

**Solicitud de Propuesta No. 23-02RFP, FIRMA ELECTRÓNICA NOTARIAL**  
*Oficina de Administración de los Tribunales*  
*Respuestas a Preguntas de los Proponentes*

No.	Preguntas/Questions	Respuestas/Answers
1.	Habr� reunion pre-subasta para esta licitaci�n? Entiendo es necesaria para poder aclarar todos los puntos de esta solicitud	Entendemos que una reuni�n previa al plazo para presentar las propuestas no resulta indispensable. Ello ante el hecho de que el RFP est� lo suficientemente claro, detallado y completo como para que los proponentes puedan someter sus respectivas ofertas con el detalle requerido. Adem�s, es nuestra intenci�n ce�rnos estrictamente al itinerario presentado, sin causar mayores dilaciones que pudieran afectar el plazo definido para comprometer los fondos presupuestados para este proyecto.
2.	� Las propuestas tienen que ser en ingl�s o espa�ol?	Las propuestas deber�n ser en ingl�s. Ello, en vista de que la nomenclatura que se utiliza, desde el punto de vista t�cnico, es en ingl�s.
3.	� Hay alguna matriz de cumplimiento que debe cubrir la soluci�n o alg�n detalle t�cnico de funcionalidades y caracter�sticas para esta soluci�n?	Refi�rase a la secci�n 7 del documento RFP.
4.	� La soluci�n es en la nube, en premisa o h�brida?	Refi�rase a la secci�n 7.1.3.1, p�gina 30 del documento RFP.
5.	� La infraestructura est� contemplada en esta soluci�n o hay que considerar la infraestructura para prop�sitos de propuesta?	Refi�rase a la secci�n 7.1.3.1, p�gina 30 del documento RFP.
6.	� Se busca exclusivamente un software para gestionar procesos de firma en los que los notarios tengan que firmar? Es decir, la idea es saber si se quieren cubrir funcionalidades como: Redactar solicitudes de firma. � Permitir la firma de una o varias personas sobre el mismo documento, poder establecer entre ellas un orden (o no), guardar flujos de firmantes... � Gestionar notificaciones de aviso a los firmantes. � Facilitarles un espacio para firmar. � Configurar los mecanismos de firma que se quieren emplear para cada firmante (sea firma con certificado digital o sin �l). � Gestionar procesos de firma desatendida, es decir, firmas autom�ticas que se puedan incluso lanzar por API para la firma de certificaciones o documentos que no necesiten an�lisis humano. o Entre otras muchas funcionalidades que un software de estas caracter�sticas puede aportar y que ir�a en la l�nea de lo que tiene el Poder Judicial de RD.	Refi�rase a las secciones 7.1.1 y 7.1.3.1 del documento RFP.

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7.	<p>Si además de ese software, o bien, sin querer usar un software de este tipo, lo que busca la institución la intención del proyecto es dotar a los notarios de certificados digitales para que firmen sus documentos con esos certificados digitales y nada más.</p> <ul style="list-style-type: none"> <li>● En caso de ser así ¿el objetivo del proyecto incluye que se constituya a la institución como entidad de certificación para emitir esos certificados digitales?</li> <li>● En caso de no ser así, es decir, en caso de que la institución no quiera ser entidad de certificación ¿cómo tienen pensado que los notarios obtengan los certificados digitales? ¿hay alguna entidad de certificación ya en el país que los pueda emitir?</li> <li>● ¿Tienen intención de que esos certificados estén emitidos de alguna forma en concreto?</li> </ul> <p>Recomendaríamos en la nube, pero no sabemos si tienen alguna predilección por otros sistemas (tarjetas USB, que está muy obsoleto, o descarga local de los certificados en los equipos de cada notario, método en proceso de obsolescencia).</p>	<p>Refiérase a la sección 7.1.3.2 de Regulación de cumplimiento del documento de RFP.</p>
8.	<p>¿Es requerida (o al menos es valorada) experiencia previa en la implementación de proyectos similares en instituciones judiciales de otros países?</p>	<p>Refiérase a la sección 6.2. Al menos 3 años de experiencia en cada uno de los componentes de la solución propuesta.</p>
9.	<p>Facial or Fingerprint Biometrics and Smartcard</p> <ol style="list-style-type: none"> <li>1. If Smartcards are implemented, who will be the entity that is responsible for the distribution of the cards? Government? Or RFP Beneficiary vendor?</li> <li>2. Do we have to quote for delivery facilities?</li> <li>3. Should the equipment be quoted for printing, card configuration and fingerprint and photo readers?</li> <li>4. How would lawyers outside of PR do? Are you going to configure a location in the USA to manage remote lawyers? Keep in mind that Facial or Fingerprint Biometrics required a personal visit to a facility.</li> <li>5. Should the cost of the cards be provided?</li> </ol>	<p>1., 2., 3., 5. and 6. It will depend on the architectural proposal offered by the proponent.  4. In this case it does not apply, since lawyers located in the USA are not authorized to practice in Puerto Rico.</p>

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	6. Do you want personalized cards with logos and arts of the Judiciary?	
10.	<b>About the cost of certificates</b>	
	1. How should the cost of the certificates be quoted? A fixed amount, i.e., 8000 certificates and 4000 replacements?	1. You should refer to section 7.1.3.1, of the RFP document.
	2. Should we quote on demand according to consumption in a unitary way?	2. You should refer to section 7.1.3.1, of the RFP document.
	3. How should the cost of the consumption of the certificates be quoted? A fixed cost, e.g., 500 consultations and signatures per lawyer per month? Unit cost per consumption?	3. You should refer to section 7.1.3.1, of the RFP document.

11.	How many documents do a lawyer sign per month?	Based on an average of the past two years (2021-2022), total deeds and affidavits notified through SIGNO Notarial were 1,365,000 per year. This number excludes certified copies and administrative or governmental documents that notaries are required to sign and seal. The average of signatories on public documents other than notaries are uncountable due to the universe of transactions covered.
12.	<b>End User Support</b>	
	1. Who will provide end-user support?	1. Refer to section 7.1.5 Technical Support by Proposers.
	2. We must quote support for the 8000 lawyers?	2. Refer to section 7.1.5 Technical Support by Proposers.
	3. Can you send by email the excel document that represent the Annex Cost Breakdown mention on section 10.4?	3. Refer to Annex 10.4 of the RFP document. The Purchasing Office will send this annex through the email created for it. According to the instructions on page 12, proponents must request it through the default email: <b>rfp23-02@poderjudicial.pr</b> <b>“Contact Information</b> <b>This RFP is published by OAT’s Procurement Office, on behalf of the Judicial Branch. The Procurement Office is the sole point of contact for all matters related to this RFP. Proposers may submit written questions only to request clarification of any requirement included in this RFP. All questions shall be addressed to:</b> <b>Office of Courts Administration</b> <b>Procurement Office</b> <b>Request for Proposal No. 23-02 RFP</b> <b>World Plaza Building</b> <b>268 Muñoz Rivera Ave. 14th Floor</b> <b>San Juan, Puerto Rico</b> <b>(787) 641-6600 ext. 5481 / 5485</b> <b>Questions can also be submitted via e-mail to the following address:</b> <b>rfp23-02@poderjudicial.pr “</b>
13.	The qualified electronic signature will need to be created from scratch or can have any	This will be part of the proposal offered by the proponents.

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	third-party integration as well like DocuSign, Dropbox Sign?	
14.	The existing platform SIGNO, has API's that can be used?	Currently not.
15.	Technical documentation of SIGNO, including access to the code, database type, infrastructure configuration (cloud hosted), will be shared?	Regarding the code, access will not be given. However, the necessary resources, documentation, and elements required according to the proposal will be shared.
16.	Can the QSCDs can be tied to the user's smartphone as an alternative to hardware such as smartcards or USB tokens?	It will depend on the proposal offered by the proponent.
17.	The solution proposed can be an app-based; as an alternative to a web-based option?	It will depend on the architectural proposal offered by the proponent. You should refer to section 7.1.3.2. point 3:  <b>"If the proposed solution is web-based, it must comply with accessibility parameters established by the <i>World Wide Web Consortium (W3c)</i>, better known as <i>Web Content Accessibility Guidelines (WCA 2.0 Level AA)</i>."</b>
18.	The 180 days of implementation period, includes the activation of 8,400 users?	Refer to section 7.1.10 regarding Implementation. The 180 days of implementation is the MAXIMUM time assigned for the completion of the project's whole implementation phase, therefore, the activation of the 8,400 users must be completed in that timeframe. A formal amendment will be communicated in due course, concerning the use of minimum", instead of the correct concept of "maximum" in the context of the time assigned for the project implementation.
19.	Will OAT or/and ODIN be assigning personnel to the project like a Project Manager, Quality Engineer, Technical Lead, and Product Owner liaison in the project?	Refer to section 7.1.15 regarding OAT Responsibilities.
20.	The requirements mentioned a notarial electronic signature and qualified electronic signature. Does it have to be both or just one or the other? It is my understanding that there is not solution in the market to do both on the same document, because they are redundant processes	Refer to section 7, Technical Section.
21.	What are the kind of documents that will be notarized or need to be signed	Refer to sections 7.1.1 Current Situation and 7.1.3.1 Technical Requirements.
22.	Who will be signing the documents? Are all of them US Citizens?	Only those notaries who are authorized to practice in Puerto Rico, along with other users who are eventually authorized.
23.	Can remote notaries use Biometric Identity Verification to verify the identity of signers?	It will depend on the proposal offered by the proponent.
24.	How is the estimate of documents and how many qualified signers per document, for a 8400 users in a 12 month period?	Based on an average of the past two years (2021-2022), total deeds and affidavits notified through SIGNO Notarial were 1,365,000 per year. This number excludes certified copies and administrative or governmental documents that notaries are required to sign and seal. The average of signatories on public

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		documents other than notaries are uncountable due to the universe of transactions covered.
25.	Can we offer alternatives in the same response to the RFP, such as both licensing models (device and user)?	Refer to section 7.1.3.1 regarding Technical Requirements (page 30).
26.	Can we offer other alternatives of solutions as example: do not use devices but use key on cloud?	It will depend on the proposal offered by the proponent.
27.	Is the OAT requiring or considering the acquisition of an electronic signature service such as Adobe?	No
28.	Acrobat Sign? Is such a solution required in the response to this RFP?	No
29.	Does the OAT already have licensed Adobe Acrobat for internal use by its judges and court personnel?	No
30.	Will the OAT promote the acquisition of Adobe Acrobat or some other software by the Notary Publics?	No
31.	(From page 30) Approximately what deployment schedule is anticipated? For example, 500 tokens issued per week or are all the 8,400 tokens expected to be issued at once.	Refer to sections 7.1.10 regarding Implementation y 7.1.11 regarding Work Plan.
32.	(From page 30) Where can we locate Annex 10.4 (Excel spreadsheet for the Cost Breakdown)?	Refer to Annex 10.4 of the RFP document. The Purchasing Office will send this annex through the email created for it. According to the instructions on page 12, proponents must request it through the default email: <a href="mailto:rfp23-02@poderjudicial.pr">rfp23-02@poderjudicial.pr</a>  <b>“Contact Information</b> <b>This RFP is published by OAT’s Procurement Office, on behalf of the Judicial Branch. The Procurement Office is the sole point of contact for all matters related to this RFP.</b> <b>Proposers may submit written questions only to request clarification of any requirement included in this RFP. All questions shall be addressed to:</b> <b>Office of Courts Administration</b> <b>Procurement Office</b> <b>Request for Proposal No. 23-02 RFP</b> <b>World Plaza Building</b> <b>268 Muñoz Rivera Ave. 14th Floor</b> <b>San Juan, Puerto Rico</b> <b>(787) 641-6600 ext. 5481 / 5485</b> <b>Questions can also be submitted via e-mail to the following address:</b> <b><a href="mailto:rfp23-02@poderjudicial.pr">rfp23-02@poderjudicial.pr</a> “</b>
33.	(From page 30) Can you describe how the OAT expects to carry out the Registration Authority activities? Will the OAT set up an office to hand out the physical tokens (if used) and interview the Notaries to approve them for a Certificate? Will the validity of the tokens be managed by OAT such as extending them annually?	All these aspects will depend on the proposal presented by the proposer.
34.	(From page 30) Is a local signature (such as with a USB Token) preferred over a centralized signature? Is a	It will depend on the proposal presented by the proponent. You should refer to section 7.1.3.2. point 3:



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	web-based service acceptable or does the OAT request a local HSM (Hardware Security Module) to generate its own keys?	<b>"If the proposed solution is web-based, it must comply with accessibility parameters established by the <i>World Wide Web Consortium (W3c)</i>, better known as <i>Web Content Accessibility Guidelines (WCA 2.0 Level AA)</i>."</b>
35.	(From page 30) Is it forbidden for a Notary Public to exercise this function If mobile access is required, then physical keys like USB tokens cannot work. Does this mean solutions with physical keys are not going to be considered?	Refer to section 7 Technical Section.
36.	(From page 31) From the second paragraph, what is required to "link the file with a specific notary public in OAT's databases.	It must be tied to the Unique Lawyer Registry ( <i>Registro Único de Abogados</i> , RUA, for its acronym in Spanish).
37.	(From page 31) Can OAT define in answer the scope of any interface and how must work? or is planned to have a standard tool of interface to develop in the future integrations?	It is planned to have a standard tool of interface to develop in the future integrations. That's why the importance of properly documenting the API connections and data that can be consumed or provided to and from the proposed solution.
38.	Solutions must include the integration of receiving and generating PDF documents online with other systems?	Yes
39.	Do have PRITS defined electronic or qualified signature standards?	You should refer to the PRITS website.
40.	It is acceptable to have less than 99.99% availability if some components of the solutions have, for example 99.97% availability supported by the manufacturer? Or propose less than 99.99% is a reason to be disqualified?	No, it must specifically be 99.99%.