



GOVERNMENT OF PUERTO RICO

Department of Health
Medicaid Program

NOTIFICATION OF NEED OF NON-PROFESSIONAL SERVICES 2025-PRMP-NNPS-SSS-001 SECURITY SURVEILLANCE SERVICES FOR THE PERIOD OF JULY 2025 TO SEPTEMBER 2027

The Puerto Rico Medicaid Program (PRMP) is in need of contracting security surveillance services for its program offices. PRMP is a program of the Puerto Rico Department of Health (PRDoH) that is not exempt from carrying out all procurements of goods and non-professional services through the General Services Administration.

The General Services Administration of the Government of Puerto Rico (hereinafter, the "ASG" or the "Administration"), by virtue of the authority conferred upon it by Act No. 73-2019, as amended, signed the *Sealed Request for Proposals Contract No. 22-2563 Multiple Selection Contract for the Acquisition of Surveillance Services for all Governmental, Exempt Entities and Municipalities of the Government of Puerto Rico*.

Section 24 of Act No. 73-2019 provides that in circumstances where federal law or regulation requires a procedure other than that outlined in this Act, the Administration shall follow that procedure. For its part, Title 2 § 200.317 of the Code of Federal Regulation establishes that when acquiring goods and services under a federal award, a State shall follow the same policies and procedures it uses for acquisitions made with its non-federal funds. The State shall also comply with sections 200.321, 200.322, 200.323 and 200.327.

The Puerto Rico Medicaid Program (PRMP) is soliciting proposals for nonprofessional services in the field of security services to awardee contractors in the *Request for Proposals Contract No. 22-2563 Multiple Selection Contract for the Acquisition of Surveillance Services for all Governmental, Exempt Entities and Municipalities of the Government of Puerto Rico*.

BACKGROUND

The Puerto Rico Department of Health (PRDoH) is the State Medicaid Agency (SMA) of the Commonwealth of Puerto Rico. Within PRDoH, the Puerto Rico Medicaid Program is responsible for the management of the Medicaid and Puerto Rico Medicaid Enterprise

System (PRMES), both of which are multi-vendor, multi-agency environments. The Puerto Rico Health Insurance Administration (PRHIA) created the *Administración de Seguros de Salud* (ASES), which has a Memorandum of Understanding (MOU) with PRMP and is responsible for contracting with, and monitoring services provided by the Managed Care Organizations (MCOs) and other carriers.

The PRMP seeks to fulfill security services needs that may arise during the length of the contract. The specific needs of PRMP are further detailed in the scope of work. This notification of need for non-professional services seeks to award the contract to a vendor who can fulfill these needs from July 1, 2025 to September 30, 2027.

SCOPE OF WORK

The purpose of this notice is to publicize that PRMP has a need for services that will potentially result in the contracting to provide the following:

1. The contractor shall provide unarmed uniformed security services in PRMP offices on an 8 hour-a-day, 5 day-a-week basis, or as otherwise indicated per site specifications, as stated in Table 1.
2. Contracted security personnel will provide a variety of service, implementing PRMP security objectives according to policies and procedures which may include but is not limited to the following general tasks: entry and egress access control, instruct visitors on office conduct and safety rules, establish and maintain control of visitors in all areas, provide information on the location of rooms, offices, and bathrooms, roving patrols of interior and exterior building areas, visitor and building employee identification verification, incident and daily operating reports, control and, if necessary, remove anyone from the area who do not act according to the rules, monitoring and responding to building intrusion detection, alarms and fire detection equipment, responding as necessary to support other life safety duties as identified in post orders and standard operating procedures.
3. The contractor shall provide appropriate and necessary management and supervision for all contractor's employees and shall be solely responsible for instituting and invoking disciplinary action of employees not in compliance with contractor's rules and regulations, as well as any other policy established by the contracting parties.
4. The contractor will ensure the hiring, training and administration of motivated and professional employees that meet or exceed both contractor's and PRMP standards.
5. The contractor is responsible for the daily personal appearance of security personnel.
6. Security surveillance services are required for PRMP offices as described in Table 1:

TABLE 1					
Location	Security Officers	Armed/ Unarmed	Schedule*	Daily Hours	Total Days
Nivel Central Edificio World Plaza 268, Ave. Muñoz Rivera, Suite 505, Hato Rey, PR 00918	1	U	7:30am – 4:00pm	8	5 (Mon - Fri)
CSI Yauco Paseo del Café, Calle Comercio #26 y #39 Yauco, PR 00698	1	U	7:30am – 4:00pm	8	5 (Mon - Fri)
Oficina Local Rio Piedras Eleanor Roosevelt 117, San Juan, PR 00918	2	U	7:30am – 4:00pm	8	5 (Mon - Fri)
Oficina Local Santurce Centro Gubernamental Minillas, Torre Sur Primer Nivel, San Juan, P.R. 00907	1	U	7:30am – 4:00pm	8	5 (Mon - Fri)
Oficina Local Carolina Ave. 65 de Infantería, Esquina Ave. Roberto Clemente, Carolina PR, 00979	1	U	7:30am – 4:00pm	8	5 (Mon - Fri)
Oficina Local Caguas 30 Calle Padial, Suite 216, Caguas, PR 00725 (Edificio Plaza Gatsby)	1	U	7:30am – 4:00pm	8	5 (Mon - Fri)
Oficina Local Juncos Hospital Municipal Cesar Augusto Collazo Calle Muñoz Rivera, Juncos, PR 00777	1	U	7:30am – 4:00pm	8	5 (Mon - Fri)
Oficina Local Ponce Calle Vives #70, Esq. Atocha, Ponce, PR 00730	1	U	7:30am – 4:00pm	8	5 (Mon - Fri)
Oficina Local Guayama Edificio FISA II, Paseo del Pueblo 6-A Guayama, PR 00784	1	U	7:30am – 4:00pm	8	5 (Mon - Fri)
Oficina Local Mayagüez Carr. #2, Km. 157, Mayagüez, PR 00680	1	U	7:30am – 4:00pm	8	5 (Mon - Fri)
Oficina Local Fajardo Carr. #3 Km. 45.4, Bo. Quebrada Fajardo, PR 00738	1	U	7:30am – 4:00pm	8	5 (Mon - Fri)

Oficina Local Bayamón Calle Betances #40, El Cantón Mall Bayamón, PR 00974	1	U	7:30am – 4:00pm	8	5 (Mon - Fri)
Oficina Local Barceloneta Edificio Marina #20, Calle Georgetti, Barceloneta, PR 00617	1	U	7:30am – 4:00pm	8	5 (Mon - Fri)
Oficina Local Camuy Calle San José #5 Camuy, PR 00927	1	U	7:30am – 4:00pm	8	5 (Mon - Fri)
Oficina Local Florida Calle Antonio Alcázar #27, Florida, PR 00650	1	U	7:30am – 4:00pm	8	5 (Mon - Fri)
Oficina Local Hatillo PR #130, Km. 4.8, Bo. Naranjito, Sector Lechuga Hatillo, PR 00659	1	U	7:30am – 4:00pm	8	5 (Mon - Fri)
Oficina Local Lares Carretera 129, Km. 25.9, Barrio Piletas Lares, PR 00669	1	U	7:30am – 4:00pm	8	5 (Mon - Fri)
Oficina Local Manatí Calle Ramón Valdez Final #8, Manatí, PR 00674	1	U	7:30am – 4:00pm	8	5 (Mon - Fri)
Oficina Local Morovis Ave. Corozal, Esquina Patrón, Morovis, PR 00687	1	U	7:30am – 4:00pm	8	5 (Mon - Fri)
Oficina Local Orocovis Edificio Oro Center Office Ave. Luis Munoz Marin #18, Esquina Carr. 598 Orocovis, PR 00720	1	U	7:30am – 4:00pm	8	5 (Mon - Fri)
Oficina Local Quebradillas Calle California #10, Quebradillas, PR 00678	1	U	7:30am – 4:00pm	8	5 (Mon - Fri)
Oficina Local Utuado Ave. Ribas Dominicci, Carr. 111, Km. 2.1, Utuado, PR 00641	1	U	7:30am – 4:00pm	8	5 (Mon - Fri)
Oficina Local Villalba Calle Munoz Rivera #39, Villalba, PR 00766	1	U	7:30am – 4:00pm	8	5 (Mon - Fri)
Oficina Local Isabela Carr. #2, Km. 110, Bo. Mora, Isabela, PR 00662	1	U	7:30am – 4:00pm	8	5 (Mon - Fri)

As Needed	4	U	7:30am – 4:00pm	8	5 (Mon - Fri)
TOTAL	29				

*30 minutes for lunch break.

REQUIREMENTS

To participate in this process, proponents must meet the following minimum requisites:

1. Be an awardee contractor in the ASG's *Request for Proposals Contract No. 22-2563 Multiple Selection Contract for the Acquisition of Surveillance Services for all Governmental, Exempt Entities and Municipalities of the Government of Puerto Rico*.
2. Submit a timely proposal with all the required documentation to demonstrate compliance with all minimum requirements.
3. Have a unique identification number "UEI Number" and maintain an active registration status in SAM.Gov. It must include evidence of active registration and SAM expiration date. If it is in the process of acquiring one or renovating its registration, provide evidence of the current status of the process.
4. The proponent shall indicate whether any aspect related to the service under this proposal creates an actual or potential conflict of interest. The conflict should be explained in sufficient detail. PRMP reserves the right to reject a proposal or impose additional conditions on proponents based on its best interests and at its sole discretion.

TERMS AND CONDITIONS

1. Services will commence from the contract signature date until the last day of the federal fiscal year 2026-2027, subject to the availability of funds.
2. By submitting a proposal, the proponent acknowledges that: (a) Has the power to bind and comply with all parameters and requirements applicable to government procurement of professional services; (b) All information submitted is true and verification may be requested, and (c) The proposal containing any false or incorrect information will be disqualified.
3. Proposals that fail to meet one or more of the requirements will be disqualified.
4. If the selected proponent is a legal entity, as part of the documents to be delivered prior to the formalization of the contract, a certification will be required in which the names of all the owners, shareholders and officers of the corporation to be hired are declared.
5. Proponent certifies, by signing and submitting a proposal, that their company, any subcontractors or principals are not suspended or debarred by the federal or a state government.
6. At its sole discretion, PRMP may contact individuals and/or firms that submit proposals to clarify doubts or coordinate presentations or interviews.

7. PRMP reserves the right to accept or reject one or all proposals, as well as to cancel this process.
8. The selected proponent must comply with the entire government procurement process and requirements.
9. The Service Level Agreements (SLAs) will be discussed between the awarded contractor and PRMP during the contract negotiations phase.

Evaluation Process

Proposals will be evaluated in two parts by a committee of five (5) or more individuals. Three (3) present members of the evaluation committee will constitute the necessary quorum to conduct the evaluation process. The first evaluation will be of the technical proposal and the second is an evaluation of the cost proposal.

Only proposals that receive the minimum acceptable technical score (70% of applicable technical evaluations points) will be eligible to move forward to cost proposal evaluations. If no vendor reaches the 70% applicable technical evaluation points, a secondary threshold of 65% will automatically be triggered. In the event that all vendors fail to meet the secondary threshold of 65%, the evaluation committee will recommend canceling the RFP or proceed with vendors that pass the mandatory screening.

The number of proposals that the evaluation committee moves forward from technical evaluations to cost evaluations may be relative to the total number of proposals submitted and subject to the discretion of the evaluation committee. Those proposals that are not moved forward from technical evaluations will not have their cost proposals scored. The evaluation committee reserves the right to revisit proposals if a technical and/or cost deficiency is discovered during the evaluation. If the evaluation committee determines that a proposal is non-responsive and rejects it after opening cost proposals, the solicitation coordinator will recalculate scores for each remaining responsive cost proposal to determine (or redetermine) the apparent best-ranked proposal. The evaluation committee will recommend contract award to the vendor that receives the highest overall point score of all eligible vendors and demonstrates it meets all mandatory specifications, meets at least the minimum acceptable technical score, and was selected to move forward to cost proposal evaluations.

SELECTION CRITERIA

Bids will be evaluated by the Evaluation Committee appointed by the Secretary of the PRDoH. Vendors will be evaluated according to the following factors and relative importance (1 being the lowest; 5 being the highest). It is expected that vendors will express in depth their approach to these subjects in their proposal.

TABLE 2	
REQUIREMENTS	MAXIMUM POINTS
a) Overview - Provide a brief company history, mission statement and organizational summary. Explain ownership (private or public) and include brief biographical information regarding the personnel who would be directly responsible for the management and local supervision of this project. This section of the vendor's technical proposal should include details of the vendor's overview. The vendor's technical proposal should include organization overview, corporate background, vendor's experience in the public sector, and certifications. Provide all relevant information regarding the general profile of the vendor.	20
b) Experience providing similar services – The vendor must provide two (2) references for similar services provided in the past whose facilities are comparable in size, profile and security service hours to PRMP. Include reference name, address, contact person and contact number. The PRMP may conduct reference checks to verify and validate the past performance of the vendor.	20
c) Staffing plan - Describe how recruitment and selection, and replacement of security officers is accomplished. All personnel and supervision provided must be thoroughly trained, experienced and qualified to perform the work to which they are assigned. Describe in detail the training programs in place to support this project	20
d) Key staff resumes – Key staff consist of the vendor's core team for this engagement. These resources are responsible for providing leadership and creating the standards and processes required for the provider services support. Resumes for key staff named in the vendor's proposal should indicate the staff's role and demonstrate how each staff member's experience and qualifications will contribute to this vendor's success. Key staff resumes should each be less than two pages.	15
e) Value Added Features – Indicate features or programs not covered elsewhere in the response which are offered to enhance your firm's ability to effectively manage this project.	10
Cost	15

Cost Formula:

$$\frac{\text{lowest offeror's cost}}{\text{the offeror's cost being scored}} \times \text{the maximum number of cost points available}$$

Specifications:

The vendor's proposals must demonstrate the following provisions, since the criteria in Table 1 shall be evaluated with the information obtained from them. The provisions are:

1. Demonstrate the availability of sufficient resources to perform the tasks described in this Notice in a time-sensitive manner.
2. The proposal should describe the total scope of the service and the hourly rate for the services it offers and potentially provides.
3. The proponent must submit with the proposal a section describing its business history, capacity and technical expertise and experience.
4. The vendor must have experience and provide evidence of having performed work similar in scope as required by this Notice.
5. Vendors must demonstrate their staffing structure via diagram.

Award:

The award will be given to the responsible bidder whose bid, conforming with all the material terms and conditions of this Notice, scores the highest amount of points out of a possible 100. Vendors must comply with all applicable laws and regulations. An award notification should be expected by June, 6, 2025.

PROPOSAL SUBMISSIONS

Proposals must be submitted to PRMP Central Office at the address given below in sealed envelopes on or before 4:00 pm (AST) on 5/19/2025. Both the proposal and the cost proposal (Attachment A) must be handed in an envelope separately. The envelope for the proposal and cost proposal must contain one original printed proposal and two copies in an electronic format (USB Flash Drive). The envelope must include in the subject line the reference number of this Notice (2025-PRMP-NNNPS-SSS-001) and be addressed to the attention of **Francisco Moreno Rodríguez, Solicitation Coordinator**. PRMP will not accept proposals received outside of the established date and time. PRMP physical address is:

Puerto Rico Department of Health
Medicaid Program
Attn: Francisco Moreno Rodríguez
268 Luis Muñoz Rivera Ave.
World Plaza – 12th Floor (Suite 501)
San Juan, PR 00918

QUESTIONS

All questions and concerns regarding this request must be made exclusively in writing to the attention of Francisco Moreno Rodríguez, Solicitation Coordinator, at the email address medicaid.procurement@salud.pr.gov and include the reference number of this Notice (2025-PRMP-NNNPS-SSS-001) in the subject line. The questions must be submitted by 5/2/2025. Questions made by the vendors will be answered by 5/7/2025.