

**NEW MEXICO HUMAN SERVICES DEPARTMENT**

**REQUEST FOR PROPOSALS**

**HEALTH AND HUMAN SERVICES 2020 – Consolidated  
Customer Service Center**



**RFP#19-630-4000-0001**

**Amendment 1**

RFP Release: November 12, 2018

*Change From:* Proposals Due: January 16, 2019

*Change To :* Proposals Due: February 13, 2019

*Request for Proposals # 19-630-4000-0001 is amended as described herein:*

## **1. Changes to Section II Conditions Governing the Procurement, A. Sequence of Events – A. SEQUENCE OF EVENTS, page 15**

**Brief Description:** Replaced the sequence of events schedule to extend the due date for the submission of proposals and extended dates that are impacted by that extension.

*Change From:*

### **II. CONDITIONS GOVERNING THE PROCUREMENT**

This section of the RFP presents the schedule, description and conditions governing the procurement.

#### **A. SEQUENCE OF EVENTS**

The Procurement Manager will make every effort to adhere to the following schedule:

<b>Action</b>	<b>Responsible Party</b>	<b>Due Date*</b>
1. Issue RFP	HSD	November 12, 2018
2. Distribution List Confirmation	HSD	December 5, 2018
3. Pre-proposal Conference	HSD	December 5, 2018
4. Deadline to Submit Questions	Potential Offerors	December 7, 2018
5. Response to Written Questions	Procurement Manager	December 19, 2018
6. Submission of Proposal	Potential Offerors	January 16, 2019
7. Proposal Evaluation	Evaluation Committee	January 17, 2019 to January 31, 2019
8. Selection of Finalists	Evaluation Committee	February 1, 2019
9. Best and Final Offer	Finalist Offerors	February 13, 2019
10. Oral Presentation(s)	Finalist Offerors	February 19, 2019 to February 21, 2019
11. Finalize Contractual Agreement	HSD/Finalist Offerors	March 20, 2019
12. Approval of Contract (Federal & State)	CMS/DoIT	May 20, 2019
13. Contract Award	HSD/Finalist Offerors	May 24, 2019
14. Protest Deadline	HSD	15 calendar days after contract award notice

\* Dates subject to change based on number of responses and final approval from Federal partners.

**To:**

## **II. CONDITIONS GOVERNING THE PROCUREMENT**

This section of the RFP presents the schedule, description and conditions governing the procurement.

### **B. SEQUENCE OF EVENTS**

The Procurement Manager will make every effort to adhere to the following schedule:

<b>Action</b>	<b>Responsible Party</b>	<b>Due Date*</b>
1. Issue RFP	HSD	November 12, 2018
2. Distribution List Confirmation	HSD	December 5, 2018
3. Pre-proposal Conference	HSD	December 5, 2018
4. Deadline to Submit Questions	Potential Offerors	December 7, 2018
5. Response to Written Questions	Procurement Manager	January 4, 2019
6. Submission of Proposal	Potential Offerors	February 13, 2019
7. Proposal Evaluation	Evaluation Committee	February 14, 2019 to February 26, 2019
8. Selection of Finalists	Evaluation Committee	February 27, 2019
9. Best and Final Offer	Finalist Offerors	March 13, 2019
10. Oral Presentation(s)	Finalist Offerors	March 20, 2019 to March 22, 2019
11. Finalize Contractual Agreement	HSD/Finalist Offerors	April 22, 2019
12. Approval of Contract (Federal & State)	CMS/DoIT	June 20, 2019
13. Contract Award	HSD/Finalist Offerors	June 24, 2019
14. Protest Deadline	HSD	15 calendar days after contract award notice

\* Dates subject to change based on number of responses and final approval from Federal partners.

## **2. Changes to Appendix G, Detailed Statement of Work, page 52**

**Brief Description:** Replaced section 1.3 in Appendix G, removing the limitation of the selected vendor ability to serve as a subcontractor in any other modules.

### **Change From:**

**1.3.**As noted elsewhere in this RFP, as part of the HSD commitment to maximizing the benefits of a modular MMISR Solution, the selected Contractor can perform as the Prime Contractor on any other module or BPO except for SI and can serve as a subcontractor in

other modules or BPOs except for SI. A conflict of interest may exist when an Offeror qualifies for approval to enter into a Centennial Care Managed Care Organization (MCO) contract and a contract for the MMIS/MMISR Quality Assurance, Benefit Management Services and/or Financial Management BPOs with the State. This includes an Offeror that is a Contractor and/or a Subcontractor. To avoid the conflict, HSD, in its sole discretion, has the right to deny approval of the Offeror to enter into MMIS/MMISR and/or MCO contracts

*To:*

- 1.3.**As noted elsewhere in this RFP, as part of the HSD commitment to maximizing the benefits of a modular MMISR Solution, the selected Contractor can perform as the Prime Contractor on any other module or BPO except for SI and can serve as a subcontractor in other modules or BPOs. A conflict of interest may exist when an Offeror qualifies for approval to enter into a Centennial Care Managed Care Organization (MCO) contract and a contract for the MMIS/MMISR Quality Assurance, Benefit Management Services and/or Financial Management BPOs with the State. This includes an Offeror that is a Contractor and/or a Subcontractor. To avoid the conflict, HSD, in its sole discretion, has the right to deny approval of the Offeror to enter into MMIS/MMISR and/or MCO contracts

### **3. Changes to Appendix D – REFERENCE QUESTIONNAIRE FORM, page 46**

**Brief Description:** Replaced the responsibility of sending the questionnaire to references.

*Change From:*

#### **APPENDIX D - REFERENCE QUESTIONNAIRE FORM**

As part of the RFP process, the State of New Mexico requires Offerors to submit a minimum of three (3) business references. The purpose of these references is to document Offeror's experience relevant to the scope of work in an effort to establish Offeror's responsibility.

The Procurement Manager will send a reference form to each business reference listed. The business reference, in turn, is requested to submit the Reference Questionnaire directly to:

Eric Candelaria, Procurement Manager  
HHS 2020 – MMISR Consolidate Customer Service Center  
RFP 19-630-4000-0001  
Human Services Department  
Information Technology Division  
1301 Siler Road, Building B&C  
Santa Fe, NM 87505  
Phone: (505) 476-4007  
Fax: (505)476-3950  
E-mail: [eric.candelaria@state.nm.us](mailto:eric.candelaria@state.nm.us)

*To:*

#### **APPENDIX D - REFERENCE QUESTIONNAIRE FORM**

As part of the RFP process, the State of New Mexico requires Offerors to submit a minimum of three (3) business references. The purpose of these references is to document Offeror's experience relevant to the scope of work in an effort to establish Offeror's responsibility.

The Offeror will send a reference form to each business reference listed. The business reference, in turn, is requested to submit the Reference Questionnaire directly to:

Eric Candelaria, Procurement Manager  
HHS 2020 – MMISR Consolidate Customer Service Center  
RFP 19-630-4000-0001  
Human Services Department  
Information Technology Division

1301 Siler Road, Building B&C  
Santa Fe, NM 87505  
Phone: (505) 476-4007  
Fax: (505)476-3950  
E-mail: [eric.candelaria@state.nm.us](mailto:eric.candelaria@state.nm.us)

#### **4. Changes to Appendix D, Reference Questionnaire Form, page 46**

Brief Description: Added Reference Questionnaire Form

**Add:**

**RFP # 19-630-4000-0001 REFERENCE QUESTIONNAIRE FOR:  
<Offeror Name>**

This form is being submitted to your organization for completion as a business reference for the company listed above. This form is to be returned to the State of New Mexico Human Services Department via facsimile or e-mail:

Eric Candelaria, Procurement Manager  
HHS 2020 – MMISR Consolidate Customer Service Center  
RFP 19-630-4000-0001  
Human Services Department  
Information Technology Division  
1301 Siler Road, Building B&C  
Santa Fe, NM 87505  
Phone: (505) 476-4007  
Fax: (505)476-3950  
E-mail: [eric.candelaria@state.nm.us](mailto:eric.candelaria@state.nm.us)

The form must be received by the Procurement Manager no later than 3:00PM MT, February 13, 2019 and **must not** be returned to the company requesting the reference.

For questions or concerns regarding this form, please contact the State of New Mexico Procurement Manager listed above. When contacting us, please be sure to include the RFP number listed at the top of this page.

<b>Organization Providing Reference:</b>	
<b>Contact Name and Title/Position</b>	
<b>Contact Telephone Number</b>	
<b>Contact E-mail Address</b>	

**QUESTIONS:**

1. In what capacity have you worked with this Contractor in the past? Describe the work this Contractor did for you.

**COMMENTS:**

2. How would you rate this firm's knowledge and expertise?

(3 = Excellent; 2 = Satisfactory; 1 = Unsatisfactory; 0 Unacceptable)

COMMENTS:

3. How would you rate the Contractor's flexibility relative to changes in project scope and/or timelines?  
(**3** = Excellent; **2** = Satisfactory; **1** = Unsatisfactory; **0** = Unacceptable)

COMMENTS:

4. What is your level of satisfaction with hard-copy materials produced by the Contractor?  
(**3** = Excellent; **2** = Satisfactory; **1** = Unsatisfactory; **0** = Unacceptable)

COMMENTS:

5. How would you rate the dynamics/interaction between the Contractor and your staff?  
(**3** = Excellent; **2** = Satisfactory; **1** = Unsatisfactory; **0** = Unacceptable)

COMMENTS:

6. Who were the Contractor's principal representatives involved in your project and how would you rate them individually? Please comment on the skills, knowledge, behaviors or other factors on which you based the rating for each.  
(**3** = Excellent; **2** = Satisfactory; **1** = Unsatisfactory; **0** = Unacceptable)

Name: \_\_\_\_\_ Rating: \_\_\_\_\_

Name: \_\_\_\_\_ Rating: \_\_\_\_\_

Name: \_\_\_\_\_ Rating: \_\_\_\_\_

Name: \_\_\_\_\_ Rating: \_\_\_\_\_

COMMENTS:

7. How satisfied are you with the products developed by the Contractor?  
(**3** = Excellent; **2** = Satisfactory; **1** = Unsatisfactory; **0** = Unacceptable)



COMMENTS:

8. With which aspect(s) of this Contractor's services are you most satisfied?

COMMENTS:

9. With which aspect(s) of this Contractor's services are you least satisfied?

COMMENTS:

10. Would you recommend this Contractor's services to your organization again?

COMMENTS:

## **5. Changes to Section V. EVALUATION, page 36**

Brief Description: In section B. Evaluation Factors, changed Oral presentation score to fifty (50) points

### ***Change From:***

#### **B. EVALUATION FACTORS**

Responses will be scored on a point system with one-thousand (1,000) total points including orals. Offerors with the highest total points prior to oral presentations will be considered Finalists. The number of Finalist Offerors will be determined at the discretion of the Evaluation Committee. Finalists will be asked to provide an Oral Presentation with a possible score of one hundred (100) points. The award for this contract will go to the Finalist deemed to be the most advantageous and to offer the best value to the State for this work.

### ***To:***

#### **B. EVALUATION FACTORS**

Responses will be scored on a point system with one-thousand (1,000) total points including orals. Offerors with the highest total points prior to oral presentations will be considered Finalists. The number of Finalist Offerors will be determined at the discretion of the Evaluation Committee. Finalists will be asked to provide an Oral Presentation with a possible score of fifty (50) points. The award for this contract will go to the Finalist deemed to be the most advantageous and to offer the best value to the State for this work

## **6. Appendix G – DETAILED STATEMENT OF WORK, 7.5 Logistical Requirements, page 15**

Brief Description: Added vendor requirement that vendor's primary location of physical CCSC and its CSRs are located in the State of New Mexico.

### ***Change From:***

#### **7.5. Logistical Requirements**

1. Operational hours of the CCSC are Monday through Friday, 7:00 AM through 7:00 PM Mountain Time (MT) except for State holidays. Contractor business service staff shall be available throughout normal NM business hours, which are 8:00 AM through 5:00 PM Mountain Standard Time/Mountain Daylight Time (MST/MDT). Offerors shall acknowledge that the State can request a modification to the CCSC operational hours for any reason and at any time to fulfill the business needs of the State and the New Mexico population.
2. The CCSC Contractor will implement remote, at-home CSRs only by the direction and approval of the State. These CSRs will only be allowed to handle specified types of contacts, transactions and information.
3. The Contractor shall:
  - a. Ensure that callers who reach the CCSC and are in queue before 5:00 PM MST/MDT are served by a live representative before the CCSC closes for the day; and
  - b. Include a Spanish language option at the front of call reception and ensure the CCSC is sufficiently staffed with Spanish-speaking representatives, including at least one Spanish-speaking supervisor, during all shifts. The longest and average monthly wait times, for all languages, must not exceed those set within the contract.
4. If needed, At the Contractor's expense, the State shall provide the Contractor a broadband circuit to enable connectivity to the HSD network. To ensure security vulnerabilities are not introduced from the Contractor to the HSD network, the Contractor shall comply with all HSD and DoIT security controls, including but not limited to timely implementation of system patches, separation of any wireless network, maintaining up-to-date antivirus protection and implementing perimeter firewalls.

### ***To:***

#### **7.5 Logistical Requirements**

1. Operational hours of the CCSC are Monday through Friday, 7:00 AM through 7:00 PM Mountain Time (MT) except for State holidays. Contractor business service staff

shall be available throughout normal NM business hours, which are 8:00 AM through 5:00 PM Mountain Standard Time/Mountain Daylight Time (MST/MDT). Offerors shall acknowledge that the State can request a modification to the CCSC operational hours for any reason and at any time to fulfill the business needs of the State and the New Mexico population.

2. The State requires that the CCSC Contractor place the primary location of the physical CCSC and its CSRs in New Mexico. The final location and design of the physical in State CCSC facility is to be reviewed and approved by the State.
3. The CCSC Contractor will implement remote, at-home CSRs only by the direction and approval of the State. These CSRs will only be allowed to handle specified types of contacts, transactions and information.
4. The Contractor shall:
  - a. Ensure that callers who reach the CCSC and are in queue before 5:00 PM MST/MDT are served by a live representative before the CCSC closes for the day; and
  - b. Include a Spanish language option at the front of call reception and ensure the CCSC is sufficiently staffed with Spanish-speaking representatives, including at least one Spanish-speaking supervisor, during all shifts. The longest and average monthly wait times, for all languages, must not exceed those set within the contract.
5. If needed, At the Contractor's expense, the State shall provide the Contractor a broadband circuit to enable connectivity to the HSD network. To ensure security vulnerabilities are not introduced from the Contractor to the HSD network, the Contractor shall comply with all HSD and DoIT security controls, including but not limited to timely implementation of system patches, separation of any wireless network, maintaining up-to-date antivirus protection and implementing perimeter firewalls.

**7. Changes to Section III RESPONSE FORMAT AND ORGANIZATION, 3. PROPOSAL FORMAT, 1. Proposal Content and Organization, page 30-31**

Brief Description: Removed requirement for Experience and Personnel to be separated from Response to Specifications.

*Change From:*

## 1. Proposal Content and Organization

Canned or promotional material may be used if referenced and clearly marked; however, use of promotional material should be minimized. The proposal must be organized and indexed (tabbed) in the following format and must contain, at a minimum, all listed items in the sequence indicated. Additional items may be submitted as attachments following the mandatory items listed for Binder 1.

**Binder 1:** Technical proposal. *No cost information in Binder 1.*

1. Table of Contents
2. Signed Letter of Transmittal Form (APPENDIX C)
3. Two Page Summary for Offeror's Approach
4. List of References
5. Financial Stability Documents
6. Performance Bond Capacity Statement
7. Signed Campaign Contribution Disclosure Form (APPENDIX E)
8. Signed New Mexico Employee Health Coverage Form (APPENDIX F)
9. Signed Pay Equity Statement
10. Signed Eligibility Statement
11. Response to Specifications (APPENDIX G)
12. Response to Specifications (APPENDIX H)
13. Response to Questions (APPENDIX L)
14. Experience and Personnel
15. Additional items, if any

**Binder 2:** Cost proposal

Completed Cost Response (see APPENDIX B)

In each section of the proposal, Offerors should address the items in the order in which they appear in this RFP. All forms provided in this RFP must be thoroughly completed and must be included in the appropriate section of the proposal. All discussion of proposed costs, rates or expenses must occur only in Binder 2 on the Cost Response Form.

**To:**

1. Proposal Content and Organization

Canned or promotional material may be used if referenced and clearly marked; however, use of promotional material should be minimized. The proposal must be organized and indexed (tabbed) in the following format and must contain, at a minimum, all listed items in the sequence indicated. Additional items may be submitted as attachments following the mandatory items listed for Binder 1.

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**Binder 2:** Cost proposal

Completed Cost Response (see APPENDIX B)

In each section of the proposal, Offerors should address the items in the order in which they appear in this RFP. All forms provided in this RFP must be thoroughly completed and must be included in the appropriate section of the proposal. All discussion of proposed costs, rates or expenses must occur only in Binder 2 on the Cost Response Form.