1. **Introduction**

Foundation for Puerto Rico (FPR) is a non-profit organization, based out of San Juan, Puerto Rico with a team of more than 50 team members. FPR seeks to acquire a series of “Switches” equipment & management for our data room. This equipment & service are required to begin as soon as possible.

2. **Staff Requirements**

The contractor shall have or will secure, at its own expense, all personnel required in performing the installation and providing equipment under the agreement to be signed with FPR. FPR expects the contractor to provide competent and fully qualified equipment authorized or permitted under federal, state, and local law to perform the scope of work under the contract. FPR reserves the right to request the removal of any equipment not performing to its standard in meeting the facility’s needs. No equipment or services involving maintenance may be assigned without the prior written consent of the FPR.

The contractor shall provide the appropriate resources to perform the tasks described below. This resource should have prior relevant experience supporting technology processes, including network equipment and device management.

3. **Tasks**

As a response to this Scope of Work, FPR expects to receive a proposal from potential contractors to address the scope described herein. The contractor will be directly responsible for the installation and equipment management. The scope of work presented is based upon circumstances existing at the time of this solicitation. FPR reserves the right to modify or eliminate the tasks listed and, if appropriate, add additional tasks prior to and during the term of the contract. If the addition of tasks is required, they will be previously reviewed and agreed upon with the contractor.

The contractor will be responsible for performing the following key tasks:

* **Initial Setup and Implementation**
  - Perform one-time assessment of current state of data ports, switches credentials, and recommended port utilization according to actual use or prognosticated usage.
  - Review networking cabling structure and reconfigure switches credentials.

* **Equipment Management**
  - Manage switch equipment.
  - Monitor critical services, processes, and resources, & alert criteria.
  - Perform remote after-hours server maintenance, as planned, and required.
  - Install Approved Line of Business Applications and perform the required maintenance.
• Patch Management – Schedule non-operating hours to execute preventive maintenance, reboot if specified and double check functionality.

4. Deliverables

The key deliverables to be provided include, but are not limited to, the following:

• New Switches
• Management of equipment
• Data port evaluation

5. Payment Terms

The services shall be paid monthly at the rate negotiated between the vendor and FPR. Payments are made 30 days after invoicing. The service contract is expected to last a minimum of one year with an automatic renewal clause.

6. Assessments

All suppliers will have the opportunity to have an on-site visit to Colaboratorio by Foundation for Puerto Rico in which the installation will occur. All applicants will have the opportunity to review and determine what is necessary to comply with the requirements. It is the responsibility of the suppliers to ensure that all information is acquired during the site visit.

7. Assessment Visit Schedule:

On-site visits must be arranged in advanced. These will start on Tuesday, May 9, 2023, and go on through Friday, May 19, 2023.

All interested, please send an email to veronica.montalvo@foundationpr.org confirming date and time. FPR will send you the confirmation and contact information.

8. Deadline

Proposal shall be sent by Friday, May 26, 2023. Please send recommendations and pricing via email to: veronica.montalvo@foundationpr.org

9. Questions:

Questions related to this SOW should be sent over to veronica.montalvo@foundationpr.org with the subject line: IT RFP – Switches