

Government of Puerto Rico
Department of the Family
Administration for Child Support Enforcement (ASUME)

REQUEST FOR PROPOSALS (RFP)
RFP NUMBER: PRACSES-O&M-2026-001
Facilities Management (Operations & Maintenance) Services
Issued under Title IV-D of the Social Security Act

QUESTIONS AND ANSWERS NO. 1

To all proponents:

Section 2.7 “Written Questions” of the RFP PRACSES-O&M-2026-001 required all questions regarding the RFP to be submitted in writing to the Procurement Contact identified in the RFP. Through this document, ASUME provides its responses to the questions timely submitted by prospective proponents.

The responses to the questions are hereby issued as **Questions and Answers No. 1** and will be published through the official procurement channels established for this RFP, available on ASUME’s official website, under the “NOTIFICACIÓN DE NECESIDAD DE SERVICIOS PROFESIONALES” section, at www.asume.pr.gov.

Questions and Answers No. 1 shall constitute an integral part of the RFP and must be considered by all proponents in the preparation and submission of their proposals.

In San Juan, Puerto Rico, August 28, 2026.

Carlos A. Montalvo Aviles

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Sr. Carlos Montalvo

Director, Management Information Systems

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QUESTIONS AND ANSWERS NO. 1

#	Question ¹	Answer
1	For pricing purposes, please confirm whether the incumbent contractor may continue using, during the new contract term, the equipment identified as “Incumbent FMC,” provided that the equipment remains adequate to satisfy the applicable requirements and SLAs.	The RFP establishes that equipment identified as property of the Incumbent FMC will not be transferred to the new FMC. The new FMC shall be responsible for providing the equipment, resources, or equivalent solutions necessary to meet the requirements of the RFP and the applicable Service Levels.
2	Is the replacement of equipment identified as property of the “Incumbent FMC” required at the beginning of the new contract, or may each proposer determine whether to continue using the existing equipment, replace it, or propose an equivalent solution that meets the RFP requirements and SLAs?	The RFP establishes that equipment identified as property of the Incumbent FMC will not be transferred to the new FMC. The new FMC shall be responsible for providing the equipment, resources, or equivalent solutions necessary to meet the requirements of the RFP and the applicable Service Levels.
3	Section 7.2 states that the Cost Proposal Schedules must be completed using an ASUME-provided Microsoft Excel (.xlsx) workbook; however, the workbook does not appear to be separately available on the ASUME procurement portal as of August 25, 2026. Please provide the complete Appendix B Cost Proposal Schedules workbook in its original editable Excel format,	The Cost Proposal Schedules B-1 through B-5 are available through ASUME’s procurement portal in PDF format. The official Microsoft Excel (.xlsx) workbook containing the editable Cost Proposal Schedules B-1 through B-5 will be made available through the Procurement Library, as provided in Section 2.6 of the RFP. Pursuant to Section 2.6, ASUME will make available to prospective Offerors a Procurement Library containing supplemental information

¹ The questions are reproduced as submitted by the proponents, in the language in which they were originally submitted.

	including Schedules B-1 through B-5, and confirm whether any additional pricing instructions, formulas, or protected cells apply.	and documentation relevant to the preparation of Proposals under this RFP. Prospective Offerors are instructed to request access to the Procurement Library by contacting ASUME at cmontalvo@asume.pr.gov and subasta@asume.pr.gov. Offerors shall use the official Excel workbook made available through the Procurement Library for completion and submission of the Cost Proposal and shall follow all instructions, formulas, formatting requirements, and protected cells contained therein, as applicable.
4	Please clarify the apparent difference between the “immediate” incident notification requirement in Section 3.8.5 and the 24-hour notification period stated in Attachment K. Which notification timeframe will govern for purposes of contractual compliance and SLA measurement?	Section 3.8.5 requires immediate notification to ASUME of any actual or suspected security incident. For purposes of this requirement, ASUME clarifies that the immediate notification shall be verbal, so that ASUME can promptly assess the potential impact and activate or coordinate the appropriate investigation, containment, mitigation, and operational continuity measures. The FMC shall not wait until the investigation is completed or the full scope of the incident is confirmed before providing this initial notification. Appendix K requires the subsequent formal written notification within twenty-four (24) hours. Accordingly, both requirements apply: immediate verbal notification upon identification of an actual or suspected security incident, followed by formal written notification within twenty-four (24) hours.
5	Please confirm whether the FedRAMP Moderate requirement applies only when Protected Information is stored, processed, or transmitted through a cloud service or cloud-hosted component.	FedRAMP Moderate applies only when Protected Information (PII, FTI, Title IV D data, etc.) is stored, processed, or transmitted through cloud services.
6	Please confirm whether ASUME will accept documented compensating controls when legacy	Currently, except for the mainframe environment, ASUME’s applicable systems support MFA and the required TLS capabilities. Where a legacy component cannot directly support an applicable security

	PRACSES components cannot directly support requirements such as MFA, FIPS-validated cryptography, modern TLS versions, or other current security controls.	requirement, documented compensating controls may be considered, subject to ASUME's review and approval and provided that such controls do not adversely affect compliance with applicable Federal or Commonwealth security requirements. The use of compensating controls shall not relieve the FMC of its responsibility to comply with the security requirements established in the RFP.
7	Please confirm whether the required 15-day and 30-day vulnerability remediation periods are subject to technical compatibility validation, testing, Change Advisory Board approval, and the availability of approved maintenance windows, particularly for legacy or mission-critical PRACSES components.	The fifteen (15) and thirty (30) day remediation timeframes may be coordinated within approved maintenance windows when technical compatibility validation, testing, or operational impact makes such coordination necessary. Any changes required to implement the remediation shall comply with the applicable Change Control Procedures. Such coordination shall be managed in a manner that supports compliance with the remediation timeframes established in the RFP.
8	Please confirm whether the analysis and correction of preexisting data conditions are included in the fixed monthly fee or may be handled as an Additional Service when the work requires extraordinary effort, extensive data remediation, application changes, or activities outside routine operations and maintenance.	Data corrections resulting from errors, defects, or actions attributable to the FMC are included within the scope of its responsibilities and shall be performed at no additional cost to ASUME. Preexisting data conditions may be considered Additional Services when the required work represents an extraordinary effort outside the scope of routine operations and maintenance, subject to the applicable evaluation and authorization process established in the RFP.
9	¿Cuáles son los niveles actuales de utilización y capacidad disponible de la infraestructura crítica—incluyendo CPU, memoria, almacenamiento, procesamiento batch, red y telecomunicaciones— y cuáles son las proyecciones de crecimiento que deberán utilizarse para fines de capacity planning?	Utilization levels are approximately 56%. The infrastructure includes 32 GB of DIMM memory (8/feat), 16 GB of incremental capacity memory, 20 cores per system processor, and 256 GB of system cache. Storage utilization is approximately 62% of a total capacity of 50 TB. Batch processing averages approximately 11 daily runs. For capacity planning purposes, an annual growth rate of approximately 14% is projected.
10	¿Cuáles son los RTO y RPO requeridos para PRACSES, NHRS y sus componentes críticos, y	The RTO is approximately nine (9) hours, and the RPO represents an estimated data-loss tolerance of approximately thirty (30) minutes.

	qué escenarios específicos deberán contemplarse como parte de las pruebas periódicas de Disaster Recovery y Business Continuity?	Critical components include the mainframe, storage, communications and related equipment, backup systems, interconnections, and devices required to provide system accessibility through the offices' WAN. Disaster Recovery testing shall be conducted every two (2) years, provided that no material changes occur in the infrastructure or systems that would warrant earlier testing. The Disaster Recovery and Business Continuity processes shall address the procedures and resources necessary to restore and maintain critical operations at an acceptable level following a disruptive event.
11	¿Puede ASUME proveer el volumen histórico de incidentes y solicitudes de servicio de los últimos 24 meses, segmentado por severidad, categoría, componente tecnológico, tiempo promedio de respuesta, tiempo promedio de resolución y porcentaje de resolución en primer contacto?	Annual incident volume is approximately four (4) high-impact incidents. Service request information related to programming activities is available for a 24-month period. ASUME r will not provide additional historical segmentation beyond the information made available through the RFP and Procurement Library.
12	Datos de la mesa de ayuda. La Sección 3.12 describe el volumen de llamadas correspondiente al año calendario 2025, pero la tabla cubre desde febrero de 2024 hasta febrero de 2025. Favor de proporcionar el conjunto correcto de datos correspondiente a doce meses, incluyendo el horario de operación, cantidad de usuarios y localidades atendidas, canales de atención, distribución por nivel de severidad, resolución en el primer contacto, tasa de abandono, periodos de mayor volumen y volumen fuera del horario laborable.	The approximate volume for the referenced period is 6,500 calls/service requests. The information provided in Section 3.12 and the Procurement Library constitutes the available information for planning purposes.
13	Informes de seguridad. La Sección 3.8.5 requiere la notificación inmediata de incidentes reales o sospechados, mientras que el Anejo K establece	Security incidents require immediate verbal notification to ASUME. The FMC shall not wait until the investigation is completed or the full scope of the incident is confirmed before providing the initial notification.

	que la notificación debe realizarse dentro de 24 horas. Favor de confirmar cuál es el plazo de notificación aplicable. Favor de confirmar también si los informes SOC 1 Tipo II y SOC 2 Tipo II deben estar disponibles al momento de someter la propuesta o si serán entregables anuales del contrato, y definir el alcance requerido de dichos informes.	Appendix K additionally requires formal written notification within twenty-four (24) hours. Both requirements apply. SOC 1 Type II and SOC 2 Type II reports are annual contract deliverables and are not required at the time of proposal submission. Their scope shall cover the applicable operational processes, systems, and controls associated with the Services, including applicable role-based access controls.
14	Formularios federales. Favor de proporcionar los formularios requeridos o modelos aceptables para las certificaciones federales enumeradas en la Sección 7.3 que no están incluidas como formularios en la Sección 8, incluyendo las certificaciones de Lugar de Trabajo Libre de Drogas, Igualdad de Oportunidades en el Empleo, Acceso a Registros, Trata de Personas, Sección 889 y Cumplimiento con las Obligaciones de Sustento de Menores de Puerto Rico.	The certifications identified in Section 7.3 do not require the use of a specific form provided by ASUME. ASUME provides the following additional guidance and clarifications: • Certification Regarding Access to Records and Drug-Free Workplace: It is clarified that this certification is not required as a separate document, as the applicable access-to-records requirements will be incorporated into the Applicable Federal Terms and Conditions governing any contract resulting from this RFP. • The Proponent shall certify its compliance with Section 889 of the National Defense Authorization Act (NDAA), including all applicable restrictions regarding the procurement or use of covered telecommunications equipment or services. • Proponent shall submit the certification required under Federal Acquisition Regulation (FAR) 52.222-56, Certification Regarding Trafficking in Persons Compliance Plan, in accordance with the requirements set forth therein, as applicable. • Executive Order 11246 was revoked on January 21, 2025, by Executive Order 14173; accordingly, the Contractor shall comply with all applicable nondiscrimination laws, regulations, and executive orders, as amended or otherwise in effect during the term of the Contract, which shall be incorporated, as applicable,

		into the terms and conditions of any Contract resulting from this RFP. The ASUME Negative Certification (Puerto Rico Child Support Compliance) must be requested through ASUME's online portal.
15	Mecánica de presentación. Favor de confirmar si el requisito de presentar un original y dos copias aplica por separado al Paquete de Carta de Presentación, la Propuesta Técnica y la Propuesta de Costos; si se permite la impresión por ambos lados y el uso de carpetas o encuadernadores; y cuál es el formato electrónico requerido, la convención para nombrar los archivos, el método de firma, el tamaño máximo permitido por correo electrónico y el procedimiento para transmitir archivos que excedan dicho límite.	The requirement to submit one (1) original and two (2) copies applies separately to the Cover Letter Package, Technical Proposal, and Cost Proposal. Double-sided printing is permitted. Proponents may use folders or binders, provided that each component of the Proposal is clearly identified and organized. In addition to the required hard-copy submission, an electronic copy of the Proposal must be submitted to subasta@asume.pr.gov, as provided in the RFP. For electronic submissions transmitted by email, documents shall be submitted in PDF format, except for any materials expressly required by the RFP to be submitted in another format, such as the official Cost Proposal Excel workbook. The total size of an email submission, including attachments, shall not exceed 20 MB. A specific file-naming convention is not applicable. Required signatures may be either original (handwritten) or electronic signatures, provided that the Proposal is signed by an individual authorized to bind the Offeror to the representations, commitments, and pricing contained in its Proposal, as required by the RFP. Email Submission Size Limitation: Each email submission is limited to a maximum of 20 MB. If the Proposal exceeds this limit, Offerors may submit the Proposal in multiple consecutive emails, clearly identifying each email in the subject line (e.g., Part 1 of 3, Part 2 of 3, etc.). Alternatively, Offerors may provide a secure electronic file-sharing or download link. Offerors are responsible for ensuring that any link

		provided is externally accessible to ASUME without requiring special permissions, account registration, or additional access authorization, and that all Proposal files can be accessed and downloaded without difficulty by the submission deadline.
16	Activos y licencias. Favor de identificar cuáles equipos, programas, licencias, herramientas, servicios de telecomunicaciones y equipos ambientales pertenecientes al contratista incumbente serán retirados o no estarán disponibles durante la transición. Favor de confirmar la condición y el estado de soporte de los activos pertenecientes a ASUME; aclarar cuáles costos de reemplazo o actualización deben incluirse en la tarifa mensual fija; e indicar quién será el propietario de los nuevos activos adquiridos al finalizar el contrato.	The equipment, software, tools, telecommunications assets, and environmental systems identified as property of the Incumbent FMC will be removed and will not be available to the new FMC. ASUME-owned assets will be provided as-is. The FMC shall include in its proposed pricing all replacement, upgrade, licensing, tooling, equipment, and service costs necessary to meet the requirements and applicable Service Levels established in the RFP. Ownership of any new assets acquired for the performance of the Contract shall be governed by the applicable provisions of the RFP, Contract, and Federal requirements.