



**NM Human Services Department, Income Support Division
Consulting Services RFP #17-630-9000-0008**

RESPONSES TO QUESTIONS

	RFP SECTION	SECTION TITLE	PAGE	OFFEROR'S QUESTION	HSD'S RESPONSE
1.	V TRAINING	V. B. 1. BUSINESS SPECIFICATIONS; Financial Requirements	29-30	1. I do have a question about the financial stability section on page 29 and 30. Our most recent audited financials are from 2013. It typically takes at least a month to have an audit performed, which I am checking into. Also, the last I checked on our D&B report, it contained data from about eight years ago. Here is my question: If I cannot turn around audited financials for 2015 or 2016, and the D&B report contains old data, is there something else we can show you to prove financial stability? You will obviously receive our financials, but I'm trying to plan ahead with such a short timeframe	Provide only the requested information from the RFP for the section in question, if they exist.
2.	II. CONDITIONS GOVERNING THE PROCUREMENT	II.A. SEQUENCE OF EVENTS	6	2. RFP page 6, "Section A. Sequence of Events", would HSD respectfully consider a two week extension to the currently posted Proposal Submittal date?	It is in the best interest of the HSD to keep the date as published for the Proposal Submittal. The department will not change the date.
3.	III. RESPONSE FORMAT AND ORGANIZATION	III.C.2.F. COST FORMAT Technical Proposal	20	3. RFP page 20, "Section C. Proposal Format, 2. Technical Proposal, F. Response to Specifications, item #8 - New Mexico Preferences", please confirm the State's Certified Resident Business preference policy is in effect for this procurement?	No preference will be applied because a portion of the funding will be federal allocation.
4.	APPENDIX B APPENDIX L	II.C.15. II.C.16	37 102	4. Can you please clarify where Offeror's should include their "Response to Contract Terms and Conditions (II.C.15; Appendix B), and Offeror's Terms and Conditions (II.C.16)"? RFP page 102, Appendix L, Mandatory RFP Requirements Checklist indicates they should be included as part of Binder #2 - Cost/Terms and Conditions	Please include in Binder 1 only.



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				Response, which conflicts with RFP page 20, C. Proposal Format, whereas it states to provide as part of Binder #1 - Technical Proposal.	
5.	III. RESPONSE FORMAT AND ORGANIZATION	III.C.2.F.4. COST PROPOSAL	20	5. Can you please clarify which requirements Offeror's should respond to as part of "Desirable Specification" which is indicated on page 20 of the RFP, under C. Proposal Format, 2. Technical Proposal, F. Response to Specifications, item #4?	There are no desirable specifications identified in the RFP. No response is necessary. This item has been removed in Amendment 2 which will be released soon.
6.	APPENDIX I APPENDIX L	III.C.25.;V.B.20	102	6. Can you please clarify which requirements Offeror's should respond to and include as part of their proposals in regards to "x. Safeguarding IRS Federal Tax Information Form (Section II.C.25; Section V.B.20; Appendix I)" which is indicated on page 102 of the RFP, under Appendix L, Mandatory RFP Requirements Checklist	Please complete the form referenced in the RFP.
7.	V TRAINING		24	7. RFP page 24, "Section V. Training", states "Provide training for appropriate state officials, contractors, and providers on an as needed and requested basis." Can you please confirm who are the providers being referred to in this statement?	There are no providers to train as part of this RFP. This item has been removed in Amendment 2 of the RFP which will be released soon..



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8.	V TRAINING	V.B.1. BUSINESS SPECIFICATIONS	29	8. Section IV – Business Specifications #1 (Page 29): Do you require only the most recent audited financial statement or multiple years of audited financial statements?	Business Specifications #1 (Page 29) states the requirement clearly. The most recent years' audited financial statements.

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9.	V TRAINING	V. B. 1. TECHNICAL SPECIFICATIONS; Organizational Experience	24	9. Section IV – Technical Specifications #1.B (Page 24): Is having experience in the hospital audits field a requirement? Or was that mistakenly included?	This item has been removed/edited in Amendment 2 which will be released soon.
10.	IV SPECIFICATIONS	IV.A. DETAILED SCOPE OF WORK	21	10. Section IV – Detailed Scope of Work #1 (Page 21): Can you provide examples of the types of tools you are referring to in the RFP? Is it just a procedural desk manual and associated wiki, or are you also asking the vendor to create process tools that will help maintain consistency?	Section IV, Page 21 states that the Contractor will assist the department in assessing current training, tools... The tools used by the training team consist of tools used to develop training such as authoring software, Microsoft office products, and tools to deliver training such as Blackboard. Part of the scope of work for the RFP is for a contractor to develop a desk operations guide and wiki. Both items will be identical in content, but are different in their use. Both



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					items will contain policy and other pertinent information that will be used by staff for processing applications and cases for public assistance programs operated by the department.
11.	IV SPECIFICATIONS	IV.A.1. DETAILED SCOPE OF WORK HSD Vision	21	11. Section IV – Detailed Scope of Work #1 (Page 21): How is the Department defining training? Should it be conducted only in a classroom setting, or should it also include a combination of OJT, implementation support, and transfer of knowledge during the coaching that occurs during implementation? Does the Department expect the Vendor to train only on policy, or to train on policy and process together	The department defines training as training to include policy and procedures for processing applications and cases for public assistance programs operated by the department. The training will include information on how to use the department's eligibility system, ASPEN for application and case processing. Training should be conducted in a classroom setting and through the department's learning management system, Blackboard. The department's current training team will work alongside the contractor during the course of the contract.
12.	IV SPECIFICATIONS	IV.A.1. DETAILED SCOPE OF WORK HSD Vision	37 102	12. Section IV – Detailed Scope of Work #1 (Page 21): The language of the RFP only speaks to "assessing current training, tools, and practices" and "improve the training to ensure maximum retention of the material and to help ensure applications...are processed timely." Is the desire to have the vendor improve existing business practices and policy in local offices? Or to simply improve the training of existing practices and policy to ensure staff retain the information? If the focus is policy only, will the vendor be held accountable when the current practices don't support the proper policy interpretation?	The RFP requires a vendor to improve training for the department and to implement a desk operations guide and wiki. The focus is not just policy only, but how the policy information is applied to ensure timely and accurate processing of applications and cases. This includes utilizing the department's eligibility system, ASPEN, for the processing of applications and cases. If the vendor encounters situations where current practices don't support policy, then the vendor will identify and communicate those issues to the department for resolution.
13.	V TRAINING	V.B.6.A.8.	28	13. Section IV – Technical Specifications	The vendor is required to submit a detailed



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		TECHNICAL SPECIFICATIONS Mandatory Specifications		#6.A.8 (Page 28): Is the vendor required to submit a project plan or describe the approach for project management? There are multiple pieces of a project plan that we would likely not know unless we have assessed the current training practices. Additionally, is there a reason for asking for estimated hours when the project is fixed fee?	plan of all tasks to be performed with assignments to the awarded contractor's resources. The department understands that the plan will be iterative and will change as the vendor learns more about what training is currently in place. The department requests the estimated hours as part of evaluating the appropriateness of the proposed project plan.
14.	I INTRODUCTION	I.C. SCOPE OF PROCUREMENT	1	14. Section I – Scope of Procurement (Page 1): The proposal notes that the scope “includes IT, such as hardware and software” and continues that the contractor is responsible for “all IT, including hardware, software, data files, enhancements, modifications, systems of control software, as well as provide software training, maintenance, support, documentation, and any other directly related professional service.” Is the state expecting the vendor to utilize and/or code software, or are you simply indicating your expectation that the vendor is responsible for providing their own computers, etc. for vendor staff?	The department expects the vendor to use its own hardware and software for meeting the requirements of scope of the RFP.



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15.	V TRAINING	V.B.6.A.8. TECHNICAL SPECIFICATIONS Mandatory Specifications	24	15. Section IV – Mandatory Specifications #D (Page 29): While the RFP indicates that “Offerors are strongly encouraged to offer alternative approaches and tools highlighting cost differences and trade-offs” the budget document in Appendix D does not allow offers to provide options/alternatives. How would the state prefer a vendor offer alternatives and different approaches to help meet the goal to “end the DHG litigation and the implementation of new tools to facilitate continual process improvement”?	The vendor is encouraged to provide alternative approaches and tools as part of the assessing the existing training in use by the department and as part of assessing the effectiveness of the new training that will be provided by the vendor.
16.	IV SPECIFICATIONS	IV.A.3. DETAILED SCOPE OF WORK Work Location and Performance	29	16. Section IV – Detailed Scope of Work #3 (Page 23): Can you please provide the staffing level for each of the Department’s 35 ISD field offices.	ISD has 5 regions with multiple offices/staff; Region 1-147 staff, Region 2-237 staff, Region 3- 286 staff, Region 4-101 staff, and Region 5-161 staff. These numbers are estimates as the staffing is fluid month to month.
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17.	V TRAINING	V. B. 6. TECHNICAL SPECIFICATIONS; Mandatory Specifications	24	17. Section IV – Technical Specifications #6 (Page 28): Can you provide a list of the job classifications subject to training (i.e. eligibility workers, clerks, supervisors, admin, IT, HR, etc.)?	The division utilizes several job classifications. Job classifications include: Job Classification A/O I A/O II ECONOMIST-B ECONOMIST-S EXEC. SEC. & ADMIN ASST. SUPV. FAMILY ASSISTANCE ANALYST I FAMILY ASSISTANCE ANALYST II FAMILY ASSISTANCE ANALYST SUPV



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					FIN SPEC-A GEN I GEN I - ECONOMICS HSD QUAL ASSURANCE SPECIALIST IND TRUCK/TRAC OP-A MGT ANALYST-A MGT ANALYST-B MGT ANALYST-O MGT ANALYST-S OFFICE & ADMIN SUP-A OFFICE & ADMIN SUPP WRKR SUPV. OFFICE CLRK, GEN-A OFFICE CLRK, GEN-O Oper Research Analyst-A PENDING FAA I RECLASS PENDING FAA II RECLASS PURCHASING AGENT-O SECRETARY SUPERVISOR Soc/Com Sv Coord-A SOC/COM SV COORD-Supv STAFF TRAIN & DEV SPEC-A
18.	III. RESPONSE FORMAT AND ORGANIZATION	II.C.2 PROPOSAL FORMAT Technical Proposal	20	18. Section III – Proposal Format #2 (Page 20): The proposal asks for a section on Desirable Specification (III.C.2.F.4), however, both pages 25 and 28 have sections called Mandatory Specifications. Should the response include two sections labeled Mandatory Specifications? Or should the title for the section on page 28 be changed to Desirable Specifications?	This item has been removed in Amendment 2 which will be released soon.
19.	V. EVALUATION	V.B.9.11.12 EVALUATION	33	19. Section V – Evaluation Factors #9/11/12 (Page 33): Where do you prefer the New	This item has been amended in Amendment 2 which will be released soon.



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		FACTORS		Mexico Employees Health Coverage Form, Employee Pay Equity Reporting Form, and Suspension and Debarment Requirement Form to be included in the bound proposal?	In Binder 2.
20.	IV SPECIFICATIONS	IV.A.1. DETAILED SCOPE OF WORK HSD Vision	21	Regarding the reference to a Wiki on Page 21, does HSD currently have a Wiki platform, and if not, does HSD have a preference of which platform the vendor uses?	HSD does have a wiki platform.

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21.	IV SPECIFICATIONS	IV.A.3. DETAILED SCOPE OF WORK Work Location and Performance	23	21. How many staff and supervisors are in each of the 35 ISD field offices, referenced on Page 23?	Please refer to the answer provided in number 16.
22.				22. How many training staff does HSD currently have?	HSD has many training staff. The Income Support Division has 11 trainers including the Training Staff Manager.
23.	V TRAINING	V. B. 5. TECHNICAL SPECIFICATIONS; Cost Proposal	30	23. On Page 30, Number 5 it says "The Offeror shall propose fully loaded fixed costs for each of the items stated on the Cost Response Form (Appendix XX. The costs cited will include all costs to operate a customer support services center that meets all contract requirements." – There does not	This item has been removed in Amendment 2 which will be released soon.



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				seem to be any detail related to the customer support services center anywhere else in the scope. Will HSD speak to its expectations for a "customer support services center"?	
24.	I INTRODUCTION	I.	1	24. On page 1, in the Introduction, the RFP notes that HSD is looking to improve "application processing practices" – is HSD looking for a review of current processes and recommendations for improvement in that space as well?	No.
25.				25. Please advise if RFP# 17-630-9000-0008 is a new requirement or if there is an incumbent. If existing, who is the incumbent and what is the current contract value and contract number?	This is a new procurement.