

**STATE PURCHASING DIVISION
OF THE
GENERAL SERVICES DEPARTMENT
AND
The New Mexico Human Services Department**

REQUEST FOR PROPOSALS (RFP)

**Child Support Enforcement Division
Customer Support Service Center**



**RFP#
60-630-15-30594**

AMENDMENT TWO

Issued: December 11, 2015

Proposals Due: February 12, 2016

Request for Proposals Number 16-630-15-30594 is amended as described herein:

Change on Page 7

From:

C. SCOPE OF PROCUREMENT

The term of the awarded contract shall be for 2 (two) years, with the option of 2 (two) 1-year renewals. The contract shall not exceed 4 (four) years.

To:

C. SCOPE OF PROCUREMENT

The term of the awarded contract shall be for 4 (four) years. The contract shall not exceed 4 (four) years.

EXHIBIT J, COST RESPONSE FORM

From:

COST RESPONSE FORM

Description	Type	Quantity	Cost per Item

Example Format: Base Period: (xx/xx/xxxx thru xx/xx/xxxx) Price: \$
 (includes all labor, materials, equipment, transportation, fees and taxes to provide the Services described in Section IV, (as amended by any current RFP amendments for the period specified above)

Option Year 1: (xx/xx/xxxx thru xx/xx/xxxx) Price:\$ _____

(includes all labor, materials, equipment, transportation, configuration, installation, training, taxes and profit to provide the Services described in Section IV, (as amended by any current RFP amendments for the period specified above)

Option Year 2: (xx/xx/xxxx thru xx/xx/xxxx) Price:\$ _____

(includes all labor, materials, equipment, transportation, configuration, installation, training, taxes and profit to provide the Services described in Section IV, (as amended by any current RFP amendments for the period specified above)

Option Year 3: (xx/xx/xxxx thru xx/xx/xxxx) Price:\$ _____

(includes all labor, materials, equipment, transportation, configuration, installation, training, taxes and profit to provide the Services described in Section IV, (as amended by any current RFP amendments for the period specified above)

Option Year 4: (xx/xx/xxxx thru xx/xx/xxxx) Price:\$ _____

(includes all labor, materials, equipment, transportation, fees and taxes to provide the Services described in Section IV, (as amended by any current RFP amendments for the period specified above)

To:

Exhibit J

REVISED COST RESPONSE FORM

Description	Base Rate*	Estimated CPI Adjustment Factor**	CPI Adjusted Rate***	Estimated Annual Volume	Total****	Total with Gross Receipts Tax*****
Year One						
Inbound Calls	\$ -	1.6	\$ -	380,000	\$ -	\$ -
KIDS Line IVR System		1.6		90,000	\$ -	\$ -
Outbound Calls		1.6		9,000		\$ -
Deliverable One	\$ -	0	\$ -	1.0	\$ -	\$ -
Year One Subtotal					\$ -	\$ -
Year Two						
Inbound Calls		1.6	\$ -	380,000	\$ -	\$ -
KIDS Line IVR System		1.6		90,000		\$ -
Outbound Calls		1.6		9,000		\$ -
Year Two Subtotal						\$ -
Year Three						
Inbound Calls		1.6	\$ -	360,000	\$ -	\$ -
KIDS Line IVR System		1.6		230,000		\$ -
Outbound Calls		1.6		24,000		\$ -
Year Three Subtotal					\$ -	\$ -
Year Four						
Inbound Calls		1.6	\$ -	360,000	\$ -	\$ -
KIDS Line IVR System		1.6		230,000		\$ -
Outbound Calls		1.6		24,000		\$ -
Year Four Subtotal					\$ -	\$ -
Grand Total						\$ -

*Deliverable One includes fixed costs related to all labor, transportation, materials, transition plan requirements, facilities, staff, and equipment.

**Base rate includes all travel, per diem, fringe benefits, and any overhead costs for contracted personnel, as well as subcontracted personnel, if applicable.

***Estimated Consumer Price Index (CPI) Adjustment Factor.

****Base Rate Multiplied by CPI Adjusted Factor.

*****CPI Adjusted Rate Multiplied by Estimated Annual Volume.

*****Total Multiplied by the Current Santa Fe Gross Receipts Tax (GRT), which is 8.3125 percent, and shall be itemized separately on invoices