

Request for Proposals

For:

Security Services

RFP-SI-03202026

March 20,2026

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Request For Proposals (RFP) For Security Services Universidad del Sagrado Corazón

A. Executive Summary

This Request for Proposals (RFP) invites qualified and experienced security services provider to deliver comprehensive, professional, and reliable security solutions that ensure the safety and well-being of its students, faculty, staff, visitors, and physical assets. The selected vendor will play a critical role in supporting the University's mission by maintaining a secure, orderly, and welcoming campus environment that promotes academic excellence and community engagement.

B. 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. Their 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 exclusively to the education of girls. 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: Universidad del Sagrado Corazón. 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.

C. 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.

D. 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 Puerto Rico's future through the formation of intellectually prepared citizens with the highest ethical and Christian values.

E. Integrated Security Services

Integrated Security Services at Universidad del Sagrado Corazón provide a coordinated and comprehensive approach to protecting the campus community, facilities, and operations. This model integrates professional security personnel, security technologies, policies, and emergency response protocols to ensure a safe, secure, and welcoming environment. Through this unified framework, the University enhances risk management, situational awareness, and effective response while supporting its academic mission and institutional values

F. Scope of Services

1. Introduction & Institutional Background

Universidad del Sagrado Corazón ("Sagrado" or the "University") is a private, non-profit institution of higher education located in San Juan, Puerto Rico, serving approximately 5,200 students, including residents in on-campus and university-affiliated off-campus housing. The University is committed to providing a safe, secure, and welcoming environment aligned with its mission, student-centered philosophy, and compliance with all applicable federal, state, and local regulations.

Through this Request for Proposals (RFP), Sagrado seeks to contract with a qualified, experienced, and mission-aligned security services provider to deliver comprehensive campus security and paramedic services on a 24/7/365 basis.

This RFP is not limited to traditional guard services. The selected vendor must demonstrate expertise in **campus safety, community-based security, emergency preparedness, and customer-oriented service delivery** in a higher education environment.

The primary objectives of this RFP are to:

- Ensure the safety and protection of students, employees, visitors, contractors, and residents.
- Safeguard University facilities, assets, and property.
- Provide professional, reliable, and student-focused security services.
- Support emergency preparedness, response, and recovery.
- Maintain compliance with Clery Act, Title IX, and all applicable laws and regulations.
- Establish measurable performance standards through defined KPIs and SLAs.

2.Scope of Services

The Proposers shall provide comprehensive security and paramedic services at all University facilities, including on-campus locations and university-affiliated off-campus properties.

Staffing Model:

Security Officers

- 24/7/365 coverage
- Three (3) shifts per day
- Seven (7) Security Officers per shift:
 - (1) Checkpoint “Retén”
 - (2) “Casetas”
 - (2) Patrol/Ronda – internal and external properties
 - (1) Library (first shift only, upon request)
 - (1) Outside Properties and Nuestro Barrio Creative Industries Warehouse

Supervisory Personnel

- One (1) Shift Supervisor (3rd shift)

Drivers (Optional – Upon Request)

- One (1) Driver

Paramedic Services

- One (1) Paramedic

Backup Personnel

- Trained backup staff available for absences, emergencies, peak periods, and special events

3.Vehicles (Provided and Maintained by Proposers)

- Two (2) Golf Carts
- One (1) Patrol Vehicle
- The Proposers shall be responsible for all preventive and corrective maintenance, licensing, and insurance.

4.Core Security Services

Proposers shall perform the following services at all University, including outside properties:

- Access Control
 - Monitor and control access to academic buildings, residence halls, administrative offices, and restricted areas.
 - Enforce access authorization protocols
 - Issue and validate visitor passes
 - Support ID card access systems and visitor logs
- Patrols
 - Conduct scheduled foot and vehicle patrols across academic buildings, inside and outside residence halls, athletic facilities, parking lots, common areas and external properties.
 - Maintain visible presence to deter crime and promote safety.
 - Identify safety hazards, maintenance needs, and suspicious activity.
 - Patrol student residence and property inside and outside campus.

- **Emergency Response & Incident Management**
 - Respond promptly to alarms, security lines, emergencies, disturbances, and safety-related incidents.
 - Coordinate with University Emergency Management and local first responders.
 - Follow established procedures for evacuations, lockdowns, and crisis events.
 - Supports or activates the emergency notification system when authorized
 - Assist with Clery Act reporting requirements as needed (non-investigative).
 - Assigned security personnel shall serve as additional Campus Security Authorities (CSAs), as designated by the University, and shall comply with all University protocols for timely identification, escalation, and reporting of Clery- and VAWA-reportable incidents.
 - Notify residence-related incidents to Residence Life and/or the Housing on-call staff.
 - Escalate incidents involving sexual violence, domestic violence, stalking, or concerning behavior in accordance with Title IX / student conduct protocols.
 - Maintain records of the guest policy.
- **Reporting Requirements**
 - Utilize the University's approved incident management system.
 - Submit daily activity logs, incident reports, and monthly summary reports.
 - Provide real-time reporting for significant or threat-level incidents.
 - Provisional custody of lost and found.
 - Provide specific mitigation recommendations by area: lighting, staffing, schedules, cameras, access control, signage, patrol routes, and event controls.
- **Event Security**
 - Provide staffing for university events including student activities, ceremonies, athletics, guest lectures, and high-attendance gatherings inside and outside of the campus.
 - Manage access points, crowd control, and event-specific safety protocols.
- **Parking & Traffic Support**
 - Monitor parking lots and enforce parking policies.

- Assist with traffic direction during peak hours and special events.
- Support vehicle safety escorts upon request.
- Safety Escorts (Upon Request)
 - Provide escorts related to any incident with students and/or employees (Domestic Violence, Act Against Stalking or any safety escort need by request)
 - Provide evening and late-night escorts for students and staff.
- CCTV
 - Monitor designated CCTV feeds.
 - The Contractor shall comply with all applicable privacy laws and University data protection policies when handling incident reports, CCTV footage, or personal information. The University reserves the right to request the immediate removal and replacement of any Contractor personnel who fail to meet performance, conduct, or compliance standards.
 - Report suspicious activity and coordinate immediate response.
 - Document video-based incidents as required.
- Alarm Monitoring
 - Respond to fire, intrusion, and panic alarms.
 - Coordinate with emergency responders and reset alarms by protocol.
- Use of University Systems
 - Proposers must utilize University-designated reporting or communication platforms (e.g., RMS, dispatch systems).
- Customer Support
 - Maintain a student-service oriented approach suitable for students inside and outside the campus.
 - Offer general assistance, directions, and customer service support.

5. Requirements:

- Vendor Qualifications & Proposal Requirements:
 - Minimum five (5) years of experience providing security services to universities.
 - Experience with campuses that include residence halls.
 - Compliance with all insurance and regulatory requirements
 - Dedicated Account Manager for Sagrado
 - Organizational chart for proposed staffing

- Three (3) higher education references
- Sample incident report and KPI dashboard.
- Detailed transition and implementation plan
- Insurance Requirements (Annex 1)
- Insurance Requirements for paramedics (Annex 2)
- Vendor Requirements
- Rule 108 (Regulation for Private investigators and security agents)
- Financial capacity- Financial History for last 3 years
- History of litigation and sanctions- Provide information about all state or federal litigation and legal proceedings (including administrative proceedings and arbitrations), fines or convictions relating to the procurement or performance of any public or private construction project involving the firm during the last 3 years.
- The Proposer shall submit a comprehensive Security Operations Plan that includes:
 - Staffing deployment strategy
 - Incident escalation procedures
 - Patrol routing methodology.
 - Emergency response coordination
 - Communication protocols
- Personnel Requirements:
 - 1-3 years of previous experience
 - Valid Driver's License (For Driver must be Cat.9)
 - High School Diploma
 - Technical Emergency Certification/Tem Paramedic 108 (Paramedics)
 - Background Check (Ley 300)
 - Criminal Record Certification
 - Security Guard License
 - CPR Certification
 - Writing abilities to redact reports
 - Bilingual-1 staff per shift
 - Capable of reading and following instructions
- Training Requirements:
 - Active Shooter Protocol
 - Hazing
 - Clery Act
 - Annual refresher training for all officers
 - Title IX Awareness and Mandatory Reporting Protocol

- Training Documentation upon Sagrado’s Request
- Evacuations, natural disasters, medical emergencies
- Equipment and Supplies (Provided by Proposers):
 - Radios and Communications Devices.
 - Flashlights, PPE, and first-aid kits.
 - Patrol vehicles or carts as required.
 - Reporting devices such as handheld tablets.
 - Complete uniforms with the University’s name and required safety gear.

Proposers will be responsible for proper use of equipment

6. Transition and Implementation

- The Proposers shall provide a transition plan detailing:
 - Recruitment and onboarding timeline.
 - Training and orientation schedule.
 - Inventory of equipment to be deployed.
 - Identification and credentialing process for officers.
 - Coordination plan with the current provider (if applicable).
- A 30-day transition period is required.

7. Special Services

All Special Services will be notified at least 24 hours prior to the event.

Event	Amount of Personnel Required
Athletics Events in Sagrado	1 Security Guard and 1 Paramedic
Open House (3 weekends)	10 Security Guards and 1 Paramedic
Graduation Event	10 Security Guards and 1 Paramedic
Atmospheric Events	5 Security Guards
Events hosted by Sagrado	As Sagrado Request
Beginning of Semester	8 Security Guards+1 Paramedic
Justas LAI	2 Security Guards+1 Paramedic
Student Moves to Residences	8 Security Guards
Academic Trips	1 Security Guard+1 Paramedic

8.Key Performance Indicators (KPI's)

KPI Category	KPI	Definition	Performance Standard (SLA)	Reporting Frequency
Emergency Response	Priority 1 Response Time	Time from dispatch to arrival for life-safety incidents	≤ 4 minutes in ≥ 95% of incidents	Monthly
Emergency Response	Priority 2 Response Time	Time from dispatch to arrival for security threats	≤ 8 minutes in ≥ 95% of incidents	Monthly
Emergency Response	Incident Resolution	Incidents resolved within defined SLA by severity	≥ 98%	Monthly
Patrol & Coverage	Patrol Completion	Completion of scheduled patrol routes	≥ 98%	Monthly
Patrol & Coverage	High-Risk Area Coverage	Patrol coverage of dorms, parking, and critical facilities	100% per approved plan	Monthly
Patrol & Coverage	Patrol Verification	Patrols verified by time/location stamping	100%	Monthly
Access Control & Monitoring	Access Control Uptime	Availability of card access systems	≥ 99.5%	Monthly
Access Control & Monitoring	CCTV Availability	Operational status of cameras	≥ 99%	Monthly
Access Control & Monitoring	Alarm Acknowledgment	Time to acknowledge alarms	≤ 60 seconds	Monthly
Access Control & Monitoring	Unauthorized Access Incidents	Unauthorized entries recorded	≤ 3 per quarter	Quarterly

Residential Security – On-Campus Dorms	Residence Hall Response Time	Response to incidents within on-campus residence halls	≤ 3 minutes in ≥ 95%	Monthly
Residential Security – On-Campus Dorms	Interior Dorm Patrols	Documented patrols inside residence halls (common areas, floors)	≥ 1 patrol/hour per building (overnight)	Monthly
Residential Security – On-Campus Dorms	Tailgating Intervention	Observed tailgating incidents addressed	≥ 95%	Monthly
Residential Security – On-Campus Dorms	Guest Policy Enforcement	Compliance with residence hall guest access policies	100%	Monthly
Residential Security – On-Campus Dorms	Dorm Access Door Integrity	Residence hall doors secured and operational	≥ 99.5%	Monthly
Residential Security – Off-Campus Dorms	Off-Campus Dorm Response Time	Response to incidents at university-affiliated off-campus housing	≤ 8 minutes in ≥ 95%	Monthly
Residential Security – Off-Campus Dorms	Exterior Perimeter Patrols	Patrols of off-campus dorm exteriors and surrounding areas	≥ 98% of scheduled patrols	Monthly
Residential Security – Off-Campus Dorms	Coordination with Local Law Enforcement	Incidents escalated per protocol	100% compliance	Monthly
Residential Security – Off-Campus Dorms	Lighting & Environmental Safety Checks	Identification and reporting of lighting or safety hazards	100% of issues reported within 24 hours	Monthly
Staffing & Training	Staffing Plan Compliance	Approved posts filled as scheduled	≥ 99%	Monthly
Staffing & Training	Officer Certification	Officers properly licensed and vetted	100%	Ongoing
Staffing & Training	Annual Training Hours	Minimum annual training per officer (incl.	≥ 40 hours	Annual

		residential life, de-escalation)		
Staffing & Training	Officer Turnover Rate	Annual security staff turnover	≤ 20%	Annual
Compliance & Regulation	Clery Act Reporting Accuracy	Accuracy and timeliness of Clery data (on- and off-campus housing)	100%	Annual
Compliance & Regulation	Title IX Referral Timeliness	Reports escalated per protocol	≤ 24 hours	Monthly
Compliance & Regulation	Policy Adherence	Compliance with University security policies	100%	Quarterly
Incident Reporting & Analytics	Incident Report Timeliness	Reports completed after incident closure	≤ 24 hours in ≥ 95%	Monthly
Incident Reporting & Analytics	KPI Reporting	Monthly KPI dashboard submitted on time	100%	Monthly
Incident Reporting & Analytics	Data Accuracy	Error-free reports	≥ 99%	Quarterly
Customer Service & Conduct	Stakeholder Satisfaction	Student, faculty, and staff satisfaction score (incl. residents)	≥ 90%	Annual
Customer Service & Conduct	Complaint Resolution	Complaints resolved within SLA	≥ 95% within 5 business days	Monthly
Customer Service & Conduct	Professional Conduct	Substantiated misconduct incidents	Zero tolerance	Ongoing
Emergency Preparedness	Emergency Drill Participation	Participation in scheduled drills (incl. dorm evacuations)	100%	Annual
Emergency Preparedness	After-Action Closure	Corrective actions closed	≤ 30 days	Per event

Financial & Administrative	Invoice Accuracy	Error-free invoicing	≥ 99%	Monthly
Financial & Administrative	Contract Compliance	Adherence to pricing and terms	100%	Every 3 months
Financial & Administrative	Contract Compliance	Meeting with Sagrado Leadership to attend any request from Sagrado or revised performance of contract	≥ 80%	Every 3 months

9. Paramedic Key Performance Indicators

KPI Category	KPI Description	Performance Standard (SLA)	Measurement Method	Reporting Frequency
Emergency Response	Time from dispatch notification to paramedic arrival on scene for life-threatening incidents	≤ 4 minutes (on campus) in ≥ 95% of calls	Dispatch system logs; incident timestamps	As Sagrado Request
Clinical Care Compliance	Percentage of medical responses delivered in accordance with approved clinical protocols, standing orders, and medical control requirements	≥ 98% compliance	Patient Care Report (PCR) audits	As Sagrado Request
Documentation Timeliness	Percentage of Patient Care Reports completed and submitted after patient transfer or incident closure	≥ 95% within 24 hours	EMS reporting system timestamps	As Sagrado Request

Failure to meet agreed KPIs may result in service credits or financial penalties as defined in the final contract.

10. Performance Management

- KPIs shall be measured monthly
- Failure to meet any KPI for two (2) consecutive reporting periods may require a corrective action plan.
- Repeated or material KPI failures may result in service credits or contractual remedies, as defined in the Agreement.
- The Contractor shall maintain sufficient staffing reserves to ensure uninterrupted service delivery and minimize personnel turnover.

11. Contract Governance

- Monthly operational review meetings
- Quarterly executive review meetings
- Participation in emergency drills and after-action reviews

12. Pricing & Cost Proposal

Proposers must submit pricing using the University's required pricing template, including:

- Hourly rates by position
- Overtime and holiday rates
- Event staffing rates
- Vehicle-related costs
- One-time transition costs
- Monthly Fee

13. Evaluation Criteria

Proposals will be evaluated based on:

- Experience and qualifications
- Staffing model and approach
- Training and compliance
- Technology and reporting
- Pricing and value
- References

14.RFP Timeline (Tentative)

Milestone	Date
RFP Issuance	March 20, 2026
Deadline for Written Questions	March 27, 2026
Responses to Questions / Addendum Issued	April 10, 2026
Proposal Submission Deadline	April 17, 2026
Evaluation of Proposals	April 20 – 24, 2026
Vendor Presentations / Clarifications (if required)	April 27- May 1, 2026
Notice of Intent to Award	May 4, 2026
Contract Negotiation & Execution	May 11 – May 15, 2026
Transition & Mobilization Period	June 1 – June 30, 2026
Service Commencement Date	July 1, 2026

- The University reserves the right to modify this timeline at its discretion through written agenda.

15.Submission Instructions

Proposals must be submitted by the deadline specified in the RFP schedule. Late submissions may not be considered.

16.General Terms & Conditions

All provisions of this RFP are issued in accordance with public procurement best practices. Mandatory requirements are identified using the terms **shall** and **must**. Optional services are clearly identified as **upon request**. The University retains full discretion as permitted by law.

The University reserves the right to:

- Reject any or all proposals

- Request clarifications
- Negotiate terms
- Cancel or amend this RFP

Appendix A – Legal, Procurement & Administrative Terms (Public RFP)

A.1 Right to Reject and No Obligation to Award

The University reserves the right to reject any or all proposals, to waive informalities, to request clarifications, and to cancel or amend this RFP as a whole or in part, without obligation to any proposer.

A.2 Addenda and Clarifications

Any changes, interpretations, or clarifications to this RFP shall be issued exclusively through written addenda. Oral statements should not be binding.

A.3 Conflict of Interest

Proposers must disclose any actual or potential conflicts of interest. Failure to disclose may result in disqualification.

A.4 Confidentiality of Proposals

Proposals submitted shall be treated as confidential to the extent permitted by applicable law. Proprietary information must be clearly marked.

A.5 Costs of Proposal Preparation

All costs incurred in the preparation and submission of proposals shall be borne solely by the proposer.

A.6 Compliance with Laws

The selected Proposers shall comply with all applicable federal, state, and local laws and regulations, including but not limited to labor laws, Clery Act, Title IX, OSHA, and Puerto Rico regulations.

A.7 Insurance and Indemnification

The selected Proposers shall maintain insurance coverage as required by the University and shall indemnify and hold harmless the University from claims arising from Proposers' performance.

A.8 Termination

The University reserves the right to terminate the contract for convenience or for cause, in accordance with the terms of the final agreement.

A.9 Governing Law

This RFP and any resulting contract shall be governed by the laws of the Commonwealth of Puerto Rico.

G. Anticipated Agreement Term

The initial term of the contract awarded under this RFP shall be from July 1, 2026. The terms of the contract may range from 3 to 5 years, depending on Sagrado's determination and the information submitted to this RFP.

H. Proposal Requirements

1. General Conditions of this RFP

The proponents must visit the service area to participate in a pre-bid proposal meeting. The purpose of this meeting is for Sagrado to present the details of the RFP, answer any questions 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.

2. Organizational Documents

- a. Proponents must include all documents that demonstrate that the Proponent is organized and/or registered in compliance with the laws of its place of incorporation.
- b. The Proponent must provide a good standing certificate from the Puerto Rico State Department, licenses, and certifications.
- c. Summary of the firm's qualifications and experience in the past 5 years providing similar services.
- d. The Proponent certifies 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

United States Federal Government or precluded from participating in any procurement activity with any Federal, state, or local government.

- e. References:
 - a. Three (3) references from clients for whom the firm has provided similar services and/or executed until completion of similar projects on time in the past.
 - b. Three (3) references from suppliers and at least one reference from a commercial banking institution
- f. The Proponent shall provide its mailing and physical addresses, 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.
- g. The proposal might be disqualified if the documents provided contain any alterations, measures, or interlineations that have not been initially made by the Proponent's Contact, or if they are incomplete, include any conditional, alternate, or additional proposals, unless explicitly requested in the Proposal Documents.
- h. Any or all Proposals may be disqualified 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.
- i. Partial proposals will not be accepted in response to this Request for Proposals and will be disqualified.

I. Insurance Requirements

The Proposer should be aware that, in the event of being selected for the award of this RFP, the Proposer must have and maintain a minimum of required insurance policies and coverage, including:

1. 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 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.

2. 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 property damage, and if it does, the Proposer will be responsible for covering this deductible.
- a. 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.
 - b. 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.
 - c. 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 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.

J. 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 proposal shall include options for both, a three-year and five-year contract term, clearly identifying any cost differences between the two options.
3. The Proposer shall furnish, as part of its proposal, a detailed breakdown of all estimated costs associated with the security services described herein. The cost proposal shall include all relevant expenses related to the delivery of the services, including but not limited to the following elements:
 - a. Personnel rates: A detailed listing of the hourly 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. Uniforms and Safety Equipment: Costs associated with providing complete uniforms displaying the University name and all required safety gear and protective equipment for security personnel.
 - d. Training and Certifications: Costs associated with required security training, certifications, and ongoing professional development for personnel assigned to the University.
 - e. Miscellaneous Costs: This section should capture any additional expenses that might arise during the service, such as licenses, permits, insurance, transportation, communication expenses, or any other relevant costs.
4. The Proposer shall ensure that the breakdown provided 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 service's deliverables, objectives, and anticipated outcomes.
5. The Cost Proposal shall identify regular hourly rates, overtime rates, holiday rates, and rates for additional or special event security coverage, if applicable.
6. Proposers shall clearly indicate whether the proposed rates will remain fixed for the initial contract term and must identify any proposed annual cost adjustments for renewal periods.
7. The proposal must specify estimated staffing levels, including the number of security personnel assigned per shift, shift schedules, and supervisory

coverage required to meet the service expectations described in the Scope of Work.

8. The Proposer shall confirm that all proposed pricing includes all labor, employee benefits, uniforms, safety equipment, training, supervision, administrative costs, insurance, and overhead required to provide the security services.
9. Any optional services not included in the base cost proposal, such as special event security, emergency response coverage, additional patrol services, or consulting services, must be clearly identified and priced separately.
10. The University reserves the right to request clarification or additional information regarding the proposed cost structure during the evaluation process.

K. Submission of Proposals

1. The Proposal Due Date is April 17, 2026 no later than 5:00 PM. The completed proposal package shall be delivered via email to the Procurement Office at ***compras@sagrado.edu***
2. Sagrado reserves the right to modify the Proposal Due Date at any time via Addendum.
3. Proposals, composed of all 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 accepted.
6. Proposals will be opened and read privately on or after the Proposal Due Date.
7. Oral, telephone, physical mail, 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 RFP-SI-03202026".
 - a. All inquiries and correspondence must be sent by email no later than **April 17, 2026** before 5:00 pm and directed only to the Procurement Office from Universidad del Sagrado Corazon at ***compras@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.

L. 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.

Schedule

Table 1: RFP Schedule

Event	Date of Completion*
Submit Request for Proposal	March 20, 2026
Receive the RFP Acceptance Form	March 27, 2026
Pre-Proposal Meeting	April 8, 2026
Responses to Questions and requests for clarifications	April 10,2026
Final Date for Submit Proposal	April 17, 2026
Notice of Award*	May 4, 2026
Executed Contract*	June 30,2026

*The dates provided are estimates and are subject to change

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

M. 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 provided, as well as the University’s contractual terms and conditions, including the 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 by price or cost analysis, as applicable.

N. Review by the Procurement Evaluation Committee

The Procurement Evaluation Committee will review all proposals received based upon the terms and conditions of this RFP, ascertaining that the procurement process was conducted 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:

Factor Max Points Percentage	Max Points	Percentage
Technical Proposal and Security Service Approach	5	35%
Experience and Qualifications	5	25%
Staffing Plan and Training	5	20%
Cost Proposal	5	15%
Value Added Services	5	5%

Upon conclusion of the evaluation process, the Procurement Evaluation Committee will provide the 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 Procurement Office will send a written notice of award to the selected Proposer. 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 participated in this 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 concerning 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.

O. Consideration of Proposals and Acceptance of Proposal

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.

2. Opening Proposals

Until the 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 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.

P. 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 given 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 if all insurance policies have been presented.

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

Q. Invoicing and Payment

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

Also, invoices shall be complete, correct and shall be documented in a manner that meets the requirements. Sagrado will inform the vendors of the method of receiving invoices.

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. All legally required withholdings will be made, and the Proposer is responsible for paying all applicable taxes.

Reimbursable expenses must be pre-approved by Sagrado and supported by appropriate documentation, including original receipts. These expenses shall be limited to reasonable and necessary costs directly related to the performance of the services specified in the agreement. Sagrado will not reimburse for expenses exceeding the agreed limits established in the contract or for items not explicitly authorized. Examples of non-reimbursable expenses include, but are not limited to, entertainment, alcohol, and personal expenses.

Annex 1

RFP Acceptance Form

**Acceptance Form for Request for Proposal (RFP)
Security Services**

RFP Reference Number: RFP-SI-03202026

Proposer Information

Company Name:	
Contact Person:	
Address:	
Phone Number:	
Email:	

Acceptance Confirmation

We, the undersigned, hereby accept the proposal submitted by Universidad del Sagrado Corazon as outlined in our Request for Proposal.

Name Sign

Date

Please return a signed copy of this acceptance form to confirm your agreement.

Annex 2

PUESTOS REQUERIDOS DE OFICIALES DE SEGURIDAD

PRIMER TURNO	PRECIO POR HORA
OFICIAL ENTRADA PRINCIPAL (201)	
OFICIAL CASETA EDUARDO CONDE (202)	
OFICIAL DE PATRULLAJE (S-9)	
OFICIAL BIBLIOTECA/ RONDA BARAT	
OFICIAL COMPLEJO DEPORTIVO/RESIDENCIAS CASA MATER Y EDIF. JOSE J. RIVERA	
OFICIAL MONITOREO DE CAMARAS/ALERTAS	
OFICIAL CENTRO DANZA	
OFICIAL PARAMEDICO	

SEGUNDO TURNO	PRECIO POR HORA
OFICIAL ENTRADA PRINCIPAL (201)	
OFICIAL CASETA EDUARDO CONDE (202)	
OFICIAL DE PATRULLAJE (S-9)	
OFICIAL BIBLIOTECA/RONDA BARAT	
OFICIAL COMPLEJO DEPORTIVO/RESIDENCIAS CASA MATER Y EDIF. JOSE J. RIVERA	
OFICIAL MONITOREO DE CAMARAS/ALERTAS	
OFICIAL PARAMEDICO	
OFICIAL PROPIEDADES EXTERNAS Y NUESTRO BARRIO CREATIVE INDUSTRIES WAREHOUSE	

TERCER TURNO	PRECIO POR HORA
SUPERVISOR DE SEGURIDAD	
OFICIAL ENTRADA PRINCIPAL (201)	
OFICIAL DE PATRULLAJE (S-9)	
OFICIAL DE RESIDENCIA DE DAMAS	
OFICIAL DE RESIDENCIA DE VARONES	
OFICIAL MONITOREO DE CAMARAS/ALERTAS	
OFICIAL PROPIEDADES EXTERNAS Y NUESTRO BARRIO CREATIVE INDUSTRIES WAREHOUSE	

Annex 3: Vendor Requirements

Required Document			Notes
<input type="checkbox"/>	1	IRS W-9	Certification of Social Security Number or Employer Social Security Number (EIN). Applies to: Individual or Corporation
<input type="checkbox"/>	2	Photo Identification	Passport, driver's license, or valid government-issued ID. Applies to: Individual
<input type="checkbox"/>	3	Good Standing Certificate	Certificate from the Department of State authorizing the corporation to do business in Puerto Rico. Applies to: Corporation
<input type="checkbox"/>	4	Merchant Registration	Certificate issued by the Department of the Treasury to individuals or businesses established in Puerto Rico. Applies to: Individual or Corporation
<input type="checkbox"/>	5	Certificate of Withholding (Partial/Total) at Source on payments made by Corporations, Companies and Other Entities (Model SC 2755)	Certificate issued by the Department of the Treasury (The supplier who presents this certificate will not be subject to withholdings at source). If this document is not delivered, 10% will be withheld as applicable, which is not refundable. Applies to: Corporation
<input type="checkbox"/>	6	Certification of Tax Exemption Validity for Non-Profit Entities (Model SC4203)	Certificate issued by the Department of the Treasury for Non-Profit Corporations (The supplier who presents this certificate will not be subject to withholdings at source). If this document is not delivered, 10% will be withheld as applicable, which is not refundable. Applies to: Non-Profit Organizations
<input type="checkbox"/>	7	Authorization for Electronic Payment (Annex A)	Form to authorize electronic payments by Direct Deposit (ACH) Applies to: Individual or Corporation
<input type="checkbox"/>	8	Professional License/Certification	As applicable, the supplier must present a license to practice the profession and identify membership (when mandatory). Applies to: Individual with professional Licenses or Certifications
<input type="checkbox"/>	9	Insurance Certificate	As applicable, the supplier must provide a certificate of insurance. This requirement is usually requested when a purchase or contract presents a risk of liability or loss for the university (e.g., construction, design, maintenance, transportation, disposal and management of waste and hazardous materials, etc.). Applies to: Individual or Corporation
<input type="checkbox"/>	10	Certification of Conflict of Interest. Access the following link: https://www.sagrado.edu/certificacion-conflicto-interes/	Certification to validate that an employee or contractor has/does not have a personal or business interest that conflicts with his/her professional obligations or responsibilities to the organization. Applies to: Individual or Corporation
<input type="checkbox"/>	11	Criminal Record Certificate Access the following link: https://www.pr.gov/antecedentes-penales *Only for Professional Services Suppliers*	The Criminal Record Certificate, also referred to as the Certificate of Good Conduct, is an official document issued by the Police Department of Puerto Rico. It details any criminal offenses—whether felonies or misdemeanors—for which an individual has been found guilty. The certificate also includes information regarding the sentence imposed and whether it has been fulfilled. In cases where no criminal convictions exist, a negative certificate will be issued. Applies to: Individual or Corporation
<input type="checkbox"/>	12	National Sex Offender Registry **Sagrado is the entity responsible for getting this certification**	Sagrado will verify the vendor's information through the National Sex Offender Public Website, accessible at www.nspow.gov Applies to: Individual or Corporation will provide Professional Services in Sagrado
\$350,000 or more Formal Acquisitions			
<input type="checkbox"/>	13	Non-Collusive Certification (Annex B)	Certifies that the supplier has not colluded, conspired, colluded, or agreed, directly or indirectly, with any bidder or

			person to benefit unduly from the process. Applies to: Individual or Corporation
Federal Grants			
<input type="checkbox"/>	14	Registry Certification in System for Award Management (SAM.gov) **Sagrado is the entity responsible for getting this certification**	Certification or screenshot showing that the registration is active, the expiration date, the Unique Entity ID, and the CAGE/NCAGE ID. This requirement applies to purchases or contracts equal to or greater than \$25,000. Applies to: Individual or Corporation **Sagrado is the entity responsible for getting this certification**
<input type="checkbox"/>	15	Additional Clauses for Federally Funded or Sponsored Projects Agreements (Annex C)	Federal regulations that the entity awarded a contract paid with federal funds must comply with as stipulated in 2 CFR 200 - Appendix II. This document must be started on all pages Applies to: Individual or Corporation
<input type="checkbox"/>	16	Anti-Lobbying Certification (Annex D)	Federal regulation requires that any contractor submitting a proposal or bid equal to or greater than \$100,000 must certify that it has not and will not use federal funds to influence employees or officials of any Federal Agency or the United States Congress. Applies to: Individual or Corporation
<input type="checkbox"/>	17	MWBE Certification	To the greatest extent possible, Sagrado must give preference to individuals or businesses that qualify as Section 3 or as Minority and/or Women-Owned Business Enterprise (MWBE). Applies to: Individual or Corporation
Foreign Suppliers			
<input type="checkbox"/>	18	Due Diligence Questionnaire/Foreign Corrupt Practices Act (FCPA)	The US Foreign Corrupt Practices Act aims to combat bribery (the act of offering money, services, or other objects of value, to persuade a person or entity to do something in return - it is considered a crime in national and international laws) and corruption. Applies to: Individual or Corporation
<input type="checkbox"/>	19	Office of Foreign Assets Validation in Web Portal (OFAC) **Sagrado is the entity responsible for getting this certification**	This is a list from the US Treasury Department of individuals, companies, entities, countries, and businesses classified as dangerous. The federal government prohibits any type of commercial or labor relationship. You should check the Office of Foreign Assets portal. http://12s://sanctionssearch.ofac.treas.gov/ Applies to: Individual or Corporation **Sagrado is the entity responsible for getting this certification**
<input type="checkbox"/>	20	WH Wage	Payroll sheets. Applies to corporations with construction contracts Applies to: Corporation

***Important Notes:**

1. All requested documentation is essential for the creation of the supplier profile in our systems. The supplier will not be registered in the system until all required documents have been submitted.
2. If any required document or information is missing, the bidder is obligated to provide it. Should the bidder be unable to furnish the required documentation, their proposal will not be considered for evaluation.
3. If a purchase order or contract is awarded, the supplier must submit the applicable insurance endorsements, naming the Universidad del Sagrado Corazón, as well as the Performance Bond and Bid Bond, if applicable.
4. Should you have any questions or require further clarification, please feel free to contact us via the following email addresses: suplidores@sagrado.edu or compras@sagrado.edu.