Questions and Answers (Q&A) for Service Contract Opportunity Notice PRITS-2023-004

For Comprehensive Management Services for IT Programs, Projects, and Initiatives

Contents

1. Introduction

The Puerto Rico Innovation and Technology Service (PRITS) Office has created this question-and-answer (Q&A) document to address inquiries and provide clarification for those interested in submitting proposals for comprehensive management services for IT Programs, Projects, and Initiatives. This document promotes transparency, fairness, and a clear understanding of the requirements and expectations associated with these projects. The following section presents the received questions and their corresponding responses, categorized by relevant topics for easy reference and comprehension.

2. Questions

A. Scope

1. The SCON says "Availability to work on-site or remotely". Does this mean that only local resources are going to be allowed for this SCON? Or does this mean that this is a hybrid job (people would have to work on-site and remotely based on a pre-approved schedule)?

   Answer: The statement "Availability to work on-site or remotely" in the SCON indicates that both local and remote resources are permissible for this opportunity. It does not imply a restriction to only local resources. Instead, it offers flexibility in terms of work arrangements. This means that the SCON allows for a hybrid job model, where individuals may be required to work on-site and remotely based on a pre-approved schedule. The specific details regarding the balance between on-site and remote work can be further clarified through discussions with the relevant project and PRITS authorities.

2. For Project A, Smart Transportation Program, do the Project Management Services need to be onsite, remote, or hybrid?

   Answer: Please see response for question A.1.

3. For Project B, NAP to SNAP Project, do the Project Management Services need to be onsite, remote, or hybrid.

   Answer: Please see response for question A.1.

4. For Project C, Data Center Consolidation Project, do the Project Management Services   need to be onsite, remote, or hybrid?

Answer: Please see response for question A.1.

5. For Project D, Government Technology Verticals Initiative, do the Project Management Services need to be onsite, remote, or hybrid?

   Answer: Please see response for question A.1.

6. For Project E, Government-wide AI Policy Adoption Project, do the Project Management   Services need to be onsite, remote, or hybrid?

   Answer: Please see response for question A.1.

7. Does a company have to divulge if it submitted a proposal for a previous SCON this year?

   Answer: Yes, according to government regulations, a company is required to disclose if it has submitted a proposal for a previous SCON within the current year. This requirement becomes particularly important if the company has submitted proposals involving the same resources for another SCON during the same period. Proper disclosure ensures transparency and allows the relevant authorities to assess the company's eligibility and potential conflicts of interest accurately.

8. Does being qualified or being chosen for a previous SCON affect the chances to qualify and being chosen for this SCON?

   Answer: Yes, being qualified or chosen for a previous SCON can impact the likelihood of qualifying and being chosen for this SCON, particularly if the company's current contract with PRITS conflicts with the deliverables and resources specified in the new contract being granted.

9. Will the project managers from the chosen proponent report directly to PRITS's PMO office?

   Answer: Yes. The project managers from the selected proponent shall report directly to the Program Management Office (PMO) of PRITS. This reporting structure ensures effective coordination, oversight, and adherence to the established project management framework.

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10. How many project managers should be quoted for each of the listed projects?

    Answer: The number of project managers to be quoted for each of the listed projects is subject to the specific requirements and complexities associated with each initiative. While there is no predetermined or fixed number of project managers to be quoted, proposers are encouraged to assess the scope and scale of each project carefully. They should propose an appropriate number of project managers that aligns with the project's unique needs, ensuring effective management and successful execution. The evaluation process will consider the adequacy and suitability of the proposed project manager resources in relation to the project's objectives and deliverables.

11. In Appendix IV, project "NAP to SNAP Project", section "1. General Project Goals", the items identified as (f) through (j) seem to be under the incorrect project. They seem to belong to project "A. Smart Transportation Program". Please clarify.

    Answer: Answer: Regrettably, an unforeseen error has resulted in the misplacement of items (f) through (j) within the NAP to SNAP Project, Section 1. General Project Goals in Appendix IV. These items appear to have been incorrectly attributed to the NAP to SNAP Project and instead belong to the A. Smart Transportation Program. This discrepancy will be promptly rectified, and an updated version of Appendix IV will be provided to ensure accurate alignment between the identified items and their respective projects. We apologize for any confusion or inconvenience caused and appreciate your diligence in bringing this matter to our attention.

12. Is it acceptable to submit the proposal in Spanish?

    Answer: Yes, it is acceptable to submit a proposal in Spanish.

13. Is the list of projects final or it could be expanded or reduced? Is there an estimated start date for these initiatives?

    Answer: The projects outlined in this SCON are considered final and will not undergo further expansion or reduction. However, it is important to note that in the event PRITS identifies additional needs, projects, or initiatives requiring services, a new SCON will be initiated specifically addressing those requirements. As for the estimated start date of these initiatives and the associated timelines, detailed information will be disclosed during the interview phase of this SCON. Applicants will have the opportunity to inquire about the specific start dates and

project timelines directly from the PRITS representatives conducting the interviews.

14. Does PRITS require that the PMO have Subject Matter Experts that complement and ensure the performance of the project implementer?

    Answer: PRITS does not require the PMO to have subject matter experts for complementing and ensuring project implementer performance. PRITS will utilize its own in-house SMEs and Business Owners for measuring performance. However, subject matter expertise is a requirement for the PM services offered in the selected project.

15. Does PRITS require the PMO to participate in the selection of project implementers?

    Answer: Participation in the selection of project implementers is subject to prior approval by PRITS' executive leadership team. This involvement occurs only upon formal request and reflects PRITS' specific requirements and strategic considerations for ensuring effective project implementation.

16. Is it estimated to have resources outside of Puerto Rico?

    Answer: The proponent is permitted to submit resources located outside of Puerto Rico, provided that the services being offered align with the Hybrid work requirements specified within this SCON. The evaluation of resource location will consider the ability to fulfill the outlined work arrangements while adhering to the defined hybrid work model. Compliance with the SCON's provisions regarding remote work will be a determining factor for considering resources located outside of Puerto Rico.

17. Are the initiatives established in the RFP funded with resources from the General Fund?

    Answer: At this time, we are unable to disclose whether the initiatives established in this SCON are funded with resources from the General Fund. The disclosure of funding details is subject to ongoing considerations and is typically communicated at a later stage in the procurement process or as per the requirements of the relevant financial regulations. We appreciate your understanding regarding the sensitivity of this information and assure you that all necessary funding details will be appropriately addressed and shared in due course.

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18. Given that the initiative to be managed by the PMO is unknown, is it permissible to deliver Rate Card showing position description and rate?

   Answer: Yes, to facilitate a comprehensive evaluation process, it is encouraged to provide Rate Cards showcasing position descriptions, relevant work experience, and associated rates. By including this information, the selection committee can gain a clearer understanding of the qualifications and cost structure associated with each position. This allows for a more informed assessment of the proposed resources and aids in making well-informed decisions during the selection process.

19. What is the amount of time defined in the scope of each project?

   Answer: Please see response in question A.13.

20. Can third-party recommendations be included to supply part of some services?

   Answer: All parties to be considered for selection under this SCON, must submit a proposal for the SCON and be eligible for contracting with the government.

B. Technical Elements

1. On page 27, Section B.1.f, mentions the maintenance, enhancement, and support of Cartek and Digitalized Inspection, but Section B is related to NAP to SNAP Project. This section B.1.f is part of the NAP to SNAP Project, part of the Smart Transportation Program, or a separate project?

   Answer: Please see response in question A.11.

2. On page 27, Section B.1.g, mentions the maintenance, enhancement, and support of Emarban integration with CESCO Digital, but Section B is related to NAP to SNAP Project. Is this section B. 1.g. part of the NAP to SNAP Project, part of the Smart Transportation Program, or a separate project?

   Answer: Please see response in question A.11.

3. On page 27, Section B.1.h, mentions the maintenance, enhancement, and support of ASC integration with CESCO Digital, but Section B is related to NAP to SNAP Project. Is this section B.1.h part of the NAP to SNAP Project, part of the Smart Transportation Program, or a separate project?

Answer: Please see response in question A.11.

4. On page 27, Section B.1.i, mentions the maintenance, enhancement, and support of DIMO integration, but Section B is related to NAP to SNAP Project. Is this section B.1.i is part of the NAP to SNAP Project, part of the Smart Transportation Program, or a separate project?

Answer: Please see response in question A.11.

5. On page 27, Section B.1.j, mentions the development and deployment of the Mobile   Driver's License (MDL), but Section B is related to NAP to SNAP Project. Is this section B.1.j part of the NAP to SNAP Project, part of the Smart Transportation Program, or a separate project?

Answer: Please see response in question A.11.

C. Legal Affairs

1. Is it necessary to fill out the Affidavit document if it was already done for a previous SCON this year? What is the validity period of this document?

   Answer: Yes, it is necessary to fill out the Affidavit document even if it has been completed for a previous SCON within the current year. Each SCON requires a separate and updated Affidavit to ensure compliance with current regulations and to provide the most accurate and current information. The validity period of the Affidavit document is directly associated with the time period of the contract, as specified in the terms and conditions of the SCON.

D. Out-of-Scope Questions

Based on the requirements and scope of services stated in the SCON PRITS-2023-004 " For Comprehensive Management Services for IT Programs, Projects, and Initiatives" the following questions address confidential information or fall outside the scope of the services requested in this stage; consequently, no responses will be provided to these particular inquiries.

1. Q&As are based on feedback received from various stakeholders on their experience with using the new SCCs in the first months after their adoption.

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