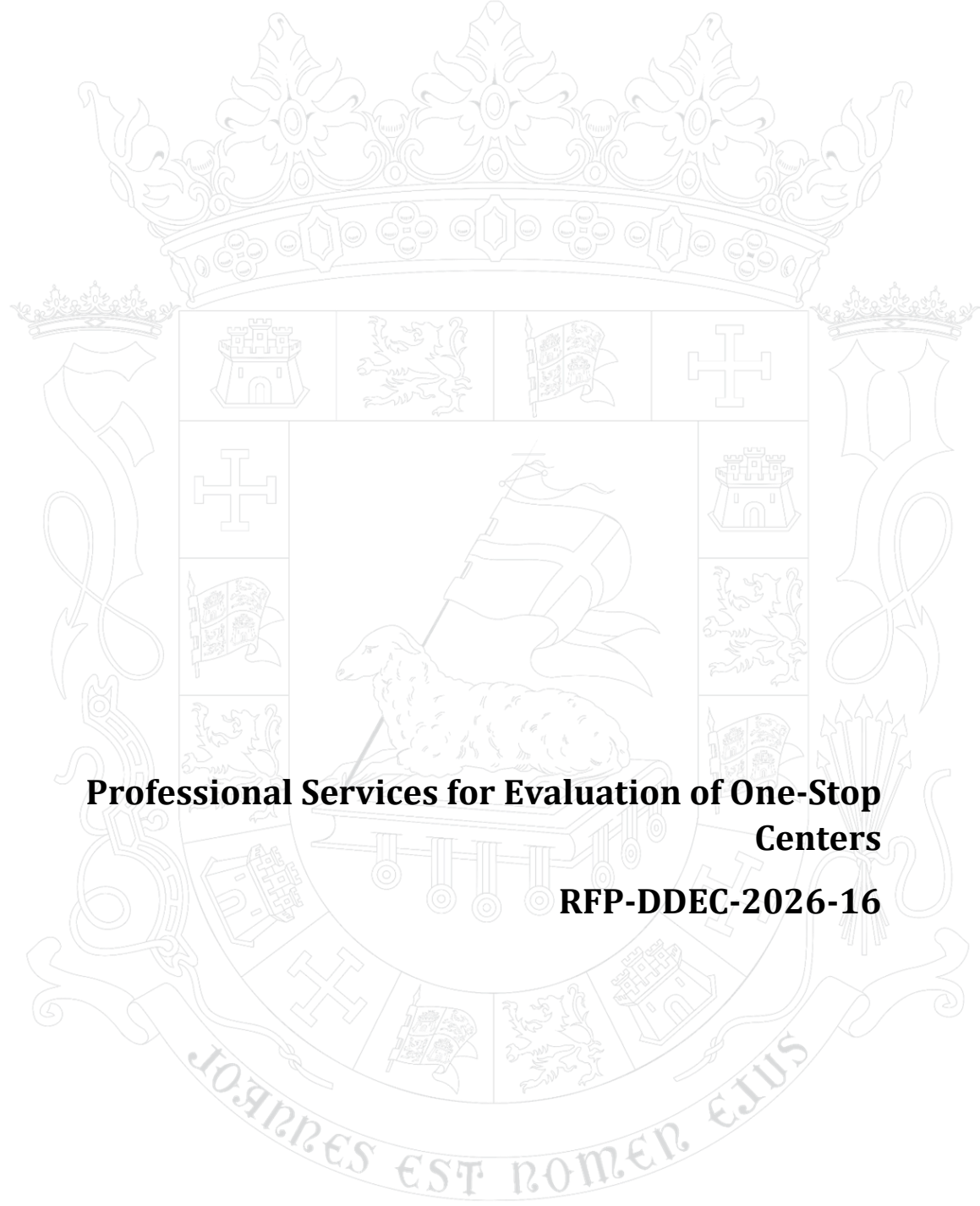




**Professional Services for Evaluation of One-Stop
Centers**

RFP-DDEC-2026-16



DEPARTAMENTO DE

**DESARROLLO
ECONÓMICO Y COMERCIO**

GOBIERNO DE PUERTO RICO

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1 Introduction and Background

1.1 Overview of the Puerto Rico Department of Economic Development and Commerce

The Puerto Rico Department of Economic Development and Commerce (PRDEDC) is the principal executive branch agency responsible for promoting and facilitating economic growth, competitiveness, and innovation throughout Puerto Rico. Established under Reorganization Plan No. 4 of 1994, as amended, the PRDEDC leads the Government of Puerto Rico's economic development strategy through its integrated programs, incentives, and initiatives designed to attract investment, foster entrepreneurship, and strengthen local industries.

Through its various divisions and affiliated entities, the PRDEDC serves as the central coordinating body for economic transformation, overseeing industrial promotion, commercial development, incentives management, and strategic policy implementation to advance Puerto Rico's long-term prosperity.

The PRDEDC is the entity designated by Law No. 171-2014 as the state administering agency of federal funds received under Title I of the Workforce Innovation and Opportunity Act (WIOA), through the Workforce Development Program (WDP).

The WDP has the mission to implement an integrated system for workforce development that provides access to employment and training services and joint efforts with the private sector to promote the economic development of Puerto Rico. The WDP leads workforce strategies that contribute to the economic competitiveness for businesses and workers.

The purpose of the Title I of WIOA is to provide workforce investment activities through statewide and local workforce development systems that increase participants' employment, retention, and earnings and raise the attainment of recognized postsecondary credentials by participants. As a result, WIOA helps improve the quality of the workforce, reduce welfare dependency, increase economic self-sufficiency, meet the skill requirements of employers, and enhance the productivity and competitiveness of the Nation.

1.2 Legal Basis and Authority

This Request for Proposals (**RFP No. DDEC-2026-16**) is issued under the authority granted by Reorganization Plan No. 4 of 1994, as amended, which establishes the organizational and operational framework of the Puerto Rico Department of Economic Development and Commerce (PRDEDC). It is also consistent with the policy framework established under Act No. 60-2019, known as the Puerto Rico Incentives Code, which consolidates and regulates the island's economic development initiatives.

The procurement process shall comply with all applicable Puerto Rico laws, regulations, and executive instruments governing the contracting of professional services by public entities, including Executive Order 2021-029, Circular Letter No. 013-2021 issued by the Office of the Comptroller of Puerto Rico and the *“Procedimiento Interno para la Evaluación y Selección de Proveedores de Servicios Profesionales cuya cuantía sea de \$250,000 o más, y aquellos de menor cuantía cuando así se determine por el Departamento de Desarrollo Económico y Comercio (DDEC) y sus Entidades Operacionales y Adscritas Oficina de Asesoramiento Legal”*.

1.3 Institutional Context and Strategic Transformation

The Puerto Rico Department of Economic Development and Commerce (PRDEDC), through its Workforce Development Program (WDP) and in coordination with the Local Workforce Development Boards (LWDBs), is committed to strengthening the effectiveness, accountability, accessibility, and customer-centered performance of Puerto Rico’s workforce development system. As part of its ongoing efforts to modernize service delivery and align workforce investments with the economic priorities of the Commonwealth of Puerto Rico, the Department seeks to continuously improve the quality, integration, and outcomes of services delivered through the American Job Centers (AJCs) and the broader One-Stop delivery system established under the Workforce Innovation and Opportunity Act (WIOA).

As workforce systems continue to evolve in response to changing labor market demands, technological advancements, employer needs, and participant expectations, the PRDEDC recognizes the importance of maintaining a high-performing One-Stop delivery system that effectively coordinates services among workforce, education, vocational rehabilitation, economic development, and community partners. To support this objective, the Department seeks to implement a comprehensive evaluation framework that assesses operational effectiveness, regulatory compliance, service integration, customer experience, accessibility, governance, and overall system performance.

The PRDEDC seeks to reinforce its role as a leader in workforce system innovation, public-sector accountability, and continuous improvement, while advancing its mission of connecting individuals and employers to high-quality workforce services that promote economic opportunity, talent development, labor force participation, and long-term economic growth throughout Puerto Rico.

In this context, the One-Stop Center Evaluation serves as a strategic mechanism for assessing the effectiveness of the workforce delivery system, identifying opportunities for improvement, strengthening collaboration among required and additional One-Stop partners, enhancing customer experiences, and ensuring compliance with federal and state requirements. The initiative is intended to support data-driven decision-making, improve service quality, strengthen operational performance, and foster a culture of continuous improvement across the workforce development system.

Furthermore, this initiative supports the requirements and objectives established under section 121 of WIOA and 20 CFR Part 678, including the promotion of integrated service delivery, continuous improvement, accountability, accessibility, and customer-centered service within the One-Stop delivery system. The evaluation is intended to provide PRDEDC, the State Workforce Development Board, Local Workforce Development Boards, One-Stop Operators, and workforce system partners with objective and actionable information regarding the effectiveness of governance structures, operational practices, partner coordination, service integration, and workforce outcomes. The findings and recommendations resulting from this engagement will serve as a foundation for strategic planning, performance enhancement, certification activities, compliance monitoring, and long-term workforce system improvement efforts throughout Puerto Rico.

1.4 Alignment with PRDEDC's Priorities

The strategy, methodologies, recommendations, and deliverables resulting from this RFP must align with PRDEDC's workforce development priorities and commitment to building a high-performing, customer-centered workforce system. Specifically, the engagement shall support the following strategic priorities:

- **Strengthening Workforce System Performance:** Enhancing the effectiveness, efficiency, accountability, and measurable outcomes of Puerto Rico's workforce development system through continuous evaluation and improvement.
- **Improving Customer-Centered Service Delivery:** Promoting seamless, accessible, and responsive services for job seekers, workers, employers, and partner organizations through integrated service delivery models.
- **Enhancing One-Stop System Integration:** Strengthening collaboration, coordination, and alignment among required and additional One-Stop partners to improve service accessibility and participant outcomes.
- **Advancing Data-Driven Decision-Making:** Supporting the use of performance data, operational metrics, customer feedback, and evidence-based practices to improve workforce system management and strategic planning.
- **Promoting Equitable Access and Inclusion:** Ensuring that workforce services are accessible to all individuals, including individuals with disabilities, individuals with limited English proficiency, underserved populations, and other populations facing barriers to employment, in accordance with WIOA Section 188, the Americans with Disabilities Act (ADA), and applicable nondiscrimination requirements.
- **Strengthening Employer Engagement and Workforce Responsiveness:** Improving the workforce system's capacity to meet employer workforce needs, support talent development, and respond effectively to changing labor market demands.
- **Ensuring Regulatory Compliance and System Accountability:** Supporting compliance with WIOA, applicable federal and state regulations, policy guidance, and performance accountability requirements while promoting transparency and continuous improvement.
- **Supporting Continuous Improvement and Innovation:** Establishing sustainable processes and recommendations that enable ongoing evaluation, operational excellence, innovation, and long-term system effectiveness.

1.5 Purpose of this RFP

Through this RFP, the PRDEDC seeks to establish a strategic partnership with an experienced and highly qualified professional services firm, consulting organization, academic institution, or consortium possessing demonstrated expertise in workforce development, program evaluation, organizational assessment, performance management, regulatory compliance, accessibility, and continuous improvement.

The selected contractor shall provide comprehensive One-Stop Center Evaluation Services for a period of one (1) year. The engagement shall support the PRDEDC's efforts to assess the effectiveness, efficiency, accessibility, compliance, customer experience, partner integration, and overall performance of Puerto Rico's One-Stop delivery system established under the Workforce Innovation and Opportunity Act (WIOA).

The selected firm shall present a holistic, integrated, and results-oriented proposal that effectively addresses all service domains and functional requirements described in this RFP, including governance and compliance assessment, operational effectiveness evaluation, customer experience and accessibility reviews, programmatic performance analysis, partner integration assessment, and continuous improvement planning.

The contractor shall employ a combination of quantitative and qualitative evaluation methodologies, stakeholder engagement strategies, data analysis techniques, and evidence-based assessment practices to identify strengths, opportunities for improvement, operational risks, and actionable recommendations that support enhanced workforce system performance.

The ultimate objective of this engagement is to provide PRDEDC and its workforce system partners with an independent, objective, and comprehensive evaluation of the One-Stop delivery system and a practical roadmap for strengthening service quality, regulatory compliance, operational effectiveness, customer satisfaction, partner collaboration, and long-term system performance.

Partial or fragmented proposals that fail to address all required service domains, evaluation components, and deliverables described in this RFP will be considered non-responsive.

2 Purpose and Strategic Objectives

2.1 Purpose

As stated above, this RFP seeks qualified firms that provide professional services in workforce system evaluation, organizational assessment, performance management, regulatory compliance, accessibility reviews, customer experience evaluation, and

continuous improvement planning that will enable PRDEDC to strengthen the effectiveness, accountability, and overall performance of Puerto Rico's One-Stop delivery system.

The selected contractor shall work in close collaboration with PRDEDC's WDP, the State Workforce Development Board (SWDB), Local Workforce Development Boards (LWDBs), One-Stop Operators, American Job Center (AJC) management, and other workforce system partners, as applicable, to conduct a comprehensive and independent evaluation of the One-Stop delivery system and develop actionable recommendations that support continuous improvement and long-term system effectiveness.

The contractor shall assess governance structures, operational processes, service integration, customer experience, accessibility, partner coordination, regulatory compliance, and programmatic performance across the workforce system. Through this engagement, the contractor shall identify strengths, opportunities for improvement, operational risks, and best practices that may be leveraged to enhance service quality, customer outcomes, employer engagement, and overall system performance.

The evaluation shall support PRDEDC's commitment to data-driven decision-making, customer-centered service delivery, accountability, and continuous improvement while ensuring alignment with the WIOA, applicable federal and state requirements, and workforce system strategic priorities.

The ultimate purpose of this engagement is to provide PRDEDC and its workforce partners with objective findings, measurable performance insights, and a practical roadmap for strengthening the effectiveness, accessibility, efficiency, and sustainability of Puerto Rico's One-Stop delivery system.

2.2 Strategic Objectives

PRDEDC's strategic efforts shall be guided by the following core objectives:

1. Strengthen the Effectiveness and Accountability of the One-Stop Delivery System
 - Evaluate the effectiveness of governance, management, and operational practices across the workforce delivery system.
 - Assess compliance with applicable federal and state workforce development requirements.
 - Promote transparency, accountability, and continuous performance improvement.
 - Identify operational strengths, risks, and opportunities for improvement.
2. Enhance Customer-Centered Service Delivery
 - Evaluate the quality and accessibility of services provided to job seekers, workers, employers, and other customers.
 - Assess customer satisfaction and customer experience throughout the service delivery process.

- Identify barriers to service access and opportunities to improve service responsiveness.
 - Promote seamless service delivery across programs and partners.
3. Improve Operational Efficiency and Service Integration
- Assess the effectiveness of operational processes, workflows, referrals, and coordination mechanisms.
 - Evaluate collaboration among required and additional One-Stop partners.
 - Identify opportunities to streamline service delivery and improve resource utilization.
 - Promote integrated service strategies that improve participant outcomes.
4. Advance Data-Driven Performance Management
- Evaluate performance measurement systems, reporting practices, and outcome tracking methodologies.
 - Assess the use of data in operational and strategic decision-making.
 - Identify performance trends, service gaps, and improvement opportunities.
 - Support the development of meaningful performance indicators and continuous monitoring practices.
5. Promote Accessibility, Equity, and Inclusion
- Evaluate compliance with accessibility and nondiscrimination requirements.
 - Assess the availability and effectiveness of services for individuals with disabilities and other populations facing barriers to employment.
 - Evaluate language access and customer accommodation practices.
 - Promote equitable access to workforce services throughout the One-Stop delivery system.
6. Support Continuous Improvement and Long-Term System Excellence
- Develop actionable recommendations to strengthen workforce system performance.
 - Establish priorities for operational, programmatic, and strategic improvements.
 - Promote adoption of best practices and innovative service delivery approaches.
 - Support the development of a sustainable framework for ongoing evaluation and continuous improvement.

2.3 Expected Outcomes

The successful implementation of this RFP is expected to result in measurable outcomes, including but not limited to:

- A comprehensive and independent evaluation of the One-Stop delivery system, including governance, operations, customer experience, accessibility, performance, and partner integration.
- Identification of strengths, weaknesses, operational risks, service gaps, and opportunities for improvement across the workforce delivery system.

- Increased understanding of the effectiveness and efficiency of service delivery processes within American Job Centers (AJCs) and the broader One-Stop system.
- Enhanced ability of PRDEDC, Local Workforce Development Boards (LWDBs), One-Stop Operators, and workforce partners to make data-driven decisions based on objective findings and performance analysis.
- Improved visibility into customer satisfaction levels, customer experience, and employer engagement outcomes.
- Assessment of compliance with WIOA, applicable federal and state regulations, accessibility requirements, and nondiscrimination provisions.
- Identification of opportunities to strengthen coordination, communication, referrals, and service integration among required and additional One-Stop partners.
- Development of actionable recommendations to improve operational effectiveness, service quality, accessibility, customer outcomes, and workforce system performance.
- Establishment of baseline performance measures and evaluation benchmarks that may be used to support future monitoring and continuous improvement efforts.
- Development of a comprehensive Continuous Improvement Plan that prioritizes corrective actions, implementation strategies, timelines, and performance objectives.
- Enhanced accountability and transparency through documented findings, evidence-based recommendations, and measurable improvement strategies.
- A strategic roadmap that supports long-term workforce system excellence, customer-centered service delivery, regulatory compliance, and sustainable organizational improvement.

2.4 Guiding Principles for Implementation

All activities implemented under this RFP shall adhere to the following guiding principles:

- **Integration:** All evaluation activities, methodologies, findings, and recommendations shall form part of a unified and comprehensive assessment framework that supports the overall objectives of the engagement and promotes a holistic understanding of the One-Stop delivery system.
- **Independence and Objectivity:** The contractor shall conduct all assessments and evaluations in an impartial, evidence-based, and objective manner. Findings, conclusions, and recommendations shall be based on verifiable information, data analysis, stakeholder input, and documented observations.
- **Transparency:** Activities shall reflect the highest ethical and professional standards, ensuring clarity, accuracy, accountability, and transparency throughout the evaluation process. Methodologies, assumptions, limitations, and findings shall be clearly documented and communicated.
- **Data-Driven Decision Making:** Assessments, analyses, and recommendations shall be supported by quantitative and qualitative data, performance metrics, operational indicators, customer feedback, workforce outcomes, and other relevant evidence-based information.

- **Customer-Centered Focus:** Evaluation activities shall consider the experiences, needs, and perspectives of job seekers, workers, employers, workforce partners, and other stakeholders to promote service excellence and continuous improvement.
- **Accessibility and Inclusion:** Evaluation methodologies, stakeholder engagement activities, and deliverables shall promote equitable participation and access for all populations, including individuals with disabilities, individuals with limited English proficiency, underserved populations, and individuals facing barriers to employment, consistent with WIOA Section 188, the Americans with Disabilities Act (ADA), and applicable nondiscrimination requirements.
- **Collaboration and Stakeholder Engagement:** The contractor shall actively engage PRDEDC, Local Workforce Development Boards, One-Stop Operators, workforce partners, employers, and other relevant stakeholders throughout the evaluation process to ensure comprehensive and meaningful findings.
- **Continuous Improvement:** The engagement shall focus not only on identifying deficiencies or compliance concerns but also on recognizing strengths, promising practices, opportunities for innovation, and strategies that support long-term organizational and system improvement.
- **Innovation:** The contractor is encouraged to employ innovative evaluation methodologies, analytical tools, performance measurement techniques, customer feedback mechanisms, benchmarking practices, and technology-enabled solutions that enhance the quality, accuracy, and usefulness of the evaluation.
- **Actionability:** All recommendations and improvement strategies shall be practical, measurable, prioritized, and designed to support implementation by PRDEDC and workforce system partners within existing operational and regulatory frameworks.

3 Scope of Work / Statement of Work

3.1 General Description

The selected contractor shall provide comprehensive professional services in workforce system evaluation, organizational assessment, program performance analysis, regulatory compliance review, accessibility assessment, customer experience evaluation, and continuous improvement planning to support PRDEDC's workforce development objectives and strengthen the effectiveness of Puerto Rico's One-Stop delivery system.

The services shall be delivered through an integrated, collaborative, and multidisciplinary approach that ensures consistency, objectivity, efficient utilization of resources, stakeholder engagement, and alignment with PRDEDC's workforce development priorities, as articulated in Section 1.4 of this RFP.

The contractor is expected to conduct a comprehensive and independent evaluation of the One-Stop delivery system, including its governance structure, operational effectiveness, service integration, accessibility, customer experience, partner coordination, compliance

posture, and programmatic performance. Through this engagement, the contractor shall identify strengths, service gaps, operational challenges, risks, best practices, and opportunities for improvement, and shall develop practical and actionable recommendations that support continuous improvement and long-term workforce system excellence.

To ensure consistency and strategic coherence, each service domain described in this Scope of Work shall explicitly support PRDEDC's workforce development priorities, which include:

- Strengthening workforce system performance, accountability, and operational effectiveness.
- Improving customer-centered service delivery for job seekers, workers, employers, and workforce partners.
- Enhancing coordination, collaboration, and integration among required and additional One-Stop partners.
- Advancing data-driven decision-making through meaningful performance measurement, analysis, and reporting.
- Promoting accessibility, equity, inclusion, and compliance with applicable federal and state requirements.
- Supporting continuous improvement, innovation, and long-term workforce system sustainability.

All project activities, assessments, analyses, recommendations, reports, and deliverables shall incorporate one or more of these strategic priorities in a manner that is measurable, evidence-based, and aligned with the objectives of the WIOA, applicable federal regulations, state workforce policies, and PRDEDC's strategic vision for workforce development.

Proposers must demonstrate their capacity, resources, and technical expertise to effectively coordinate and engage with PRDEDC's WDP, the State Workforce Development Board (SWDB), Local Workforce Development Boards (LWDBs), One-Stop Operators, American Job Center (AJC) management, required and additional One-Stop partners, employers, workforce stakeholders, and other public-sector entities as necessary to successfully perform the services contemplated under this RFP.

Each proposal shall clearly describe the proposer's evaluation framework, project management approach, methodology, stakeholder engagement strategy, data collection and analysis methods, staffing plan, quality assurance processes, and measurable performance indicators associated with each of the service domains outlined below. The proposal shall also demonstrate how the proposed approach will generate actionable findings and recommendations that support meaningful improvements in workforce system performance, customer outcomes, service integration, compliance, and operational effectiveness.

3.2 Service Domains (Work Areas)

The Scope of Work is organized into six (6) primary service domains. Each domain includes:

- A description of required services,
- The expected deliverables, and
- A Bidder Response Guide to orient the structure of the proposer's submission.

Note: The deliverables listed under each service domain are provided for reference and expectation setting purposes only. They illustrate the type and scope of outputs that PRDEDC anticipates after contract award. **Proposers are not required to submit these deliverables as part of their proposal.** Instead, their technical submission should focus on demonstrating the capacity, methodology, and organizational approach to effectively produce such outputs once engaged by PRDEDC.

Proposers must clearly indicate how service domains will integrate with one another to ensure narrative and operational consistency across the project's overall objectives.

3.2.1 Governance, Compliance and System Administration Assessment

The contractor shall conduct a comprehensive assessment of the governance structure, administrative framework, and regulatory compliance of the One-Stop delivery system to determine whether the Local Workforce Development Area is operating in accordance with WIOA requirements, federal regulations, state policies, and local procedures.

Required Services:

- Review the governance structure of the One-Stop delivery system.
- Evaluate compliance with WIOA Section 121 requirements.
- Review Memorandums of Understanding (MOUs) and Infrastructure Funding Agreements (IFAs).
- Assess the effectiveness of Local Workforce Development Board oversight mechanisms.
- Evaluate One-Stop Operator procurement and performance management practices.
- Review applicable local policies and procedures governing One-Stop operations.
- Identify compliance risks and administrative deficiencies.

Expected Deliverables:

- Governance and Compliance Assessment Report.
- Regulatory Compliance Matrix.
- Risk Assessment and Corrective Action Recommendations.
- Executive Summary of Findings.

Bidder Response Guide:

Proposers shall:

1. Describe their experience conducting WIOA compliance reviews and governance assessments.
2. Explain their methodology for evaluating One-Stop governance structures.
3. Identify key personnel and relevant qualifications.
4. Provide examples of similar engagements completed within the last five (5) years.

3.2.2 One-Stop Operational Effectiveness Assessment

The contractor shall evaluate the operational effectiveness, service delivery model, and overall functionality of the One-Stop Center(s) to determine whether services are delivered efficiently, consistently, and in accordance with customer-centered service principles.

Required Services:

- Assess customer flow and service delivery processes.
- Evaluate intake, referral, enrollment, and case management procedures.
- Review operational coordination among partner programs.
- Assess staff roles, responsibilities, and workflow management.
- Evaluate service integration and co-enrollment practices.
- Review utilization of technology and virtual service delivery tools.
- Identify operational barriers and process improvement opportunities.

Expected Deliverables:

- Operational Assessment Report.
- Process Flow Analysis.
- Operational Efficiency Findings Matrix.
- Recommendations for Process Improvement.

Bidder Response Guide:

Proposers shall:

1. Describe methodologies used to assess workforce center operations.
2. Explain approaches for identifying inefficiencies and service gaps.
3. Provide examples of operational assessments performed for workforce systems.

3.2.3 Customer Experience and Accessibility Evaluation

The contractor shall evaluate the quality, accessibility, and customer-centered nature of services provided through the One-Stop Center(s) to determine whether participants, employers, and partner agencies receive equitable and effective services.

Required Services:

- Conduct customer satisfaction surveys.
- Conduct employer satisfaction surveys.
- Facilitate stakeholder interviews and focus groups.
- Evaluate physical accessibility and programmatic accessibility.
- Assess compliance with ADA, Section 188 of WIOA, and 29 CFR Part 38.
- Evaluate language access and meaningful access for individuals with limited English proficiency.
- Conduct mystery shopper assessments, if authorized.

Expected Deliverables:

- Customer Experience Evaluation Report.
- Accessibility Assessment Report.
- Survey Findings and Statistical Analysis.
- Customer Journey Mapping Report.
- Recommendations for Service Enhancement.

Bidder Response Guide:

Proposers shall:

1. Describe experience conducting customer satisfaction and accessibility assessments.
2. Explain survey methodologies and data collection approaches.
3. Demonstrate familiarity with ADA and nondiscrimination requirements.

3.2.4 Programmatic Performance and Outcomes Evaluation

The contractor shall evaluate the effectiveness of workforce services and program outcomes to determine whether the One-Stop delivery system is achieving desired performance objectives and supporting participant success.

Required Services:

- Review performance outcomes across WIOA Title I programs.
- Evaluate participant service strategies and career pathway implementation.
- Assess employer engagement outcomes.
- Review credential attainment and measurable skill gains.
- Evaluate employment and retention outcomes.

- Assess performance management and reporting practices.
- Compare outcomes against negotiated performance levels and applicable benchmarks.

Expected Deliverables:

- Programmatic Performance Evaluation Report.
- Performance Indicator Analysis.
- Outcome Benchmarking Report.
- Recommendations for Performance Improvement.

Bidder Response Guide:

Proposers shall:

1. Describe experience evaluating workforce performance outcomes.
2. Explain methodologies for quantitative and qualitative analysis.
3. Provide examples of similar engagements completed within the last five (5) years.

3.2.5 Partner Integration and One-Stop System Coordination Assessment

The contractor shall evaluate the effectiveness of coordination among required and additional One-Stop partners and assess the degree to which services are integrated within the One-Stop delivery system.

Required Services:

- Review partner participation and engagement.
- Assess referral processes and cross-program coordination.
- Evaluate co-location and service integration practices.
- Review communication and collaboration mechanisms.
- Assess alignment between workforce, education, vocational rehabilitation, and economic development services.
- Identify barriers to effective partner coordination.
- Develop recommendations for strengthening system integration.

Expected Deliverables:

- Partner Coordination Assessment Report.
- Service Integration Analysis.
- Referral Process Evaluation.
- System Coordination Improvement Plan.

Bidder Response Guide:

Proposers shall:

1. Describe experience evaluating integrated service delivery systems.
2. Explain methodologies for assessing interagency coordination.
3. Provide examples of similar workforce system evaluations completed within the last five (5) years.

3.2.6 Continuous Improvement and Strategic Recommendations

The contractor shall develop a comprehensive continuous improvement framework designed to strengthen the effectiveness, efficiency, accountability, and customer-centered performance of the One-Stop delivery system.

Required Services:

- Synthesize findings from all assessment activities.
- Identify strengths, weaknesses, opportunities, and risks.
- Facilitate strategic planning sessions with stakeholders.
- Develop corrective action recommendations.
- Develop performance improvement strategies.
- Establish implementation priorities and timelines.
- Develop monitoring indicators for future continuous improvement efforts.

Expected Deliverables:

- Comprehensive Final Evaluation Report.
- Continuous Improvement Plan.
- Strategic Recommendations Matrix.
- Implementation Roadmap.
- Executive Presentation of Findings.

Bidder Response Guide:

Proposers shall:

1. Describe their approach to organizational improvement and strategic planning.
2. Explain how recommendations will be prioritized and implemented.
3. Provide examples of actionable improvement plans developed for public-sector organizations within the last five (5) years.

3.3 Integration Requirement

All proposals must address the six (6) service domains described above and present an integrated strategy demonstrating how these services will operate cohesively to support PRDEDC's priorities.

Proposals that do not clearly demonstrate inter-domain integration, measurable outcomes, and narrative alignment with the PRDEDC's priorities may receive lower technical evaluation scores.

3.4 Project Management and Coordination Requirement

The selected contractor shall designate a Project Manager who will serve as the primary point of contact with PRDEDC's WDP. This individual will be responsible for ensuring timely coordination, quality control, and the delivery of all required reports and materials under this contract.

The Project Manager shall:

- Oversee planning, execution, and performance monitoring across all service domains.
- Maintain continuous communication with PRDEDC's assigned Contract Officer and WDP.
- Facilitate approval workflows, ensuring compliance with PRDEDC's internal review protocols.
- Coordinate subcontracted partners and vendors as necessary to meet established timelines.

The Project Manager must possess demonstrable experience managing workforce system evaluation, organizational assessment, program evaluation, performance management, or continuous improvement projects of similar scale and complexity, preferably within workforce development, public sector, federally funded programs, or workforce investment systems operating under the Workforce Innovation and Opportunity Act (WIOA) or comparable federal programs.

The Project Manager shall demonstrate experience coordinating multidisciplinary teams, managing stakeholder engagement processes, overseeing data collection and analysis activities, developing strategic recommendations, and ensuring the timely delivery of complex evaluation projects involving multiple organizations, service providers, and public-sector partners.

4 Principles of Execution and Service Standards

All services under this RFP are expected to be delivered within a framework of excellence, transparency, and full regulatory compliance, in accordance with the laws and regulations of

the Government of Puerto Rico and applicable federal provisions. Proposals should demonstrate how the proposer’s approach will uphold these principles and ensure effective coordination with PRDEDC.

4.1 Performance and Coordination Principles

Proposers are expected to design their service approach around the following principles:

- Performance reporting: Clear, weekly, or monthly, as needed. performance reports that include measurable progress indicators and documented outcomes.
- Continuous coordination: Ongoing communication mechanisms with PRDEDC’s WDP and affiliated entities, ensuring consistency and alignment across all initiatives.
- Flexibility and adaptability: Ability to adjust priorities, timelines, and tactics in response to economic developments, emerging opportunities, or changes in public policy.
- Capacity & knowledge transfer: Commitment to strengthening PRDEDC’s internal capabilities through manuals, operational guides, and knowledge transfer.

4.2 Service Standards and Availability

Proposals should clearly outline how service delivery will meet the following standards:

- Availability: Regular business hour coverage with extended availability to address urgent or time-sensitive matters when required.
- Responsiveness: Prompt acknowledgment and handling of PRDEDC requests or feedback.
- Coordination: Structured internal processes to ensure timely communication, document sharing, and approvals.

4.3 Transparency and Accountability

Proposers should describe how transparency and accountability will be embedded in all aspects of project management and reporting. This includes documentation of deliverables, progress tracking, and internal mechanisms that ensure traceability and integrity throughout execution.

4.4 Deliverable Review and Continuous Improvement

Proposals should describe how expected deliverables will be reviewed, approved, and tracked for quality assurance. PRDEDC encourages proposers to include mechanisms for continuous improvement and innovation throughout the engagement, ensuring the integration of global best practices and emerging technologies.

5 Mandatory Requirements and Proposal Submission

The purpose of this section is to outline the mandatory requirements that all proposers must meet to be considered responsive under this RFP. Compliance with the Mandatory Requirements will be evaluated on a Pass/Fail basis prior to the technical evaluation (work approach).

All supporting documents must be current, valid, and verifiable at the time of submission. Failure to submit any of the required documents will result in a non-compliant proposal.

5.1 Mandatory Requirements

All proposers must submit every document and certification listed in **Table 1** and **Table 2** as part of their proposal package. Each proposer must complete and sign (Annex A) and the checklist must be included as the first page of the Mandatory Requirements section of the proposal package.

Table 1 – Organizational Documents

Description / Documentation Needed	
RUP – Registro Único de Proponentes	Copy of valid registration issued by the Puerto Rico General Services Administration (ASG).
Certification of Legal Entity / Corporate Structure	Official certification identifying owners, officers, or members of the proposing entity.
Shareholder or Partner List	List of shareholders or partners and their ownership percentage within the proposing entity.
Employer Identification Number (EIN)	Copy of the Employer Identification Number (IRS Form SS-4 confirmation letter).
Good Standing Certificate	Issued by the Puerto Rico Department of State confirming the entity is active and in good standing.
Certificate of Existence or Authorization to Do Business in Puerto Rico	For non-local entities, provide certificate authorizing the entity to conduct business in Puerto Rico.
Merchant Registration Certificate	Issued by the Puerto Rico Department of Treasury (Hacienda).
Partnership Authorization Letter / Corporate Resolution	For partnerships: letter or resolution designating the authorized signatory. For corporations: certified Board of Directors resolution with corporate seal authorizing participation and contract execution.

Financial Statements	Year-end audited, reviewed, or compiled financial statements for the most recent two (2) years, issued by a Certified Public Accountant (CPA) in accordance with U.S. GAAP. Must include Balance Sheet, Statement of Operations, Statement of Cash Flows, and Notes. If the Proposer has not been in business within the year prior to the submission date, it must provide, for each Principal, Stockholder, Partner, or Member with 25% or more ownership (and those providing capital or guarantees): (1) audited, reviewed, or compiled financial statements for the last two years, prepared by a CPA under US GAAP. The financial statements must include Balance Sheet, Statement of Operations, Statement of Cash Flows, and notes to the financial statements; (2) a sworn statement dated within sixty (60) days before submission identifying all Principals, Stockholders, Partners, Members and their business participation; and (3) copies of income tax returns for the last two years.
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Table 2 – Certifications and Affidavits

Requirement	Description / Documentation Needed
Sworn Statement of Compliance with Act No. 2-2018	Use the standard format provided in Annex A; must be signed and notarized.
Conflict of Interest Certification	Statement declaring the absence of any actual or potential conflict of interest with PRDEDC or other Government of Puerto Rico agencies. Use standard format provided as Annex A .
Criminal and Ethical Background Declaration	Sworn statement that neither the proposer nor its principals have any criminal record or pending ethical proceedings.
Sales and Use Tax (IVU) Debt Certification – Model SC-2927	Issued by the Puerto Rico Department of Treasury.
Income Tax Filing Certification – Model SC-6088	Issued by the Puerto Rico Department of Treasury.
Debt Certification – Model SC-6096	Issued by the Puerto Rico Department of Treasury.
Sales and Use Tax Return Filing Certification – Model SC-2942	Issued by the Puerto Rico Department of Treasury.
Employer Registration and Unemployment/Disability Insurance Certification	Issued by the Puerto Rico Department of Labor and Human Resources.
Chauffeurs’ Social Security Fund Certification	Issued by the Puerto Rico Chauffeurs’ Social Security Fund Administration.
State Insurance Fund Corporation (CFSE) Debt Certification – Form CFSE-3047	Issued by the Puerto Rico State Insurance Fund Corporation.

ASUME Compliance Certification	Corporate or individual certification of compliance issued by the Puerto Rico Child Support Administration (ASUME).
Municipal Tax (CRIM) Certification	Certification of filing and debt status for both personal and real property taxes, issued by the Municipal Revenue Collection Center (CRIM).
General Debt Certification (All Concepts)	Comprehensive debt certification covering all tax obligations, issued by the corresponding Puerto Rico government agencies.

6 Proposal Evaluation and Scoring Criteria

6.1 Evaluation Process Overview

Proposals will be evaluated through a structured, multi-stage process to ensure fairness, transparency, and alignment with the objectives of the PRDEDC.

The evaluation process will consist of the following stages:

- **Stage 1 – Mandatory Requirements (Pass/Fail):** Verification of all documents and certifications required in Section 5. Only compliant proposals will advance to the next stage.
- **Stage 2 – Technical Evaluation:** Assessment of the proposer’s understanding, methodology, capacity, and experience, based on the criteria in Section 3.2.
- **Stage 3 – Cost Plan Evaluation:** Review of the proposed budget, pricing structure after completion of the technical stage.
- **Stage 4 – Final Composite Score and Recommendation for Award:** Compilation of results from all stages to determine final rankings and recommendations.

6.2 Evaluation Criteria and Weighting

Each eligible proposal will be scored according to the criteria below. The total possible score is 100%.

Table 3 – Evaluation Criteria and Scoring Weights

Evaluation Factor	Description	Score (%)
Technical Approach and Work Plan	Evaluates the clarity and feasibility of the proposed strategy and execution framework. This criterion assesses the proposer’s overall technical approach, understanding of PRDEDC’s objectives and strategic priorities, integration across domains, and capacity to adapt to evolving economic and institutional contexts.	35%

Institutional Experience and Past Performance	Assesses the proposer’s track record and demonstrated experience in managing comparable projects. Evaluation considers the quality, scale, and relevance of previous work, client references, documented results, experience with experience managing workforce system evaluation, organizational assessment, program evaluation, performance management, or continuous improvement projects of similar scale and complexity and proven success cases.	25%
Proposed Team and Management Capacity	Evaluates the qualifications and structure of the proposed team. Also considers certifications, awards, direct participation in the project, available infrastructure, technology, and identified subcontractors or partners, if applicable.	20%
Cost Plan	Reviews the overall cost structure, clarity, and reasonableness of the financial proposal relative to the proposed scope of work. Evaluation emphasizes cost-effectiveness, scalability, and demonstrated value for PRDEDC.	15%
Innovation and Added Value	Evaluates the integration of technologies, approaches and services not specifically required but beneficial to PRDEDC’s objectives	5%
Total		100%

6.3 Cost Plan Evaluation

The Cost Plan will form an integral part of the overall proposal evaluation. PRDEDC will review the financial component in conjunction with the proposer’s technical and strategic approach to ensure consistency, feasibility, and value. Evaluation of the Cost Plan will consider:

- Cost competitiveness relative to the proposed scope of work and prevailing market standards.
- Clarity and transparency in the pricing structure, including any assumptions or exclusions.
- Reasonableness and justification of costs, ensuring that proposed expenses are aligned with the scope, methodology, and anticipated deliverables.

PRDEDC may request clarifications or supporting documentation for any cost element during the evaluation process. For detailed instructions on how to prepare and structure the Cost Plan, refer to Section 7.3 of this RFP.

6.4 Final Selection and Award

The Evaluation Committee, appointed by the Secretary of the PRDEDC, will review and score all responsive proposals and make final recommendations to the Secretary. The Committee will conduct a comprehensive, fair, and impartial evaluation based on the criteria established in this RFP.

The Evaluation Committee may request clarifications from proposers to obtain a better understanding of specific sections of a submitted proposal. Responses to clarification

requests must solely serve to explain or clarify information already included in the original submission and shall not introduce new material or modify the original proposal content.

Upon completion of the evaluation, the Committee will prepare a written report summarizing its findings and documenting the ranking of proposals based on the criteria stated in this section. This report, including the Committee's final recommendation, will be submitted to the Secretary of PRDEDC for adjudication and final determination.

Negotiations. Following the evaluation of proposals, PRDEDC may engage in negotiations with one or more qualified proposers. Negotiations are exchanges between the PRDEDC and proposers that are undertaken with the intent of allowing the proponents to revise their proposals. If the PRDEDC is not satisfied with the price offer of the proposer, they will recommend continuing further discussions/negotiations. The primary object of discussions is to maximize the PRDEDC ability to obtain the best value, based on the requirements and the evaluation factors outlined in the RFP. The PRDEDC Evaluation Committee may request and receive the best and final offers. The Evaluation Committee may request **Best and Final Offers (BAFOs)** as part of this process.

Selection and Award. The proponent to be selected for the award will be based on the evaluation rubric stated in this RFP and the negotiations section. PRDEDC, based on the overall proposals received and their evaluation results, shall determine the number of successful proposers that represent the best interest of the overall services implementation and the people of Puerto Rico.

The firm to be awarded the RFP shall be recommended by the Evaluation Committee. After the final recommendation from the Evaluation Committee, the Secretary of the PRDEDC will issue the Award Notice. Award will be made to the responsible and responsive proponent whose Proposal represents the best value to the PRDEDC, taking all elements (including price and technical score) into consideration. Award will be made at fair and reasonable prices only. The DEDC reserves the right to select a proposal other than the lowest price from a proponent within the competitive range.

A proposal must conform to the material requirements of the RFP. If the proposal does not conform to the solicitation, it will be rejected because it is considered non-responsive. The Secretary of PRDEDC shall review the report of the Evaluation Committee and shall identify the proponent that should be selected to provide the services requested by this RFP. The determination of a proponent's selection will be based on the merits of the proposal presented, following the evaluation criteria. However, the Secretary of PRDEDC, taking into consideration the proponent's proposal and the Evaluation Committee recommendation, shall identify for selection the proponent as deemed most advantageous to the PRDEDC interests and objectives.

Award without Negotiation. If, after the initial evaluation of proposals, there is a clear winner and there is no need to negotiate or obtain further clarification or information from that proposer (e.g., the price is reasonable), the Secretary of PRDEDC may proceed directly to the award, provided that the RFP clearly stated that the award could be made without negotiations.

Notice of Selection. The PRDEDC will issue a written notice of selection to the successful proposer through **email** the "Notice of Selection". The Notice of Selection will establish the selected firm's obligation to submit any applicable post-award documentation.

PRDEDC reserves the right, without limitations, to: (i) grant more than one contract and/or select more than one qualified respondent; (ii) amend the Contract(s) of the Selected respondent (s) to, among others, extend its original duration, as further explained in this RFP, or to extend its scope to include additional work.

Insurance Requirement. Requirements for the selected bidder, to be able to sign the respective contract.

- Public Responsibility Policy / Professional Public Liability Policy for a minimum of \$1,000,000.
- Public Responsibility Policy endorsed to the Puerto Rico Department of Economic Development and Commerce. This must be identified with the description of the proposal.
- The tenderer is responsible for maintaining a Public Responsibility Policy endorsed in favor of the Puerto Rico Department of Economic Development and Commerce y for the entire term of the contract.
- The PRDEDC is not responsible for accidents or damages of any kind that the property and / or personnel of the tenderer could suffer. The bidder is responsible for his assets and/ or, by means of insurance for this purpose, for any damage that will be caused to the property and / or to the staff of the PRDEDC.

Execution of Agreements. The PRDEDC will seek to execute a Service Agreement with the selected proposer. If an agreement cannot be reached, the PRDEDC may terminate negotiations with the chosen proponent and proceed to the next-highest rated proponent until an agreement determined to be fair and reasonable to both parties is obtained.

No proposal shall be binding upon the PRDEDC until an Agreement has been executed. The DEDC reserves the right to issue press releases or public statements regarding the services under the contract; and the right to cancel the award of an Agreement at any time before execution of the contract, without incurring in any liability.

Rejection of Proposals and Cancellation of RFP. Issuance of this RFP does not constitute a commitment by the Government of Puerto Rico and/or the PRDEDC to award a contract.

The PRDEDC reserves the right, without limitations, to accept or reject, in whole or in part, and without further explanation, any or all proposals submitted; and/or to cancel this solicitation and reissue this RFP or another version of it, if it deems that doing so is in the best interest of the public interest, the Government of Puerto Rico, the PRDEDC or the impacted communities.

The PRDEDC reserves the right, without limitations, to disregard or waive any noncompliance, informalities and/or irregularities in the proposals received in response to this RFP, not otherwise identified as Mandatory Requirements and Qualifications in this RFP when, in its opinion, the public interest, the best interest of the Government of Puerto Rico, the PRDEDC or of the impacted communities will be served by such action.

7 Proposal Format and Submission Requirements

7.1 General Instructions

To ensure uniformity and facilitate prompt reference among all proposals, submissions must adhere to the following formatting and presentation requirements. Proposals will first be reviewed for completeness prior to detailed evaluation. Quality, substance, clarity, brevity, and responsiveness to PRDEDC's requirements are essential.

Formatting Requirements

- File format: PDF only.
- Font: Times New Roman, 12-point size.
- Line spacing: 1.15.
- Margins: 1 inch (2.54 cm) on all sides.
- Page size: 8.5" x 11" (Letter).
- Visual elements: All graphics, charts, and tables must be embedded within the document (external links are not permitted).
- Figures and tables: Must be numbered sequentially and referenced in the text by their corresponding number.

Signature Requirements

- All documents requiring a signature must be signed in blue ink.
 - Initials and signatures may be electronic (where applicable)

Language

- Proposals must be submitted in English.

The following subsection provides guidance on the expected structure and content of each proposal.

7.2 Proposal Organization and Structure

Each proposal shall follow the organizational structure described in this section to ensure clarity, consistency, and ease of evaluation. All content must be clearly labeled, and divided by section headers.

Cover Page:

Each proposal shall begin with a cover page clearly identifying the submission and the authorized point of contact. The cover page must include the RFP title and number, the legal name of the proposer, its mailing and email addresses, and the name, title, and telephone number of the authorized representative. The submission date must also appear on this page.

Immediately following the cover page, proposers shall include a **Table of Contents**, listing all major sections and subsections of the proposal. The Table of Contents shall follow the nomenclature outlined below and serve as both an index and a checklist confirming that all required components are present. It is the proposer's responsibility to ensure that all sections of the proposal are identified and easy to locate.

Part 1 – Mandatory Requirements

This section shall include all administrative, legal, and organizational documents required under Section 5, including the completed and signed **Annex A**. These materials will be reviewed on a pass/fail basis to determine eligibility prior to technical evaluation.

All documents must be current, valid, and organized in the same order as listed in the checklist to facilitate compliance verification.

Part 2 – Executive Summary

This section shall provide a concise overview of the proposal, highlighting the proposer's qualifications, experience, and overall understanding of PRDEDC's needs. It should serve as a clear and non-technical introduction to the firm's capabilities, focusing on alignment with PRDEDC's communications and economic development priorities.

The Executive Summary shall not exceed three (3) pages in length.

Part 3 – Company Information, Relevant Experience, and Past Performance

This section establishes the proposer's organizational profile and demonstrates its past performance in similar engagements. The proposer shall include basic identifying information such as legal name, registration number, address, contact details, and the name and signature of the authorized representative.

Proposers are expected to summarize their corporate background and describe prior experience in projects of comparable scope or complexity, highlighting specific outcomes that demonstrate success.

Additionally, proposers must indicate their type of organization (e.g., corporation, partnership, joint venture, or sole proprietorship) and disclose any potential conflicts of interest, including prior or current relationships with PRDEDC, other government entities, or affiliated agencies.

The proponent must disclose any prior contractual relationship between the legal entity, its partners, shareholders, officers, directors, or any other natural or legal person expected to participate in the execution of the contract, and the PRDEDC, its operational and affiliated entities, the Government of Puerto Rico, and/or any other federal or municipal government agency.

Part 4 – Approach to Scope of Services (Technical Proposal)

This section constitutes the core of the proposal and should articulate the proposer's comprehension of the assignment, proposed methodology, and rationale. The content should clearly address how the proposer intends to achieve the objectives described in Section 3 **Scope of Work / Statement of Work.**

The Technical Proposal (section Error! Reference source not found. to Error! Reference source not found.) shall not exceed twenty (20) pages. Any pages beyond this limit will not be reviewed or scored by PRDEDC.

Part 5 – Team Composition and Management Structure

This section shall describe the organizational structure and resources assigned to the project, including:

- Complete list of proposed team members, indicating names, roles, titles, years of experience, and areas of specialization.
- Resumes or professional summaries for each key staff member.
- Provide an organizational chart highlighting the key people who shall be assigned to accomplish the work required by this RFP, illustrating the lines of authority. Identification of any subcontractors, consultants, or strategic partners (if applicable), including their roles and specific functions.

Part 6 – References for Services Performed

The final section shall include **at least three (3) professional references** from prior clients comparable in scope, scale, or complexity. Each reference must include the client's name, organization, project title, duration, and contact information (email and phone number).

These references will be used to validate the proposer’s past performance, reliability, and capacity to meet contractual obligations.

7.3 Cost Plan – Budget breakdown and pricing structure

This section must present a clear and detailed breakdown of the proposed costs for the entire contract period. The information shall be organized in tables and supported by explanatory notes as necessary.

PRDEDC reserves the right to request clarification, justification, or adjustment of any cost item during the evaluation process to ensure accuracy and reasonableness. Any inconsistencies between the Technical Proposal and the Cost Plan may affect the final evaluation score. The required components are as follows:

1. **Summary of total proposed cost:** Provide the total proposed cost for all services under this RFP, expressed in both numeric and written form. This summary shall include the overall cost and the total cost per service area (as defined in Section 3).
2. **Breakdown by service domain:** Each major service area described in Section 3.2 shall include the following:
 - Estimated hours or resource units.
 - Personnel or roles assigned.
 - Unit rates and total estimated cost per service area.
 - Identification of any subcontracted personnel or external specialists, if applicable.
3. **Personnel costs:** List all personnel expected to participate in the project, specifying:
 - Role or position title.
 - Hourly or daily rate.
 - Estimated total hours or days per resource.
4. **Explanatory narrative and pricing methodology** Include a concise narrative explaining the assumptions, pricing methodology, and basis of estimate used to determine costs. This narrative should describe how the pricing aligns with resource allocation, efficiency, and the scale of work required for each service area.

The **Cost Proposal** must be submitted as a **separate PDF file**, labeled: “Financial Proposal – **PRDEDC RFP 2026-16: Proposer Name**”

Any discrepancies between the Technical Proposal and the Cost Plan may affect the final evaluation score.

7.4 Submission Method and Deadline

All proposals must be submitted by the deadline specified below. Proposals received after the stated date and time will not be accepted or evaluated.

Submission Deadline:

Date: August 17, 2026

Time: 5:00 p.m. AST

Any proposal received after this date and time shall be recorded as “late” and retained unopened in the official procurement file.

Email submission is the only accepted method for receipt of proposals in response to this RFP. All proposals must be submitted electronically in accordance with the following instructions:

- Proposals must be submitted as a PDF file, text-searchable (not scanned image-only), and not exceeding 25 megabytes (MB) in size.
- Proposals shall be submitted exclusively to PDL.RFP@ddec.pr.gov. will not consider any proposals that are submitted to an email address different from the one specified in this section.
- The email subject line must include the RFP number and the company name, formatted as follows: “RFP DDEC-2026-16– Company Name”
- File Naming Convention: The attached file must follow this format: [RFP-DDEC-2026-16_CompanyName.pdf](#)
- The Cost Plan must be submitted as a separate PDF file.

Proposers are responsible for ensuring that their submission is complete and that all files are accessible at the time of delivery.

The proposer is fully responsible for ensuring successful electronic transmission and delivery of its proposal. PRDEDC will not consider partial submissions received after the deadline, even if other parts were delivered timely.

- PRDEDC strongly recommends that proposers request a delivery receipt when sending their email submission.
- If an email transmission is rejected or an automatic acknowledgment is not received confirming successful delivery, the proposer must contact [Claudia Febus-Marcano](#), at claudia.febus@ddec.pr.gov before the submission deadline.
- Any email containing viruses, malware, or corrupted attachments will be automatically rejected.

- PRDEDC staff will not open any email attachments prior to the closing of the submission period. PRDEDC does not assume any responsibility for delayed or rejected emails or for any files that cannot be opened.

7.5 Receipt of Proposals

All proposals must be received by the deadline specified in this RFP. Upon receipt, PRDEDC will date and time-stamp each submission as official evidence of timely delivery. Only proposals received on or before the submission deadline will be considered for evaluation. Submission of a proposal constitutes the proposer's acknowledgment and acceptance of all terms, conditions, and disclaimers contained in this RFP, including PRDEDC's reserved rights and options. Proposals shall remain valid for a minimum period of **one hundred and twenty (120) calendar days** from the submission deadline. During this period, proposers may not withdraw, modify, or cancel their submission, except as specifically requested in writing by PRDEDC or as otherwise required by applicable law or regulation.

7.6 Errors and Omissions in Proposals

PRDEDC reserves the right to reject any proposal that contains material errors, omissions, or inconsistencies that could affect its completeness or accuracy. However, PRDEDC may, at its sole discretion and without obligation, request the proposer to correct minor clerical or administrative mistakes, or to provide clarifications or additional information necessary to facilitate evaluation.

It also reserves the right, without limitations, to request correction of any errors or omissions and/or to request any clarification or additional information from any proponent, without opening clarifications for all proponents.

7.7 Clarifications and Modifications

PRDEDC reserves the right to request written clarifications from proposers regarding their submissions. No material changes, price revisions, or additions to the original proposal will be permitted after the submission deadline, except at PRDEDC's written request. If proponent files more than one proposal before submission deadline, only the last version will be considered.

7.8 Confidentiality and Proprietary Information

All materials submitted in response to this RFP become the property of PRDEDC. Proposers must clearly identify and mark any portions of their submission that contain proprietary, trade secret, or confidential information. PRDEDC will handle such information with due care and in accordance with relevant statutes and regulations; however, the Department cannot guarantee the confidentiality of any material not properly labeled.

8 RFP Acquisition, and Questions Procedure

8.1 RFP Documents Acquisition

All documents pertaining to the procurement process will be sent via e-mail upon request at PDL.RFP@ddec.pr.gov. Requests for proposal guidelines will be answered during business hours, which are **8:00 a.m. – 4:30 p.m.**

PRDEDC reserves the right to amend this RFP at any time. Any amendments to the RFP will be issued as a written addendum. Copies of each Addendum for all prospective proponents shall be sent by e-mail or can be retrieved at PRDEDC's website to all people and entities that requested the RFP instructions.

All documents pertaining to the procurement process, including addendum issued by PRDEDC, are and will be published at <http://www.desarrollo.pr.gov> under the section for RFPs. All prospective proponents must monitor the abovementioned website to retrieve addendum, if any, issued for the below-stated procurement process.

Only firms or individuals that have formally requested and obtained the official RFP documents from the PRDEDC through PDL.RFP@ddec.pr.gov, will be eligible to attend the pre-bid meeting (see Section 8.2). Once the RFP documents are requested, the requester will be formally registered and will receive the link to the pre-bid meeting prior to the scheduled session. Attendance to the pre-bid meeting will be limited to such eligible proposers.

8.2 Submission of Questions and Requests for Clarification

Each prospective proponent may submit written questions to explain any aspect of this RFP, its content, process, or requirements. Proponents must submit all questions in writing on or before the question submission deadline established in this RFP to the email address specified below.

Questions must be clearly labeled and reference the relevant section(s) and page number in this RFP or related document. Questions may be in Spanish or English.

Questions must be submitted through PDL.RFP@ddec.pr.gov, the subject must be "Questions related to **RFP-DDEC-2026-16**".

Key Deadlines

- **Deadline to Submit Questions:** **July 28, 2026 by 5:00 p.m. AST**
- **Deadline for PRDEDC's Responses:** **July 30, 2026**

All official responses, clarifications, or modifications to this RFP **will be published at www.desarrollo.pr.gov under the section for RFPs.**

Inquiries and communications regarding the RFP must be submitted to PRDEDC by the following email: PDL.RFP@ddec.pr.gov. The proponent is responsible for obtaining any needed clarification of the RFP requirements, while the RFP is open until the Q&A period closes. Email is the only method of communication.

8.3 Allowed and Prohibited Communications

Only questions and requests for clarifications on this RFP submitted by prospective proponents of this RFP are allowed. Other than these communications for clarifications purposes, communications by prospective proponents with officials and/or representatives of PRDEDC, and other government entities, or other relevant entities of the federal government, regarding any matter related to the contents of this RFP or the qualification and selection process, are prohibited during the submission and selection process. Failure to adhere to this requirement may result in the rejection of the submitted proposal. Verbal inquiries or e-mails sent to addresses not specified in this RFP will not be addressed by PRDEDC.

9 Contact & Schedule

9.1 Official Contact

All communications, inquiries, and submissions related to this RFP must be directed exclusively to the following official email: PDL.RFP@ddec.pr.gov

9.2 RFP Schedule and Key Dates

The following table summarizes the anticipated schedule for this procurement process. PRDEDC reserves the right to modify these dates through a written Addendum.

Table 4 – Key Dates

Milestone	Description	Date
RFP Issuance Date	Official release of the Request for Proposals.	July 16, 2026
Deadline to Submit Questions	Written inquiries due by 5:00 p.m. AST	July 28, 2026
Publication of Addenda / Responses	PRDEDC issues written clarifications and responses.	July 30, 2026
Proposal Submission Deadline	Proposals due electronically by 5:00 p.m. AST	August 17, 2026
Evaluation Period	Administrative, technical, presentation, and financial review.	August 18, 2026- September 1, 2026
Notice of Award	Notification of selected proposer.	September 3, 2026

PRDEDC reserves the right to adjust this schedule as needed.

10 Annex A

Mandatory Requirements Checklist **Request for Proposals - RFP-DDEC-2026-16** **Puerto Rico Department of Economic** **Development and Commerce**

Submitted proposals must include the following documents in the order listed below. All forms provided as part of this RFP must be duly completed and incorporated within the proposal package. The Department of Economic Development and Commerce reserves the right to reject any proposal that fails to meet these mandatory requirements in full.

Initials	Required Document
	RUP – Registro Único de Proponentes
	Certification of Legal Entity / Corporate Structure
	Shareholder or Partner List
	Employer Identification Number (EIN) – (IRS Form SS-4 confirmation letter).
	Good Standing Certificate
	Certificate of Existence or Authorization to Do Business in Puerto Rico
	Merchant Registration Certificate
	Partnership Authorization Letter / Corporate Resolution
	Financial Statements
	Sworn Statement of Compliance with Act No. 2-2018 (Anticorruption Code)
	Conflict of Interest Certification
	Criminal and Ethical Background Declaration
	Sales and Use Tax (IVU) Debt Certification – Model SC-2927
	Income Tax Filing Certification – Model SC-6088
	Debt Certification – Model SC-6096
	Sales and Use Tax Return Filing Certification – Model SC-2942
	Employer Registration and Unemployment/Disability Insurance Certification
	Chauffeurs’ Certification

Initials	Required Document
	State Insurance Fund Corporation (CFSE) Debt Certification – Form CFSE-3047
	ASUME Compliance Certification
	Municipal Tax (CRIM) Certification
	General Debt Certification (All Concepts)

Proposer's Signature	Date
Proposer's Printed Name	