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Technology and Telecommunications Auxiliary Secretary
Department of Public Safety
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San Juan, Puerto Rico 00918

Before the date and time set for the closing of acceptance of proposals.

SEALED PROPOSAL - DO NOT OPEN
DSP-IT-RFP-2023-001
(Name of Bidder)
(Mailing Address of Bidder and Email address)
(Telephone Number of Bidder)

All proposals must be received no later than **4:00 pm on Tuesday, August 22, 2023**. Proposal must be sealed and clearly marked "**Program / Project Managers Resources – Consulting Services**" including the name of bidder, mailing address, email address, telephone number and fax number of the Proponent. Proposals received after that time and date, or without all the required information will be rejected and will not be considered. In the event of disputes about the time and date of receipt of a proposal, the date and time of receipt set by the DPS will prevail.

Questions: Questions about this process or the requirements must be in writing and forwarded only via email to: tpadin@dsp.pr.gov, on or before **Thursday, August 17, 2023** to allow enough time to respond before the submittal deadline.



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I. INTRODUCTION

The Department of Public Safety, hereinafter DPS, was created by Law 20 of April 10, 2017. It has the duty and obligation to prevent and alert the public in situations of emergency or disaster. The Commonwealth of Puerto Rico and the Puerto Rico Police Bureau (PRPB) entered into a settlement agreement (Consent Decree) as a result of an investigation by the U.S. Department of Justice. The Consent Decree requires the PRPB to improve its technology systems and data collection and analysis capabilities. As a result, the PRPB developed an IT Corrective Action Plan (ITCAP) that includes the establishment of an IT Governance process, including a Program Management framework/function and a Project Management Office. The PRPB needs a vendor with subject matter expertise to help establish the IT Governance and Management process, including a Program Management framework/function, a Project Management framework, and resources to serve in those roles/functions. The DPS seeks qualified project managers professionals to provide managing program and project related to Puerto Rico Police Bureau Reform.

The main purpose of this project is to align operational priorities to shape the PRPB IT strategy and deliver operational and technical improvements to meet Department of Justice and Executive Order's requirements.

II. OBJECTIVES

The specific objectives for this Request for Proposal are to determine the service proposals of a Program Manager and Project Managers, with the most competitive and profitable offer, responsible and capable of carrying out the work that is required.

Obtain the Consulting Services of a Program Manager and Project Managers to carry out the seven (7) initiatives proposed in the strategic plan of IT defined by the DPS. The proposed initiatives are the following:

1. Data Networks
2. Radio Coverage
3. IT Resourcing
4. Training Technology
5. Analytics & Reporting
6. Records Management
7. Mobility and Situational Awareness

III. SERVICE SPECIFICATIONS

The DPS is looking for a Program and Project Management Services proposal for Information Technology Consulting Services from suppliers to, but not limited to, the following general service specifications:

1. Current Situation of Projects by Initiatives.
2. Adopt the governance framework provided by the IT Planning Committee.



3. Familiarization with the IT Correction Plan, deliverables, milestones.
4. Integration with the team created by initiatives.
5. Work detailed plan by initiative.
6. Present the phases per initiative.
7. Manage the daily operations of program/project related activities, including monitoring and compliance.
8. Prepare and submit periodic reports (monthly and quarterly or upon request) on the work carried out, results and recommendations or action plans.
9. Perform risk management for internal controls during the project execution.
10. Carry out coordination and planning tasks for the program/project.
11. Participate in conference calls and meetings related to the program/project, will prepare minutes, and deliver them to IT Planning Committee.
12. Participate in Project Staff meetings, when requested.
13. Manage the development and implementation of the different phases of the program/project.
14. Prepare and submit a detailed work plan by phases and initiatives.
15. Advise and assist in the analysis and evaluation of the processes that will require solutions.

A. Service Specifications inherent to the **PROGRAM MANAGER**:

1. Excellent leadership and team building skills.
2. Experience coordinating and managing multiple teams, project managers and key stakeholders.
3. Responsible for day-to-day management through program development.
4. Establish the program controls, processes, procedures and reports necessary for the development of the program.
5. Develop a work plan and monitor progress to ensure milestones are met on projects.
6. Oversight of the budget approved for the program/projects, including the preparation of reports, as required or established in the contract.
7. Manage the risks and problems that may arise during the program development and establish an action plan to correct them.
8. Coordinate that all projects are developed efficiently, independently and as a group.
9. Manage and administer efficiently the resources of the projects that are part of the program.
10. Maintain communication with the IT Planning Committee to keep the project aligned with the established objectives.
11. Responsible for all the deliverables being aligned in all the projects of the program.
12. Provide all information and/or documentation required by the IT Planning Committee team.



B. Service Specifications inherent to the seven (7) PROJECT MANAGERS:

1. Excellent leadership and team building skills.
2. Experience coordinating and managing multiple tasks, managers and key stakeholders.
3. Responsible for day-to-day management through project development.
4. Responsible for holding pre-project planning meetings with assigned IT Planning Committee staff.
5. Prepare work plans, including goals for milestones, proposed project timeline, and deadlines.
6. Responsible for carrying out the tasks established for the execution of the project.
7. Responsible for making effective decisions to maintain efficient project development.
8. Point of contact for the people involved in the project, responsible for guaranteeing full compliance with the requirements so that the projects remain active and develop efficiently.
9. Maintain communication with the IT Planning Committee to keep the project aligned with the established objectives.
10. Carry out quality control of the project during its development to maintain compliance with the established standards.
11. Prepare and submit for approval to the IT Planning Committee the adjustments of the schedules and the objectives of the project as the needs of the project change.
12. Provide all information and/or documentation required by the Project Program Management Team.

The contractor and the contractor's personnel must demonstrate experience and success in working with the management and development of programs and projects for which they have provided consulting services.

IV. DELIVERABLES

Those tangibles and resulting work products that will be delivered monthly to IT Planning Committee, will be considered deliverables. These should contain supporting documents, such as meeting minutes and attendance, detailed presentations, and reports, including specific situations and clarifications. Any other information or documentation that has been used as established in the reports may also be included. The reports should also establish each one of the resources that participated in its development.

All deliverables and resulting work products from this contract will become the property of the IT Planning Committee. The Proposer shall certify the accurateness of its deliverables to IT Planning Committee.



The Proposer shall be responsible for completing the activities outlined in this Scope of Services.

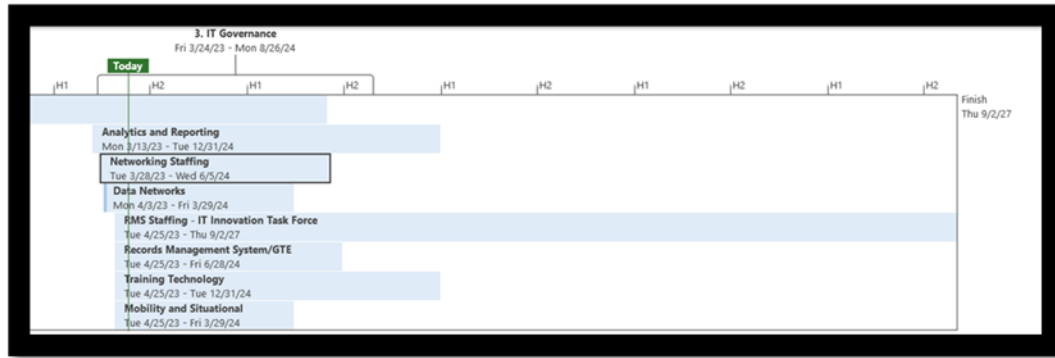
Name	Description	Acceptance Required?
Detailed Program Schedule including all projects.	Develop Program schedule with NPPR per initiatives with critical path and dependencies.	Yes
Detailed schedules for each project	Develop project schedules for each assigned project with critical path and dependencies.	Yes
Project Charters	Detailed charters for each project within the Program.	Yes
Consolidated Program Risk Register	A centralized repository of program level risks and the sum of identified components project level risks with provide a mitigation plan.	No
Project Weekly Status Reports	Develop weekly status report for each initiative and status meeting minutes.	No
Program Monthly Status Report	Develop monthly status report for all initiatives and steering committee meeting minutes.	No
Program Quarterly Status Report	Develop Quarterly status report all initiatives and quarterly briefing minutes.	No
Program Management Plan	Develop the Processes, Procedures, reporting, etc., to manage the Program and individual projects.	Yes
Vendor Management Plan	Develop processes, metrics, reporting.	Yes
Program and Project Governance Plan	Aligned with PRPB Governance structure.	Yes
Benefits Realization Plan	Develop objectives, measurement, reporting.	Yes

A. Delivery Schedule

This project is scheduled for thirty-six (36) Months. During project planning, a detailed timeline will be developed. The timeline below is a high-level representation, all dates, and durations are relative to the project start date, are estimates only. If the project timeline changes significantly, a change request may be issued following the Change management process.

The Supplier shall be responsible for completing the activities outlined in this Scope of Work.





B. Contract Term

The contract term would be up to twelve (12) months. The Supplier shall be responsible for completing the activities outlined in this Scope of Work during this period. All Deliverables must be presented at the IT committee to approval and adoption. Besides the acceptance document will be filled out by each deliverable and signed by both parts. Attached model of acceptance document form.

Will provide Services defined in this SOW to the extent of the fees available and the term specified in the WO. If additional Services are required, the Change management process will be followed, and the contract will be modified. The project will be considered complete when at least one of the following conditions is met:

1. All fees available have been utilized for services delivered and expenses incurred.
2. The term of the project has expired.
3. All activities and in-scope items have been completed.
4. The Work Order has been terminated.

V. REQUIREMENTS

The Supplier shall have or will secure, at its own expense, all personnel required to perform the services under the contract. DPS expects the selected supplier to provide competent and fully qualified staff that are authorized or permitted under federal, state, and local law to perform the scope of work under the contract. The DPS reserves the right to request the removal of any staff not performing to standard. This includes all personnel assigned to this project would possess a valid driver’s license from a United States state or territory and subject to DPS background check.

VI. PRICING

Must include the detailed cost for each requirement.



VII. TERMS AND CONDITIONS

- A. **Protection of Data.** Due to the nature and responsibility of DPS, the selected provider is required to sign a formal written contract.
- B. **Contractor.** The nature of the relationship between DPS and the successful provider will always be addressed as an independent contractor. Sub-contracting is allowed under the contract.
- C. **Expenses.** Travel and mileage expenses and all miscellaneous expenses, including travel, printing and other expenses will be the supplier's responsibility, as well as any cost not specified in the proposal.
- D. **Billing and payments.** The services will be detailed in an original formal invoice that must be presented within 20 days after the end of the activity. Invoices must be signed and include the government conflict of interest certification. It should also include details of all the services provided. The DPS will make the monthly payment within 30 days from the date of receipt of the invoice if it complies with all the requirements, including being registered in the Puerto Rico Infrastructure Financing Authority (PRIFAS) system that is accessed through the Virtual Puerto Rico Department of the Treasury (Hacienda in its Spanish acronym). All payments are subject to government contributions and withholdings, if applicable. Any tax relief from the Puerto Rico Department of the Treasury must be submitted with the first invoice. The DPS will not be responsible for any cost not specified in the invoice and in the contract.
- E. **Qualifications of Proponents.** The proposers must have the following qualifications:
1. Must have an active SAM Unique Entity ID.
 2. Must be registered at www.sam.gov and not appear on the "List of excluded persons / entities" maintained by the Office of the Inspector General on said portal.
 3. Must be registered and be in good standing with the Department of State of Puerto Rico.
 4. Must be registered in the Professional Service Unique Register (RUP, for its acronym in Spanish) from the General Services Administration (ASG, for its acronym in Spanish), through its portal <https://rup.asg.pr.gov/>; or evidence of request status.
 5. Adequate insurance coverage, covering all the personnel that will be designated to provide the services that are the object of this request.
 6. Must not have a conflict of interest with the parties reviewing and awarding the contract.
 7. Any other qualification that in the opinion of the DPS is necessary for the total fulfillment of the requested services.



- F. **Vendor Conduct Code.** The successful provider will agree to follow and abide by Act No. 2 of January 4, 2018, as amended, known as the “New Anti-Corruption Code of Puerto Rico”.
- G. **Disclosure of Conflict of Interest.** Proposers must attest that they have no interest and will not acquire any interest that may conflict with the performance of the required services. Any pre-existing relationship (s) must be disclosed and could be considered a potential conflict of interest.
- H. **No Discrimination.** The successful provider will not discriminate against any employee or job applicant, or any individual receiving services, based on race, creed, color, sex, sexual preference, national origin, physical disability, age, height, weight, marital status, veteran status, religious belief, or political belief.
- I. **Prohibitions of Tips.** The employee or member of the Department shall not, directly or indirectly, request, accept or receive a gift that is worth twenty-five dollars or more, whether in the form of money, service, loan, travel, entertainment, hospitality, thing or promise, or in any other way, under circumstances where it could reasonably be inferred that the gift was intended to influence the employee, or could reasonably be expected to influence the employee, in the performance of his official duties or with intended to be a reward for any official action by the employee.
- J. **The DPS** reserves the right, when necessary, to cancel the request for proposal before the final evaluation. DPS will notify all those who have requested or received copies of the request for proposal specifications of such cancellation.
- K. All proposals received must be signed by an authorized representative of the provider. All proposals must be unconditional and complete. Any accessories or attachments required in the specifications must be attached to each proposal form. Proposals that do not comply with the terms of the specifications of the call or that do not include all the requirements, documents, forms, and certifications, will be considered non-responsive and will be rejected. Any correction or deletion in the documents with liquid paper, dye, or any other means, must be initialized by the proponent or representative in originals and copies.
- L. The award of the contract and its execution will not be final until the approval of the Secretary of the DPS is received and until it is registered in the Office of the Comptroller of Puerto Rico. Vendors will not acquire the right or privilege with respect to goods or services until they are given written notice that the auction has been awarded to them and the execution, formalization and registration of the contract has been completed.



- M. **Budget.** The DPS has strict controls for budget management and needs a proactive provider that provides quality professional services. DPS reserves the right to negotiate the final terms and conditions, including prices, with the finalist provider.
- N. **Recognition of Federal Funds.** The funds to be used to pay for the goods or services purchased under this contract are for the Hazard Mitigation Grant Program (FEMA-4339-0014) provided by Department of Homeland Security.
- O. **Proposal Ownership and Use.** Submitted proposals become property of DPS. They will be received and held in confidence by DPS subject to provisions of the "Freedom of Information and Protection of Privacy Act". Proposal will only be used in connection with the RFP evaluation and Contract process and information or documentation related to it must not be disclosed or used with any other purpose. By submitting its proposal, proponent agrees to hold in confidence all information supplied by the DPS in relation to this RFP.

VIII. PROPOSAL SUBMISSION REQUIREMENTS

Proposers who complete all prequalification requirements can respond to this Request for Proposals. Provide a statement of qualifications and capability to perform the services sought by the RFP, including a description of relevant experience with projects that are similar in nature, size, and scope to the management of federal funds. The proposal must identify the applicant's qualifications by education level, skill set (described in detail), experience level, and job title. A resume should be included in the proposal. Experience with like projects should be cited.

Complete and acceptable proposal responses will include brief and thorough responses to each of the following:

1. **Experience.** Proposal responses should describe your experience with similar projects.
2. **Personal/Company Information.** The proposal should provide the proponent contact information, and may include a brief history of the business, ownership, experience, location(s), clients, and references. If applicable, indicate it is a woman or minority/owned business enterprise (M/WBE) as defined by the Division of Minority and Women's Business Development.
3. **Disclosure.** A Company with past or pending sanctions through any regulatory bodies or professional organizations must disclose the circumstances and status of any disciplinary action taken or pending against the firm during the past three (3) years.
4. **Conflict of Interest.** A Company responding to this RFP attest there is no interest and will not acquire any interest which would conflict with the



- performance of services required. Any preexisting relationship(s) must be disclosed and could be considered a potential conflict of interest.
5. **Price Format.** The DPS will not be liable for any costs not specifically detailed in your proposal.
 6. **Copies.** Your bid response should include one (1) original hard copy that must be delivered by hand and three (3) copy sets.
 7. **Signature.** If a company should include an attestation that the person signing the proposal is entitled to represent the firm and authorized to sign bid proposals.
 8. **Late Bids.** Proposals will be marked with their receipt date and time. Only complete proposals received and marked on, or before the closing date will be considered to have been received on time. Responses received after closing time, or without all the required information detailed above, will be rejected, and will not be considered. In the event of a dispute, proposal receipt time as recorded at DPS location will prevail whether accurate or not.
 9. **Expenses.** All bid participants are solely responsible for their own time and expenses in preparing a response to this RFP including any costs incurred during subsequent presentations and negotiations. If DPS elects to reject all of any of the proposals, or for any reason this RFP is cancelled or deemed invalid, DPS will not be liable to any proponent for such expenses, costs or any other related claim or matter whatsoever. By submitting the proposal, proponent waives any claim for loss of profit if no Contract is made with proponent. Proponent, then, agrees it will not claim any damages to DPS for whatever reason, relating to the Contract or competitive process more than the amount of expenses incurred.
 10. **Changes to Proposal.** By submission of a clear and detailed written notice, a proponent may amend or withdraw its proposal prior to closing date and time. Upon closing date and time, all proposals become irrevocable. The proponent shall not change the proposal in any way after the closing date and time unless requested by DPS to do so for clarification purposes.

IX. EVALUATION

Proposals submitted will be evaluated as per the following selection criteria:

- A. Received at the location indicated on the invitation on or before the specified closing time.
- B. Accuracy and completeness of the information provided in the proposal.
- C. Must meet the requirements and format of the RFP.



- D. Must meet the established criteria for experience in this RFP.
- E. Services included.
- F. Competitiveness of costs.
- G. Experience in providing the requested service.
- H. Ability to accomplish goals and objectives in requested terms.
- I. Evidence of active SAM Unique Entity ID, (if the total cost of the proposal exceeds \$25,000).
- J. Registration at www.sam.gov and status, if applicable.
- K. Evidence of registration at <https://rup.asg.pr.gov/> or evidence of request status.
- L. Evidence of insurance policy.
- M. Good Standing Certificate from the Puerto Rico Department of State.
- N. Valid identification.
- O. Local reputation, including conducting business with the highest ethics and any potential or present sanctions or conflicts of interest.
- P. Ability to comply with all DPS compliance requirements, including all qualification requirements; and
- Q. Any other criteria than at DPS judgment helps to make a better evaluation during the selection process.

The publication of this Request for Proposal and receipt of proposals do not commit DPS to award a contract. DPS reserves its right to postpone the date of receipt or, ultimately, cancel all or part of this Request for Proposal without prior notice. Additional technical or cost information may be requested for clarification purposes but will in no way change the original proposal received but may lead to additional negotiations between potential proponents. Interviews or meetings are optional and may or may not be conducted at the discretion of DPS.

X. PROPOSAL FORMAT

Proposals must be clear, succinct, and not exceed 15 pages of 8 1/2" x 11" paper of no less than 12-point font. Responses must follow the format outlined herein. The DPS may reject as non-responsive, at its sole discretion, any proposal or any part thereof that is incomplete, inadequate in its response, or departs, in any substantive way from the required format. Sections should be tabbed to identify the location of the required information. Proposal responses shall be organized in the following manner:

- Cover Letter/Letter of Intent.
- Experience and Capacity.
- Approach and Methodology.
- References.
- Estimated Cost and Price.

A. Cover Letter/Letter of Intent

The cover letter shall be addressed to "DPS". It must contain the following:



1. Identification of organization, including name, address, and telephone number.
2. Name, title, address, and telephone number of contact person during period of proposal
3. Evaluation.
4. A statement to the effect that the proposal shall remain valid for a period of not less than 90 calendar days from the date of submittal.
5. Signature of a person authorized to bind the Firm to the terms of the proposal.

B. Experience and Capacity

Describe the types of services the respondent offers that relate to this RFP. Provide specific details on any previous experience with grant management programs and projects. Identify engagement and or staff experience with entities comparable to the DPS for which the respondent provides or has provided similar services within the last years.

Provide a summary of the Supplier's technical expertise that describes the respondent's unique capabilities. This narrative should highlight the Respondent's ability to provide Grant Management Services. Provide biographical summaries for Key Individual and their proposed roles. Resumes can be attached as an appendix and will not count toward the page limit of the proposal.

C. Approach and Methodology

This section shall include, in narrative, outline, and/or graph form the offer's approach to accomplishing the tasks outlined in the Scope of Services section of this RFP. A description of each task and deliverable and the schedule for accomplishing each shall be included.

Provide examples of how the proposed approach has achieved success in specific, relevant projects for public or private sector organizations like DPS. The example should contain enough information for the evaluator to ascertain the success of the projects accomplished by the Supplier.

D. References

Provide a list of municipalities/counties that your firm has partnered with for these types of services. Any city/county from the submitted list may be randomly selected and contacted as part of the Respondent's evaluation process.

Each client listed should include the following information:

1. Name of Organization and Contact
2. Title of Contact
3. Address (delivery and email)



4. Telephone Numbers
5. Acceptance Form (*Formulario de Aceptación*)

E. Estimated cost and price

Respondents should submit a proposal setting forth the defined costs for service and positions. The costs must include the hourly rates of all team members, the applicable overhead, and all non-labor related other direct costs. Suppliers can provide a list of assumptions and qualifications to provide context for the estimation. On the other hand, respondents are required to submit their price proposal considering the estimated cost and a reasonable mark-up but based mainly on results. Respondents shall clearly describe the pricing model proposed and provide a clear explanation of how it correlates to the performance and results. Respondents should submit a Project Proposed Timeline.

F. Changes to Proposal

By submission of a clear and detailed written notice, a proponent may amend or withdraw its proposal prior to closing date and time. Upon closing date and time, all proposals become irrevocable. The proponent shall not change the proposal in any way after the closing date and time unless requested by DPS to do so for clarification purposes.

XI. NOTIFICATION

The final decision on the successful bidder is expected to be made within one (1) month from the closing date for receipt of proposals but may take longer depending on the approval process of different agencies as required by the law, orders, bulletins and regulations. DPS reserves the right to reject any proposal for any reason it deems meritorious.

XII. FIRM PRICING

Prices will be firm for the entire Contract period unless this RFP specifically states otherwise.

XIII. SUB-CONTRACTING

Unless otherwise stated or without DPSs written consent, using a sub-contractor is unacceptable, including joint submissions by proponents having no formal corporate links.

XIV. NEGOTIATION DELAY

If a written Contract cannot be negotiated within thirty (30) days of notification of successful proponent, the DPS may, at its sole discretion at any time, thereafter,



terminate negotiations with successful proponent and either negotiate a Contract with the next qualified proponent or choose to terminate the RFP process and no enter a Contract with any of the proponents.

XV. REJECTION OF PROPOSAL

The DPS reserves the right to reject any proposal for any reason. Issuance of this RFP and receipt of proposals does not commit the DPS toward a contract. The DPS reserves the right to postpone receipt date, or to ultimately cancel all or part of this RFP with limited notice. Additional technical or cost information may be requested for clarification purposes, but in no way, will change the original proposal received, but may lead to further negotiations between potential business partners. Interviews are optional and may or may not be conducted.

Confidentiality: *The content of this Request for Proposal is considered confidential information. The person or company that receives it must not disclose to anyone, except for its employees directly related to the response to it, any information related to this request, or any information obtained in subsequent communications related to the request. No information contained in this Request for Proposals will be duplicated, used, or disclosed without the prior written consent of DPS. The information in this Request for Proposals may only be distributed with the written permission of DPS. In addition, press releases, public announcements, or any other reference to this request may not be made without the prior written consent of DPS, whose consent may be withheld for any reason solely at the discretion of DPS.*



ACCEPTANCE FORM

This form must be completed and signed by a person duly authorized by the proponent and included with the proposal when it is submitted to the DPS.

The attached proposal is submitted in response to the Request for Proposals No. DSP-IT-RFP-2023-001 of the Department of Public Safety. The proposer agrees that all the terms and conditions of the Request for Proposals No. DSP-IT-RFP-2023-001 and agrees that any inconsistencies in our proposal will be considered as if it had not been written and as if it did not exist. I certify that we have read and examined the Request for Proposals, including all its sections, and that we have conducted prudent and reasonable investigations in order to prepare the proposal. We agree to comply with everything outlined in our proposal.

Company:	Address:
Phone #:	Fax:
Web Page:	SAM Unique Entity Identifier (UEI):
Authorized Representative:	Title:
Mobile Phone:	E-Mail:
Signature:	Date:

FAILURE TO COMPLETE THIS FORM AND SUBMIT IT WITH YOUR PROPOSAL MAY TERMINATE YOUR PARTICIPATION IN THE PROCESS.

