



Questions and Answers regarding the SCON
PRITS-2026-003

Professional Services for Level 1 IT Technical Support



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1. Introduction

The Puerto Rico Innovation and Technology Service (PRITS) issues the following consolidated response document for SCON PRITS-2026-003 – Professional Service for Level 1 IT Technical Support. This document integrates, organizes, and addresses questions received from possible Proposers.

These responses shall guide Proposers in preparing complete and compliant submissions.

2. Questions

2.1 Operational Capacity, Volumes, and Infrastructure

- a. **Can PRITS provide historical or estimated volumes for tickets, calls, emails, and chats handled by L1?**

Currently, PRITS has a partial historical dataset for L1 operational volumes. As platforms and services are onboarded into the PRITS ecosystem, ticket quantities may fluctuate significantly depending on user adoption, system maturity, and onboarding schedules. Proposers are expected to demonstrate the capacity to scale and adapt staffing levels, workflows, and quality controls based on real-time operational demand and best-practice models for platform-agnostic support.

- b. **What is the estimated total number of internal and external end-users supported by L1?**

PRITS manages multiple government platforms with changing coverage; therefore, there is no specific end-user count. The Selected Proposer must plan capacity using best-practice ratios and be prepared to right-size as platforms are incorporated and adoption changes.

- c. **Does PRITS operate an IVR/ACD or similar call center infrastructure, or must the Proposer supply one?**

PRITS will not provide IVR (Interactive Voice Response) nor ACD (Automatic Call Distributor) services. The Selected Proposer must supply, operate, and maintain the IVR/ACD.

2.2 Tools, Integrations, and Knowledge Management

- a. **Which ITSM platform powers the PRITS Service Desk?**

PRITS uses the ManageEngine Service Desk solution. Full integration with this tool is mandatory for all L1 operations, including ticket intake, updates, documentation, and reporting.

- b. **Will PRITS provide L1 agent licenses, or must the Proposer include them in pricing?**

PRITS will provide all necessary licenses and access required to operate within the PRITS Service Desk.

- c. **Will PRITS provide runbooks, scripts, or process documentation?**

PRITS will share preliminary information when available; however, the Selected Proposer is

expected to develop, refine, and maintain complete L1 operational documentation, including runbooks, scripts, SOPs, and workflow guides. Continuous improvement is required.

d. Does PRITS maintain an active Knowledge Base, or must the Proposer create one?

PRITS maintains a limited knowledge base covering certain platforms. The Selected Proposer must expand and solidify this knowledge base to ensure accuracy, completeness, and alignment with L1 best practices.

e. What integrations will be available for call handling, email intake, chat, and self-service portal?

PRITS will provide Service Desk access and an official PRITS email account for ticket intake. For some platforms users already are allowed to submit tickets directly through the Service Desk. All other tools and channels—including IVR/ACD, chat tools, and any additional communication systems—must be provided by the Selected Proposer, ensuring seamless integration with ManageEngine and compliance with PRITS' workflow structure.

2.3 Scope, Escalation, and Collaboration Framework

a. Does PRITS maintain guidance defining L1 vs. L2 responsibilities?

Yes. PRITS maintains formal definitions consistent with the SCON and will elaborate on them during Transition-In.

b. Is L1 expected to identify functional patterns and provide recommendations?

Yes. L1 is expected to identify recurring user issues or platform patterns and propose operational improvements.

c. Will PRITS define additional escalation criteria beyond SLAs?

Yes. Escalation pathways are incorporated into PRITS' workflow design and will be reviewed with the Selected Proposer.

2.4 Transition Processes

a. Is there an incumbent contractor?

PRITS currently works with several incumbent contractors, each with varying scopes depending on the platform or solution. These do not constitute a single unified Service Support contractor.

b. Is Transition-In 30 or 45 days?

Transition-In is officially 45 calendar days, as defined in Section 4.6.1 of the SCON.

c. Will PRITS conduct knowledge-transfer sessions?

Yes. As part of Transition-In, PRITS will coordinate knowledge-transfer sessions.

d. Are there formal acceptance criteria for completing Transition-In?

Yes. PRITS will validate readiness based on staffing preparedness, documentation quality, platform knowledge, and system access completion.

- e. **How will the initial contract term and Transition-In be structured if award occurs near fiscal year-end?**

Upon execution of the initial contract, work shall commence and continue through the end of the fiscal year. Should PRITS elect to renew the agreement, Transition -In or related activities may be reinstated upon formal execution of the amendment applicable to the new fiscal cycle, subject to PRITS' discretion and applicable legal and fiscal requirements.

2.5 Personnel Requirements

- a. **Must personnel be located in Puerto Rico? Will the staff be working at PRITS facilities?**

PRITS does not require all personnel to be physically located in Puerto Rico, although local presence is preferred. Day-to-day L1 operations may be performed remotely; however, staff must be available to attend in-person meetings at PRITS facilities or with other contractors and stakeholders whenever required. Remote personnel must still meet all bilingual and security requirements.

- b. **Will L1 staff be assigned by platform?**

Distribution of personnel is at the Selected Proposer's discretion. However, the Proposer must ensure the ability to support all platforms within PRITS' scope at all times and must maintain continuous operational coverage.

- c. **Will functional knowledge be acquired progressively?**

Yes. Knowledge will deepen over time; however, the Selected Proposer must demonstrate the ability to rapidly acquire and apply new platform knowledge.

- d. **Is there a Risk Assessment Proposal template, or may proposers use their own format?**

No. Proposers may use their own format as long as all required content is included, page limits are respected, and the Work Approach is original, not a copy of the Scope of Services.

2.6 Onboarding of New Platforms

- a. **How will PRITS notify the Proposer of new platforms?**

PRITS will issue formal notifications and coordinate structured knowledge-transfer sessions to prepare the Selected Proposer for onboarding new systems.

- b. **Will there be an adaptation period before L1 assumes support for a new system?**

Yes. In most cases, knowledge transfer and adaptation activities will occur before the platform goes live, providing sufficient time for readiness.

- c. **Will platforms be assigned all at once or progressively?**

Assignments may be progressive based on operational needs; PRITS will communicate sequencing formally.

- d. **How many Surge events occurred in the past 12 months, and what were their typical duration/volume increases?**

Surge activity varies significantly by platform, event type, and system conditions. There is no

consistent historical pattern, and PRITS does not publish formal Surge statistics.

2.7 Surge Support

a. Can Surge Support be activated due to new platforms?

Yes. Surge Support may be activated for original platforms or newly integrated ones.

b. What criteria are used to activate Surge Support?

Per Section 4.7 of the SCON, Surge Support may be activated in scenarios such as:

- *major incidents or degradations,*
- *high-volume onboarding periods,*
- *government-wide operational events,*
- *cybersecurity alerts,*
- *sustained increases in ticket volume.*

c. May the Proposer recommend Surge Support activation?

Yes. The Proposer may request activation; however, PRITS retains full discretion and must issue written approval.

2.8 KPIs, Reporting, and Continuous Improvement

a. Does PRITS define KPI targets (FCR, MTTR, Escalation Ratio)?

Yes. All KPI expectations are defined in Section 4.3 of the SCON.

b. Is the Proposer expected to propose improvement initiatives?

Yes. Continuous improvement recommendations must be included in monthly reporting, leveraging KPI data and trend analysis.

2.9 Contracts Term, Renewals, Budget, and Penalties

a. Will the resulting contract include a base term and possible renewals?

Yes. As described in Appendix IV – General Conditions and Requirements, PRITS may establish a base term with optional extensions depending on funding availability and performance.

b. Will PRITS award the contract to one or multiple Proposers?

This determination is at PRITS' discretion.

c. Are there penalties for SLA noncompliance?

Yes. Penalties are defined in Section 4.3.3; actual enforcement remains at PRITS' discretion and may vary based on operational considerations and contractual compliance.

2.10 Coverage, Language, and Hours

a. Is bilingual coverage required?

Yes. English-Spanish bilingual support is mandatory.

b. Does PRITS anticipate extended coverage or 24/7 support?

Yes, under defined circumstances and potentially through Surge Support.

2.11 Clarification: Documentation, SOPs, and Continuous Improvement

- a. *L2/L3 → L1 feedback loops: PRITS will establish formal mechanisms (post-incident reviews, change advisories, and KB updates) to strengthen documentation and troubleshooting accuracy.*
- b. *Documentation quality controls: The Selected Proposer must implement QA/QC reviews, version management, and routine audits to ensure accuracy, consistency, and usability. The Selected Proposer must implement strong QA/QC controls, version management, and routine documentation updates.*
- c. *Continuous improvement: Proposals must be data-driven and aligned with KPI trends to reduce ticket volume, improve FCR, and enhance user experience.*

2.12 Out-of-Scope Questions

Questions excluded from scope include:

- *inquiries involving budget or internal financial data,*
- *incumbent-related contract details not included in the SCON,*
- *restricted or classified operational information,*
- *requests that seek to modify SCON terms outside the amendment process.*