



DEPARTAMENTO DE SEGURIDAD PÚBLICA

NEGOCIADO DE MANEJO DE EMERGENCIAS Y
ADMINISTRACIÓN DE DESASTRES

Comisionado | Nino Correa Filomeno | ncorrea@prema.pr.gov

Request for Proposal¹ – NMEAD-RFP-2022-003
Technology Maintenance Services
Emergency Management and Disaster Administration Bureau
February 11, 2022

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

Date of Issue: This Request for Proposal is issued on **February 15, 2022**.

Deadline: All proposals must be submitted **before February 18, 2022, at 4:00 p.m.**

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

Mr. Marco Rodríguez
Chief Information Officer
Emergency Management and Disaster Administration Bureau
PO Box 194140, San Juan, PR 00926
Email: mrodriguez@prema.pr.gov

Submission of Proposal: All proposals must be received no later than **4:00 p.m.** on **February 18, 2022**. Must be sealed and clearly marked “**Technology Maintenance Services**”, including the name and address of the Proponent. Proposals received after that time and date, or without all the required information will be rejected and will not be considered. In the event of disputes about the time and date of receipt of a proposal, the date and time of receipt set by the NMEAD will prevail.

Questions: Questions about this process or the requirements must be in writing and forwarded via email to mrodriguez@prema.pr.gov. No phone calls will be accepted. Questions must be received by **February 15, 2022**, to allow enough time to respond before the submittal deadline.

ACCEPTANCE FORM

This form must be completed and signed by a person authorized by the proponent and delivered along with the original proposal.

The attached proposal is submitted in response to the Request for Proposal (**NMEAD-RFP-2022-003**) of the Emergency Management and Disaster Administration Bureau for Project Manager Services. I agree to all the terms and conditions of the RFP and I agree that any inconsistency in our proposal is considered as if it had not been written and as if it did not exist. I certify that we have read and examined the RFP, including all its sections, and that we have conducted prudent and reasonable investigations to prepare the proposal. We agree to comply with everything outlined in our proposal.

Name or Company:	Direction:
Phone:	Fax:
Web Page:	<i>DUNS Number:</i>
Name of Authorized Representative:	Title:
Cellphone:	Email:
Sign:	Date:

FAILURE TO COMPLETE THIS FORM AND SUBMIT IT WITH YOUR PROPOSAL MAY TERMINATE YOUR PARTICIPATION IN THE PROCESS.

I. INTRODUCTION

The Emergency Management and Disaster Administration Bureau (NMEAD, by its acronym in Spanish) was created by the Law 20 of April 10, 2017. Previously it was known as Puerto Rico Emergency Management and Disaster Administration Agency, created by Law 211 of August 2, 1999. It has the duty and obligation to protect people in situations of emergency or disaster and, for that purpose, will provide the most rapid and effective assistance necessary for protection before, during and after these, ensuring the protection of life and property. Likewise, it will manage the quickest recovery and stabilization of the necessary services to citizens, industries, businesses, and government activities.

II. OBJECTIVES

NMEAD is seeking proposals from qualified Information Technology Offeror to assist the Bureau of Emergency Management and Disaster Administration and its Regional Offices providing maintenance to the Data Center, Network, and computers. The offeror will provide the cost per hour and must be available to work 5 days a week as requested by PREMA.

The NMEAD goal is to obtain Support PREMA technology providing maintenance to the Data Center, Network, and computers.

III. SCOPE OF WORK

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

All the services detailed in this Request for Proposals will be subsidized with federal funds, for which reason the proposal must break down each one of the services to be offered with their costs.

IV. SERVICES ESPECIFICACIONES

- A. The upgrade and maintenance includes, but is not limited to:
 - a. The installation of software in general
 - b. Troubleshooting
 - c. Anti-viruses and systems security
 - d. Servers and Switches configuration and maintenance
 - e. Office 365/hybrid of Exchange Server 2016 configuration and maintenance
 - f. Database configuration and maintenance
 - g. Creation, configuration, and maintenance of virtual machines
 - h. VMware and vCenter installation, configuration, and maintenance
 - i. Storage configuration and maintenance
 - j. VEEAM configuration and maintenance
 - k. Network configuration and maintenance
 - l. Operating System configuration and maintenance
 - m. Hardware replacement

- B. Must include a detailed breakdown of costs per hour and services concept.

V. TERMS AND CONDITIONS

- A. Protection of Data.** Due to the nature and responsibility of NMEAD, the selected provider is required to sign a formal written contract.
- B. Contractor.** The nature of the relationship between NNMEAD and the successful provider will always be addressed as an independent contractor. No subcontracting is allowed under the contract.
- C. Expenses.** Travel and mileage expenses and all miscellaneous expenses, including travel, printing and other expenses will be the supplier's responsibility, as well as any cost not specified in the proposal.
- D. Billing and payments.** The services will be detailed in an original formal invoice that must be presented within 10 days after the end of the activity. Invoices must be signed and include the government certification of conflict of interest. It should also include a detail of all the services provided. The NMEAD will make the monthly payment within 30 days from the date of receipt of the invoice if it complies with all the requirements, including being registered in the PRIFAS system that is accessed through the Virtual Department of the Treasury. All payments are subject to government contributions and withholdings, if applicable. Any tax relief from the Department of the Treasury must be submitted with the first invoice. The NMEAD will not be responsible for any cost not specified in the invoice and in the contract.
- E. Qualifications of proponents.** The proposers must have the following qualifications:
1. A minimum of 3 years of experience in advising on federal government funded project, government grants and contracts.
 2. Detailed resume with relevant related experience, education, certifications, etc.
 3. Ability to meet the objectives and terms of this application.
 4. If the bidder is a company, it must describe its organization, size, structure, practice areas and office location. Indicate, if applicable, if the company is a small or minority company. Also include a copy of the Equal Opportunity / Affirmative Action Policy if the company has one.
 5. If bidder is a company, **must have an active DUNS number and should be included with the proposal.**
 6. If bidder is a company, it must be registered at www.sam.gov and not appear on the "List of excluded persons / entities" maintained by the Office of the Inspector General on said portal.
 7. Have a valid license and be in good standing with the Department of State of Puerto Rico.
 8. Must be registered in the Professional Service Unique Register (RUP, for its acronym in Spanish) from the General Services Administration (ASG, for its acronym in Spanish), through its portal <https://rup.asg.pr.gov/>; PRITS Technology Provider Registration.

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9. Adequate insurance coverage, covering all the personnel that will be designated to provide the services that are the object of this request.
 10. Excellent reputation in the community.
 11. Adequate insurance coverage, covering all the personnel that will be designated to provide the services that are the object of this request.
 12. You must not have a conflict of interest with the parties to the contract.
 13. Have carried out similar works and present evidence of them; and
 14. Any other qualification that in the opinion of the NMEAD is necessary for the total fulfillment of the requested services.
- F. Vendor Conduct Code.** The successful provider will agree to follow and abide by Act No. 2 of January 4, 2018, as amended, known as the “New Anti-Corruption Code of Puerto Rico”.
- G. Disclosure of Conflict of Interest.** Proposers must attest that they have no interest and will not acquire any interest that may conflict with the performance of the required services. Any pre-existing relationship (s) must be disclosed and could be considered a potential conflict of interest.
- H. No Discrimination.** The successful provider will not discriminate against any employee or job applicant, or any individual receiving services, based on race, creed, color, sex, sexual preference, national origin, physical disability, age, height, weight, marital status, veteran status, religious belief, or political belief.
- I. Prohibitions of Tips.** The employee or member of the Bureau shall not, directly or indirectly, request, accept or receive a gift that is worth twenty-five dollars or more, whether in the form of money, service, loan, travel, entertainment, hospitality, thing or promise, or in any other way, under circumstances where it could reasonably be inferred that the gift was intended to influence the employee, or could reasonably be expected to influence the employee, in the performance of his official duties or with intended to be a reward for any official action by the employee.
- J.** The NMEAD reserves the right, when necessary, to cancel the request for proposal before the final evaluation. NMEAD will notify all those who have requested or received copies of the request for proposal specifications of such cancellation.
- K.** All proposals received must be signed by an authorized representative of the provider. All proposals must be unconditional and complete. Any accessories or attachments required in the specifications must be attached to each proposal form. Proposals that do not comply with the terms of the specifications of the call or that do not include all the requirements, documents, forms, and certifications, will be considered non-responsive and will be rejected. Any correction or deletion in the documents with liquid paper, dye, or any other means, must be initialized by the proponent or representative in originals and copies.

- L. The award of the contract and its execution will not be final until the approval of the Secretary is received and until it is registered in the Office of the Comptroller of Puerto Rico. Vendors will not acquire the right or privilege with respect to goods or services until they are given written notice that the auction has been awarded to them and the execution, formalization and registration of the contract has been completed.
- M. **Budget.** The NMEAD have strict controls for budget management and needs a proactive provider that provides quality professional services. NMEAD reserves the right to negotiate the final terms and conditions, including prices, with the finalist provider.
- N. **Recognition of Federal Funds.** The funds to be used to pay for the goods or services purchased under this contract are provided by Department of Homeland Security, Emergency Management Performance Grant Program COVID-19 Supplemental (EMPG-S).
- O. **Proposal Ownership and Use.** Submitted proposals become property of NMEAD. They will be received and held in confidence by NMEAD subject to provisions of the “Freedom of Information and Protection of Privacy Act”. Proposal will only be used in connection with the RFP evaluation and Contract process and information or documentation related to it must not be disclosed or used with any other purpose. By submitting its proposal, proponent agrees to hold in confidence all information supplied by the NMEAD in relation to this RFP.

VI. PROPOSAL SUBMISSION REQUIREMENTS

Proposers who complete all prequalification requirements can respond to this Request for Proposals.

Provide a statement of qualifications and capability to perform the services sought by the RFP, including a description of relevant experience with projects that are similar in nature, size, and scope to the management of federal funds. The proposal must identify the applicant’s qualifications by education level, skill set (described in detail), experience level, and job title. A resume should be included in the proposal. Experience with like projects should be cited.

Complete and acceptable proposal responses will include brief and thorough responses to each of the following:

- a. **Experience.** Proposal responses should describe your experience with similar projects.

- b. **Personal/Company Information.** The proposal should provide proponent contact information, and may include a brief history of the business, ownership, experience, location(s), clients, and references. If applicable, indicate if is a woman or minority/owned business enterprise (M/WBE) as defined by the Division of Minority and Women's Business Development.
- c. **Disclosure.** A Company with past or pending sanctions through any regulatory bodies or professional organizations must disclose the circumstances and status of any disciplinary action taken or pending against the firm during the past three (3) years.
- d. **Conflict of Interest.** A Company responding to this RFP attest there is no interest and will not acquire any interest which would conflict with the performance of services required. Any preexisting relationship(s) must be disclosed and could be considered a potential conflict of interest.
- e. **Price Format.** The NMEAD will not be liable for any costs not specifically detailed in your proposal.
- f. **Copies.** Your bid response should include one (1) original hard copy that must be delivered by hand at once.
- g. **Signature.** If a company, should include attestation that the person signing the proposal is entitled to represent the firm and authorized to sign bid proposals.
- h. **Late Bids.** Proposals will be marked with their receipt date and time. Only complete proposals received and marked on or before closing date will be considered to have been received on time. Responses received after closing time, or without all the required information detailed above, may be rejected, and returned to the proposing party at the NMEAD's discretion. In the event of a dispute, proposal receipt time as recorded at NMEAD location will prevail whether accurate or not.
- i. **Expenses.** All bid participants are solely responsible for their own time and expenses in preparing a response to this RFP including any costs incurred during subsequent presentations and negotiations. If NMEAD elects to reject all of any of the proposals, or for any reason this RFP is cancelled or deemed invalid, NMEAD will not be liable to any proponent for such expenses, costs or any other related claim or matter whatsoever. By submitting the proposal, proponent waives any claim for loss of profit if no Contract is made with proponent. Proponent, then, agrees it will not claim any damages to NMEAD for whatever reason, relating to the Contract or competitive process more than the amount of expenses incurred.

VII. EVALUATION

Proposals submitted will be evaluated by the NMEADs Procurement Committee as per the following selection criteria:

- A. Received at the location indicated on the invitation on or before the specified closing time.
- B. Accuracy and completeness of the information provided in the proposal.
- C. Services included.
- D. Competitiveness of costs.
- E. Experience in providing the requested service.
- F. Ability to accomplish goals and objectives in requested terms.
- G. **Evidence of active DUNS number, if applicable.**
- H. **Registration at www.sam.gov and status**, if applicable.
- I. Evidence of registration at <https://rup.asg.pr.gov/>
- J. Evidence of registration PRITS Technology Provider
- K. Evidence of security policy.
- L. Good Standing Certificate from the Puerto Rico Department of State.
- M. Valid identification.
- N. Local reputation, including conducting business with the highest ethics and any potential or present sanctions or conflicts of interest.
- O. Ability to comply with all NMEAD compliance requirements, including all qualification requirements; and
- P. Any other criteria than at NMEAD judgment helps to make a better evaluation during the selection process.

The publication of this Request for Proposal and receipt of proposals do not commit NMEAD to award a contract. NMEAD reserves its right to postpone the date of receipt or, ultimately, cancel all or part of this Request for Proposal without prior notice. Additional technical or cost information may be requested for clarification purposes but will in no way change the original proposal received but may lead to additional negotiations between potential proponents. Interviews or meetings are optional and may or may not be conducted at the discretion of NMEAD.

VIII. PROPOSAL FORMAT

- A. The following format, sequence, and instructions should be followed to provide consistency in Proponent response and ensure each proposal receives full consideration:
- a. All pages should be consecutively numbered.
 - b. An unaltered and completed RFP cover page, including Proponent Section as per instructions.
 - c. The body of the proposal, including pricing, i.e. the “Proponent Response”.
 - d. Separate proposals should be submitted if alternate solutions are offered. Each separate proposal should be complete and comply with all the proposal requirements.
- B. Changes to Proposal. By submission of a clear and detailed written notice, a proponent may amend or withdraw its proposal prior to closing date and time. Upon closing date and time, all proposals become irrevocable. The proponent shall not change proposal in any way after closing date and time unless requested by NMEAD to do so for clarification purposes.

IX. NOTIFICATION

The final decision on the successful bidder is expected to be made within one (1) month from the closing date for receipt of proposals but may take longer depending on the approval process of different agencies as required the law, orders, bulletins, and regulations. NMEAD reserves the right to reject any proposal for any reason it deems meritorious.

X. FIRM PRICING

Prices will be firm for the entire Contract period unless this RFP specifically states otherwise.

XI. SUB-CONTRACTING

Unless otherwise stated or without NMEAD’s written consent, using a sub-contractor is unacceptable, including joint submissions by proponents having no formal corporate links.

XII. NEGOTIATION DELAY

If a written Contract cannot be negotiated within thirty (30) days of notification of successful proponent, the NMEAD may, at its sole discretion at any time, thereafter, terminate negotiations with successful proponent and either negotiate a Contract with the next qualified proponent or choose to terminate the RFP process and no enter in to a Contract with any of the proponents.

XIII. REJECTION OF BIDS

The NMEAD reserves the right to reject any proposal for any reason. Issuance of this RFP and receipt of proposals does not commit the NMEAD toward a contract. The NMEAD reserves the right to postpone receipt date, or to ultimately cancel all or part of this RFP with limited noticed. Additional technical or cost information may be requested for clarification purposes, but in no way, will change the original proposal received, but may lead to further negotiations between potential business partners. Interviews are optional and may or may not be conducted.

Confidentiality: The content of this Request for Proposal is considered confidential information. The person or company that receives it must not disclose to anyone, except for its employees directly related to the response to it, any information related to this request, or any information obtained in subsequent communications related to the request. No information contained in this Request for Proposals will be duplicated, used, or disclosed without the prior written consent of NMEAD. The information in this Request for Proposals may only be distributed with the written permission of NMEAD. In addition, press releases, public announcements, or any other reference to this request may not be made without the prior written consent of NMEAD, whose consent may be withheld for any reason solely at the discretion of NMEAD.