders and will the questions include the name of the party requesting clarification?	Sí.	Yes.
62	Eric Grafals - Intervoice	Page 6 Section 1.4 Purpose Please provide to all potential bidders access to the US Department of Labor August 20, 2020 report.	Esto no es parte del alcance del proyecto.	This is not part of the scope of this project.
63	Eric Grafals - Intervoice	Page 9 Section 1.5 Terms and Definitions The term "User-Friendly" is not included in the terms and definitions, please provide a definition in this section.	El término "User Friendly" (fácil de usar) implica que la solución no debe ser difícil de aprender o comprender.	"User-friendly" implies that the solution must not be difficult to learn or understand.
64	Eric Grafals - Intervoice	Page 13 Sections 2.4 Functional Requirements The functional requirements provided in this section are very high level, does PRDoL have more detailed requirements or is it expected that requirements definition will be incorporated into the implementation schedule.	Se espera que la definición de requisitos se incorpore en el itinerario de implementación incluido en las propuestas.	It is expected that requirements definition will be incorporated into the proposals implementation schedule.
65	Eric Grafals - Intervoice	Page 15 Section 2.4 Functional Requirements Please identify all Puerto Rico government system interfaces that must be interconnected with the proposed solution.	En la sección 2.4 "Functional Requirements" se definen los requerimientos mínimos de "cross matching" necesarios por DOL y el PRDoLHR. La solución tiene que tener la capacidad de interconectarse y/o vincularse con otras plataformas del Gobierno de Puerto Rico que puedan facilitar datos valiosos, como SURI o cualquier otra plataforma necesitada por el PRDoLHR.	Section 2.4 "Functional Requirements" defines the minimum required cross matching under the DOL and PRDoLHR. The IT solution must also have the capability to link or interconnect with other Government of Puerto Rico platforms that can provide the solution with valuable data, such as SURI, and any other platform requested by the PRDoLHR.
66	Eric Grafals - Intervoice	Page 17 Section 2.5.1 System Requirements Are the cloud-based hosting services to be included in the contractor scope of work or will this be contracted by the PRDoL as specified by the contractor?	Se debe incluir en el alcance del contratista.	Should be included in the contractor's scope of work.

Answers to 21-RFP-001-DTRH

Q No.	From	Question	Answer (Spanish)	Answer (English)
67	Eric Grafals - Intervoice	Page 17 Section 2.5.1 System Requirements Please specify or provide "Puerto Rico's unique state law, regulations and policies" so bidders can assess the ability of the proposed solution to meet these requirements.	Favor de referirse a la sección 5.1 Government of Puerto Rico and Federal Requirements.	Please refer to Section 5.1 Government of Puerto Rico and Federal Requirements.
68	Eric Grafals - Intervoice	Page 20 Section 2.6 Implementation More detail is requested to fully define the implementation requirements. Is PRDoL intending to provide dedicated staff to the implementation effort or is there a separate procurement for a Project Management Contractor to manage the implementation requirements, schedule and other key project management elements such as change management, scope/requirements management, interface control, and project quality management?	Esto no es parte del alcance del proyecto.	This is not part of the scope of this project.
69	Eric Grafals - Intervoice	Page 20 Section 2.6 Implementation It is requested that PRDoL provide additional detail to describe their expectations for both contractor and user acceptance testing so that bidders are fully aware to testing requirements and resource requirements. Is there a plan to contract independently with a Testing contractor whose role will be to ensure that all mutually agreed requirements have been tested and adequately met by the contractor?	El proponente tiene que establecer el plan de prueba de la solución como parte de la propuesta.	The proponent must establish a testing plan as part of the proposal.
70	Eric Grafals - Intervoice	Page 25 Section 2.7 Operations and Maintenance What are the requirements, in addition to ease of maintenance, for operations and maintenance? What is the expected contract term for operations?	El proponente que sea seleccionado es responsable de someter el plan de operación y mantenimiento. El cronograma debe ser parte de la propuesta.	The selected Proponent is responsible to submit their operations and maintenance plan. The timeline should be part of the proposal.
71	Eric Grafals - Intervoice	Page 25 Section 2.7 Operations and Maintenance If a separate contractor is used for hosting do the specified Service Level Agreements apply only to software performance?	El proponente que sea seleccionado es responsable con cumplir con los requisitos mínimos establecidos en el "Service Level Agreement".	The selected Proponent is responsible to meet at least the minimum requirements established in the Service Level Agreements.

Answers to 21-RFP-001-DTRH

Q No.	From	Question	Answer (Spanish)	Answer (English)
72	Eric Grafals - Interview	Page 30 Section 3.3 Work Plan It appears from the RFP that PRDoL has not established a proposed implementation duration. As such it would be difficult to evaluate work plans that may vary distinctly in implementation duration. Since time is critical cost driver in IT system implementations, we request that PRDoL define a targeted duration in order to equitably evaluate bidder work plans.	El proponente debe establecer el cronograma como parte de su propuesta.	The proponent must establish their timeline as part of the proposal.
73	Eric Grafals - Interview	Page 30 Section 3.3 Work Plan Should the bidder provide an estimate of effort by PRDoL staff (or contractors) so PRDoL can consider its resource impacts in assessing proposed work plans?	Sí.	Yes.
74	Eric Grafals - Interview	Page 30 Section 3.3 Work Plan Should the bidder provide a proposed a description of all project deliverables and identify those that must be approved by PRDoL in order for the project to remain on schedule?	Sí.	Yes.
75	Eric Grafals - Interview	Page 31 Section 3.3 Work Plan Should the bidder provide a proposed schedule for project status reports and status meetings?	Sí.	Yes.
76	Eric Grafals - Interview	Page 35 Section 3.5 Cost and Pricing Information Should the cost and pricing information be submitted in separate sealed packages so that pricing information is not available to evaluators until after the technical proposals have been scored?	No.	No.
77	Eric Grafals - Interview	Page 35 Section 3.5 Cost and Pricing Information It is requested that PRDoL provide a template for how cost and pricing information is submitted. From the categories listed here it would appear that this is a time and materials contract so additional direction is requested so that all bidders can submit proposals that are relatively comparable in order to ensure a fair evaluation.	El proponente tiene que desarrollar su propia plantilla para incluir los costos y precios, basado en los requisitos establecidos en la sección 3.5 que se refiere a la información de costos y precio ("Cost and Price Information").	The proponent must develop their own cost and pricing template based on the requirements established in Section 3.5 "Cost and Price Information".

Answers to 21-RFP-001-DTRH

Q No.	From	Question	Answer (Spanish)	Answer (English)
78	Francisco Rivera - RICOH PUERTO RICO, INC.	Es posible me hagan llegar por este medio los pliegos del RFP de referencia	La documentación de la Solicitud de Propuesta ("Request for Proposal") se incluye en el siguiente enlace: https://www.trabajo.pr.gov/docs/Avisos/RFPuertoRicoUIITS_DTRH%201-28-2021.pdf	The documents related to the Request for Proposal can be found in the following link: https://www.trabajo.pr.gov/docs/Avisos/RFPuertoRicoUIITS_DTRH%201-28-2021.pdf
79	Fredy Reina Bustamante - Oracle	<ul style="list-style-type: none"> Must be capable of developing reports quickly and efficiently while complying with applicable federal and local regulations, able to create physical records and print reports, and simplify the auditing process by the generation of these reports. <p>What does physical reports mean? What types of reports? Examples</p>	Reportes para el USDOL, personal del PRDoLHR, Patronos y solicitantes.	Reports for the USDOL, PRDoLHR, Employers, Claimants, and Staff.
80	Fredy Reina Bustamante - Oracle	<p>Provides means for required automated communications including notifications by mail, telephone, short message service (SMS), or email to enhance the application process.</p> <p>How many mails, sms and telephone calls do you think you will attend (monthly /annually)? How many seats in the call center do you need? How is the business hours of the call center and shifts? Do you need to integrate the PBX telephone plant? If so, what would be the make, model and version of the plant?</p>	El proponente debe incluir en su propuesta una descripción de cómo su sistema completará automáticamente todos o algunos de los requisitos establecidos. No se necesitará un "call center".	The proponent must include in their proposal how will the system automatically complete all or some of these requirements. There is no need for a call center.
81	Fredy Reina Bustamante - Oracle	<ul style="list-style-type: none"> Must be capable of developing reports quickly and efficiently while complying with applicable federal and local regulations, able to create physical records and print reports, and simplify the auditing process by the generation of these reports. <p>What does physical reports mean? What types of reports? Examples</p>	Reportes para el USDOL, personal del PRDoLHR, Patronos y solicitantes.	Reports for the USDOL, PRDoLHR, Employers, Claimants, and Staff.

Answers to 21-RFP-001-DTRH

Q No.	From	Question	Answer (Spanish)	Answer (English)
82	Fredy Reina Bustamante - Oracle	<p>The proposed IT solution must also have the capability to link or interconnect with other Government of Puerto Rico platforms that can provide the solution with valuable data, such as SURJ, and any other platform requested by the PRDoLHR.</p> <p>What means will they have available to interconnect the systems? Eg WEBSERVICE, file, API, etc. How many calls to external systems do you plan to make monthly or annually?</p>	<p>El sistema tiene que funcionar con información en tiempo real.</p>	<p>The system must perform with real-time information.</p>
83	Fredy Reina Bustamante - Oracle	<p>Validate data for accuracy and consistency. What kind of validation do you require? What data do you need to validate against what sources?</p>	<p>La solución debe vincularse y/o interconectarse con otras plataformas del gobierno federal o local que puedan proporcionar datos valiosos a la solución.</p>	<p>The solution must link or interconnect with other federal or local government platforms that can provide the solution with valuable data.</p>
84	Fredy Reina Bustamante - Oracle	<p>Allow the employee to access the entire population/samples. Could you please explain what level of data access is required? Could you give an example?</p>	<p>Este tema se estará discutiendo directamente con el proponente que sea seleccionado, durante la fase de diseño. Sin embargo, el proponente debe asegurar el cumplimiento con los requerimientos, reglas y condiciones establecidas por las entidades locales y federales.</p>	<p>This will be discussed with the selected Proponent during the Design Phase of this project. Furthermore, the selected Proponent must comply with federal and local requirements, rules, and conditions.</p>
85	Gilberto (Tito) Torres - Deloitte Consulting	<p>Can the PRDoLHR reconsider its proposal due date from February 19, 2021 to April 28, 2021, in order to provide qualified bidders up to 90 days from the date of issuance of the RFP to deliver a comprehensive proposal for the Unemployment Insurance Technology Solution requested? When agencies provide insufficient turnaround time for the delivery of a proposal many vendors decide not to propose because the short time provided to respond increases risks. This leads vendors to make assumptions that compromise requirements, increase costs and often result in failed implementations.</p>	<p>La fecha final para someter las propuestas fue reprogramada para el 15 de marzo de 2021.</p>	<p>The due date to submit the proposals was moved to March 15, 2021.</p>

Answers to 21-RFP-001-DTRH

Q No.	From	Question	Answer (Spanish)	Answer (English)
86	Gustavo Fusaro - Atkins Caribe	Escribo porque nos interesaría recibir el RFP anunciado hoy que según dice en el anuncio, estaría disponible en el website del Departamento del Trabajo. Sin embargo después de revisar no aparece el documento, solo este Comunicado.	La documentación de la Solicitud de Propuesta ("Request for Proposal") se incluye en el siguiente enlace: https://www.trabajo.pr.gov/docs/Avisos/RFPuertoRicoUIITS_DTRH%201-28-2021.pdf	The documentation of the Request for Proposal can be found in the following link: https://www.trabajo.pr.gov/docs/Avisos/RFPuertoRicoUIITS_DTRH%201-28-2021.pdf
87	James Harrison - Fast Enterprises, LLC	Does the PRDoLHR prefer to have UI tax or benefits functionality implemented first?	La Solución tiene que ser un sistema de beneficios completo, con funciones automatizadas para el proceso de solicitud del reclamante, proceso de apelaciones, integración de las contribuciones de los patronos con la funcionalidad de generar informes de contribuciones completos, combinar servicio de empleo, seguro por desempleo y todas sus funciones, dentro de un sistema online.	The IT solution must be a full benefits system, with fully-automated functions for claimant applications, appeals process, unemployment tax integration with complete unemployment tax functionality and reporting, combining labor and Unemployment Insurance services into a single, online system.
88	James Harrison - Fast Enterprises, LLC	Can the PRDoLHR specify the WIOA program functionality that is in scope for the project?	Las funcionalidades necesarias para implementar el Programa de Seguro por Desempleo.	The needed functionalities, to assure implementation of the Unemployment Insurance Program.
89	James Harrison - Fast Enterprises, LLC	To allow thorough and complete narrative responses and compliance with the specified page limits, can vendors include the following required sections in the attachments section of the response? Audited Financial Statements (Section 3.2.2) Corporate References (Section 5.10) Sections 5.9, 5.9.1, 5.9.2, 5.9.3 and 5.10.1 Bid Bond (Section 5.7.1)	La documentación de la fianza de la subasta, los estados financieros auditados, el plan de trabajo/cronograma y las referencias corporativas pueden incluirse como anejo.	TBD with PRDoLHR staff. The bid bond, audited financial statements, work plan/timeline and corporate references documentation can be attached to the proposal.
90	James Harrison - Fast Enterprises, LLC	Can the PRDoLHR identify the total number of agency employees that will use the system?	El sistema debe tener la capacidad de adaptarse como sea necesario.	The system should have the capability to adapt as needed.
91	Jenny Rivera - Microsoft Services	Includes a process to reconcile performance data within the system with the financial records related to the expenditure of funds on customers. Question: The solution must have an integration with the ERP system of the institution? What is the ERP System? What version?	Esto no es parte del alcance del proyecto.	This is not part of the scope of this project.

Answers to 21-RFP-001-DTRH

Q No.	From	Question	Answer (Spanish)	Answer (English)
92	Jenny Rivera - Microsoft Services	Provides means for required automated communications including notifications by mail, telephone, short message service (SMS), or email to enhance the application process. Question: Has the institution a SMS provider? Will we integrate this service with this provider?	No, pero nos gustaría tener la capacidad de hacer notificaciones masivas a los reclamantes.	No, but the system should have the capacity to send massive notifications to claimants.
93	Jenny Rivera - Microsoft Services	This system must have a special customization with local regulations? What customization are you talking about?	La capacidad de acoplarse a las leyes y reglamentos locales, según sea necesario.	The capability to adjust to local regulations, as needed.
94	Jenny Rivera - Microsoft Services	The system must have a Self-Service Portal that allows the claimant to complete. Question: What is the Portal Solution standard in the Institution?	El reclamante debe completar el proceso de solicitud, revisar el estado y apelar cualquier decisión.	The claimant should be able to complete the application process, review their status, and appeal any decision.
95	Jenny Rivera - Microsoft Services	The proposed IT solution must also have the capability to link or interconnect with other Government of Puerto Rico. Question: How may integration are you talking about? Can you mention these solution to be integrate?	En la sección 2.4 (Functional Requirements) se definen los requerimientos mínimos de "cross matching" necesitados por DOL y el PRDoLHR. La solución tiene que tener la capacidad de interconectarse o vincularse con otras plataformas del Gobierno de Puerto Rico quien puedan proveer datos valiosos, como SURI o cualquier otra plataforma necesitada por el PRDoLHR.	Section 2.4 (Functional Requirements) defines the minimum required cross matching under the DOL and PRDoLHR. The IT solution must also have the capability to link or interconnect with other Government of Puerto Rico platforms that can provide the solution with valuable data, such as SURI, and any other platform requested by the PRDoLHR.
96	William Villalba - C2S CONSULTING, LLC	How many internal users will there be altogether? Out of these, how many will need to just access the platform for search and retrieval, how many will need to approve or deny any benefits and how many will be case managers?	En la sección 2.5.1 "System requirements" establece que el sistema debe tener un servicio tipo "Pay as you go" (PAYG), que tenga la capacidad de adaptarse a las necesidades cambiantes del PRDoLHR (e.g. el aumento de trabajo, el aumento de solicitudes) y reducir el riesgo de no tener la capacidad necesaria. Como resultado a las razones anteriores la cantidad de usuarios puede ser impactada.	Section 2.5.1 "System Requirements" establishes that the service must be a PAYG type of service capable to adapt to changing PRDoLHR needs (e.g. increased workloads, increased claims) and reducing the risk of missing capacity. As a result, the number of users can be affected.

Answers to 21-RFP-001-DTRH

Q No.	From	Question	Answer (Spanish)	Answer (English)
97	William Villalba - C2S CONSULTING, LLC	It is imperative that the proposed IT solution is linked with other federal government platforms to avoid double compensation to people applying for UI in other states. The IT solution should track and maintain a history of cross-matching with these systems. The following activities are mandatory under the Unemployment Insurance (UI) Program Letter No. 23-20 to ensure compliance with the U.S. Department of Labor (USDOL): How many systems are there? Can they expose a web service? Are any of these on a cloud?	En la sección 2.4 (Functional Requirements) se definen los requerimientos mínimos de "cross matching" necesarios por DOL y el PRDoLHR. La solución tiene que tener la capacidad de interconectarse y/o vincularse con otras plataformas del Gobierno de Puerto Rico quien puedan facilitar datos valiosos, como SURI o cualquier otra plataforma necesitada por el PRDoLHR.	Section 2.4 (Functional Requirements) defines the minimum required cross matching under the DOL and PRDoLHR. The IT solution must also have the capability to link or interconnect with other Government of Puerto Rico platforms that can provide the solution with valuable data, such as SURI, and any other platform requested by the PRDoLHR.
98	William Villalba - C2S CONSULTING, LLC	<i>The proposed IT solution must also have the capability to link or interconnect with other Government of Puerto Rico platforms that can provide the solution with valuable data, such as SURI, and any other platform requested by the PRDoLHR</i> What are the "other platforms" mentioned here? How do they communicate today? How many are there altogether?	Esto asunto se estará discutiendo directamente con el proponente que sea seleccionado, durante la fase de diseño. Sin embargo, el proponente debe asegurar el cumplimiento con los requerimientos, reglas y condiciones establecidas por las entidades locales y federales.	This issue will be discussed with the selected Proponent during the Design Phase of this project. Furthermore, the selected Proponent must comply with federal and local requirements, rules, and conditions.
99	William Villalba - C2S CONSULTING, LLC	<i>Seamless Integration with the current systems Web-based portal and Mobile apps compatible for claimants and personnel</i> Need to know what these current systems are, how many of them, can they expose a webservice?	Esto se estará discutiendo con el proponente que sea seleccionado, durante la fase de diseño. Sin embargo, el proponente debe asegurar el cumplimiento con los requerimientos, reglas y condiciones establecidas por las entidades locales y federales.	This issue will be discussed with the selected Proponent during the Design Phase of this project. Furthermore, the selected Proponent must comply with federal and local requirements, rules, and conditions.
100	William Villalba - C2S CONSULTING, LLC	<i>Secure integration and data sharing with local bank systems to process payments and UI compensation benefits. Please specify</i> which systems are these, How do they communicate? How many are there?	Esto se estará discutiendo con el proponente que sea seleccionado, durante la fase de diseño. Sin embargo, el proponente debe asegurar el cumplimiento con los requerimientos, reglas y condiciones establecidas por las entidades locales y federales.	This issue will be discussed with the selected Proponent during the Design Phase of this project. Furthermore, the selected Proponent must comply with federal and local requirements, rules, and conditions.

Answers to 21-RFP-001-DTRH

Q No.	From	Question	Answer (Spanish)	Answer (English)
101	William Villalba - C2S CONSULTING, LLC	<p><i>The system should provide a Fraud awareness and prevention system.</i></p> <p>Please be more specific, please provide an example of what you are looking for</p>	<p>Esto se estará discutiendo con el proponente que sea seleccionado, durante la fase de diseño. Sin embargo, el proponente debe asegurar el cumplimiento con los requerimientos, reglas y condiciones establecidas por las entidades locales y federales.</p>	<p>This will be discussed with the selected Proponent during the Design Phase of this project. Furthermore, the selected Proponent must comply with federal and local requirements, rules, and conditions.</p>
102	William Villalba - C2S CONSULTING, LLC	<p>Ensure that the converted data migrate and integrate from the current PRDoLHR databases to the new IT solution. Need to know what migrated data this is and how much is being migrated and from how many systems.</p>	<p>El Proponente evaluará y realizará la migración de datos del sistema y las aplicaciones anteriores a la nueva solución tecnológica como parte del proceso de implementación de PRDoLHR. El enunciado anterior indica que el Proponente no deberá, por ningún motivo, asumir que PRDoLHR tiene las herramientas y los conocimientos necesarios para realizar esta función. Esta responsabilidad incluirá las funciones y procesos necesarios para asegurar la conversión exitosa de datos de PRDoLHR a la nueva solución de TI.</p>	<p>Section 2..6.2. Converted data plan: The Proponent will evaluate and perform data migration from the previous system and applications to the new technology solution as part of the PRDoLHR implementation process. The previous statement indicates that the Proponent shall not, for any reason, assume that PRDoLHR has the tools and knowledge necessary to perform this function. This responsibility will include the functions and processes necessary to ensure the successful conversion of data from PRDoLHR to the new IT solution.</p>
103	William Villalba - C2S CONSULTING, LLC	Legacy system product name & version?	IBM Mainframe	IBM Mainframe
104	William Villalba - C2S CONSULTING, LLC	Legacy system database (DB) platform & version?	IBM Mainframe	IBM Mainframe
105	William Villalba - C2S CONSULTING, LLC	Legacy system runs on which operating system (OS)?	COBOL	COBOL
106	William Villalba - C2S CONSULTING, LLC	Total number of documents to be converted?	<p>Esto se estará discutiendo con el proponente que sea seleccionado, durante la fase de diseño. Sin embargo, el proponente debe asegurar el cumplimiento con los requerimientos, reglas y condiciones establecidas por las entidades locales y federales.</p>	<p>This will be discussed with the selected Proponent during the Design Phase of this project. Furthermore, the selected Proponent must comply with federal and local requirements, rules, and conditions.</p>

Answers to 21-RFP-001-DTRH

Q No.	From	Question	Answer (Spanish)	Answer (English)
107	William Villalba - C2S CONSULTING, LLC	Total document storage volume (GB or TB) to be converted?	Esto se estará discutiendo con el proponente que sea seleccionado, durante la fase de diseño. Sin embargo, el proponente debe asegurar el cumplimiento con los requerimientos, reglas y condiciones establecidas por las entidades locales y federales.	This will be discussed with the selected Proponent during the Design Phase of this project. Furthermore, the selected Proponent must comply with federal and local requirements, rules, and conditions.
108	William Villalba - C2S CONSULTING, LLC	Is the content to be converted tied to any internal deadline or go-live event? [If yes, describe any internal deadlines that will affect the conversion—i.e. roll-out dates for other systems, maintenance expiration, etc.]	No	No.
109	William Villalba - C2S CONSULTING, LLC	Will content be added to legacy system during conversion or will the legacy system be in a read-only state once the conversion begins [Typically a conversion involves 1 or 2 extractions. The optional second “delta extraction” is only needed if legacy system is still actively capturing content after the initial extraction occurs]	La migración de datos no debe afectar las operaciones normales de la agencia y del sistema actual.	The migration of the data must not affect the normal operations of the agency and legacy system.
110	William Villalba - C2S CONSULTING, LLC	Are there any legacy system admins or experts still in-house?	No.	No.
111	William Villalba - C2S CONSULTING, LLC	Total number of document/form types?	Esto se estará discutiendo con el proponente que sea seleccionado, durante la fase de diseño. Sin embargo, el proponente debe asegurar el cumplimiento con los requerimientos, reglas y condiciones establecidas por las entidades locales y federales.	This will be discussed with the selected Proponent during the Design Phase of this project. Furthermore, the selected Proponent must comply with federal and local requirements, rules, and conditions.
112	William Villalba - C2S CONSULTING, LLC	Are any of the documents stored in a proprietary or encrypted format?	Esto se estará discutiendo con el proponente que sea seleccionado, durante la fase de diseño. Sin embargo, el proponente debe asegurar el cumplimiento con los requerimientos, reglas y condiciones establecidas por las entidades locales y federales.	This will be discussed with the selected Proponent during the Design Phase of this project. Furthermore, the selected Proponent must comply with federal and local requirements, rules, and conditions.

Answers to 21-RFP-001-DTRH

Q No.	From	Question	Answer (Spanish)	Answer (English)
113	William Villalba - C2S CONSULTING, LLC	What type of storage device(s) is physically managing the documents? (If optical or tape storage, provide make, model & quantity of drives or tapes)	TAPE STORAGE Make – EMC DLM 64TB	TAPE STORAGE Make – EMC DLM 64TB
114	William Villalba - C2S CONSULTING, LLC	Is any part of the legacy system hosted off-site? If yes, describe how your hosted provider will provide us access for export.	Esto se estará discutiendo con el proponente que sea seleccionado, durante la fase de diseño. Sin embargo, el proponente debe asegurar el cumplimiento con los requerimientos, reglas y condiciones establecidas por las entidades locales y federales.	This will be discussed with the selected Proponent during the Design Phase of this project. Furthermore, the selected Proponent must comply with federal and local requirements, rules, and conditions.
115	William Villalba - C2S CONSULTING, LLC	List primary document file format(s) to be converted with associated document count. Include COLD/ERM report file formats if applicable. [Common file formats could include TIFF, JPG, DOC, PDF, XLS, XML, MSG, RTF, BLOBs, computer-generated print output like ASCII text, AFP, PCL, etc.] [COLD/ERM reports are captured from print stream data output like ASCII text, IBM's AFP, Xerox's DJDE, HP's PCL, and PDF]	Los archivos se van a generar de acuerdo a la necesidad del cliente. El departamento requiere diferentes tipos de informes y el gobierno federal.	The documents are going to be generated as needed by the PRDoLHR and their staff. The PRDoLHR and the USDOL require different types of reports.
116	William Villalba - C2S CONSULTING, LLC	If COLD/ERM reports are being converted, do you use overlays? Describe any details on number & different variations of overlays	Es la responsabilidad del proponente el que desarrollen un plan de migración para toda la documentación y los datos.	It is the selected Proponent's responsibility to develop the migration plan for all documentation and data.
117	William Villalba - C2S CONSULTING, LLC	Type and volume of annotations that must be converted? [Yes or No. If yes, describe only the required annotations (sticky notes, redactions, highlights, signatures, etc.) and estimated amounts associated with each type.]	Es la responsabilidad del proponente el que desarrollen un plan de migración para toda la documentación y los datos.	It is the selected Proponent's responsibility to develop the migration plan for all documentation and data.
118	William Villalba - C2S CONSULTING, LLC	Will audit trail or document history information need to be migrated? [Yes or No. If yes, how many history tables need to be migrated? We recommends that historical audit table data be migrated as it exists in the legacy system into the our System schema for reporting purposes. Custom reports can then be built to allow users to access the data from these tables within many reporting applications, including Report Services.]	Es la responsabilidad del proponente el que desarrollen un plan de migración para toda la documentación y los datos.	It is the selected Proponent's responsibility to develop the migration plan for all documentation and data.

Answers to 21-RFP-001-DTRH

Q No.	From	Question	Answer (Spanish)	Answer (English)
119	William Villalba - C2S CONSULTING, LLC	Does your organization have paper or digital files that need access from our system? If so, would you consider outsourcing the scanning of these records?	Es la responsabilidad del proponente el que desarrollen un plan de migración para toda la documentación y los datos.	It is the selected Proponent's responsibility to develop the migration plan for all documentation and data.
120	Yamil I. Ramos Soler - RockSolid	Seccion 2.5.1 "System Requirements", punto #17 "Possess a record of being successfully implemented in at least one state for the purpose of administering UI benefits programs." ¿Esto es un requisito obligatorio para la adjudicacion o es preferible?	La implementación del sistema de manera exitosa en otro estado es un requisito obligatorio.	The successful implementation requirement is a must.
121	Yamil I. Ramos Soler - RockSolid	¿Es es posible firmar un contrato multi-anual para este proyecto?	Esto será parte de la negociación con el proponente seleccionado.	This will be discussed with the selected Proponent.
122	Yamil I. Ramos Soler - RockSolid	¿Para cuando se espera la puesta en vivo de la solución final?	Esto será discutido con el proponente que sea seleccionado, luego de que se otorgue la adjudicación.	This will be discussed with the selected Proponent, after the award.
123	Yamil I. Ramos Soler - RockSolid	¿Es posible realizar una implementación por fases? (i.e. Fase 1 – portal del reclamante, Fase 2 – portal del patrono, Fase 3 – módulo administrativo, Fase 4 – informes, Fase 5 – integraciones con sistemas externos y automatización de validaciones.)	El proyecto se dividirá en las siguientes fases: Diseño Desarrollo Implementación (Mantenimiento y apoyo técnico se incluyen en esta fase)	The project will be divided in the following phases: Design Development Implementation (Maintenance and technical support are part of this phase)
124	Yamil I. Ramos Soler - RockSolid	¿Cuantos usuarios del DTRH estarían accediendo la solución?	En la sección 2.5.1 "System requirements" establece que el sistema debe tener un servicio tipo "Pay as you go" (PAYG), que tenga la capacidad de adaptarse a las necesidades cambiantes del PRDoLHR (e.g. el aumento de trabajo, el aumento de solicitudes) y reducir el riesgo de no tener la capacidad necesaria. Como resultado a las razones anteriores la cantidad de usuarios puede ser impactada.	Section 2.5.1 "System Requirements" establishes that the service must be a PAYG type of service capable to adapt to changing PRDoLHR needs (e.g. increased workloads, increased claims) and reducing the risk of missing capacity. As a result, the number of users can be affected.
125	Yamil I. Ramos Soler - RockSolid	¿Cuantas oficinas regionales deben acceder el sistema? ¿Alguna otra dependencia debe tener acceso al sistema?	Todas las oficinas y las que sean necesarias federales y estatales.	All regional offices and any other state or local office as needed.
126	Yamil I. Ramos Soler - RockSolid	¿Que sistema financiero utilizan? ¿Se debe integrar con el sistema financiero?	Debe estar integrado, pero no limitado con PRIFAS.	It should integrated with but not be limited to PRIFAS.
127	Yamil I. Ramos Soler - RockSolid	Se menciona que debe integrarse con otras plataformas federales. ¿Cuales?	Revise la sección 2.4. Functional Requirements	See section 2.4. Functional Requirements

Answers to 21-RFP-001-DTRH

Q No.	From	Question	Answer (Spanish)	Answer (English)
128	Yamil I. Ramos Soler - RockSolid	Se menciona que debe integrarse con otras agencias del gobierno de PR. ¿Cuales?	Revise la sección 2.4. Functional Requirements	See section 2.4. Functional Requirements
129	Yamil I. Ramos Soler - RockSolid	¿Cuales sistemas existentes estarían siendo reemplazados con esta solución?	SABEN, Barts (Sobrepago), SCA, Contribuciones (Portal de Patronos)	SABEN, Barts, SCA, Tax (Employer).
130	Yamil I. Ramos Soler - RockSolid	¿Como parte del proyecto se debe contemplar la implementación de nuevas transacciones en línea (no existentes al día de hoy) para los reclamantes y/o patronos?	Sí.	Yes.
131	Carlos Pesquera- Business Solutions Evertec Group, LLC	Section 1.1, page 5 Estimated Project Timeline - Can you please provide the estimated start date of the project?	Esto será discutido con el proponente que sea seleccionado, luego de que se otorgue la adjudicación.	This will be discussed with the selected Proponent, after the award.
132	Carlos Pesquera- Business Solutions Evertec Group, LLC	Section 2.1 Is PRDoLHR looking for a solution for both a benefits program and a tax program as well or just the benefits program?	La solución de IT debe ser un sistema de beneficios completo, con funciones totalmente automatizadas para solicitudes de reclamantes, proceso de apelaciones, integración de impuestos de desempleo con funcionalidad completa del impuesto de desempleo e informes, combinando los servicios de trabajo y seguro de desempleo en un único sistema en línea.	The IT solution must be a full benefits system, with fully-automated functions for claimant applications, appeals process, unemployment tax integration with complete unemployment tax functionality and reporting, combining labor and Unemployment Insurance services into a single, online system.
133	Carlos Pesquera- Business Solutions Evertec Group, LLC	Section 2.1 Does PRDoLHR contemplate development to include regular UI, UCFE, UCX, disaster unemployment assistance, trade readjustment assistance, trade assistance allowance, federal state extended benefits, and other current unemployment insurance related programs including current pandemic related programs?	La solución debe ser un sistema de beneficios completo, con funciones totalmente automatizadas para solicitudes de reclamantes, proceso de apelaciones, integración de impuestos de desempleo con funcionalidad completa del impuesto de desempleo e informes, combinando los servicios de trabajo y seguro de desempleo en un único sistema en línea.	The solution must be a full benefits system, with fully-automated functions for claimant applications, appeals process, unemployment tax integration with complete unemployment tax functionality and reporting, combining labor and Unemployment Insurance services into a single, online system.
134	Carlos Pesquera- Business Solutions Evertec Group, LLC	Section 2.1 PRDoLHR mentioned to maximize the use of existing resources. Request you to please share the list of resources PRDoLHR would like to be reused? E.g. Existing software licenses, imaging system, document management system etc.	Esto se estará discutiendo con el proponente que sea seleccionado, durante la fase de diseño. Sin embargo, el proponente debe asegurar el cumplimiento con los requerimientos, reglas y condiciones establecidas por las entidades locales y federales.	This will be discussed with the selected Proponent during the Design Phase of this project. Furthermore, the selected Proponent must comply with federal and local requirements, rules, and conditions.

Answers to 21-RFP-001-DTRH

Q No.	From	Question	Answer (Spanish)	Answer (English)
135	Carlos Pesquera- Business Solutions Evertec Group, LLC	Section 2.1, page 11 -Will PRDoLHR consider a proven in production solution transferred from another state that can be customized to PR specifications to meet the requirements of this procurement solicitation?	La solución tiene que tener evidencia de que ha sido implementada en al menos en un estado con características parecidas con el propósito de administrar un programa de beneficios por desempleo.	The solution must possess a record of being successfully implemented in at least one state with similar characteristics for the purpose of administering UI benefits programs.
136	Carlos Pesquera- Business Solutions Evertec Group, LLC	Section 2.2, page 12 - PRDoLHR lists "collect data to perform automated processes" as an element of the state's objectives. Can you please provide examples of automation contemplated in the RFP?	Funciones totalmente automatizadas para solicitudes de reclamantes, proceso de apelaciones, integración del impuesto de desempleo con funcionalidad completa del impuesto sobre el desempleo e informes.	Fully-automated functions for claimant applications, appeals process, unemployment tax integration with complete unemployment tax functionality and reporting.
137	Carlos Pesquera- Business Solutions Evertec Group, LLC	Section 2.4 What is the total number of unique reports and correspondences required to be configured in the proposed system?	Esto se estará discutiendo con el proponente que sea seleccionado, durante la fase de diseño. Sin embargo, el proponente debe asegurar el cumplimiento con los requerimientos, reglas y condiciones establecidas por las entidades locales y federales.	This will be discussed with the selected Proponent during the Design Phase of this project. Furthermore, the selected Proponent must comply with federal and local requirements, rules, and conditions.
138	Carlos Pesquera- Business Solutions Evertec Group, LLC	Section 2.4 Does agency have any software licenses and/or cloud subscription for the vendor to utilize for the proposed system?	No.	No.
139	Carlos Pesquera- Business Solutions Evertec Group, LLC	Section 2.4 Does agency have any preference for the cloud service provider?	Tiene que estar alojado por un proveedor de servicios en la nube (CSP) autorizado por el "Federal Risk and Authorization Management Program (FedRAMP)".	It must be hosted by a Cloud Service Provider (CSP) authorized by the Federal Risk and Authorization Management Program (FedRAMP).
140	Carlos Pesquera- Business Solutions Evertec Group, LLC	Section 2.4 PRDoLHR requests inclusion of "...a process to reconcile performance data within the system with financial records related to the expenditure of funds on customers". Please explain further your expectation of this requirement as its related to UI.	La solución debe garantizar el gasto correcto de los fondos de los reclamantes, por esta razón es imperativo que los datos incluidos en la solución se reconcilien y validen adecuadamente.	The solution must ensure correct expenditure of funds of claimants, for this reason it is imperative that the data included in the solution is properly reconciled and validated.
141	Carlos Pesquera- Business Solutions Evertec Group, LLC	Section 2.4 is mostly focused on benefits program requirements. Are there any specific requirements for tax program?	La solución debe ser un sistema único para el programa de beneficios del Seguro de Desempleo.	The solution must be a single system for the Unemployment Insurance benefits program.
142	Carlos Pesquera- Business Solutions Evertec Group, LLC	Section 2.4 PRDoLHR requests functionality to "reduce caseworker workload to improve efficiency and maximize the number of applications completed". Can PR provide more details on the intention of this process?	La solución debe realizar tareas automatizadas para mejorar los procesos actuales.	The solution must perform automated tasks to enhance current processes.

Answers to 21-RFP-001-DTRH

Q No.	From	Question	Answer (Spanish)	Answer (English)
143	Carlos Pesquera- Business Solutions Evertec Group, LLC	Section 2.4 Please provide more information regarding "enables modifications of communications issued by the system based on the requirements of the divisions (division should not be limited to the same communication form another division).	Las comunicaciones deben ser únicas para cada división, según sea necesario.	Communications must be unique for each division, as needed.
144	Carlos Pesquera- Business Solutions Evertec Group, LLC	Section 2.4 PRDoLHR has a requirement that supports reduction of staff involvement with payments collection. The same item also says should have the ability to produce a retroactive payment order. Is the payment order related to refund of an overpayment or is the payment order related to the payment of benefits?	Sí. Además, ser capaz de completar órdenes de pago retroactiva de los empleadores.	Yes. Also, be able to complete retroactive payment orders of employers.
145	Carlos Pesquera- Business Solutions Evertec Group, LLC	Please clarify the intent of the statement "Appeals timeline is also needed".	El proceso de apelaciones debe integrarse en la solución de IT para reducir la interacción entre el trabajador del caso y el demandante, al tiempo que se mejora la comunicación.	The appeals process must be integrated into the IT solution to reduce the interaction between the caseworker and the claimant while improving communication.
146	Carlos Pesquera- Business Solutions Evertec Group, LLC	Is the requested system design only for the UI System (Tax & Benefits) or is it contemplating Service Portals for Claimants and Employers/TPA's too?	La solución debe tener un Portal de autoservicio que permita al reclamante completar la solicitud revisar su estado, apelar cualquier decisión y tener toda su información personal.	The solution must have a Self-Service Portal that allows the claimant to complete the application process, review their status, appeal any decision, and have all of their personal information.
147	Carlos Pesquera- Business Solutions Evertec Group, LLC	Is the requested design contemplating a solution for anonymous Fraud Reporting?	La solución debe proveer un sistema de concienciación y prevención del fraude.	The solution should provide a Fraud awareness and prevention system.
148	Carlos Pesquera- Business Solutions Evertec Group, LLC	is our understanding that the IV & V Certifications for the IRS 1075 and SSA as required by USDOL are responsibility of PR and proponent does not need to include any cost towards it. Please confirm.	La solución debe cumplir con los "Guidelines" de Seguridad de la Información Tributaria del IRS "Publicación 1075" para agencias federales, estatales y locales. Además, los servicios de alojamiento para la nueva solución de IT, independientemente de si se encuentra en las instalaciones del territorio de Puerto Rico, o en la nube, deben cumplir plenamente con "Federal Tax Information (FTI) TOP (Treasury Offset Program) Benefits and Contributions data safeguards" según lo prescrito en la Publicación 1075 de ITS.	The solution must comply with the IRS Tax Information Security Guidelines "Publication 1075" for Federal, State, and Local Agencies. Additionally, the hosting services for the new IT solution, regardless of whether it is located on Puerto Rico territory premises, or in the cloud, must be fully compliant with Federal Tax Information (FTI) TOP (Treasury Offset Program) Benefits and Contributions data safeguards as mandated in ITS Publication 1075.

Answers to 21-RFP-001-DTRH

Q No.	From	Question	Answer (Spanish)	Answer (English)
149	Carlos Pesquera- Business Solutions Evertec Group, LLC	Do the UI System requirements include integration with federal processes and applications such as MSDES/FSDES?	Sí.	Yes.
150	Carlos Pesquera- Business Solutions Evertec Group, LLC	Does the UI System Integration include requirements for integrations with the State Internal Revenue System, State Child Support and the State Correctional System? Will the agency procure and provide the signed MOU's prior to implementation?	La solución debe vincularse o interconectarse con otras plataformas del gobierno federal o local que puedan proporcionar a la solución datos valiosos.	The solution must link or interconnect with other federal or local government platforms that can provide the solution with valuable data.
151	Carlos Pesquera- Business Solutions Evertec Group, LLC	Is there a requirement for UI System Integration with the local Department of Treasury for financial management of PR-DOL State run programs?	La solución debe vincularse o interconectarse con otras plataformas gubernamentales que puedan proporcionar a la solución datos valiosos, como SURI, y cualquier otra plataforma solicitada por el PRDoLHR.	The solution must link or interconnect with other Government platforms that can provide the solution with valuable data, such as SURI, and any other platform requested by the PRDoLHR.
152	Carlos Pesquera- Business Solutions Evertec Group, LLC	Will the requested UI-system design have to include integrated payment channel solutions for Direct Deposit, Cards, or any other electronic payment method?	Sí.	Yes.
153	Carlos Pesquera- Business Solutions Evertec Group, LLC	If external service portals are requested to be integrated to the UI system design requested, will these portals require an integrated payment channel solution? Example: Payments channel for claimant portal for Overpayment Recovery and Payment channel for Employer Portal for contribution or penalties/fees payments?	Esto se revisará durante el proceso de evaluación.	This will be reviewed during the evaluation process.
154	Carlos Pesquera- Business Solutions Evertec Group, LLC	Will the DRS service be continuously redundant?	Si. Copia y restauración diaria de sistemas y copias de seguridad de aplicaciones.	Yes. Daily copying and restoring systems and application's backups.
155	Carlos Pesquera- Business Solutions Evertec Group, LLC	Is all the project documentation required to be in Spanish and English?	Estos son requisitos mínimos con los que la solución debe cumplir.	Yes, these are minimum requirements.
156	Carlos Pesquera- Business Solutions Evertec Group, LLC	Will the User Interface design need to be available in both English and Spanish for internal and external users?	Estos son requisitos mínimos con los que la solución debe cumplir.	Yes, these are minimum requirements.
157	Carlos Pesquera- Business Solutions Evertec Group, LLC	Will the requested solution need to have an internal application for fraud prevention?	Si	Yes
158	Carlos Pesquera- Business Solutions Evertec Group, LLC	Is the required documentation methodology strictly UML? Could there be other methodologies involved?	Favor de referirse la sección 2.7 Operaciones y mantenimiento.	Please refer to section 2.7 Operations and Maintenance.
159	Carlos Pesquera- Business Solutions Evertec Group, LLC	Would the proposed solution require functionality to integrate RESEA program?	Debe poder integrarse.	It should be able to have this functionality.

Answers to 21-RFP-001-DTRH

Q No.	From	Question	Answer (Spanish)	Answer (English)
160	Carlos Pesquera- Business Solutions Evertec Group, LLC	Is the current system all in COBOL? Can the PR DOL list current applications by unit, or the technologies used in Unemployment Insurance?	¿Está el sistema actual en COBOL? Sí	Is the current system all in COBOL? Yes
161	Carlos Pesquera- Business Solutions Evertec Group, LLC	For Case Management, which will be the approach to ensure notification due diligence, server delivery receipt (email), audit logs in system approved by USDOL?	La metodología debe ser definida por el proponente y debe cumplir con los requisitos y regulaciones del USDOL.	This approach should be defined by the proponent and must comply with USDOL requirements and regulations.
162	Carlos Pesquera- Business Solutions Evertec Group, LLC	Will the identity verification process and wage/benefit verification process need to be automated?	Sí	Yes
163	Carlos Pesquera- Business Solutions Evertec Group, LLC	Does the required UI system design contemplate a SIDES integration?	Sí	Yes.
164	Carlos Pesquera- Business Solutions Evertec Group, LLC	Does the system need to be integrated for PUA / CARES implementation?	No. Debe tener la capacidad para adaptarse a cualquier programa local y federal que sea requerido por el PRDoLHR.	No. It should have the capacity to adapt to any local and federal program required by the PRDoLHR.
165	Carlos Pesquera- Business Solutions Evertec Group, LLC	Section 2.4, page 15 - Can you provide additional information regarding whether identity verification needs to be verified with DMV or some other agencies?	Si debe verificarse con el CESCO/DTOP, departamento de corrección, SURI y cualquier otra agencia que solicite el PRDoLHR.	It should be verified with DMV, Department of corrections, SURI and any agency requested by the PRDoLHR.
166	Carlos Pesquera- Business Solutions Evertec Group, LLC	Section 2.5, page 16 - What are the total number of interfaces with the external systems required to be configured in the proposed system?	La solución debe vincularse o interconectarse con otras plataformas del gobierno federal o local que puedan proporcionar a la solución datos valiosos.	The solution must link or interconnect with other federal or local government platforms that can provide the solution with valuable data.
167	Carlos Pesquera- Business Solutions Evertec Group, LLC	Section 2.4, page 16 - Can you please clarify the following statements, "A Calendar for different tasks including interviews with claimants." "An approach to carry out consultation, record incidents and results, and able to carry out online video calls." Does PR use third party websites for this purpose?	La solución debe incluir un calendario para las tareas y ser capaz de registrar incidentes y resultados en las consultas.	The solution must include a calendar for tasks and be able to record incidents and results to consultations.
168	Carlos Pesquera- Business Solutions Evertec Group, LLC	Section 2.4, page 16 - It appears PRDoLHR wants to archive audio and video data. What will be the retention period?	El período de retención debe cumplir con las regulaciones federales y locales.	The retention period must comply with federal and local regulations.

Answers to 21-RFP-001-DTRH

Q No.	From	Question	Answer (Spanish)	Answer (English)
169	Carlos Pesquera- Business Solutions Evertec Group, LLC	Section 2.5 RFP Requirement listed is "Seamless Integration with the current systems Web-based portal and Mobile apps compatible for claimants and personnel." Can we get more functional and technical details on the web portal and the mobile apps that we need to integrate with?"	Estos son dos requisitos diferentes: 1. Integración perfecta con el sistema actual/heredado. 2. Aplicaciones móviles compatibles (Este es un requisito, no hay ninguna aplicación móvil activa en este momento) Las especificaciones del sistema actual se discutirán con el proponente seleccionado en la fase de diseño.	This are two different requirements: 1. Seamless Integration with the current/legacy system. 2. Mobile apps compatible (This is a requirement, there is no mobile app active at this moment) The specifications of the current system will be discussed with the selected proponent in the design phase.
170	Carlos Pesquera- Business Solutions Evertec Group, LLC	Section 2.5.1, page 17 - What does PRDoLHR mean by "combining labor and unemployment insurance services into a single, online system?"	La solución debe ser un sistema único para el programa de beneficios del Seguro de Desempleo.	The solution must be a single system for the Unemployment Insurance benefits program.
171	Carlos Pesquera- Business Solutions Evertec Group, LLC	Section 2.5.1, page 18 - Does PRDoLHR expect all training materials, presentations, system screens...to be in both Spanish and English?	Estos son requisitos mínimos con los que la solución debe cumplir.	Yes, these are minimum requirements.
172	Carlos Pesquera- Business Solutions Evertec Group, LLC	Section 2.5 RFP Requirement listed is "Must provide a full backup and disaster recovery,emergency preparedness, business continuity" Can you please provide Backup retention requirements and RPO/RTOrequirements?"	El Proponente debe proporcionar una copia de seguridad completa y recuperación ante desastres, preparación para emergencias, continuidad del negocio.	The Proponent must provide a full backup and disaster recovery, emergency preparedness, business continuity.
173	Carlos Pesquera- Business Solutions Evertec Group, LLC	Section 2.6.1, page 20 - What is the volume of data and the number of years that is to be converted?	Esto se estará discutiendo con el proponente que sea seleccionado, durante la fase de diseño. Sin embargo, el proponente debe asegurar el cumplimiento con los requerimientos, reglas y condiciones establecidas por las entidades locales y federales.	This will be discussed with the selected Proponent during the Design Phase of this project. Furthermore, the selected Proponent must comply with federal and local requirements, rules, and conditions.
174	Carlos Pesquera- Business Solutions Evertec Group, LLC	Section 2.6 For what time period are you anticipating the contract duration to be? Does the PRDoLHR have an approach in mind for UI solution implementation?	Esto se discutirá con el Proponente seleccionado durante el proceso de contratación. Además, el proponente debe establecer un calendario como parte de su propuesta.	This will be discussed with the selected Proponent during the contracting process. Furthermore, the proponent must establish a timeline as part of their proposal.

Answers to 21-RFP-001-DTRH

Q No.	From	Question	Answer (Spanish)	Answer (English)
175	Carlos Pesquera- Business Solutions Evertec Group, LLC	Section 2.6.2 To determine the scope of migration we need will following statistics from your current system. Can you please provide? -Number of total claims in the legacy system -Number of appeals in the legacy system -Number of decisions in the legacy system -Number of active employers in the legacy system -Number of total employers in the legacy system -Number of wage records in the legacy system"	Variable dependiendo el momento que se haga la migración.	This may vary depending on the moment the migration is completed.
176	Carlos Pesquera- Business Solutions Evertec Group, LLC	Will PRDoLHR perform the data migration from the legacy system or is this avendor responsibility?	Favor de referirse a la sección 2.6.2 Converted data plan.	Please refer to 2.6.2. Converted data plan.
177	Carlos Pesquera- Business Solutions Evertec Group, LLC	How many years of data extraction are planned as part of the UI implementation?	Según sea necesario, para que la solución sea completamente funcional y garantice el cumplimiento de las regulaciones locales y federales.	As needed, for the solution to be fully functional and ensure compliance with local and federal regulations.
178	Carlos Pesquera- Business Solutions Evertec Group, LLC	For the cost proposal, how many years of maintenance support is required?	El proponente que sea seleccionado es responsable de someter el plan de operación y mantenimiento. El cronograma debe ser parte de la propuesta.	The selected Proponent is responsible to submit their operations and maintenance plan. The timeline should be part of the proposal.
179	Carlos Pesquera- Business Solutions Evertec Group, LLC	Work Location for Project Execution - Can this be from an Offshore location such as India?	No.	No.
180	Carlos Pesquera- Business Solutions Evertec Group, LLC	Do all resources need to be at the customer location, or the project can be executed from US mainland?	Consulte la sección 3.2.1 "Proponent Organizational Structure" y la sección 3.2.6 "Key Personnel".	Please refer to section 3.2.1 Proponent Organizational Structure and section 3.2.6 Key Personnel.
181	Carlos Pesquera- Business Solutions Evertec Group, LLC	Will agency provide the needed laptops for project execution or is this the responsibility of the vendor?	Esto es una responsabilidad del proponente seleccionado.	This is the selected Proponent's responsibility.
182	Carlos Pesquera- Business Solutions Evertec Group, LLC	Can you tell us the seating capacity for vendor resources at PRDoLHR location?	Esto será discutido con el proponente que sea seleccionado, luego de que se otorgue la adjudicación.	This will be discussed with the selected Proponent, after the award.
183	Carlos Pesquera- Business Solutions Evertec Group, LLC	What will be the credit period for invoices?	Facturas tienen que ser sometidas no mas de diez días después del cierre de cada mes.	Invoices must be submitted no later than ten days after the end of the month.
184	Carlos Pesquera- Business Solutions Evertec Group, LLC	There is no price template provided in RFP. If possible, please provide the template.	El proponente tiene que desarrollar su propia plantilla para incluir los costos y precios, basado en los requisitos establecidos en la sección 3.5 Cost and Price Information.	The proponent must develop their own cost and pricing template based on the requirements established in Section 3.5 Cost and Price information.

Answers to 21-RFP-001-DTRH

Q No.	From	Question	Answer (Spanish)	Answer (English)
185	Carlos Pesquera- Business Solutions Evertec Group, LLC	There is no information about retainage in the RFP. Vendor understands that there will be no retainage. Please confirm.	La retención de los costos de las facturas se discutirá durante el proceso de negociación con el proponente seleccionado conforme a las leyes estatales y federales aplicables.	The retainage of the cost of invoices will be discussed in the contract negotiation with the selected Proponent according to the federal and local applicable legislation.
186	Carlos Pesquera- Business Solutions Evertec Group, LLC	If PRDoLHR does not have any software licenses and/or cloud subscription for the vendor to utilize for the proposed system, is the vendor required to include software licenses and/or cloud subscription cost in the pricing?	Sí y debe estar alojado por un proveedor de servicios en la nube (CSP) autorizado por el "Federal Risk and Authorization Management Program (FedRAMP)".	Yes and it must be hosted by a Cloud Service Provider (CSP) authorized by the Federal Risk and Authorization Management Program (FedRAMP).
187	Carlos Pesquera- Business Solutions Evertec Group, LLC	What is the fiscal accounting period followed by PRDoLHR?	Año fiscal federal y año fiscal estatal.	Federal Fiscal Year & State Fiscal Year.
188	Carlos Pesquera- Business Solutions Evertec Group, LLC	Is there preference for go-live month in a year; or is there any black-out period in a year?	Esto será discutido con el proponente que sea seleccionado, luego de que se otorgue la adjudicación.	This will be discussed with the selected Proponent, after the award.
189	Carlos Pesquera- Business Solutions Evertec Group, LLC	Section 4.3.3, page 40 - Is there an agenda for demo and expected scenarios?	El proponente debe presentar la Solución en funcionamiento a la junta de subastas para su evaluación.	The proponent must present the working Information Technology Solution to the Bid Board.
190	Carlos Pesquera- Business Solutions Evertec Group, LLC	Section 5.8, page 56 - Can you please provide the links or forms in English for registering with the GSA RUL and RUS platforms required for bidding?	La entidad tiene que estar registrada en la plataforma RUL antes de someter la propuesta, favor de eliminar el requisito del registro en RUS.	The proponent must be registered on the RUL platform, please disregard the RUS platform requirement.
191	Carlos Pesquera- Business Solutions Evertec Group, LLC	Proponent requests that a two (2) weeks extension to the RFP due date be provided in order to respond to the Department of Labor and Human Resources' requirements in a comprehensive manner.	La fecha final para someter las propuestas fue reprogramada para el 15 de marzo de 2021.	The due date to submit the proposals was moved to March 15, 2021.
192	Ryan Ausman - IEM	3.1.2 Content and organization - The table detailing the requirements of pages allowed by section notes that the Attachment section (Forms, Certifications, Staffing Plan and CVs, Org Chart) does not have a page limit. Is the Attachment section excluded from the proposal's overall 60-page limit?	Sí, es excluido.	Yes it is excluded.

Answers to 21-RFP-001-DTRH

Q No.	From	Question	Answer (Spanish)	Answer (English)
193	Ryan Ausman - IEM	5.7 Insurance Requirements - Please confirm that a Bid Bond must be submitted with proposals. Given that obtaining a bid bond is a costly and time-intensive process, would the Department consider the Bid Bond to be submitted at the same time of the Performance Bond and the Fidelity Bond, that is within fifteen (15) business days of the awarded contract?	El "Bid bond" es parte de la propuesta.	Bid bond is part of the proposal.
194	Ryan Ausman - IEM	1.1 Estimated Timeline - Would PRDoLHR be willing to grant an extension to the submission deadline?	La fecha final para someter las propuestas fue reprogramada para el 15 de marzo de 2021.	The due date to submit the proposals was moved to March 15, 2021.
195	Ryan Ausman - IEM	Section 5.10.1 asks for information regarding contracts held by proponents in the last three years. Is PRDoLHR asking for an exhaustive list of contracts, or only contracts relevant to the scope of the proposal?	Solo se deben incluir información de los contratos relevantes al alcance del proyecto.	Only contracts relevant to the scope of the proposal.
196	Ryan Ausman - IEM	Appendix 1 - Do the Non-Collusion Affidavit and Eligibility Affidavit require notarization and Apostille?	Sí.	Yes.
197	Ryan Ausman - IEM	4.3.3.1 Financial Proposal Evaluation - Would the Department consider removing the requirement of rates to be inclusive of "travel, lodging, meals, and other incidental costs"? Given that there is no specific level of effort provided in the RFP, each Proponent will likely make materially different assumptions that may overstate the offered rates & proposal amounts.	No.	No.
198	Ryan Ausman - IEM	Will the Department provide any office space to the successful Proponent? If so how much space and for what length of time?	El Proponente seleccionado debe tener su propio espacio de oficina. La agencia sólo proveerá espacio para reuniones y adiestramientos al personal del PRDoLHR.	The selected Proponent must provide their own office space. The agency will only provide space for meetings, and trainings for the PRDoLHR staff
199	Ryan Ausman - IEM	Contract term - What will be the length of the contract? What type of contract will be awarded?	Esto será discutido con el proponente que sea seleccionado, luego de que se otorgue la adjudicación.	This will be discussed with the selected Proponent, after the award.
200	Ryan Ausman - IEM	2.5 Technical Requirements - Is two factor authentication required for applicant access to the system, or only for staff-level access?	Sí, esto es un requisito mínimo.	Yes, this is a minimum requirement.

Answers to 21-RFP-001-DTRH

Q No.	From	Question	Answer (Spanish)	Answer (English)
201	Ryan Ausman - IEM	2.5 Technical Requirements - Is it PRDoLHR's expectation that the applicant will be presented with an eligibility determination during the same session during which their application was submitted, or that they will log in at a later time to access their determination result?	Si no hay ningún problema con su solicitud, el solicitante debe obtener una determinación de elegibilidad durante la misma sesión o tan pronto como sea posible.	If there is no issue with their application the applicant should get an eligibility determination during the same session or as soon as possible.
202	Ryan Ausman - IEM	2.5 Technical Requirements - Would the determination of the Security Level of an incident be completed within the Service Level Agreement time limit? Would there be a case where an incident could be assigned to a severity level after the SLA time limit was exceeded?	<p>En el comienzo de la sección 3.4 , se establece lo siguiente: "PRDoLHR has developed a set of minimum Service Level Agreements (SLAs), which the selected Proponent is expected to meet, or exceed, to be in good standing on the Contract and to ensure that PRDoLHR is provided with prompt and reliable service."</p> <p>Estos serían los requisitos mínimos que debe tener el Service Level Agreement. El proponente debe establecer cuál sería su propuesta en este asunto.</p>	<p>In section 3.4 we can see the following information: "PRDoLHR has developed a set of minimum Service Level Agreements (SLAs), which the selected Proponent is expected to meet, or exceed, to be in good standing on the Contract and to ensure that PRDoLHR is provided with prompt and reliable service."</p> <p>These are the minimum requirements that the Service Level Agreement should comply with. The proponent must establish what their proposal in this matter is.</p>
203	Ryan Ausman - IEM	<p>3.4 Service Level Agreements - Page 31 of the solicitation states 'For all configurable items for which the change is owned by the Awardee, PRDoLHR shall unilaterally determine the turnaround time for each change (i.e., from change initiation through deployment) and the change shall be performed at no cost to PRDoLHR.'</p> <p>Please provide clarification on the meaning of the term "owned by the Awardee." If this means "fault of the Awardee", what criteria will be used to determine fault?</p> <p>What inputs will PRDoLHR seek in terms of the technical difficulty of the change? What criteria will be used to distinguish configuration changes that are to be implemented at no cost to PRDoLHR?</p>	<p>En la sección 3.4 , se establece lo siguiente: "PRDoLHR has developed a set of minimum Service Level Agreements (SLAs), which the selected Proponent is expected to meet, or exceed, to be in good standing on the Contract and to ensure that PRDoLHR is provided with prompt and reliable service."</p> <p>Estos serían los requisitos mínimos que debe tener el Service Level Agreement. El proponente debe establecer cuál sería su propuesta en este asunto.</p>	<p>In section 3.4 we can see the following information: "PRDoLHR has developed a set of minimum Service Level Agreements (SLAs), which the selected Proponent is expected to meet, or exceed, to be in good standing on the Contract and to ensure that PRDoLHR is provided with prompt and reliable service."</p> <p>These are the minimum requirements that the Service Level Agreement should comply with. The proponent must establish what their proposal in this matter is.</p>

Answers to 21-RFP-001-DTRH

Q No.	From	Question	Answer (Spanish)	Answer (English)
204	Ryan Ausman - IEM	2.5 Technical Requirements - Does PRDoLHR have an expectation of the time when the system would need to be available for use by PRDoLHR staff and by new UI applicants?	El proponente debe establecer su cronograma como parte de la propuesta.	The proponent must establish their timeline as part of the proposal.
205	Ryan Ausman - IEM	2.5 Technical Requirements - Some of the government systems identified for cross-matching do not support API access, and in some cases may even require a wet signature from the applicant to access data. In these situations, would the cross-match requirement be waived, or would the time to complete the verification be built into the workflow timeline? For example, if a wet ink signature is required by the third party data holder to release data, and the request has to be mailed or sent via courier, many days could be added – particularly since the Proponent has no control over the third party data holders processing time.	Esto se estará discutiendo con el proponente que sea seleccionado, durante la fase de diseño. Sin embargo, el proponente debe asegurar el cumplimiento con los requerimientos, reglas y condiciones establecidas por las entidades locales y federales.	This will be discussed with the selected Proponent during the Design Phase of this project. Furthermore, the selected Proponent must comply with federal and local requirements, rules, and conditions.
206	Ryan Ausman - IEM	1.4 Purpose - The RFP states, “The PRDoLHR seeks proposals from Proponents that have successfully designed and/or implemented a similar unemployment insurance solution in another state with the same amount of yearly average claims or more.” Would the PRDoLHR consider a Proponent with a fully functioning grant financial management solution?	El proponente debe proporcionar experiencia pasada con el programa de Seguro de Desempleo de USDOL. La solución tiene que cumplir con las necesidades del DTRH.	The proponent must provide past experience with the USDOL Unemployment Insurance program. The solution must comply with the PRDoLHR's needs.
207	Ryan Ausman - IEM	3.1.2 Content and organization - Is a graphical cover (front and back) permitted in addition to the title page? If so, will these pages be included in the 60-page page limit?	No, esto no debe incluirse, ya que no es relevante para el proceso de evaluación.	No, this should not be included, as is not relevant to the evaluation process.
208	Ryan Ausman - IEM	3.2.1 Proponent Organizational Structure - Please define the difference between professional and support staff (full-time vs. part-time employee, in-house vs. subcontractor, etc).	El Proponente debe proporcionar personal que se espera que sea contratado o subcontratado. El Proponente no podrá subcontratar ninguna parte del Servicio sin el consentimiento expreso previo por escrito del PRDoLHR.	The Proponent must provide personnel expected to be contracted or subcontracted. The Proponent will not be allowed to subcontract any part of the Service without the prior written express consent of the PRDoLHR.

Answers to 21-RFP-001-DTRH

Q No.	From	Question	Answer (Spanish)	Answer (English)
209	Ryan Ausman - IEM	3.2.1 Proponent Organizational Structure - Please define staffing level (number of staff members, experience of staff, certifications of staff, etc.) and elaborate on whether specific labor categories are required.	El Proponente debe indicar el personal asignado a este proyecto y dar una breve descripción de la experiencia de cada función específica, incluidas las certificaciones.	The Proponent must indicate key personnel who will be assigned to this project and give a brief description of the experience of each specific role under the prospective services including certifications.
210	Ryan Ausman - IEM	2.6.1 Implementation - Does the PRDoLHR have a preference for the contracted IT solution to be cloud-based versus non-cloud-based?	La solución de IT propuesta debe ser un programa "COTS" comercial fácil de usar o "MOTS" modificable fuera de la plataforma, software basado en la nube como servicio "SaaS".	The proposed IT solution must be a User-friendly Commercial off-the-Shelf "COTS" or Modifiable-off-the Shelf "MOTS" program, Cloud-Based Software as a Service "SaaS".
211	Ryan Ausman - IEM	3.2.5 Description of the Proposed Project Scope of Work - Section 3.2.5 states, in part, "The Proponent must describe in detail the process of implementation of the IT solution, including the training, technical assistance, and capacity building activities, in accordance with Section 2 of this RFP." Please define capacity building activities.	Actividades para obtener, fortalecer y mantener la capacidad de realizar tareas dentro de la solución.	Activities to obtain, strengthen, and maintain the ability to perform tasks within the solution.
212	Ryan Ausman - IEM	3.7 Conflicts of Interest - Do proposed subcontractors have to include information regarding the Conflict of Interest requirement?	Sí.	Yes.
213	Ryan Ausman - IEM	5.8 Additional Conditions, Representations, and Certification Requirements - Please confirm that Proponents must be a registered RUS platform prior to bidding. Would PRDoLHR consider waiving this requirement?	La entidad tiene que estar registrada en la plataforma RUL antes de someter la propuesta, favor de eliminar el requisito del registro en RUS.	The proponent must be registered on the RUL platform, please disregard the RUS platform requirement.

Answers to 21-RFP-001-DTRH

Q No.	From	Question	Answer (Spanish)	Answer (English)
214	Ryan Ausman - IEM	3.4 Service Level Agreements - Section 3.4 states that a predetermined sum will be established for the event of a contract breach. Does PRDoLHR require that this sum be proposed as part of this proposal under this RFP? Will the amount be at the proposer's discretion?	<p>En la sección 3.4 , se establece lo siguiente: "PRDoLHR has developed a set of minimum Service Level Agreements (SLAs), which the selected Proponent is expected to meet, or exceed, to be in good standing on the Contract and to ensure that PRDoLHR is provided with prompt and reliable service."</p> <p>Estos serían los requisitos mínimos que debe tener el Service Level Agreement. El proponente debe establecer cuál sería su propuesta en este asunto.</p> <p>Esto se definirá como parte de la negociación del contrato con el proponente seleccionado.</p>	<p>In section 3.4 we can see the following information: "PRDoLHR has developed a set of minimum Service Level Agreements (SLAs), which the selected Proponent is expected to meet, or exceed, to be in good standing on the Contract and to ensure that PRDoLHR is provided with prompt and reliable service."</p> <p>These are the minimum requirements that the Service Level Agreement should comply with. The proponent must establish what their proposal in this matter is.</p> <p>This will be defined as part of the contract negotiation with the selected Proponent.</p>
215	Bill McCully - RedMane Technology LLC	On page 5, the RFP indicates a due date of February 19. For a project of this significance and complexity, would the department consider an extension of 30 days in order to facilitate the best possible solution for the department?	El DTRH extendió la fecha final para someter las propuestas hasta el 15 de marzo de 2021, mediante una enmienda al RFP original.	PRDOLHR extended the Deadline for submitting Proposals to March 15, 2021 by the Amendmend to the original RFP.
216	Bill McCully - RedMane Technology LLC	On pages 52 and 53, the RFP indicates a variety of surety requirements including bid bond, performance bond and fidelity bond, These requirements present a significant barrier to firms regardless of size. There are alternate forms of risk mitigation already identified in the RFP. Would the department consider eliminating or modifying these requirements?	No	No