



## Public Notice

REQUEST FOR PROPOSAL  
NUMBER 21-RFP-001-DTRH

### SEALED REQUEST FOR PROPOSAL PUERTO RICO UNEMPLOYMENT INSURANCE INFORMATION TECHNOLOGY SOLUTION PUERTO RICO DEPARTMENT OF LABOR AND HUMAN RESOURCES

All persons, natural or legal, who meet the minimum requirements to contract with the Government of Puerto Rico are invited to participate in the request for proposal referenced above. Such requirements are established under Article 31 of Act No. 73 of July 19, 2019, as amended, known as the General Services Administration Act for the centralization of the Government of Puerto Rico's purchase and acquisition process of 2019 as well as the applicable provisions of the Uniform Regulations for Purchases and Bids of goods, works, and nonprofessional services of the General Services Administration of the Government of Puerto Rico, Regulation No. 9230.

The Puerto Rico Department of Labor and Human Resources (PRDoLHR) is seeking an IT Solution provider firm, with extensive experience with systems of this type in other states and/or jurisdictions of the United States. The services herein procured will be for a new customizable IT solution that supports all functions and processes of the PRDoLHR Unemployment Insurance Benefits Program. The solution must include unemployment tax, benefits payments, and case management functionality.

#### REQUEST FOR PROPOSAL DOCUMENT

The Request for Proposal document must be downloaded from DTRH's website [www.trabajo.pr.gov](http://www.trabajo.pr.gov)

#### REQUEST FOR CLARIFICATION AND QUESTIONS

Request for Clarifications and Questions relating to this RFP must be submitted via email to [rfpquestions@trabajo.pr.gov](mailto:rfpquestions@trabajo.pr.gov) no later than 11:59 PM Atlantic Standard Time on **February 5, 2021**. Submitted questions should refer to the RFP number and provide the point of contact for the prospective Bidder. DTRH shall offer the corresponding answer within a term of three (3) days. Also, DTRH will compile all questions and issue answers to all questions to prospective Bidders on its website.

From the time the RFP is issued until the time an award is made, vendors may not in any way contact DTRH directly. Questions regarding the RFP may only be asked through e-mail. Questions asked through e-mail will only be answered if they are sent to the e-mail address provided for asking questions and will only be answered if sent in during the time allowed for asking clarifying questions.

To be clear, vendors must not contact DTRH in any other way. This includes in-person visits, phone calls, text messages, emails, or any other form of communication.

#### SUBMISSION DUE DATE

Proposals are to be submitted via e-mail to [rfp@trabajo.pr.gov](mailto:rfp@trabajo.pr.gov) and must be received no later than 11:59 PM Atlantic Standard Time on **March 15, 2021**. Responses to the RFP received after the prescribed deadline will not be accepted. Proposals will not be evaluated until **March 17, 2021**. The Proposer shall submit the response via e-mail to the Bid Board. The e-mail subject line must contain the following: "Attention: Bid Board: Response to 21-RFP-001-DTRH from <Bidder Name>".

The selected firm must comply with the required local and federal regulations, including the Americans with Disabilities Act "ADA" regulations. The agency reserves the right to award this proposal to the proponent whose proposal provides the best value, according to the evaluation specifications.

The PRDoLHR is an equal opportunity employer that does not discriminate regarding sex, color, age, national origin, religious belief, civil status, war veteran, or handicap condition.

The PRDoLHR reserves the right to reject, any or all, proposals to issue subsequent requests for proposals (RFP), to cancel or change this RFP, and to, at any time, approve, disapprove, reduce, expend, or cancel, any or all, the work to be undertaken.

#### REGISTERED AND UNREGISTERED PROPONENTS

Proposers should follow instructions describing RUL registration timing and requirements published in the following address: <https://rul.asg.pr.gov/Helps/requisitos.html>

Carlos J. Rivera Santiago, Esq.  
Secretary

Department of Labor and Human Resources