

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

AMENDMENT NOTICE NO. 1

**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**

On August 19, 2026, the Administration for Child Support Enforcement (ASUME) announced the opening of the Request for Proposals (RFP) process No. PRACSES-O&M-2026-001 for Facilities Management (Operations & Maintenance) Services, issued under Title IV-D of the Social Security Act, with a Proposal Delivery Date of September 4, 2026, on or before 4:30 p.m. AST.

All interested proponents are hereby notified of the following amendments to the RFP:

- 1) Section 3.5.2 of the RFP is hereby amended to read as follows:

"3.5.2 Supporting Applications and Portals

In addition to PRACSES and the New Hire Registry System ("NHRS"), ASUME utilizes various web-based portals, applications, interfaces, databases, and related technology solutions that support the administration and operation of the Child Support Program. These applications complement PRACSES and provide functionality to ASUME personnel, program participants, employers, and other authorized users.

Such applications currently include, but are not limited to, the **Operational Statistics and Analytics Portal, Personalized Services Platform (PSP), Administrative Judges Application (ADM Judges), Attorneys and Procurators Application (ADM Procuradores), Automatic Certification Application, New Hire Reporting Portal, and Online Services Portal (Servicios en Línea)**, as well as other existing applications, portals, interfaces, automated processes, and related technology solutions identified by ASUME that support programmatic, administrative, reporting, case management, legal, employer, customer service, analytical, or operational functions. The FMC shall be responsible for the operation, maintenance, technical support, troubleshooting, correction of defects, security, implementation of modifications and improvements, and development of enhancements for these applications and their associated components, as directed by ASUME and within the scope of this RFP.

The FMC's responsibilities shall include, as applicable:

- Maintaining the applications, source code, databases, interfaces, APIs, reports, batch processes, configurations, and related technical components;
- Diagnosing and correcting application errors, defects, performance issues, and processing failures;
- Developing, testing, documenting, and implementing modifications, improvements, and Application Enhancements requested or approved by ASUME;
- Maintaining compatibility and interoperability with PRACSES and other ASUME systems, applications, interfaces, and authorized external systems, as applicable;
- Applying required security updates, patches, configuration changes, and remediation measures;
- Supporting testing, deployment, implementation, and production activities;
- Maintaining appropriate technical, functional, operational, and user documentation;
- Providing technical assistance to ASUME personnel and authorized users in connection with the operation and use of the applications; and

The FMC shall perform these services in accordance with the service levels, security requirements, change management procedures, development standards, documentation requirements, and other applicable provisions established in this RFP.

The applications specifically identified in this Section shall not constitute an exhaustive list. A brief description of the purpose and principal functionality of certain applications is provided for informational purposes and to assist Offerors in understanding the current application environment. Such descriptions are not intended to constitute a complete statement of functionality or to limit the scope of the FMC's responsibilities. The FMC shall also maintain and support other existing ASUME applications, portals, interfaces, and related technology solutions that ASUME identifies as supporting the operation and administration of the Child Support Program and that are included within the scope of the Facilities Management Services.

1. New Hire Reporting Portal

A web-based portal that enables employers to electronically report newly hired and rehired employees in accordance with applicable child support requirements. The portal facilitates the submission, management, and processing of New Hire information and supports the timely availability of employment data for child support program purposes, including location, establishment, and enforcement activities. It also provides operational and statistical information, reports, and metrics related to employer reporting and New Hire data, supporting program monitoring, analysis, and management decision-making.

2. Online Services Portal (Servicios en Línea):

A web-based portal that provides child support participants with secure access to case information and self-service functions. The portal allows users to view case status,

selected case events and activities, payment information and history, child support balances and obligations, appointment information, and other relevant case information. It also provides access to functions such as requesting certifications, making payments, and updating participant information, as applicable. The portal obtains relevant case information from PRACSES, providing participants with timely access to their case activity while reducing the need for in-person services.

3. Personalized Services Platform (PSP)

A web-based platform that provides participants and employers with access to ASUME services and facilitates communication with agency personnel. The platform supports case-related inquiries, service requests, access to information, forms and other services, while allowing ASUME personnel to receive, route, respond to, and track requests and referrals. It also supports internal consultations and referrals among ASUME personnel, providing documented workflows, traceability, response-time monitoring, and performance metrics to improve service delivery and operational oversight.

4. Automatic Certification Application (Certificación Automática)

An application that allows individuals and employers to obtain certifications that evidence their compliance status with child support obligations, including compliance and negative certifications, as applicable. The application also allows users to validate issued certifications and obtain payment histories. Individuals who are not registered in the system may provide the required information to complete the registration process and request the applicable certification.

5. Administrative Judges Application (ADM Judges)

An application that supports the operations of ASUME's Administrative Judges Offices and the management of administrative proceedings related to child support cases. The application provides functionality for case registration and tracking, management of case and party information, scheduling and monitoring of hearings and other administrative proceedings, tracking of orders, resolutions, notifications, reconsideration periods and compliance deadlines, maintenance of attorney information, generation of citations and notifications, and production of calendars, case registers, monthly reports, and other operational information. The application interfaces with or utilizes information maintained in PRACSES to support the processing and management of cases before ASUME's Administrative Judges.

6. Attorneys and Procurators Application (ADM Procuradores)

An application that supports ASUME's attorneys and procurators in the management, documentation, and follow-up of legal activities related to child support cases. The application provides tools for recording and tracking case activities and includes standardized templates for motions and other legal documents, helping streamline legal processes, promote consistency, and improve efficiency. ADM Procuradores also

interfaces with PRACSES through automated processes that allow relevant case activities and notes to be incorporated into the corresponding PRACSES case record.

7. Operational Statistics and Analytics Portal

A web-based portal that provides operational statistics, performance indicators, reports, and interactive dashboards to support the monitoring and management of Child Support Program operations. The portal provides advanced analytical capabilities to identify trends, patterns, anomalies, and areas requiring attention; analyze operational performance; summarize relevant information; and generate actionable insights to support management decision-making, resource allocation, and operational planning."

2) Section 3.10.1 of the RFP is hereby amended to read as follows:

"3.10.1 Testing and Acceptance of Maintenance, Enhancements, and Deliverables

Added
ASUME has recently acquired a new mainframe to support the PRACSES production environment and is currently in the process of migrating PRACSES and its associated mainframe components to the new platform. ASUME expects to complete the migration during 2026. The FMC shall take into consideration the status of this transition and shall, as applicable, support, validate, maintain, and operate the resulting mainframe environment and any remaining transition activities within the scope of the Facilities Management Services. The FMC shall ensure continuity of operations and shall coordinate with ASUME regarding any testing, validation, configuration, integration, or other activities necessary to support the transition and the stable operation of PRACSES on the new mainframe environment.

All corrective, perfective, and adaptive maintenance, all Application Enhancements, system modifications, configuration changes, and deliverables shall be subject to ASUME review and formal written acceptance. The FMC shall be responsible for testing and validating the complete functionality of all changes performed within its scope of responsibility prior to migration to production. This responsibility shall apply to changes affecting the PRACSES mainframe environment and all open systems applications, portals, interfaces, databases, services, batch processes, scheduled processes, and other supporting components.

Prior to migration to production, the FMC shall perform and document, as applicable, unit, system, integration, functional, regression, end-to-end, and performance testing to demonstrate that the change performs as intended, satisfies the approved requirements, properly integrates with affected systems and processes, and does not adversely affect existing functionality. Testing documentation and supporting evidence shall be maintained

by the FMC and made available to ASUME upon request for review, validation, audit, compliance, or other oversight purposes.

The FMC shall perform appropriate regression and end-to-end testing of affected and dependent functionality, including interfaces and processing across the mainframe and open systems environments, whenever a change may affect interconnected applications, processes, data exchanges, batch processing, interfaces, or upstream or downstream functionality. Testing shall not be limited solely to the specific component or code modified.

The FMC shall maintain documented evidence of completed testing, including, as applicable, test cases, test results, identified defects, corrective actions, and confirmation of successful retesting. The FMC shall remain fully responsible for performing all required testing and quality assurance activities and for ensuring the completeness, accuracy, and functionality of each change prior to its implementation in production.

Following implementation, the FMC shall validate the successful deployment and proper operation of each change in the production environment, including verification that the affected application, functionality, interface, batch process, scheduled process, data exchange, or other component is operating as intended. Such production validation shall include, as applicable, verification of processing results, interfaces, logs, jobs, transactions, data integrity, error conditions, and other relevant operational indicators.

The FMC shall promptly identify and correct any defect, error, failure, degradation, or unintended impact resulting from the implementation of a change. Where necessary to protect production operations, the FMC shall execute approved rollback or recovery procedures and coordinate all corrective actions with ASUME.

ASUME shall have an acceptance review period of up to thirty (30) calendar days from delivery to accept a deliverable or issue written notice of deficiencies. The FMC shall correct identified deficiencies at no additional cost to ASUME and resubmit the deliverable for a new acceptance period.

No enhancement, modification, or change shall be placed into production without ASUME's prior written approval in accordance with the Change Control Procedures. ASUME's authorization to migrate a change to production, successful UAT, or subsequent acceptance of a deliverable shall not relieve the FMC of responsibility for defects, errors, processing failures, or adverse impacts attributable to the change.

Federally mandated changes shall be implemented within the timeframes established by OCSE/HHS."

All other terms and conditions of the RFP document as published remain unchanged and in full force and effect.

This Amendment Notice No. 1, and any other information related thereto, will be published on ASUME's website, www.asume.pr.gov, under the section titled "NOTIFICACIÓN DE NECESIDAD DE SERVICIOS PROFESIONALES" (Notice of Need for Professional Services).

In San Juan, Puerto Rico, this 27 day of August, 2026.



Lcda. María del Mar Mateu Meléndez
Administrator
Administration for Child Support Enforcement (ASUME)