



**Questions and Answers (Q&A) for Service Contract Opportunity
Notice PRITS-2023-007**

For Comprehensive Cybersecurity Support and
Implementation Services: Bolstering Government
Cyber Resilience

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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 implementation services for enhanced government cyber resilience. 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

Scope

1. What is the scope of the implementation services in terms of the number of agencies, municipalities, and other entities?

In direct alignment with PRITS, the Selected Proponent(s), if any, will be strategically allocated across various government entities and/or municipalities, depending on the proponents' demonstrated capacity and capabilities. This dynamic allocation process will ensure that resources are optimally utilized, enhancing the overall effectiveness of cybersecurity efforts and ensuring that the government benefits from the expertise and resources needed to meet specific goals and objectives.

General

1. When will responses to these questions be provided?

As stated on the SCON's cover page and section 1.1, responses will be published on September 25th, 2023.

2. How will the responses be provided? Will all questions and answers be shared among all Proponents?

As per Section 1.2.2 of the SCON, the responses will be published on the PRITS website (www.prits.pr.gov), ensuring that all Proponents can access them.

3. What is the deadline (time of the day) on Sept 27, 2023, to submit the proposal? (e.g., 11:59 PM AST, 5:00 PM AST, etc.)

Proponents may submit proposals until 11:59 PM AST.

4. How can I confirm that you received the proposal, since I am submitting it by email instead of through a secure web portal?

An email will be sent to confirm that we have received your submission.

5. If the proposal must be mailed or delivered in person, please provide an address and more detailed instructions.

As outlined in Section 2.2 of the SCON, proposals must be submitted electronically to

procurement@prits.pr.gov before the specified deadline. In cases where email attachments exceed size limits, physical copies may be considered. If submitting by mail, proposals must reach PRITS by the established deadline. For in-person and mail submissions, please use PRITS' address:

360 Calle Ángel Buonomo
Sector Tres Monjitas
San Juan PR 00918

6. What are PRITS default invoicing and payment terms?

As per the contract agreement, contractors must submit invoices once a month for services performed, and allowable reimbursable costs (if any) incurred before the invoice date. Invoices should be prepared based on the cost proposal submitted and negotiated with PRITS.

PRITS shall make monthly payments, based on invoices received, for actual services satisfactorily performed, and for authorized reimbursable costs incurred, as outlined in the contract agreement. PRITS will pay the contractor no later than 30 days after receiving a compliant invoice.

Legal Affairs

1. Can you provide the complete schedule, including dates, the entire process, covering contract award, contract formalization, and the contract's start date? Section 3.3 mentions that any modifications to the schedule due to this request will be included in the timeline. However, there is no information in the SCON defining the full schedule and timelines.

The contract award will take place after PRITS conducts a thorough evaluation of all submitted proposals. Section 3.3 specifies that if PRITS requires additional information from qualified proponents during the evaluation process, the selection committee may request it. Once a proponent is selected, the legal division will contact them. Contract formalization will occur only after all necessary documents have been received, and all legally required processes have been completed. PRITS retains the authority to manage the full schedule and other internal government-related processes.

2. Is PRITS Fiscal year aligned with the Calendar year? If not, what is PRITS Fiscal year first month?

As a government agency, PRITS follows the government's fiscal year, which start on July 1st.

Services

1. Could you clarify the service expectations, including whether the primary work location, the mode of service delivery (remote, on-site, hybrid) and the frequency to travel to multiple locations, if applicable?

Implementation services are expected to provide their services both virtually, and on-site, including at PRITS facilities, other governmental entities/agencies, and/or municipalities. The specific mode of service delivery will depend on the tasks and government entities assigned. The frequency of travel and the allocation of remote or on-site work will vary according to task requirements, government needs, and PRITS' criteria.

2. What is the minimum and maximum number of daily, weekly, and monthly work hours?

The expected minimum and maximum work hours can vary depending on the nature and urgency of the tasks assigned to the contractor.

Technical

1. Can you validate the accuracy of the following assumptions:
 - a. PRITS will provide essential hardware (laptop) and associated software for the implementation services.
 - b. Any necessary subscriptions (SaaS) required to fulfill the duties obligations outlined in this SCON will be covered.
 - c. Access to the systems and information necessary to performing the responsibilities outlined in this SCON will be granted.
 - d. PRITS will cover the expenses associated with the above.

PRITS will supply the essential tools, software, access, and permissions, as needed to fulfill the assigned tasks following the specified requirements. Nevertheless, it is expected that the contractor will possess the minimum equipment, connectivity, and software for various responsibilities, including collaborating on governance documents, participating in meetings, submitting reports, and engaging with stakeholders, among other duties. PRITS will not cover or reimburse any additional costs incurred by the contractor for these tools, software, and access.