

**Request for Proposals**

**For**

**Managed Service Provider**

**Universidad del Sagrado Corazón**

(January 22, 2024)

**01/22/2024**

RFP Issued

**02/29/2024**

Proposal Due Date

**Request For Proposals (RFP)  
For Managed Service Provider  
Universidad del Sagrado Corazón**

**1. About Us**

It was the year 1880 when three nuns from the Society of the Sacred Heart of Jesus disembarked at the docks of San Juan, coming from Havana, Cuba. His mission was to establish in Puerto Rico the educational and spiritual work that Mother Magdalena Sofía Barat had begun in France just 80 years before. For the first two years, the Colegio del Sagrado Corazón, also known as “el Pensionado”, was an elementary school dedicated to the education of women. Initially, they were installed in the Diputación building in Old San Juan, and by 1882 the first building was built in what today houses the Puerto Rico Conservatory of Music.

During the first years of the 20th century, the Colegio del Sagrado Corazón was established on Calle de la Cruz in Old San Juan, until in 1903 the nuns decided to buy some 117 acres of land in the Santurce sector. On the highest point of these lands, in 1906, what is now known as the emblematic building of the Universidad del Sagrado Corazón was built. By the year 1935, the nuns wanted to expand their academic offer, and the Sacred Heart University College (CUSC), also known as the 'COLLEGE', was founded, which offered a Liberal Arts education that included the programs of Letters, Natural Sciences and Secretarial Sciences. The first university graduation took place in 1939, conferring the Bachelor of Arts degree on eleven students.

In 1972, the institution was opened to the Puerto Rican community, admitting, for the first time, students of both sexes (coeducational). In December 1976, the Board of Trustees officially authorized the use of the institution's new name: the University of the Sacred Heart. Since then, Sagrado has positioned itself as one of the most prestigious private and non-profit universities in Puerto Rico, which rests on the pillars of a transformative mission.

**Our Mission**

Educate people in intellectual freedom and moral conscience, willing to participate in the construction of a more authentically Christian Puerto Rican society: a community of solidarity in justice and peace.

**Our Vision**

Offer a unique academic project, an innovative educational experience in which the classroom is the world, in an environment characterized by a community life of excellence and that is based on the principle that the human being and Christian values are the center project itself.

With its mission and vision, the Universidad del Sagrado Corazón positions itself as an entity that makes a vital contribution to the future of the country, through the formation of intellectually prepared citizens with the highest ethical and Christian values.

## 2. Integrated Information Technology Office (ITI for its Spanish acronym)

The Universidad del Sagrado Corazón provides information technology resources to a large and varied group, including faculty, staff, students, and guests. All members of this community are responsible for using these resources in an effective, efficient, and ethical manner that does not interfere with the reasonable use by other community members or legal status. In particular, University employees who deal with sensitive data are required to exercise due diligence with regard to privacy and security policies and practices.

## 3. Scope of Service

For this Request for Proposal (RFP), we are seeking a highly proficient Managed Service Provider (MSP) who can effectively meet the diverse needs of our university's community, specifically in delivering exceptional help desk and IT services. The chosen MSP must demonstrate a strong commitment to adhering to the following essential requirements, ensuring seamless support and unparalleled performance:

1. Expertise and Experience: The ideal MSP must possess a proven track record of delivering comprehensive managed services in the field of IT support and help desk solutions. Previous experience serving educational institutions, particularly universities, will be highly advantageous, as it showcases a deep understanding of the unique challenges and complexities of supporting a diverse academic community.
2. Help Desk Support Excellence: The MSP should offer a robust and responsive help desk support system that caters to the various technical queries and issues faced by our university's faculty, staff, and students. Prompt response times, 7 am - 8 pm availability, and multichannel support options (phone, email, chat, and walk-ins) are essential to a seamless user experience.
3. IT Infrastructure Management: The selected MSP must demonstrate proficiency in managing and maintaining the university's IT infrastructure. This includes network monitoring, server administration, hardware and software updates, and proactive troubleshooting to minimize downtime and optimize system performance.
4. Security and Compliance: Security is of paramount importance in any educational institution. The MSP should be well-versed in industry-leading security practices and protocols to safeguard sensitive data, intellectual property, and personal information. Compliance with relevant data protection regulations, such as GLBA and NIST, is mandatory.
5. Scalability and Flexibility: As our university community evolves, the MSP must be adaptable and capable of scaling its services to accommodate future growth and technological advancements. A flexible approach to meeting the changing needs of our organization is highly desirable.
6. Vendor Management: The MSP should have experience in coordinating with various technology vendors and suppliers to ensure seamless integration of new systems, software, and hardware.

components. Effective vendor management will aid in reducing procurement complexities and overall operational costs.

7. Proactive Maintenance and Monitoring: The MSP should focus on proactive maintenance, continuous monitoring, and regular health checks to identify potential IT issues before they escalate. This proactive approach will help to minimize disruptions and downtime for our university community.
8. Reporting and Analytics: Clear and concise reporting is crucial for assessing the efficiency of the MSP's services. The chosen provider must deliver regular reports that outline key performance indicators, response times, ticket resolution rates, and other metrics relevant to our university's IT environment.
9. Continuous Improvement: As technology advances rapidly, the MSP should demonstrate a commitment to continuous improvement by staying up-to-date with the latest IT trends and innovations. This approach will ensure that our university receives cutting-edge solutions and stays at the forefront of technological advancements.

In summary, we are seeking a Managed Service Provider that not only meets the outlined requirements but also exceeds expectations by delivering exceptional service and fostering a strong partnership with our university. The selected MSP will play a pivotal role in enhancing the overall IT experience for our academic community, empowering them to thrive in their educational pursuits and beyond.

Staff Structure:

- IT Operations Manager/Supervisor: One (1) IT professional with experience in infrastructure operations management. He will be responsible for supervising and coordinating the IT support team, ensuring efficiency and compliance with established objectives.
- Network Administrator / Level 3 Technician: An (1) IT professional with extensive knowledge of network administration and advanced level troubleshooting.
- Infrastructure Technician / Level 2 Technician: One (1) IT professional in charge of maintaining and managing infrastructure systems, including servers, storage, and virtualization.
- Users and Applications Technician / Level 2 Technician: One (1) IT professional specialized in providing support to end users, resolving software problems, and ensuring the proper functioning of the applications used by the University.
- Help Desk Technician / Level I Technician: An (1) IT professional in charge of attending to and resolving problems reported by end users through technical assistance service (help desk).
- User Interface Technician / Level I Technician: An (1) IT professional responsible for providing direct technical assistance to end users, guiding them in the use of tools, and solving basic problems.

- Academic Department Technician I Level 1 Technician: One (1) IT professional dedicated to providing technical support to the academic departments of the University, including the configuration and maintenance of systems used in educational activities.

Onsite Support:

- Provide face-to-face technical support at the Universidad Sagrado Corazon facilities as needed. This will include troubleshooting, hardware and software installation, and any other required technical assistance.

Service hours:

- The team must be available to meet IT requirements during the agreed hours, with service hours from 7:00 a.m. to 8:00 p.m. Monday through Friday. Provide extended service coverage as needed.

Reports and communication:

- The provider will provide regular reports on the status of IT systems, performance metrics, and incident management.
- Hold periodic meetings to review service levels, discuss future projects, and address any concerns or suggestions.

Service Levels:

- Response Time: The maximum time allowed for the support team to respond to a request, service request, or reported incident. 80% of service requests or incidents must receive a response within 2 hours.

Resolution time:

- The maximum time allowed to resolve a service request or reported incident. 80% of service requests or incidents must be resolved within 48 hours.

#### **4. Anticipated Agreement Term**

The initial term of the contract awarded under this RFP shall be from July 1, 2024, through June 30, 2027. The parties shall agree in writing to continue the term of the contract before the end of each fiscal year.

#### **5. Proposal Requirements**

##### **5.1. General Conditions of this RFP**

- a. The proponents must visit the service area to participate in a pre-bid proposal meeting. The purpose of this requirement is for Sagrado to present the details of the RFP and clarify any doubts that the potential proponents may have and to allow proponents to gather visual

information that may be necessary to submit a responsive and realistic proposal. This visit is highly encouraged by Sagrado. However, as an exception, the Procurement Office of Sagrado may provide a waiver to those proponents or offerors who cannot attend because of their geographical location or other justifiable reasons.

## **5.2. Organizational Documents**

1. Proposers must include all documents that demonstrate that the Proposer is properly organized and/or registered in compliance with the laws of its place of incorporation.
2. The Proposer must provide a good standing certificate from the State Department, licenses, and certifications.
3. Summary of the firm's qualifications and experience in the past 5 years on similar services.
4. Proponent shall certify that he or she, or in the case of an entity, the entity and its owners or members have not been debarred or suspended by the Federal government or precluded from participating in any procurement activity with any Federal, state or local government.
5. References:
  - a. Three (3) references from clients for whom the firm has provided similar services and/or executed until completion of similar projects in a timely manner in the past.
  - b. Three (3) references from suppliers and at least one reference from a commercial banking institution
6. The Proposer shall provide its mailing and physical addresses, and telephone and email address, signed by an authorized person (the "Proposer Contact"). The Proposal shall include satisfactory evidence of the authority of the Proposer Contact to sign on behalf of the Proposer.
7. Proposal documents may be rejected if they show any alteration, erasure or interlineations that are not initiated in original by the Proposer Contact, or are incomplete, contain any conditional, alternate, or additional proposals, unless expressly requested in the Proposal Documents.
8. Any or all Proposals will be rejected if there is reason to believe that collusion exists among all or any Proposers and participants in such collusion will not be considered for future Proposals for the Work.
9. Partial Proposals may be rejected.

## **5.3. Insurance Requirements**

The Proposer shall be aware that, in case of resulting selected for the award of this RFP, the Proposer must have and maintain a minimum of required insurance policies and coverages, including:

- a. The Proponent shall provide Workmen's Compensation Insurance as required by the Workmen's Compensation Act 45-1935 of the Commonwealth of Puerto Rico. The Contractor shall also be responsible for compliance with said Workmen's Compensation Act

by all its subcontractors, agents, and invitees, if any, or shall certify that such Subcontractors, agents, and invitees, if any, have obtained said policies on their own behalf.

The selected contractor will be required to furnish a certificate from Puerto Rico's State Insurance Fund showing that all personnel employed in the expected Agreement are covered by the Workmen's Compensation Insurance.

- a. Commercial General Liability Insurance, from an insurance company with a classification not lower than A-. General Public Responsibility Policy must be comprehensive by the amount of \$1,000,000, covering all areas, operations, responsibility of independent Proposers (including broad endorsement), and responsibility of rented vehicles and not owned by the Proposer, used by employees with a combined limit of \$1,000,000 for damages to person and property. This policy shall not have a deductible for coverage of damage to property, and if it does, the Proposer will be responsible for covering this deductible.
- b. Employer's Liability Insurance. The Proponents shall have Employer's Liability Insurance with minimum bodily injury limits of at least \$1,000,000 for each employee and at least \$1,000,000 for each accident covering against the liability imposed by law upon the proponent as result of bodily injury, by accident or disease, including death arising out of and in the course of employment, and outside of and distinct from any claim under the Workmen's Compensation Act of the Commonwealth of Puerto Rico.
- c. Commercial Automobile Liability Insurance. The Proponent shall provide evidence of its Commercial Automobile Liability Insurance with limits of no less than \$1,000,000 combined single limit covering all owned, leased, or scheduled autos, non-owned, and hired autos (including trailers). This limit can be met by a combination of primary commercial automobile liability policy and follow-form excess/umbrella liability policy. The Contractor agrees to require all its Subcontractors, if any, to procure and maintain similar coverage.
- d. Professional Liability (errors and Omissions): the Proponent shall provide evidence of its Professional Liability (Errors and Omission) Insurance with limits of at least \$1,000,000 per claim and at least \$1,000,000 aggregate to cover for any claim that is made because of mistakes or professional negligence. The deductible for such insurance shall be no more than twenty-five thousand dollars (\$25,000). Coverage shall include an "extended reporting period of three (3) years" endorsement that extends the coverage to include claims reported after Services Completion. The extended reporting period shall be commensurate with the Warranty Period.

The Proposer undertakes to keep the foregoing insurance policies up to date, including **Universidad del Sagrado Corazón** as an additional insured party.

#### **5.4. Cost Proposal**

1. The proposal must include a description of the firm's proposed plan to execute the services, as well as a cost proposal.
2. the Proposer shall furnish as part of its proposal a breakdown of the estimated associated costs for the professional services procured herein, which shall include all relevant expenses related to the service, including, but not be limited to, the following elements:
  - a. Resource rates: A detailed listing of the rates for each professional involved in the service, including their monthly rates, the estimated number of hours or days required, and a clear identification of the roles and responsibilities of each team member.
  - b. Subcontractor Fees: In case the Proposer intends to engage subcontractors to fulfill certain aspects of the service, a detailed breakdown of subcontractor fees and their scope of work should be included.
  - c. Miscellaneous Costs: This section should capture any additional expenses that might arise during the service, such as licenses, permits, communication expenses, or any other relevant costs.
3. The Proposer shall ensure that the provided breakdown is well-organized, easy to understand, and free from any ambiguity. Any assumptions or dependencies related to the cost breakdown should be clearly explained and justified. Moreover, the Proposer should be prepared to justify the pricing strategy and demonstrate how the proposed costs align with the deliverables, objectives, and anticipated outcomes of the service.

## 6. Submission of Proposals

1. The Proposal Due Date is Thursday, **February 29<sup>th</sup>, 2024** no later than 5:00PM. The completed proposal package shall be delivered via email to [CIO@sagrado.edu](mailto:CIO@sagrado.edu)
2. Sagrado reserves the right to modify the Proposal Due Date at any time via Addendum.
3. Proposals, which shall be composed of all completely filled Proposal Forms and Required Organizational Documents, shall be delivered via email to the address set forth above.
4. It shall be the Proposer's sole responsibility to ensure the timely delivery of the Proposal.
5. Proposals received after the time and date for receipt of Proposals will not be considered.
6. Proposals will be opened and read privately by the Proposal Board on or after the Proposal Due Date.
7. Oral, telephonic or facsimile-transmitted proposals will not be considered. Inquiries and correspondence via email regarding the Proposal Documents should include in the subject the following: "Sagrado IT MSP".
  - a. All inquiries and correspondence must be sent via email no later than **Friday, February 23<sup>rd</sup>, 2024**, before 12:00pm and directed only to:

Universidad Sagrado Corazón  
email: [CIO@sagrado.edu](mailto:CIO@sagrado.edu)

8. No Proposer, agent, consultant, or attorney of anyone acting on behalf of the Proposer, shall communicate with Sagrado, or any other of Sagrado's consultants working on the service regarding the Proposal Documents and the Proposal to be filed by any Proposer, including its Proposal, or undertake any other communication related to the Proposal Documents up to the time of the award of the Contract, except proposers requiring clarification or interpretation of the Proposal Documents.

## 7. Failure to Execute the Contract

Should the Successful Proposer fail or refuse to execute and deliver the Contract and acceptable bonds and insurance certificates as provided herein, the award shall be null and void. Award may then be made to the next qualified Proposer, the Work may be re-advertised, or the Work may be procured through an alternate procedure.

### 7.1. Schedule

**Table 1: RFP Schedule**

<b>Event</b>	<b>Time and Date</b>
Notice	01-22-24
Virtual Meeting	02-02-24
Submission of Questions and Requests for Clarification	From 02-03-24 to 02-16-24
Proposals Due Date	On or before 02-29-24
Proposals Evaluation Period (Expected)	From 03-01-24 to 04-30-24
Notice of Award (Expected)	05-15-24
Executed Contract (Expected)	06-1-24

**Pre-Proposal Meeting will be noticed a few days before via email and will be recorded for the convenience of the proponents.**

## 8. Review of Proposals

Upon receipt of the proposals, Sagrado will verify that:

- a. The proposals are responsive to the Request for Proposals so that they meet the RFP's specifications for the goods or services being procured, as well as the University's contractual terms and conditions, including completeness of the proposals and related required forms, inclusion of references and attachments, and completion of required responses.

b. The proposed pricing is fair and reasonable in accordance with price or cost analysis, as applicable.

**9. Review by the Procurement Evaluation Committee**

The Procurement Evaluation Committee will review all proposals received in accordance with the terms and conditions of this RFP, ascertaining that the procurement process was carried out according to Sagrado’s Procurement Policy and Procedures.

The Contract will be awarded to the Proposer whose proposal is most advantageous to Sagrado. The evaluation factors will be scored based on percentages as follows:

<b>Factor</b>	<b>Max Points</b>	<b>Percentage</b>
Quality of service	5	25%
Price competitiveness	5	10%
Delivery capability	5	10%
Customer service	5	5%
Product’s quality	5	5%
Past performance	5	15%
Vendor integrity	5	5%
Financial capacity	5	10%
Regulatory and legal compliance	5	10%
Other relevant factors	5	5%

Upon conclusion of the evaluation process, the Procurement Evaluation Committee will provide management with a written Recommendation to Award (RTA) signed by all the members of the committee that participated in the procurement selection process.

Once approved, Sagrado’s ITI Office will send a written notice of award to the selected Proposer. The ITI Office will notify all Proposers by written communication of the results of the contract award. Sagrado will not have any binding obligation, duties, or commitments to the Selected Proponent(s) until and unless a contract has been duly executed and delivered by Sagrado. If Sagrado is unable to

negotiate a mutually satisfactory agreement with the Selected Proponent(s), it may, in its sole discretion, negotiate with the next highest-ranked Proponent(s) or cancel and reissue a new RFP.

Any Proposer who has participated in the procurement process and is not satisfied with the final decision may request reconsideration. The Proposer must submit their arguments in writing to the Procurement Office within five (5) days from the date of receipt of the notice of the results stating the reasons for such opposition to the award. The Procurement Office and the Evaluation Committee, with the advice of the General Counsel, will submit to Sagrado's management a final written recommendation with respect to the request for reconsideration within seven (7) business days of receipt of the written request for reconsideration submitted by the Proposer. Sagrado's management shall issue a final determination within five (5) business days of receipt of the final written recommendation.

## **10. Consideration of Proposals and Acceptance of Proposal**

### **10.1. Proposer Qualifications**

Sagrado might reject a Proposer when the facts as to the Proposer's business and technical organization, design coordination, financial resources, installation and preparation area experience or expertise, compared with the requirements of the Proposal and Contract Documents demonstrate to Sagrado that award of the Contract to that Proposer would negatively affect the service or the Work, taking into consideration the Proposer's qualifications, record of performance and integrity, and whether the Proposal complies with the prescribed requirements of the Proposal and Contract Documents.

### **10.2. Opening of Proposals**

Until award of the Contract is made, Sagrado reserves the right to waive any minor informality or technical error in any Proposal, to reject the Proposal of any unqualified Proposer or a failing Contractor known as such by Sagrado, and to reject any and all Proposals as may be considered in the best interest of the Universidad del Sagrado Corazón. Sagrado reserves the right to call for presentations and or negotiations of their proposals to one or more companies before issuing the award.

## **11. Award of Contract**

The award of the Contract will be as soon as practicable after the opening of Proposals but in no case, it will be made until all necessary investigations of the responsibility of the Proposer to whom it is proposed to award the Contract, have been completed.

The award shall be null and void if the successful proposer fails or refuses to execute and deliver the contract and insurance certificates as provided herein. The award may then be made to the next

qualified Proposer, the work may be re-advertised, or the work may be procured through an alternate procedure.

Successful Proposer is expected to commence the Work within two (2) days of contract endorsement as long as all insurance policies have been presented.

Sagrado encourages minority businesses, women's business enterprises, and labor surplus area firms to submit proposals.

## **12. Invoicing and Payment**

The selected Proposer will be required to submit to Sagrado monthly invoices for payment. Invoices must be detailed, specific, and itemized accompanied by a description of the services provided.

Also, invoices shall be complete and correct and shall be documented in a manner that meets the requirements for reimbursement.

Likewise, all labor rates proposed are to be broken out by job category and represent the total labor-related cost, including all taxes, benefits, overhead, etc. No back-office administrative, reporting, invoice preparation, and/or clerical expenses will be paid.