



PRITS-2026-003

Service Contract Opportunity Notice (SCON)

Professional Service for Level 1 IT Technical Support

SCON Release	April 13 th , 2026
Deadline for Submitting Questions or Requests for Clarifications	April 16 th , 2026
Publication of Responses	April 21 st , 2026
Proposal Submission Deadline	April 26 th , 2026

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1. INTRODUCTION

The Puerto Rico Innovation and Technology Service (PRITS), created under Law 75-2019, as amended, is responsible for managing, coordinating, and advancing innovation, technology infrastructure, digital services, and cybersecurity across the Government of Puerto Rico.

PRITS operates and maintains multiple platforms that support identity management, government operations, data exchange, interoperability, administrative workflows, and public digital services. As the digital ecosystem changes, PRITS must ensure that all platforms receive standardized, reliable, and scalable Level 1 (L1) technical support, regardless of platform type, technology, or vendor.

To continue improving service delivery and ensure continuity across all PRITS-managed systems, PRITS seeks a qualified Managed Service Provider (MSP) capable of delivering platform-agnostic Level 1 support services, including multi-channel Call Center operations, Ticket Intake, Incident Triage, First Contact Resolution (FCR), and User Assistance.

1.1 Background and Context

PRITS manages a diverse portfolio of digital platforms and government systems. These systems may be custom-built, vendor-maintained, cloud-hosted, hybrid, or on-premise. Given the diversity and ongoing expansion of the PRITS ecosystem, support services must be:

- Platform-agnostic
- Scalable and adaptable
- Capable of supporting new platforms introduced during the contract term
- Integrated into PRITS' Service Desk
- 24/7 call-center-capable when required

This SCON ensures that PRITS has uniform L1 coverage across all existing and future platforms under PRITS operations. The services described herein are intentionally platform-agnostic and may be applied, at PRITS' discretion, to:

- Enterprise applications and platforms,
- Identity, authentication, and access management solutions,
- Internal government systems and shared services,
- Other user-facing digital services

1.2 Purpose of this SCON

This Service Contract Opportunity Notice (SCON) seeks to engage one or more qualified MSPs to provide Level 1 (L1) Technical Support and Call Center Services for any PRITS-managed

platform. Services are not tied to a single system and may be assigned across the PRITS portfolio based on demand and operational needs.

Under this SCON, the Selected Proposer(s) will:

- Provide L1 support for any current or future PRITS platform.
- Deliver multi-channel support (phone, email, chat, portal), as requested by PRITS.
- Use the PRITS Service Desk as the only system of record for ticket intake and tracking.
- Provide professional user assistance, troubleshooting, triage, First Contact Resolution (FCR), and handoff to higher support tiers.
- Operate a call center with PRITS-defined hours (including optional 24/7 coverage).
- Comply with PRITS-defined SLAs, KPIs, and escalation workflows.
- The services sought under this SCON are intended to constitute a complete Level 1 (L1) help desk and call center operating capability, not merely ticket intake staffing. Accordingly, the Selected Proposer(s) shall be responsible for providing all personnel, supervision, operational coordination, quality oversight, knowledge and documentation support, reporting support, scheduling, coverage management, and other operational functions necessary to deliver continuous and effective L1 services in accordance with PRITS requirements.

1.3 Service Levels

This SCON covers Level 1 Support only.

1.3.1 Level 1 (L1) - Frontline Technical Support (Platform Agnostic)

The Selected Proposer(s) shall:

- a. Serve as the first point of contact for all end users (government employees, agencies, municipalities, or system users, depending on platform configuration).
- b. Operate a Call Center capable of handling inbound calls, voicemail callbacks, email intake, live chat, and/or portal submissions (if required).
- c. Log, classify, triage, and resolve incidents within L1 scope using PRITS-approved scripts, runbooks, and knowledge base articles.
- d. Provide First Contact Resolution (FCR) whenever possible.
- e. Perform guided troubleshooting, information validation, and data entry assistance.
- f. Support access, login, authentication, navigation guidance, user workflow support, form submission issues, basic configuration troubleshooting, and platform-specific L1 tasks defined by PRITS.
- g. Document all actions in the PRITS Service Desk (the only authoritative ticketing system).
- h. Escalate issues to L2 with full diagnostic notes and user reproduction steps.

1.3.2 Mandatory Service Desk Integration

All operations must occur within the PRITS Service Desk. The Selected Proposer(s) shall not use any external ticketing system for primary ticket intake, tracking, documentation, or reporting.

1.3.3 Coordination with PRITS and Other Vendors

The Selected Proposer(s) shall:

- a. Work directly within PRITS' established escalation workflows.
- b. Participate in scheduled operational meetings.
- c. Engage in shift handoff activities when necessary.

1.3.4 Out of Scope Clarifications

To preserve clear boundaries between support tiers, the following services are out of scope under this scope:

- a. Level 2 or Level 3 technical troubleshooting, including application diagnostics, system configuration, API investigations, code-level analysis, or engineering tasks.
- b. Software development, bug fixing, or hotfix deployment.
- c. Platform administration or configuration changes.
- d. Project Management, Program Management, or Change Management not directly related to L1 ticket handling.
- e. Call center operations outside PRITS-approved channels (e.g., independent customer support portals or ticketing systems).
- f. Any work requiring elevated privileges beyond L1 permissions.

2. SCON PROCEDURES

2.1 Timeline

All documents must be submitted on or before the deadline below.

Table 1 – SCON's key dates.

SCON Release	April 13 th , 2026
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Proposal Submission Deadline	April 26 th , 2026

- a. Proposers are responsible for periodically reviewing their emails and the PRITS website for updated information regarding this SCON.
- b. Any submission before the deadline will be considered and accepted by PRITS, if in full compliance with the requirements of this SCON.
- c. Late submissions shall not be considered by PRITS and will be rejected.
- d. Incomplete responses will be disqualified immediately after the submission deadline.

2.2 Communication with PRITS

2.2.1 Point of Contact

All communications with PRITS should be directed to the sole PRITS POC, as indicated below:

Poincaré Díaz Peña
Chief Innovation and Information Officer (CIIO)
procurement@prits.pr.gov

2.2.2 Questions and Request for Clarifications

- a. Submit queries to procurement@prits.pr.gov referencing "[PRITS-2026-003]" in the subject line. Non-compliant emails will not be acknowledged.
- b. Verbal queries are not permitted.
- c. Queries posted after the deadline in *Table 1* will be disregarded. Responses to valid queries will be consolidated and published at www.prits.pr.gov.
- d. The CIIO or his delegate reserves the right to amend this SCON. Any changes will be documented on the PRITS website. Submission implies acceptance of all SCON terms, conditions and amendments.
- e. Submission implies acceptance of all SCON terms and amendments.

2.2.3 Prohibited Communications

During the proposal evaluation, Proposers or their agents are prohibited from discussing it with any PRITS employee(s) or contractor(s). This "blackout period" encompasses everyone involved, from project management to evaluation. Only the PRITS POC can be reached ***by email*** during this time. The blackout period should conclude when a potential Proposer is selected. Extending the period until the service agreement is finalized, will impair PRITS (administration, legal, etc. components) to communicate with contractor to execute the agreement.

Engaging with other government representatives about this SCON during the "blackout period" is forbidden. Breaches will lead to the proposal's dismissal.

2.3 Changes to this SCON

The schedule presented in this SCON is subject to change. At the discretion of PRITS, dates might change. In such a case, the updated dates and times will be published.

2.4 Clarification of Responses

PRITS reserves the option, at its sole discretion, to contact any Proposer to seek clarification regarding information contained in its response or proposal but shall have no obligation to do so. The decision to contact and request clarification from a Proposer rest solely with PRITS.

In submitting its response, a Proposer should not assume that it will be provided an opportunity to subsequently clarify or otherwise discuss any feature thereof.

2.5 Best and Final Offers

After reviewing all submissions, PRITS or the designated Committee may request interviews, demonstrations, or Best and Final Offers from qualified Proposers. This allows Proposers to present their most attractive price or clarify any information the original proposal provides.

Any changes to the schedule resulting from this request will be added to the Timeline. Please note that this is an optional step in the selection process. PRITS may choose a Proposer based on a single round only.

At the discretion of PRITS, a best and final quote offer may be requested. In such a case, the date and time will be published on the PRITS website (prits.pr.gov). It is further clarified that PRITS at its sole discretion might request a Best and Final Offer, from any or all of the Proposers. No Proposer may question or otherwise challenge the selection due to the fact that a Best and Final Offer was not requested to such Proposer any other excluded participant.

2.6 Selection and Notification

The Committee will evaluate the proposals submitted for this SCON and will present the Best Value Proposal recommendation to the CIIO who reserves the right to accept the Evaluation Committee's recommendation or cancel the SCON and conduct a new solicitation process. PRITS may waive minor differences in terms and conditions if it serves the Government's best interests, provided it does not negatively impact the quality, capacity, or essential characteristics of the requested services.

Once the Committee has pre-selected the Proposer(s), and such selection is approved by the Executive Director, PRITS will issue a written notification to all Proposers of this SCON.

However, publishing this SCON or selecting a proposal(s) from a Proposer(s) does not constitute a formal agreement between the parties, nor does any Proposer have the right to demand that the Government engage in any service contract.

3. SUBMISSION REQUIREMENTS

Proposers must comply with the following Submission Requirements for their proposals to be evaluated on technical and cost aspects. Submission Requirements will be scored as either “Pass” or “Fail.” Proposals meeting all Submission Requirements will “Pass” the evaluation; otherwise, they will “Fail.” Failure to comply with any of the Submission Requirements will result in disqualification, although PRITS reserves the right to waive minor irregularities. The proposal must include the following documents (please refer to **Section 3.3** – Proposal Submission Requirements Checklist):

3.1 Method and Deadline for Submission

Proposals must be submitted via email to procurement@prits.pr.gov by the closing date and time established in **Section 2.1** of this SCON.

- **Subject Line:** The email should have the proposal with the subject line: “**PRITS-SCON-2026-003 Proposal <Your Company Name>**”.
- **File Size:** If attachments are too large for email, physical copies may be acceptable. Proposers should notify PRITS if they intend to submit physical copies.
- **Version Control:** If multiple versions are sent, only the final submission received before the deadline will be considered for evaluation.

3.2 Proposal Format & Specifications

To ensure uniformity to specific requirements and prompt reference among all Electronic Proposals, the format of the Electronic Proposals shall adhere to the following parameters:

- **Page Format:** Electronic proposal documents shall be written on standard 8 ½” x 11” pages. Pages shall have a one-inch margin. Proposal written content must be set at single line spacing.
- **File Type:** The documents must be submitted in PDF Format (should be in searchable PDF format). Multiple PDFs may be merged into one single document. Also, multiple files may be uploaded in a zip file.

- **Larger Paper for Visuals:** Larger paper (up to 11" x 17") and smaller fonts are permissible for charts, diagrams, spreadsheets, etc.
- **Language:** The electronic proposal and its exhibits may be drafted in the English or Spanish.
- **Signatures:** All documents that need a signature as part of the electronic proposal shall be signed in blue or black ink. Documents consisting of more than one page that require a signature shall contain the initials of the Proposer's Authorized Representative at the right-top corner of every page. Electronic signatures are accepted. The technical proposal and General Certification (Appendix III) must be signed by the registered authorized person(s) identified in the RUP.
- **Corporate Seal:** Electronic documents must be sealed with the Proposer's Corporate Seal when applicable.
- **Completion of Forms:** All blanks on Exhibits and any other document must be completed by the Proposer. In fields that do not apply to certain Proposers, N/A (not applicable) shall be written. If filled in handwriting, documents must be completed in print type using blue color ink.
- **Signatory Information:** Below each signature, the full name of each signatory must be included.

3.3 Proposal Content Checklist

Proposals must include the following documents in the order listed below. The forms included as part of the SCON must be completed and incorporated into the proposal. PRITS reserves the right to reject any proposal that does not fully satisfy these requirements.

Table 2 - Required information for proposal submittals.

Title	Description	Maximum length (pages)
<input type="checkbox"/> a. Cover Letter	<p>Include a cover letter formally addressed to: Poincaré Diaz Peña Chief Innovation and Information Officer</p> <p>The letter shall include the Proposer's name, contact information, mailing address, the SCON submission date, the SCON title, and a brief executive summary of the proposal's key points. Ensure it contains sufficient details for a comprehensive evaluation and validates the</p>	2

Title	Description	Maximum length (pages)
	provisions mentioned. Highlight any information crucial for PRITS during the review, assuming they have no prior knowledge of the Proposer's experience or methodologies.	
<input type="checkbox"/> b. Organizational Chart	Outline key roles and relationships of the Proposer's team leadership, technical staff, and first-tier subcontractors (if any).	No limit
<input type="checkbox"/> c. Qualifications and experience	Showcase the Proposer, key team members, and first-tier subcontractors (if any). Include resumes.	No limit
<input type="checkbox"/> d. Comparable Projects and References	List at least three relevant projects within the past five years where similar services were provided. Include references with contact information.	3
<input type="checkbox"/> e. Team Capacity	Provide a list of ongoing contracts/projects with status and projected termination dates, including the level of effort of the proposed team members and technical staff. Evaluate the impact of ongoing contracts/projects on service provision. Address how PRITS' workload will be prioritized and accommodated.	3
<input type="checkbox"/> f. Proposed Action Plan	Present the proposed action plan or work approach including understanding of project scope, implementation strategy, coordination, QA/QC measures, and risk management.	30
<input type="checkbox"/> g. Financial Stability	Evidence of financial stability including audited/reviewed financial statements, interim financial statements, line of credit or cash availability, pending litigation statement, and no bankruptcy statement.	No limit
<input type="checkbox"/> h. Organizational documentation Incorporation,	Include Certificates of Incorporation, Partnership Agreements, Certificates of Good Standing, and Joint Venture Agreements (if applicable).	No limit
<input type="checkbox"/> i. Integrity	Disclose any criminal, civil, or administrative suits, actions, investigations, litigations, sanctions, or proceedings involving the Proposer or any team members within the past five years. Include specific details.	No limit

Title	Description	Maximum length (pages)
<input type="checkbox"/> j. Price Proposal	Present a detailed breakdown of all costs.	5
<input type="checkbox"/> k. Proposer Profile (Appendix II)	Companies are required to complete the form provided. Individual Proposers must submit their CV in lieu of Appendix II.	5
<input type="checkbox"/> l. General Certification Form	Complete Appendix III	1
<input type="checkbox"/> m. RUP Certificate	The Registro Único de Proveedores (RUP), or (Single Registry of Providers) is a certification platform managed by the General Services Administration (ASG). It validates vendors to government agencies, confirming that they meet the documentation requirements mandated by the Government Contracting Law.	1
<input type="checkbox"/> n. Contact Information	Physical and mailing address of the company's main office in Puerto Rico, and the name and address of the company's resident agent, when applicable	1
<input type="checkbox"/> o. Additional Information (Optional)	Any other information demonstrating qualifications such as memberships in professional associations, or that allows the evaluation of the Proposer's capabilities to provide the services outlined in this SCON.	No limit
<input type="checkbox"/> p. SCON Amendments (Optional)	Address all issued SCON amendments (if any).	

The Proposer is solely responsible for completeness and “on-time” submission of their Proposal.

3.4 Proposal Execution

All Proposals must be properly executed by an authorized representative of the Proposer, adhering to the following guidelines:

a. Individual Proposers

- Sign the Proposal personally.
- If signed by an authorized representative, attach a dated power of attorney as evidence of authority.

b. Corporate Proposers

- State the corporation's full legal name.
- An authorized officer must sign, with their title clearly indicated below the signature.
- Include corporate resolution demonstrating the officer's authority.

c. Joint Venture Proposers

- All joint venture members must sign.
- If only one member signs, include the joint venture agreement showing their authority to bind the entity.
- The joint venture agreement must be executed prior to the proposal submission deadline.

d. Partnership Proposers

- At least one general partner or authorized representative must sign.
- If an authorized representative signs, attach a power of attorney executed by all partners.

Joint Ventures and Partnerships must submit organizational documents for all participating entities, including but not limited to:

- **Appendix II** (Proposer Profile)
- Financial documents required for capacity evaluation

Failure to comply with these requirements may result in the Proposal being deemed non-responsive.

3.5 Proposed Action Plan / Work Approach

Proposers must provide a clear, comprehensive, and platform-agnostic action plan describing how they will deliver Level 1 (L1) frontline technical support and Call Center services across PRITS-managed systems (current and future). The plan must demonstrate operational maturity, repeatability, and seamless integration into PRITS processes and tooling.

a. Operating Model Overview

Describe the L1 service delivery framework that is platform-agnostic, including:

- How the Proposer will serve a first point of contact for end users across multiple PRITS platforms (agency and municipality personnel, and other authorized users).
- The organizational structure (roles, shift coverage, supervision, backup) and how it scales to support new platforms introduced during the contract term.
- Integration with PRITS' governance cadence (operational reviews, handoffs, and coordination with PRITS teams and other vendors).

b. Call Center & Multi-Channel Intake

Provide a detailed call center approach that covers:

- Channel mix (voice, email, chat, web portal), hours of operation (standard, extended, or 24/7 if requested) queue management, and callback processes.
- Agent scripting, greeting/verification protocols, language support (English/Spanish), and service etiquette.
- How calls/emails/chats are captured exclusively in the PRITS Service Desk—the single system of record for ticket intake, tracking, and reporting.

c. Ticket Intake, Triage & First Contact Resolution (FCR)

Explain how incidents and requests will be handled from first contact to closure:

- Classification, prioritization, and SLA-based acknowledgment and updates, using a Prioritization Matrix and thresholds.
- FCR playbooks for common L1 scenarios (login/help with credentials where permitted, navigation, form submission assistance, browser/device checks, workflow guidance).
- Criteria for handoff to L2 (under the separate SCOM), with complete notes, user impact, reproduction steps, and artifacts attached in the Service Desk prior to escalation.

d. Knowledge Management and Documentation

Detail the method for building and maintaining knowledge assets:

- Creation, review, and monthly refresh of user-facing articles, L1 runbooks, and troubleshooting guides; alignment with PRITS formats and version controls.
- A continuous improvement loop to reduce ticket volume, increase FCR, and improve content findability and usage.

e. Standard Operating Procedures (SOPs) and Quality Controls

Present a robust SOP lifecycle and QA/QC processes:

- SOP development aligned to PRITS standards (intake, verification, triage, closure, communication templates).
- Version control, approvals, and auditability; internal peer reviews; periodic SOP effectiveness checks and updates.
- Error-proofing and defect-prevention mechanisms at L1 (e.g., checklists, validation steps).

f. Risk and Issue Management

Describe a lightweight, repeatable framework for L1-appropriate risks and issues:

- Identification and logging within the Service Desk; trend detection for recurring L1 issues; triggers for proposing changes to scripts/runbooks.
- Escalation pathways when an L1 risk indicates deeper technical needs (handoff to L2).

g. Staffing, Coverage & Workforce Readiness

Provide a staffing plan that ensures continuity and responsiveness:

- Role definitions (agents, leads, documentation specialist) with minimum qualifications and soft-skills for high-quality customer support.
- Schedules (core hours, after-hours coverage if requested), backup staffing, and relief planning to meet SLA commitments.

h. Training and Certification Plan

Define training pathways for L1 personnel:

- Onboarding curriculum (Processes, Service Desk usage, scripts/runbooks, data handling) and annual refresher training.
- Evaluation of agent proficiency, remediation plans, updates tied to platform changes or new services.

i. Surge Support Approach

Explain how you will rapidly scale during peaks and emergencies:

- Pre-cleared standby resources, mobilization timelines, staffing ratios, and communication protocols.
- Daily operational summaries and post-event analysis when surge is activated; pricing presented separately in the Pricing Proposal.

j. Security, Privacy & Compliance (L1 Handling)

Outline controls for secure L1 operations:

- Verification steps, least-privilege use of systems, secure handling of sensitive information, and compliance with PRITS policies and audit requirements.
- Alignment with PRITS' cybersecurity incident reporting processes (notification only; technical incident response belongs to L2/L3).

k. Transition-In

Provide a pragmatic Transition-In plan (target of 30-day or less) with milestones:

- Kickoff and shadowing, Service Desk access, knowledge transfer, SOP baseline, call flows, and go-live readiness criteria.

l. Transition-Out

Provide a Transition-Out plan to ensure service continuity:

- Knowledge handover, updated documentation, ticket and configuration records, and final closeout meeting.

m. Reporting & KPIs

Commit to disciplined measurement and reporting:

- Monthly KPI dashboards (TTA/TTR, FCR, CSAT, escalation ratios, reopened rates, knowledge-base utilization, recurrence) submitted by the 10th working day of the

following month in PDF and editable format.

- Narrative trend analysis and recommendations for continuous improvement; alignment to PRITS' SLA framework.

n. Tooling & Integrations

Confirm use of PRITS tooling:

- Exclusive use of PRITS Service Desk for intake, tracking, escalation, and reporting; integration of call center events, emails, and chats into the Service Desk.
- No external ticketing systems shall be used for primary operations.

o. Accessibility & Language

Address accessibility and language:

- Spanish/English support; accessible communications; escalation assistance for users with special needs.

The Plan of Action/Work Approach should not exceed **thirty (30) pages**, including any workflows, graphics, charts, screenshots, or photos to support the proposed work approach. Responses that exceed the page limit will only be evaluated up to the contents of page thirty (30). Content beyond this point will not be considered in the evaluation. Responses should not be a copy and paste, replica, or reproduction of the Scope of Services. Such responses will not be considered or evaluated.

3.6 Price Proposal

Submit your price proposal. Ensure that the services in the price proposal match those required in the Scope of Work (Section 4). Provide a detailed breakdown of all costs as follows, including overhead and profit.

- Hourly rates: For each category of professional services offered.
- Estimated Hours: Breakdown of estimated hours for each phase, task, deliverable or component of the project.
- Total Cost: Summarize the total cost based on the provided hourly rates and estimated hours.

Whenever possible, break down costs by phases or deliverables. Include a summary of the total cost for the contract's duration to help PRITS understand its full financial commitment. Proposals must be submitted in US dollars and cents; recommendations expressed in percentages or indeterminate prices will not be considered.

If a Proposer provides costs for some services but not others, it indicates they only propose for the offered services. PRITS reserves the right to evaluate or reject such proposals, request budget clarifications and/or best and final offer, as needed.

4. SCOPE OF WORK

4.1 General Service Requirements

The Selected Proposer(s) shall:

- a. Provide L1 support services during regular government business hours as defined by PRITS, with optional capacity for 24/7 on call extended support if requested under a future contract amendment.
- b. Use the PRITS Service Desk as the sole and authoritative system for ticket intake, documentation, updates, and closure.
- c. Follow PRITS-defined incident categories, priority levels, escalation rules, and SLA thresholds.
- d. Assign qualified personnel with at least five (5) years of demonstrated experience in similar support operations.
- e. Maintain service continuity through trained backup staff, shift-handoff procedures, and documented operational processes.
- f. Participate in periodic operational meetings, coordination checkpoints, and reviews with PRITS and other stakeholders, as required.

4.2 Technical Scope

The services required under this SCON are divided into the following components:

4.2.1 Ticket Intake and Management

- a. Receive, log, and classify all incoming tickets through the PRITS Service Desk.
- b. Categorize tickets accurately according to type (e.g., incident, service request, access issue, general inquiry).
- c. Acknowledge each ticket within SLA-defined timeframes.
- d. Resolve issues that fall within the L1 scope using PRITS-approved documentation, scripts, and troubleshooting guidelines.
- e. Provide clear and concise notes for all interactions and actions taken.
- f. Escalate tickets that exceed L1 capabilities, ensuring that all required diagnostic information, reproduction steps, and user impact details are recorded.

4.2.2 End-User Assistance and Basic Troubleshooting

The Selected Proposer(s) shall:

- a. Assist users with login issues, authentication prompts, access validation steps, and related workflows as permitted under L1 privileges.
- b. Provide guidance for navigation, form submission, basic process questions, and

- platform self-service options.
- c. Conduct preliminary troubleshooting steps, including browser checks, cache resets, device compatibility confirmation, and other initial validations.
- d. Gather relevant information to support escalations when required.

4.2.3 Knowledge Base Management

The Selected Proposer(s) shall:

- a. Develop, maintain and/or update L1-facing and user-facing knowledge articles within the PRITS Service Desk.
- b. Develop clear instructions, FAQs, quick reference guides, and troubleshooting steps for common issues.
- c. Identify recurring issues and propose updates to articles to reduce ticket volume and improve user experience.

4.2.4 Communication and Customer Service

- a. Provide professional, courteous, and clear communication in all user interactions.
- b. Offer proactive status updates and explain resolution steps in a user-friendly manner.
- c. Ensure that all communication is properly documented in the PRITS Service Desk.

4.2.5 Training and Knowledge Transfer

The Selected Proposer(s) shall:

- a. Provide training materials focused on L1 processes, Service Desk usage, communication standards, and user-facing troubleshooting procedures.
- b. Conduct onboarding and periodic refresher training for PRITS technical staff.
- c. Ensure all materials remain updated and aligned with platform changes or process updates.

4.2.6 Reporting Requirements

The Selected Proposer(s) shall submit monthly reporting aligned solely to L1 operations, including:

- a. Ticket volume by category and priority.
- b. SLA compliance, including acknowledgment and resolution times.
- c. First Contact Resolution (FCR) metrics.
- d. Escalation rates and patterns.
- e. Updates to the knowledge base.
- f. Summary of recurring issues and recommended operational improvements.

Reports must be submitted in both PDF and an editable format, as required by PRITS.

4.3 Service Level and Metrics

The Selected Proposer(s) shall deliver Level 1 (L1) services in compliance with PRITS-defined Service Levels and Key Performance Indicators (KPIs). These Service Levels establish the minimum performance standards required to ensure consistent, measurable, and high-quality support for government users across PRITS-managed platforms. The metrics in this section apply exclusively to L1 operations.

4.3.1 Service Availability

L1 Support shall operate according to the following availability model, aligned to PRITS operational needs:

Category	Service Hours	Notes
Standard Service	Regular working hours (as defined by PRITS, typically Monday–Friday, 8:00 AM–6:00 PM AST)	Core L1 coverage for all tickets.
Extended Service	Outside of regular working hours	Optional; to be priced separately for potential on demand service expansion.
Emergency Support	As required during declared critical events	L1 participation limited to intake, communication, and coordination steps defined by PRITS.

4.3.1 Response and Resolution Times

The Selected Proposer(s) shall comply with the following SLA thresholds:

Severity	Definition	Response Time	Resolution Time	Escalation Requirement
Critical (P1)	Platform-wide or multi-agency impact	≤ 15 minutes	≤ 4 hours (when L1 resolution is feasible)	Immediate escalation to L2/L3 and PRITS
High (P2)	Major functionality loss for an agency or critical user group	≤ 30 minutes	≤ 8 hours	Escalate after 4 hours or immediately if non-L1.
Medium (P3)	Non-critical issues or partial loss of functionality	≤ 2 hours	≤ 48 hours	Escalate to L2 if unresolved within 48 hours

Severity	Definition	Response Time	Resolution Time	Escalation Requirement
Low (P4)	Minor incidents, cosmetic issues, or informational requests	≤ 4 hours	≤ 48 hours	Escalate under discretion.
Change Request / Continuous Improvement (P5)	Not a defect; long-term improvements or technical debt remediation	≤ 24 hours	≤ 120 hours	Tracked via Backlog/Sprint cycle

All tickets must be acknowledged, updated, and closed following PRITS' Service Desk workflow. Failure to meet SLA thresholds may trigger corrective action or contractual penalties.

4.3.2 Quality Metrics

In addition to SLA compliance, the Selected Proposer(s) shall continuously track and report the following Key Performance Indicators (KPIs):

- a. Ticket Acknowledgment Rate (TAR) – Percentage of tickets acknowledged within SLA-defined timeframe.
- b. First Contact Resolution Rate (FCR) – Percentage of tickets resolved at first contact without escalation.
- c. Mean Time to Resolve (MTTR) – Average time to resolve tickets under L1 responsibility.
- d. Reopened Ticket Rate (RTR) – Percentage of tickets reopened due to incomplete or faulty resolution.
- e. Escalation Ratio (ER) – Percentage of tickets escalated to L2/L3 due to being out of L1 scope.
- f. Customer Satisfaction Score (CSAT) – Based on feedback from PRITS and users.
- g. Knowledge Base Utilization Rate (KBUR) – Percentage of resolutions derived from internal documentation.
- h. Incident Recurrence Rate (IRR) – Frequency of repeated incidents of the same type or root cause.

All metrics shall be monitored continuously and included in the monthly KPI report delivered to PRITS.

4.3.3 SLA Compliance and Corrective Actions

Failure to meet the Service Levels and KPIs may result in corrective action

requirements, including but not limited to:

- Submission of a remediation plan.
- Additional reporting or monitoring obligations.
- Mandatory updates to knowledge base or processes.
- Review sessions with PRITS to address performance gaps.

Corrective measures will be initiated at PRITS discretion based on trends, recurring issues, or SLA breaches.

4.4 Deliverables

The Selected Proposer(s) shall submit the following deliverables as part of its contractual obligations. All deliverables must adhere to PRITS formats, version-control standards, and documentation requirements.

Deliverable	Frequency / Due Date	Description
Transition-In Plan	Within 10 calendar days from contract award	A detailed plan outlining onboarding activities, staffing, training, and readiness steps required to initiate L1 operations.
SOPs and Operational Runbooks	Within 30 business days from service start	Complete L1 procedures, workflows, troubleshooting scripts, and escalation paths.
Incident Prioritization Matrix	Within 30 business days	Classification and severity definitions, including acknowledgment and resolution thresholds consistent with PRITS SLAs.
Monthly KPI Report	By the 10 th day of each month	Performance summary, metrics, and analysis of SLA compliance.
Customer Feedback Summary (if applicable)	Monthly, included within the KPI packet	Summaries of CSAT or feedback surveys related to L1 interactions (no RCA or technical investigations included).
Issue Recurrence and Pattern Analysis	Monthly	Summary of recurring issues observed at L1, recommended documentation updates, or opportunities to improve intake accuracy or user guidance.
Training Materials and Sessions	Ongoing	<ul style="list-style-type: none"> - L1 process and tool training - User communication standards - Updates aligned with changes to PRITS platforms or procedures - Electronic copies of all materials for PRITS internal use.

Deliverable	Frequency / Due Date	Description
Knowledge Base Articles and User Guidance	Ongoing	Updates or new entries for user-facing and L1-facing knowledge repositories to support accuracy, consistency, and self-service adoption.
Transition-Out Plan	60 days before contract termination	<ul style="list-style-type: none"> - Knowledge transfer plan - Updated documentation - Final summaries of operational processes - Steps to ensure seamless continuity to PRITS or successor provider.

4.5 Personnel Requirements

4.5.1 Minimum Qualifications

The Selected Proposer(s) shall assign personnel with the following minimum qualifications:

Role	Minimum Experience	Key Competencies
L1 Support Technician(s)	5+ years providing end-user support for enterprise or government platforms	<ul style="list-style-type: none"> - Proficiency in help desk operations, ticket triage, and customer support workflows. - Strong communication skills in both English and Spanish, with the ability to guide users effectively. - Competence in basic troubleshooting, credential assistance (as permitted), browser / device validation, and workflow support. - Ability to follow standardized procedures, knowledge articles, scripts, and Service Desk protocols. - Strong documentation habits.
Knowledge & Documentation Specialist	5+ years in technical documentation, knowledge base management, or SOP development.	<ul style="list-style-type: none"> - Creating and maintaining user-facing guides, L1 troubleshooting content, SOPs, and quick-reference documents.

Role	Minimum Experience	Key Competencies
		<ul style="list-style-type: none"> - Ensuring version control, clarity, and alignment with PRITS documentation standards. - Identifying documentation gaps based on recurring L1 issues and agent feedback.

4.5.2 Staffing Continuity and Replacement Requirements

The Selected Proposer(s) shall:

- Maintain continuity of assigned personnel throughout the contract term unless changes are approved by PRITS.
- Provide advanced notice and justification prior to any proposed staff replacement.
- Ensure that replacement personnel meet or exceed the minimum qualifications listed in this section.
- Ensure adequate staffing levels, including backup personnel, to meet Service Level Agreements (SLAs) and coverage requirements.

All personnel must demonstrate familiarity with:

- ITIL concepts
- PRITS governance and communication protocols
- PRITS Service Desk usage
- Standard L1 operating procedures

4.6 Transition Phases

The Transition Phases define the structured onboarding, delivery, and offboarding activities necessary to ensure continuity and stability of Level 1 (L1) support services. The Selected Proposer(s) shall execute all transition tasks in close coordination with PRITS and in accordance with PRITS processes, governance cadence, and documentation standards.

4.6.1 Transition- In Phase

Duration: 45 calendar days

The Transition-In Phase prepares the Selected Proposer(s) to assume full operational responsibility for L1 support services. Activities shall include:

Key activities

- a. Conduct a formal kick-off meeting with PRITS and any incumbent contractor(s) to confirm roles, deliverables, and timelines.
- b. Develop and submit the Transition-In Plan, including staffing, training, knowledge transfer, and readiness milestones.

- c. Participate in knowledge transfer sessions focused on L1 responsibilities, daily processes, existing ticket patterns, platform usage, and PRITS Service Desk operations.
- d. Ensure all personnel obtain appropriate access to the PRITS Service Desk and required tools.
- e. Begin shadowing and reverse-shadowing sessions, allowing the incoming team to observe live L1 operations and demonstrate proficiency.
- f. Finalize L1 Standard Operating Procedures (SOPs), escalation matrices, communication flows, and ticket handling requirements.
- g. Validate that all training, access, resources, and operational processes meet PRITS readiness criteria.

The Transition-In Phase concludes once PRITS confirms that the Selected Proposer(s) is fully prepared to support L1 operations.

4.6.2 Service Performance Phase

Duration: Entire contract base period.

During the Service Performance Phase, the Selected Proposer(s) shall deliver all contracted L1 operational services in accordance with this SCON.

Key Service Performance Activities

- a. Deliver daily L1 support operations including ticket intake, triage, troubleshooting, and status communication through the PRITS Service Desk.
- b. Maintain continuous alignment with PRITS through regular coordination, operational reviews, and governance checkpoints.
- c. Ensure ongoing accuracy of L1 documentation, SOPs, and knowledge base articles, updating content as needed.
- d. Provide required monthly KPI reports, quality metrics, and recommendations for operational improvement.
- e. Conduct training sessions for PRITS staff as required, including onboarding and refresher sessions.
- f. Participate in PRITS-led activities such as cybersecurity drills or technical assessments, limited to L1 responsibilities.
- g. Ensure staffing continuity, shift coverage, and adherence to Service Levels and KPIs.

4.6.3 Transition-Out Phase

Duration: Last 60 calendar days of the contract or as requested by PRITS.

The Transition-Out Phase ensures the orderly transfer of knowledge, documentation, and operational responsibilities back to PRITS or to a successor contractor, without degradation of service.

Key Transition-Out Activities

- a. Prepare and submit a Transition-Out Plan for PRITS approval, including staff demobilization, documentation handoff, and final reporting activities.
- b. Conduct comprehensive knowledge transfer sessions to PRITS or the successor Provider covering L1 workflows, ticket patterns, and user-facing processes.
- c. Deliver updated and complete documentation, including SOPs, runbooks, knowledge base articles, and operational references.
- d. Ensure all active L1 tickets are properly updated, documented, and prepared for handoff.
- e. Maintain uninterrupted service quality throughout the transition period.
- f. Participate in a final Executive-Level Closeout Meeting with PRITS to review contract performance, lessons learned, and closeout compliance.

4.7 Surge Support

The Selected Proposer(s) shall provide Surge Support capacity to address periods in which PRITS requires temporary increases in Level 1 (L1) staffing or extended availability due to elevated service demand, operational disruptions, or government-wide events. Surge Support ensures continuity of L1 operations without affecting service quality or SLA compliance.

4.7.1 Surge Events

Surge events include, but are not limited to:

- a. Major system incidents or service degradations requiring increased L1 intake and triage capacity.
- b. Coordinated cybersecurity alerts requiring elevated monitoring and user guidance (L1 notification only).
- c. Large-scale onboarding or enrollment campaigns that significantly increase user interaction volume.
- d. Major government announcements or system changes that trigger heightened platform activity.
- e. Natural disasters, emergency operations, or unplanned events that increase ticket volume.
- f. Any sustained increase in user requests or incidents that exceed baseline L1 workload.

Surge support may be initiated by PRITS with written notice. The Selected Proposer(s) may also request surge activation when indicators show imminent, abnormally high demand; however, PRITS approval is required before activation.

4.7.2 Surge Support Requirements

The Selected Proposer(s) shall:

- a. Maintain adequate standby resources (pre-cleared, trained, and authorized) to support surge capacity without requiring new onboarding.
- b. Scale L1 staffing levels quickly to meet increased ticket intake, triage, communication, and escalation needs.
- c. Ensure surge personnel meet the same minimum qualifications, security requirements, and system access training as baseline staff.
- d. Document roles, responsibilities, and escalation structure for surge activation and demobilization.
- e. Ensure all surge personnel follow PRITS' procedures, SLAs, and communication standards at all times.

4.7.3 Reporting During Surge

During surge events, the Selected Proposer(s) shall:

- a. Submit daily operational summaries capturing ticket volume, trends, and any SLA-risk indicators.
- b. Maintain continuous, real-time documentation in the PRITS Service Desk.
- c. Provide a post-event assessment, including observations, volume patterns, and recommended improvements.

4.7.4 Pricing for Surge Support

The Proposer(s) shall provide a separate pricing for Surge Support services in the Pricing Proposal Section. Surge Support pricing must include:

- a. After-hours / overnight surge rate
- b. Weekend / holiday surge rate

The Proposer(s) shall also clearly define:

- a. Minimum surge activation duration
- b. Billing increments (hourly, shift-based, or daily)
- c. Any constraints or prerequisites for rapid mobilization

Surge pricing must remain valid for the full contract term and may only be adjusted in accordance with the contracted escalation clause.

4.8 Compliance and Acceptance Criteria

The Selected Proposer(s) shall comply with all applicable federal, Commonwealth, and PRITS-specific requirements governing the delivery of Level 1 (L1) technical support services. Compliance includes adherence to PRITS policies, security standards, documentation expectations, and operational procedures established throughout this SCON.

The Proposer must meet the following obligations throughout the contract term:

4.8.1 Compliance with PRITS Policies

The Selected Proposer(s) shall align all support activities with PRITS' operational, security, privacy, and service management policies. This includes:

- a. Proper handling of user information according to PRITS' data protection requirements.
- b. Adherence to PRITS communication guidelines and Service Desk workflows.
- c. Compliance with incident classification, escalation rules, and SLA definitions.
- d. Use of PRITS-approved tools, processes, and documentation templates only.

4.8.2 Legal and Regulatory Requirements

The Selected Proposer(s) shall comply with all applicable:

- a. Commonwealth of Puerto Rico statutes and regulations
- b. Federal laws related to information technology, data privacy, and government services
- c. Requirements applicable to contractors supporting public sector operations

4.8.3 Standards and Best Practices

The Selected Proposer(s) shall perform L1 activities in accordance with recognized industry frameworks and best practices, including but not limited to:

- a. Commonwealth of Puerto Rico statutes and regulations
- b. Federal laws related to information technology, data privacy, and government services
- c. Requirements applicable to contractors supporting public sector operations

4.8.4 Acceptance Criteria

PRITS will deem services and deliverables acceptable when the following conditions are met:

- a. It is complete, accurate, and submitted in the required format.
- b. It aligns with PRITS' templates, structure, and documentation standards.
- c. It reflects the L1 scope and excludes tasks requiring elevated permissions or technical diagnostics beyond L1.
- d. It contains all required updates, exhibits version control, and is provided by the established deadline.
- e. The Selected Proposer(s) consistently meet(s) or exceed(s) SLA targets defined in Section 4.3 (Service Levels and Metrics).
- f. Required KPIs are reported monthly and demonstrate compliance or justified variances.
- g. Corrective actions requested by PRITS (if any) are delivered on time and demonstrate measurable improvement.

- h. Tickets are documented clearly, professionally, and in full compliance with PRITS Service Desk requirements.
- i. Escalations to higher support tiers include complete diagnostic information applicable to L1.
- j. Knowledge Base contributions are accurate, clear, and aligned with PRITS standards.

4.8.5 PRITS Verification and Review

PRITS reserves the right to:

- a. Review any L1 work product at any time to assess compliance.
- b. Request clarification, corrections, or enhancements to any deliverable.
- c. Conduct operational audits of ticket quality, SLA adherence, and documentation compliance.
- d. Require immediate remediation if deficiencies are identified.

Acceptance by PRITS shall not waive the Selected Proposer’s responsibility to maintain ongoing compliance with all requirements defined in this SCON.

5. EVALUATION AND SELECTION

5.1 Evaluation Committee

PRITS will designate an Evaluation Committee (“Committee”) to review and assess the proposed solutions. The Committee will be composed of technology professionals and technical experts from PRITS (external resources can be assigned to the Committee as PRITS Executive Directors’ discretion) to ensure that the evaluation thoroughly assesses all aspects of the proposed solutions.

5.2 Evaluation

The Committee will select and recommend to the Executive Director one proposal based on evaluation criteria. There shall be 2 phases as per the following table:

Table 3 - Proposal evaluation criteria

CRITERION	WEIGHT
Phase I	
The Committee will determine whether each proposal: <ul style="list-style-type: none"> - Meets all mandatory submission requirements outlined in Section 3.3. - Includes all required forms, certifications, and documentation. - Complies with the format, structure, and content requirements of this SCON. 	Pass / Fail

- Demonstrates the Proposer’s legal and administrative eligibility to participate.	
Only proposals that receive a Pass in Phase I will advance to Phase II.	
Phase II	
Technical Approach & Methodology Completeness and clarity of approach to providing L1, understanding of workflows, documentation practices, and operational maturity.	25
Transition & Knowledge Transfer Plan Quality and feasibility of onboarding, documentation, and training plan to align with PRITS operational standards and ensure seamless continuity of services.	15
Surge Support Readiness & Response Capability The ability to rapidly scale staffing during high-demand events, clarity of surge staffing methodology, and reasonableness of mobilization timelines.	10
Staff Qualification & Organizational Capacity Skills, certifications, availability of resources, proposed team structure, and ability to meet PRITS demands.	15
Past Performance & References Demonstrated successful performance delivering services of similar scale and complexity. Government or enterprise references preferred.	10
Pricing and Cost-Effectiveness Competitiveness, transparency, and predictability of pricing across standard, after-hours, and surge support schedules. Proposals with bundled, unclear, or variable pricing structures may score lower.	20
Value-Added Services Innovative approaches, added efficiencies, knowledge transfer, or enhancements that improve L1 service delivery.	5
Phase II TOTAL	100

5.3 Evaluation of Experience and Qualifications

The score obtained for a particular requirement depends on the Proposer's ability to meet the Government's needs. Compliance with the terms, conditions, and specifications required in this SCON will be evaluated to determine the most suitable and beneficial offer. The Committee will assess the Proposer's proposal based on the evaluation criteria contained in this SCON.

5.3.1 Cost of Services

The costs of services will be evaluated to determine the proposed cost reasonableness and best value to the Government.

Proposals must be submitted in US dollars and cents.

If a Proposer provides costs for some services but not others, it indicates they only propose for the offered services. PRITS reserves the right to evaluate or reject such proposals, request budget clarifications and/or best and final offer, as needed.

The lowest Cost Proposal will receive 20 points. Every other evaluated Proposal will be given points proportionately in relation to the lowest price. This point total will be calculated by dividing the lowest price by the total price of the Proposal being evaluated and the result multiplied by the maximum weight for price (20 points) to arrive at a Cost Proposal score.

Example: $\text{Lowest Proposed Price} / \text{Proposer's Proposed Price} \times 20 = \text{Proposal Score}$

The application of the above formula will result in a uniform assignment of points relative to the criterion of price.

Appendix I – Acronyms and Definitions

ACRONYMS	MEANINGS
ASG	General Services Administration (<i>Administración de Servicios Generales</i>)
CIIO	Chief Innovation and Information Officer
CSAT	Customer Satisfaction Score
ER	Escalation Ratio
FCR	First Contact Resolution
FOMB ²	Financial Oversight and Management Board for Puerto Rico
GOVERNMENT	means the Government of Puerto Rico.
INFORMATION TECHNOLOGY	<p>- For an agency, means any interconnected system or subsystem of equipment used in the automatic acquisition, storage, analysis, evaluation, evaluation, manipulation, management, movement, control, display, switching, exchange, transmission, or reception of data or information by the agency if the equipment is used by the agency directly or by a third party under a contract with the agency that requires the use (i) of that equipment; or (ii) of that equipment to a significant extent for the provision of a service or the supply of a product;</p> <p>-Includes computers, ancillary equipment (including imaging peripherals, input, output, and storage devices necessary for security and surveillance), peripheral equipment designed to be controlled by the central processing unit of a computer, software, firmware, and similar procedures and services (including support services) and related resources.</p>
IRR	Incident Recurrence Rate
IT	Information Technology
KBUR	Knowledge Base Utilization Rate
KPI	Key Performance Metric
L1	Level 1
L2	Level 2
L3	Level 3
MSP	Managed Service Provider
MTTR	Mean Time to Resolve
PDF	Portable Document Format

ACRONYMS	MEANINGS
POC	Point of Contact
PRITS	Puerto Rico and Technology Service
PROPOSER	shall mean any interested and duly qualified party that submits a complete proposal to this SCON per its terms, conditions, and requirements.
QA	Quality Assurance
QC	Quality Control
RTR	Reopened Ticket Rate
RUP	Unique Provider's Registry (<i>Registro Único de Proveedores</i>)
SCON	Service Contract Opportunity Notice
SELECTED PROPOSER OR SELECTED PROPOSAL	Refers to the Proposer(s) who has been awarded a contract resulting from this SCON, if any.
SLA	Service Level Agreement
SOP	Standard Operating Procedure
TAR	Ticket Acknowledgment Rate
TTA	Time to Acknowledge
TTR	Time to Resolve

² Created under the Puerto Rico Oversight, Management, and Economic Stability Act of 2016 (PROMESA).

Appendix II – Proposer Profile

Companies are required to submit their profiles using the provided form, which can be found in the published SCON documentation. For individual Proposers, please submit your CV instead of using Appendix II.

Appendix III – General Certification and Notifications Registry

This certification must be signed by the registered authorized person(s) as appears in the RUP and submitted along with the proposal as presented in Table 1.

The undersigned as a duly authorized representative of the Proposer, hereby warrants, represent and acknowledge, that:

1. I understand that this proposal is only a request to participate in preliminary proceeding with a potential execution of a professional services contract, and in no manner the final selection shall be interpreted as a commitment or bidding obligation of the Government of Puerto Rico, its agencies, corporations, offices or any other governmental component to finalize or execute any contract or purchase.
2. I understand that the submission of a proposal or the selection of a Proposer is not authorization from the Puerto Rico Innovation and Technology Service to begin providing services without a valid legal agreement.
3. I understand that any false information provided here will result in the rejection of the submitted proposal and/or immediate termination of participation in the project, even if this fact is discovered after the proposal selection date or contract execution.
4. I acknowledge that including false information or documentation violating federal and/or state legal provisions may be subject to civil, criminal, or administrative actions.
5. I guarantee there is no conflict of interest between myself, my corporation or entity members, and PRITS or its employees and/or contractors.
6. I understand that as a Proposer, I will bear all the costs of preparing the proposal. PRITS is not liable for any costs, claims, or damages related to the proposal process.
7. I understand that if required documents and information are not submitted within the specified timeframe, the proposal may be rejected by PRITS.
8. All information submitted under this SCON will be part of documentation held by PRITS, being disclosable subject to the provisions of Act No. 141-2019, *Law on Transparency and Expedited Procedure for Access to Public Information*. If any Proposer wishes that any submitted information be treated as confidential, the Proposer must designate it in his submission and define which part(s) are to be treated as such. No general claim of confidentiality of the proposal as a whole will be admitted by PRITS.
9. I understand and accept that the approval of proposals and the allocation of funds, as well as the implementation of the project under this process, are subject to the approval and allocation of funds to the Puerto Rico Innovation and Technology Service for the development of the works/tasks included in this SCON.
10. I explicitly estate that this SCON process in no way is a formal/informal competitive award

proceeding in which: (i) Act No. 38 of June 30, 2017, as amended, known as the “Government of Puerto Rico Uniform Administrative Procedure Act”; (ii) Act No. 73 of July 19, 2019, as amended, known as the “General Services Administration (GSA) Act for the Centralization of Purchases of the Government of Puerto Rico 2019” are applicable or enforceable. Furthermore, I attest to the fact that this process is solely governed by the terms and conditions published by PRITS as part of this SCON, which is a competitive-like proceeding to which formalities are stated in the published SCON.

SCON PROCESS NOTIFICATIONS

- 11. The Proposer hereby acknowledges and accepts that all notifications and communication pertaining to this SCON will be conducted via email.
- 12. The Proposer hereby notifies and informs the following email addresses:
 - Primary Email Address: _____
 - Secondary Email Address: _____And requests PRITS that any notification regarding this SCON proceeding is sent to both of the stated email addresses.
- 13. Also, PRITS, may publish all notification in PRITS website: <https://www.prits.pr.gov/>
- 14. The mere evidence of PRITS sending the email(s) shall be construed as evidence of the notification(s).
- 15. Any “Reply” or “Reply to All” of a Notification will not be considered and will be disregarded.
- 16. Evidence of In any case the Proposer wishes to amend any of the email addresses, must notify PRITS electronically via email to: procurement@prits.pr.gov. The email should have the subject "CHANGE OF NOTIFICATIONS ADDRESS [PRITS-2026-003] Proposal <Your Company Name>".
- 17. PRITS in no way is compelled to request a “Delivery Receipt” or “Read Receipt”. However, in any case that PRITS request a “Read Receipt” the Proposer is compelled to authorize that a “Read receipt” be remitted to PRITS.
- 18. For any time-sensitive filings all Proposers must request a “Delivery Receipt”, and with the remitted email be ready to produce it to PRITS upon request.

I hereby certify that all the information provided correct and that I am the Proposer or the authorized designated person.

Name

Position

Signature

Date

Appendix IV – General Conditions and Requirements

Certifications

All Proposers shall include the forms & certifications required in this SCON. It is noted that every Proposer must comply, without limitation, with the following:

General Considerations for Proposal Submittal

- a. PRITS may order partial or total cancellation of this SCON when it serves the best interests of the Government of Puerto Rico, regardless of the phase it is in, and without showing cause, as long as it is before the formalization of the contract or issuance of a purchase order. Cancellations will be notified through the PRITS website.
- b. All documents, including proposals submitted to PRITS, become the property of PRITS. The selection or rejection of a bid does not affect this provision.
- c. This SCON may result in the awarding of a service contract. However, publishing this SCON or selecting a proposal(s) from a Proposer(s) does not constitute a formal agreement between the parties, nor does any Proposer have the right to demand that the Government engage in any service contract or purchase.
- d. PRITS reserves the right to modify the instructions, terms, conditions, and specifications of the SCON before the closing date. Any modifications will be notified to the Proposers.
- e. If a Proposer submits multiple proposals for the same SCON, whether in their name or under pseudonyms, all proposals submitted by the Proposer will be rejected. No person or legal entity can participate in multiple Proposer teams and must ensure their related entities are not part of one another. Related entities are defined as those with financial or operational policies controlled by the other.

General Conditions

Expenses

The Proposer bears full responsibility for all ancillary costs, which encompass administrative fees, including expenses related to and transportation or travel, until the complete provision of services. PRITS will not assess these costs independently or provide separate compensation for them.

Quoted Prices

Proposers must offer services at fair and reasonable prices outlined in the SCON. The prices will remain fixed for the duration of the contract.

Collaboration in Investigations

All individuals, Proposers, or contractors must fully cooperate with any government investigation regarding commercial transactions, contracts, or government incentives they have been involved in or benefited from, whether directly or indirectly.

Contracting

Contract Formalization

The proposal of the Selected Proposer(s) and the provisions of the SCON will serve as the basis for finalizing the contract with PRITS. This, however, doesn't compel the Government to engage in any contractual relationship on the scope of this SCON. If a contractual engagement results from this SCON process, the contract will be formalized after PRITS receives all the necessary contracting requirements, including the formal execution of the contract or purchase order, if appropriate. The Selected Proposer(s) must sign a confidentiality agreement due to the nature of the work.

Refusal to Formalize Contract

If the Selected Proposer(s) refuse(s) to submit required documentation, formalize the contract or fail(s) to attend the signing, they will not be considered for the PRITS contract.

Contract Term

Contracts resulting from the SCON process may have a base term at PRITS discretion. The continuation of these contracts depends on the availability of funds. Each contract is initially set for one year or until the conclusion of the current fiscal year, whichever comes first. Renewal of these contracts is not guaranteed under these conditions.

Future Contract Revision by the FOMB

Contracts resulting from this SCON may undergo FOMB review per their policy at <http://juntasupervision.pr.gov/documents/>.

Appendix V – Submission of Inquiries

PROPOSER NAME

DATE

No.	Question	SCON Section or document	SCON page
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			