

**NEW MEXICO HUMAN SERVICES DEPARTMENT**

**REQUEST FOR PROPOSALS**

**HEALTH AND HUMAN SERVICES 2020 - MEDICAID ENTERPRISE  
MANAGEMENT INFORMATION SYSTEM**

**QUALITY ASSURANCE**



RFP Issued: March 16, 2018

**RFP # 18-630- 8000-0003**

**Amendment 1**

RFP Release: March 16, 2018

Proposals Due: May 16, 2018

***Request for Proposals # 18-630- 8000-0003 is amended as described herein:***

**1. Changes to Section V, TITLE MMISR Procurement Library, page 14**

Brief Description: Update MMISR Procurement Library access link.

***Change From:***

An MMISR Procurement Library has been established and can be accessed at <https://nmhsd-public.sharepoint.com/Pages/HSDProcurementLibrary.aspx>.

***To:***

An MMISR Procurement Library has been established and can be accessed at <https://webapp.hsd.state.nm.us/Procurement/>.

**2. Changes to Section V, TITLE MMISR Procurement Library, page 14**

Brief Description: Update NM 2015 MITA 3.0 State Self-Assessment access link.

***Change From:***

NM 2015 MITA 3.0 State Self-Assessment, on the NMHSD website: [https://nmhsd-public.sharepoint.com/\\_layouts/15/WopiFrame.aspx?sourcedoc=%7B209F2C67-810C-4678-9235-83AE672D4F7F%7D&file=MAD%20MITA%20SSA%203.0.docx&action=default](https://nmhsd-public.sharepoint.com/_layouts/15/WopiFrame.aspx?sourcedoc=%7B209F2C67-810C-4678-9235-83AE672D4F7F%7D&file=MAD%20MITA%20SSA%203.0.docx&action=default)

***To:***

NM 2015 MITA 3.0 State Self-Assessment, on the NMHSD website: <https://webapp.hsd.state.nm.us/Procurement/>

**3. Changes to Section V, TITLE MMISR Procurement Library, page 14-15**

Brief Description: Add new addendum 22-HHS 2020 Recovery Data

***Change From:***

Program-related Documents in the Procurement Library: The Procurement Library contains reference documents related to this procurement, including:

1. HHS 2020 Roles and Responsibilities
2. HHS 2020 Background Information NM HHS and Medicaid
3. HHS 2020 Work Flows
4. HHS 2020 Stakeholder Relationship Diagrams
5. HHS 2020 User Views
6. HHS 2020 Data Flows
7. HHS 2020 Acronyms
8. HHS 2020 Terms and Definitions

9. HHS MMIS Activity Data
10. HHS 2020 CMS Seven Conditions and Standards
11. HHS 2020 Overview of the NM Medicaid Program
12. HHS 2020 Legacy MMIS Interfaces
13. HHS2020 Data Needs for Reporting
14. HHS 2020 Security Privacy and Standards
15. HHS 2020 Omnicaid Turnover Plan
16. HHS 2020 Legacy Enterprise Partner Interfaces
17. HHS 2020 Process Views
18. HHS 2020 MITA Business Area to Module
19. HHS 2020 Organizational Chart
20. HHS 2020 HHS 2020 Vision and Architecture
21. HHS 2020 Security Standards

**To:**

Program-related Documents in the Procurement Library: The Procurement Library contains reference documents related to this procurement, including:

1. HHS 2020 Roles and Responsibilities
2. HHS 2020 Background Information NM HHS and Medicaid
3. HHS 2020 Work Flows
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8. HHS 2020 Terms and Definitions
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10. HHS 2020 CMS Seven Conditions and Standards
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16. HHS 2020 Legacy Enterprise Partner Interfaces
17. HHS 2020 Process Views
18. HHS 2020 MITA Business Area to Module
19. HHS 2020 Organizational Chart
20. HHS 2020 HHS 2020 Vision and Architecture

21. HHS 2020 Security Standards

*22. HHS 2020 Recovery Data*

**4. Changes to Section VII. RESPONSE SPECIFICATIONS, TITLE A. 3. PROPOSAL FORMAT, page 31**

Brief Description: Revise exclusions to the 300-page count

***Change From:***

Hard copy proposals shall be submitted typewritten, Times Roman twelve (12) (tables and graphics may be in 10-pt font), on standard eight and a half (8½) by eleven (11) inch paper (larger paper is permissible only for charts, spreadsheets, etc.) and shall be placed in the binders with tabs delineating each section. Response must be no more than three hundred (300) pages in length excluding the title page, table of contents, tabs, pricing, resumes, financial statements, the mandatory State required forms and examples of documents. For ease of review, Offerors are encouraged to place examples in an optional separate binder.

***To:***

Hard copy proposals shall be submitted typewritten, Times Roman twelve (12) (tables and graphics may be in 10-pt font), on standard eight and a half (8½) by eleven (11) inch paper (larger paper is permissible only for charts, spreadsheets, etc.) and shall be placed in the binders with tabs delineating each section. Response must be no more than three hundred (300) pages in length excluding the title page, table of contents, tabs, pricing, resumes, financial statements, the mandatory State required forms, *detailed work plan, detailed implementation schedule* and examples of documents. *The Offeror is expected to include in the 300 page limit a summary work plan with milestones and a summary implementation schedule.* For ease of review, Offerors are encouraged to place examples in an optional separate binder.

**5. Changes to Section VII. RESPONSE SPECIFICATIONS, TITLE VII.A.3, page 31**

Brief Description: add 10-point font for Header/Footer and requirement text.

***Change From:***

Hard copy proposals shall be submitted typewritten, Times Roman twelve (12) (tables and graphics may be in 10-pt font), on standard eight and a half (8½) by eleven (11) inch paper (larger paper is permissible only for charts, spreadsheets, etc.) and shall be placed in the binders with tabs delineating each section. Response must be no more than three hundred (300) pages in length excluding the title page, table of contents, tabs, pricing, resumes, financial statements, the mandatory State required forms and examples of documents. For ease of review, Offerors are encouraged to place examples in an optional separate binder.

***To:***

Hard copy proposals shall be submitted typewritten, Times Roman twelve (12) (tables, *header, footer, original RFP requirement text and proposal* graphics may be in 10-pt font), on standard eight and a half (8½) by eleven (11) inch paper (larger paper is permissible only for charts, spreadsheets, etc.) and shall be placed in the binders with tabs delineating each section. *The text for the requirement question will still be included in the response and cannot exceed the three hundred (300) page limit. The requirement response must be in 12-point font.* Response must be no more than three hundred (300) pages in length excluding the title page, table of contents, tabs, pricing, resumes, financial statements, the mandatory State required forms and examples of documents. For ease of review, Offerors are encouraged to place examples in an optional separate binder.

**6. Changes to Section VII. RESPONSE SPECIFICATIONS, TITLE A. 2. NUMBER OF COPIES Binder 1, page 31**

Brief Description: clarify 10MB is per file not for the entire proposal.

***Change From:***

Electronic versions of the proposal must not exceed 10 MB.

***To:***

Electronic versions of the proposal must not exceed 10 MB *per file, not for the entire proposal submission.*

**7. Changes to Section APPENDIX B, TITLE COST RESPONSE FORM #2, page 43 and COST RESPONSE FORM #3 page 44,**

Brief Description: change “all-inclusive price” to “percentage” for contingency based components

***Change From:***

Provide an all-inclusive price for all contingency fee based components related of the Offeror’s business services.

***To:***

Provide *a percentage based* ~~an all-inclusive~~ price for all contingency fee based components related of the Offeror’s business services.

***Change From:***

Provide an all-inclusive price for optional contract extension years for all activities related to QA Business Services.

***To:***

Provide an all-inclusive price for *All Components (excluding TPL and RAC) and a percentage based price for contingency based components (TPL and RAC)* for optional contract extension years for all activities related to QA Business Services.

**8. Changes to Section APPENDIX C TITLE Letter of Transmittal Form, page 46**

Brief Description: correct numbering IV should be VI

***Change From:***

7. \_\_\_ On behalf of the submitting organization named in item #1, above, I accept the Conditions Governing the Procurement as required in Section IV C.1.

***To:***

7. \_\_\_ On behalf of the submitting organization named in item #1, above, I accept the Conditions Governing the Procurement as required in Section *VI*. C.1.

**9. Changes to Section APPENDIX G, TITLE STATEMENT OF WORK, page 56**

Brief Description: Correct Numbering

***Change From:***

- 2.1 Subcontractors

***To:***

- 1.2* Subcontractors

**10. Changes to Section APPENDIX G, TITLE 9.2 Additional Key QA Personnel Requirements, page 75**

Brief Description: resolve conflicting time for Key Personnel

***Change From:***

3. All Key Personnel must be committed for no less than the first six (6) months of the contract performance period;

***To:***

3. All Key Personnel must be committed for *no less than* the *initial year first six (6) months* of the contract performance period;

**11. Changes to Section APPENDIX G, TITLE Detailed Statement of Work, page 54**

Brief Description: Clarify SOA-compliant

***Change From:***

The QA module must integrate with the SI Solution which consists of a highly reliable, loosely coupled, secure SOA-compliant integration platform for all of HHS 2020 that will provide systems migration capability, core shared services (as defined in the SI RFP) and an ongoing operational monitoring and management capability. The QA Contractor will be required to adhere to all standards established by the SI Contractor and approved by the State for integration, interoperability, security, Single Sign On (SSO) and transmission of data. The Contractor must exchange data using the SI's ESB and acknowledge the data belongs to the State.

**To:**

The QA module must *be Service-Oriented Architecture (SOA) compliant, fully capable of integration via Application Programming Interfaces (APIs) integrate* with the SI Solution which consists of a highly reliable, loosely coupled, secure SOA-compliant integration platform for all of HHS 2020 that will provide systems migration capability, core shared services (as defined in the SI RFP) and an ongoing operational monitoring and management capability. *The QA module will integrate with the System Integrator's Enterprise Service Bus (ESB) that is capable of end to end connections to all other MMISR modules, shared services and legacy systems.* The QA Contractor will be required to adhere to all standards established by the SI Contractor and approved by the State for integration, interoperability, security, Single Sign On (SSO) and transmission of data. The Contractor must exchange data using the SI's ESB and acknowledge the data belongs to the State.

**12. Changes to Section APPENDIX H, TITLE Service Expectations Requirement 7.03, page 98**

Brief Description: correct typo (missing text)

**Change From:**

Offeror shall describe how its proposed services are a complete and provide for the future needs of the MMISR Framework and one which complies with CMS guidance on modularity and integration.

**To:**

Offeror shall describe how its proposed services are a complete *service that-and* provides for the future needs of the MMISR Framework and one which complies with CMS guidance on modularity and integration.

**13. Changes to Section APPENDIX H, TITLE NM HHS 2020 – Quality Assurance Requirements, page 103**

Brief Description: correct numbering #7 should be #6

**Change From:**

7. Explain your ability and willingness to meet the preliminary set of SLAs and LDs in Appendix K - HHS 2020 Performance Measures. During contract negotiations, the Contractor and State will collaborate to define the SLAs which will be included in the contract. Offeror should understand and agree there will be SLAs that cannot be defined during contract negotiations for operations and will require future Contractor and State collaboration.

**To:**

6. Explain your ability and willingness to meet the preliminary set of SLAs and LDs in Appendix K - HHS 2020 Performance Measures. During contract negotiations, the Contractor and State will collaborate to define the SLAs which will be included in the contract. Offeror should understand and agree there will be SLAs that cannot be defined during contract negotiations for operations and will require future Contractor and State collaboration.

**14. Changes to Section APPENDIX H TITLE NM HHS 2020 – Quality Assurance Requirements, page 101**

Brief Description: new requirements

**Add:**

<i>Service Expectations</i>	<i>7.35</i>	<i>Offeror shall describe how its proposed services will transfer to the State, or its designee, all licenses and software, within (120) days of receipt of transfer request from the State.</i>
<i>Service Expectations</i>	<i>7.36</i>	<i>Offeror shall describe how its proposed services maintain current versions and licenses for all software encompassed within its Services, and how it will implement all patches on a timely basis.</i>
<i>Service Expectations</i>	<i>7.37</i>	<i>Offeror shall describe how its proposed services utilize the State specified style guide to accomplish a common State User experience across the modules User Interface (UI).</i>
<i>Service Expectations</i>	<i>7.38</i>	<i>Offeror shall describe its Business Rules Engine (BRE) and how it captures and uses configurable business rules to assist the State in achieving MITA Maturity Level 4 while assuring compliance with State and Federal policies.</i>
<i>Service Expectations</i>	<i>7.39</i>	<i>Offeror shall describe how its proposed services provide business rules to the State in a language that business people can interpret and electronic format compatible with the State's BRE (currently Corticon).</i>
<i>Service Expectations</i>	<i>7.40</i>	<i>Offeror shall describe how its proposed services provide and integrate (e.g., retrieve, send, consume, share, store, maintain</i>



		<i>the current version) its standardized business rules data with the State's common business rule repository (currently Corticon).</i>
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**15. Changes to Section APPENDIX J TITLE Crosswalk QA RFP to CMS Draft RFP Template, page 127**

Brief Description: add cross reference to APPENDIX H

***Change From:***

	Statement that the proposed contract will include provisions for retention of all ownership rights to the software by the State, if designed, developed, installed, or enhanced with FFP. (See 42 CFR 433.112 (b)(5) and (6), and 45 CFR 95.617(a)).	n/a for a BPO
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***To:***

	Statement that the proposed contract will include provisions for retention of all ownership rights to the software by the State, if designed, developed, installed, or enhanced with FFP. (See 42 CFR 433.112 (b)(5) and (6), and 45 CFR 95.617(a)).	<del>n/a for a BPO</del> APPENDIX H - OFFEROR AND CONTRACTOR REQUIREMENTS
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**16. Changes to Section APPENDIX K, TITLE Quality Assurance Measures - # 18 and # 19 page 130**

Brief Description: revise 7 business days to not greater than thirty (30)

***Change From:***

QA Contractor must initiate recovery of claims of identified as "pay and chase" within seven (7) calendar days of and initiate follow up within thirty (30) calendar days of no response.

***To:***

QA Contractor must initiate recovery of claims *that are* identified as "pay and chase" *no later than thirty (30)* calendar days of *identification* and initiate follow up within thirty (30) calendar days of no response.

***Change From:***

QA Contractor must initiate recovery within seven (7) calendar days of RAC funds or follow-up within thirty (30) calendar days of no response.

***To:***

QA Contractor must initiate recovery *of claims within seven (7) no later than thirty (30)* calendar days of RAC ~~*funds*~~ *recovery identification and initiate* follow-up within thirty (30) calendar days of no response.