



DEPARTAMENTO DE

# SEGURIDAD PÚBLICA

GOBIERNO DE PUERTO RICO

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## Request for Proposal DSP-NMEAD-RFP-2025-003

### *Technology Maintenance Services*

### *Emergency Management and Disaster Administration Bureau*

**Invitation:** The Emergency Management and Disaster Administration Bureau (NMEAD), by its acronym in Spanish), invites qualified bidders to submit responses to its Request for Proposal (RFP) to provide Technology Maintenance Services.

**Date of Issue:** This Request for Proposal is issued on *May 23, 2025*.

**Deadline:** All proposals must be submitted before Wednesday *June 11, 2025 at 4:00 p.m.*

**Contact:** Any questions pertaining to this Request for Proposal or any request of information and clarification must be done by writing to the contact person mentioned, who will answer in the provided time. Any information obtained in another nonofficial site or department will not be valid. All questions and answers will be documented and distributed to all proponents to determined what is necessary.

#### **Comité de Evaluación de Propuestas**

Departamento de Seguridad Pública

Telephone: (787) 903-5602 ext. 6057

Email: [propuestas@dsp.pr.gov](mailto:propuestas@dsp.pr.gov)

**Submission of Proposals:** Proposals must be submitted by email on the stated closing date. The email must clearly state the name and address of the proposer, The RFP number, and the project name. Proposals should be sent to the following e-mail address:

[propuestas@dsp.pr.gov](mailto:propuestas@dsp.pr.gov)

Faxed Proposals will not be accepted or evaluated.

**Questions:** Questions to clarify doubts about the application process and requirements, the proposal process, or the specifications contained therein, must be submitted in writing, to [propuestas@dsp.pr.gov](mailto:propuestas@dsp.pr.gov). Phone calls will not be accepted. Questions or meeting requests will only be accepted to clarify doubts about the application process and requirements, the proposal process, or the specifications contained therein.

Technical information regarding additional costs may be requested for clarification purposes but will not change the original proposal received or the specifications of the requests for proposals. Any questions or concerns must be submitted in writing to the email provided on or before **May 30, 2025**.

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## **I. BACKGROUND**

The Emergency Management and Disaster Administration Bureau (PREMB) was created by Act No. 20-2017, as amended, known as the "Puerto Rico Department of Public Safety Act." Under the provisions of the Act, PREMB has the duty and obligation to protect persons in emergency or disaster situations, providing the support necessary for protection before, during, and after emergencies, ensuring the safety of property and life. DSP/PREMB also manages the recovery and stabilization of services and resources needed by citizens, industries, businesses, and government entities in an effective and efficient way.

The Bureau have the responsibility to maintain the technology and communication systems to guarantee the response and recovery during emergencies and for the safety. Also, to keep the resilience and the continuity of operations.

## **II. GENERAL OBJECTIVES**

DPS/PREMB is seeking proposals from qualified information technology suppliers to assist the Bureau and its regional (zones) offices to provide technology maintenance to the data center, network, and computers. The offeror will provide the cost per hour and must be available 24 hours seven days a week as requested by PREMB, including emergency situations.

## **III. SCOPE OF WORK**

The scope of the services to be included in the proposal must provide a comprehensive narrative statement that sets out the quality assurance methodology that intend to employ and illustrates how the methodology will serve to accomplish and meet PREMB technology support schedule. Suppliers must include a description of major tasks and sub-tasks.

This Request for Proposals will be subsidized, partial or full, with federal funds, for which reason the proposal must break down each one of the services to be offered with their costs.

#### IV. SERVICES ESPECIFICATIONS

A. The upgrade and maintenance include, but not limited to:

- a. The installation of software in general
- b. Troubleshooting
- c. Anti-viruses and systems security management (Monitoring and detection)
- d. Servers and Switches configuration and maintenance
- e. Office 365/hybrid of Exchange Server 2016. Configuration and maintenance
- f. Database configuration and maintenance
- g. Creation, configuration, and maintenance of virtual machines
- h. VMware and vCenter installation, configuration, and maintenance
- i. Storage configuration and maintenance
- j. VEEAM configuration and maintenance
- k. Network configuration and maintenance
- l. Operating System configuration and maintenance
- m. Generate a report and statistics of services at least monthly to PREMB/DSP representative
- n. Hardware replacement
- o. Availability during an emergency, on site and/or remote
- p. Technical support and assistance during activation of the Primary and/or Alternate Emergency Operations Center

#### V. COST

Must include a breakdown of costs per hour, including emergency hours if requested.

## VI. TERMS AND CONDITIONS

- A. **Protection of captured data.** Due to the nature and responsibility of DPS/PREMB, the selected company or individual is required to sign a formal contract.
- B. **Independent contractor.** The nature of the relationship between DPS/PREMB and the successful supplier will always be treated as an independent contractor. Upon signing the contract, **NO** subcontracting will be allowed.
- C. **Expense.** Travel and mileage expenses and all miscellaneous expenses, including travel, printing, and other expenses shall be the responsibility of the consultant.
- D. **Billing and payment.** The services will be detailed in an original formal invoice that must be presented at the end of the training. The invoice must be signed and includes the required government certification for conflict of interest. It should also include details of all tasks, jobs, and activities performed per day and the number of hours incurred per activity. DPS/PREMB will make the monthly payment within 30 days of the date of receipt of the invoice if it meets all requirements, including being registered in the PRIFAS system that is accessed through the Virtual Collection of the Department of Finance. All payments are subject to applicable government contributions and withholdings. Any tax relief from the Department of Finance must be included in the proposal.
- E. DPS/PREMB shall not be liable for any costs not specified in the invoice and contract.
- F. **Qualifications of proponents.** The proposers must have the following qualifications:
  - 1. A minimum of 3 years of experience in the services requested
  - 2. Detailed resume with relevant related experience, education, certifications, etc.
  - 3. Ability to meet the objectives and terms of this application.



4. If the proposer is a company, it should describe its organization, size, structure, practice areas, and office location. Indicate, if applicable, whether the enterprise is a small or minority-owned enterprise. Also include a copy of the Equal Opportunity/Affirmative Action Policy if the company has one.
5. **A Unique Entity ID number.**
  6. Be registered in [www.sam.gov](http://www.sam.gov) and not appear on the "List of excluded persons/entities" maintained by the Office of the Inspector General on said portal.
  7. Possess a current license and be in good standing with the Puerto Rico Department of State.
  8. It must be registered in the Single Registry of Professionals (RUP), of the General Services Administration (ASG), through its <https://rup.asg.pr.gov> portal;
  9. Excellent reputation in the community.
  10. Experience with government.
  11. Adequate insurance coverage, covering all personnel who will be designated to provide the services subject to this request.
  12. You must not have a conflict of interest with the parties to the contract.
  13. Have done similar work and present evidence.
- G. **Personnel.** The provider will work primarily with PREMB's Preparedness Area personnel.
- H. **Seller Code of Conduct.** The successful proposer will agree to follow and abide by Law No. 2 of January 4, 2018, as amended, known as the "New Anti-Corruption Code of Puerto Rico."
- I. **Conflict of Interest Disclosure.** Proposers must attest that they have no interest and will not acquire any interest that may conflict with the performance of the services required. Any pre-existing relationship(s) must be disclosed and could be considered a potential conflict of interest.

- J. **Non-discrimination.** The successful provider will not discriminate against any employee or applicant for employment, 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.
- K. **Prohibition of tipping.** No employee or member of DPS/PREMB, the Committee, Regional Boards or municipalities shall, directly or indirectly, solicit, accept or receive a gift that has a value of twenty-five dollars or more, whether in the form of money, service, loan, travel, entertainment, hospitality, thing or promise, or any other form, under circumstances in which it could reasonably be inferred that the gift was intended to influence the employee, or could reasonably be expected to influence the employee, the performance of his or her official duties, or intended to be a reward for any official action on the part of the employee.
- L. DPS/PREMB reserves the right to cancel or modify the specifications of the request for proposal prior to the final evaluation. In such cases, all proponents who have requested or received copies of the RFP specifications shall be notified of such cancellation or modification.
- M. All proposals received must be signed by a duly authorized representative of the company or entity. Any accessory or attachment required in the specifications must be attached to each proposal form. Proposals that do not meet the terms of the call specifications or that do not include all requirements, documents, forms, and certifications, will be considered non-responsive and will be rejected. Any correction or erasure in the documents must be initiated by the proposer or representative on both the originals and the copies.
- N. The award of the contract and its execution will not be final until the approval of the contract is received signed by the Secretary of the Department of Public Safety and/or the Commissioner of PREMB the signed contract is registered at the Office of the Comptroller of Puerto Rico. No supplier shall acquire any right or privilege with respect to goods or services until written notice is given to it that the auction has been



awarded to it and the process of formalization and registration of the contract has been completed.

- O. **Budget.** The DPS has strict budget controls and needs a proactive person or company to provide quality professional services.
- P. **Recognition of federal funds.** The funds to be used to pay for goods and/or services purchased under this contract are awarded by DHS, in particular the *Emergency Management Performance Grant Program* (EMPG).

## VII. PROPOSAL FORMAT

Individuals or businesses that meet all prequalification requirements may respond to this RFP. Proposals should include complete and accurate information on each of the following topics:

- A. **Experience.** Describe previous experience with government-funded programs and provide evidence of related previous work. A minimum of 3 years of experience is required.
- B. **Company/individual information.** Provide contact information, a brief history of you or your company; ownership, organizational structure, office location, the top five (5) customers; and at least three (3) business references with contact information, including telephone and email. Also, if applicable, indicate whether the business or individual is a woman or minority/business enterprise (M/WBE) as defined by the Minority and Women's Business Development Division.
- C. **Disclosure.** Provide information on past or pending sanctions of the individual or company through any regulatory body or professional organization; disclose the circumstances and status of any disciplinary action taken or pending against the individual or company during the past three (3) years.
- D. **Conflict of interest.** The individual or companies responding to this RFP attest that there are no interests 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.

- E. **Qualifications and Experience.** Conforming qualifications set out in the Specific Requirements section. Relevant experience with government agencies and according to the required years.
- F. **Signature.** Include the certificate that the person signing the proposal has the right to represent the company and is authorized to sign the proposal.
- G. **Proof of insurance coverage.** The proposal should include proof of insurance coverage for general commercial liability and professional insurance coverage, including errors and omissions.
- H. **Late proposals.** Proposals must be received **no later than 4:00 p.m. on June 11, 2025**. Proposals received after that time and date, or **without all the required information detailed above, may be rejected**, and returned to the proposing party, at the discretion of the DPS. In the event of disputes over the time and date of receipt of a proposal, the date and time of receipt marked by the DPS shall prevail.
- I. **Expense.** All proponents are solely responsible for their own time and expenses in preparing their proposal, including costs incurred during subsequent submissions and negotiations.
- J. **Documentation.** All bidders must have the following documents at the time of the award notification:
  - 1. ASG Certificate of Eligibility, (Single Provider Registry (RUP))
  - 2. In the event that the proposing company or individual is foreign, provide Department of State Registration and comply with ASG's Single Supplier Registry (RUP).
  - 3. PYMES certification, if applicable,
  - 4. Affidavit under Act No. 2 of 2018,
  - 5. Corporate resolution of the representative of the company authorized to sign the contract,
  - 6. Letter from authorized distributor, if applicable, and
  - 7. Exclusive supplier letter, if applicable.

K. **Style.** The following format, sequence and instructions should be followed to provide consistency in the proposer's response and ensure that each proposal receives full consideration.

1. All pages must be listed consecutively,
2. Include a cover page,
3. Acceptance form completed in all its parts and signed,
4. Table of contents including page numbers,
5. A summary (one or two pages) of the key features of the proposal,
6. The body of the proposal, including prices and other service specifications.
7. Prices, goods, and services must be described in detail, broken down, and specified.
8. Proponents of more than one alternative must submit each of them separately. Each of the alternatives must meet the requirements of this request for proposal.

#### VIII. **EVALUATION**

Submitted proposals will be evaluated by the DPS Proposal Review Committee, based on the following selection criteria:

- A. Received at the location indicated in the invitation on or before the specified closing time;
- B. Completeness and accuracy of the information provided in the proposal;
- C. Services included;
- D. Cost competitiveness;
- E. Experience in planning related to incidents or emergencies, staff qualifications and credentials, certifications, and business references (a minimum of 3 years of experience is required);



- F. Evidence of similar work done;
- G. Organizational structure;
- H. Evidence of Unique *Entity ID*, (of the total exceed \$25,000.00);
- I. Evidence of registration in [www.sam.gov](http://www.sam.gov) and current status;
- J. Evidence of insurance policy;
- K. Status in the Department of State;
- L. Acceptance form completed in all its parts and signed,
- M. Show evidence of being registered in the Single Registry of Professionals (RUP), of the General Services Administration (ASG), through its <https://rup.asg.pr.gov> portal;
- N. Reputation, including conducting business with the highest ethics and any potential or present sanctions or conflicts of interest;
- O. Ability to meet all DPS/PREMB compliance requirements, including all qualification requirements; and
- P. Any other criteria that DPS/PREMB believes will help to make a better evaluation during the selection process.

**The issuance of this RFP and receipt of proposals do not bind DPS/PREMB to award a contract.** DPS/PREMB reserves the right to postpone the date of receipt or ultimately cancel all or part of this Request for Proposal without notice. Additional technical or cost action information may be requested for clarification purposes. The received information will not have the effect of changing the submitted original proposal, but it may lead to further negotiations between the potential proponents. Interviews and/or meetings are optional and may or may not be conducted at DPS's discretion.

#### IX. CHANGES TO PROPOSALS

The proposer may modify or withdraw his proposal before the established closing date and time by submitting a clear, detailed written notice. When the closing date and time arrive, all proposals are unalterable. The proposer will

not change the proposal in any way unless requested by the DPS/PREMB for clarification purposes.

DPS/PREMB reserves the right, where necessary, to modify the objectives, scope, and specifications of the RFP prior to the final evaluation of proposals. DPS/PREMB shall promptly notify all potential proponents who have requested or received copies of the specifications of such amendment. If the objectives, scope, and specifications are modified, any proposer from whom a proposal has been received prior to giving such notice of amendment shall have the right to withdraw the submitted proposal and resubmit it.

**X. PRICE STABILITY**

The prices set forth in the proposal will remain unchanged during the term of the Contract.

**XI. SUBCONTRACTING**

DPS/PREMB may consent for the outsourcing of the services or products that are the subject of this request for proposal and that are likely to be subcontracted. For outsourcing to be considered, the proposer shall specify and detail in its proposal each and any of the services whose outsourcing is proposed.

**XII. DELAY IN NEGOTIATION**

If it is not possible to negotiate, a written contract within thirty (30) days of the award notice, DPS/PREMB, in its sole discretion and at any time, may determine to terminate negotiations with the successful bidder and negotiate a contract with the next qualified proponent or may elect to terminate the request for proposal process without signing a contract with any of the proponents.

**XIII. NOTIFICATION**

DPS/PREMB reserves the right to reject any proposal because of any of the selection criteria set forth in the RFP, for near-expiring federal funds, for fiscal

crisis, for any state or federal law or regulation affecting the *procurement* procedure, and for any other reason beyond DPS/PREMB's scope.

#### XIV. REJECTION OF OFFERS

DPS/PREMB reserves the right to reject any proposal that does not meet the specifications described in the RFP.

The issuance of this call and receipt of proposals does not bind the DPS/PREMB to award a contract. DPS/PREMB reserves the right to postpone the date of receipt, or ultimately cancel all or part of this call.

**Confidentiality:** The contents of this RFP is considered confidential information. The person or company receiving it shall not disclose to anyone any information related to this request, or any information obtained in subsequent communications related to the request, except for its employees directly connected with the response to it,. No information contained in this RFP shall be duplicated, used or disclosed without the prior written consent of DPS/PREMB.

The information in this RFP may only be distributed with written permission from DPS/PREMB. In addition, no press releases, public announcements, or any other reference to this request may be made without the prior written consent of DPS/PREMB, whose consent may be withheld for any reason solely at DPS/PREMB's discretion.



## XV. ACCEPTANCE FORM

<b>ACCEPTANCE FORM</b>	
<p>This form must be completed and signed by a person duly authorized by the proposer and delivered along with the original proposal in DSP/PREMBs.</p> <p>The attached proposal is submitted in response to DSP/PREMB Request for Proposals No. <b>DSP-NMEAD-RFP-2025-003</b>. I accept that I agree to all terms and conditions contained therein, and I agree that any inconsistency in our proposal shall be deemed to have not been written as if it did not exist. I certify that we have read and reviewed the RFP, including all sections thereof, and that we have conducted prudent and reasonable research to prepare the proposal. We agree to comply with everything outlined in our proposal.</p>	
Enterprise:	Address:
Telephone:	Fax:
Website address:	DUNS Number or SAM-UEI Number
Name of Authorized Representative:	Title:
Cell phone:	Email:
Company:	Date:
<p><b><u>FAILURE TO COMPLETE THIS FORM AND SUBMIT IT WITH YOUR PROPOSAL MAY RESULT IN DISQUALIFICATION FROM YOUR PARTICIPATION IN THE PROCESS.</u></b></p>	

**Confidentiality:** The contents of this RFP are considered confidential information. The person or company receiving it shall not disclose to anyone any information related to this request, or any information obtained in subsequent communications related to the request, except for its employees directly connected with the response to it, no information contained in this RFP shall be duplicated, used, or disclosed without the prior written consent of DPS/NMEAD.

The information in this RFP may only be distributed with written permission from DPS/NMEAD. In addition, no press releases, public announcements, or any other reference to this request may be made without the prior written consent of DPS/NMEAD, whose consent may be withheld for any reason solely at DPS/NMEAD discretion