

**NEW MEXICO HUMAN SERVICES DEPARTMENT**

**REQUEST FOR PROPOSALS**

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

**DATA SERVICES**



**RFP#17-630-4000-0003**

**Amendment 1**

RFP Release: April 17, 2017

Proposals Due: June 21, 2017

**Request for Proposals # 17-630-4000-0003 is amended as follows:**

**Pg. 58 List of References – Clarification on how to submit Offeror’s references**

**From:**

**2. List of References**

Offerors shall provide a minimum of three (3) and no more than five (5) references from similar large-scale Projects performed for private, State or large local government clients within the last three (3) years. **Offerors are required to send the Reference Questionnaire Form, APPENDIX D, to their listed business references. The reference organizations must submit the completed Reference Questionnaire Form directly to the Procurement Manager, as described in Section I Paragraph F.** It is the Offeror’s responsibility to ensure the completed forms are received on or before the proposal submission deadline for inclusion in the evaluation process.

**To:**

**2 List of References**

Offerors shall provide a minimum of three (3) and no more than five (5) references from similar large-scale Projects performed for private, State or large local government clients within the last three (3) years. *Offerors are required to send the Reference to the Procurement Manager as described in APPENDIX D. The reference organizations must submit the completed Reference Questionnaire Form directly to the Procurement Manager, as described in APPENDIX D.* It is the Offeror’s responsibility to ensure the completed forms are received on or before the proposal submission deadline for inclusion in the evaluation process

**Pg. 56 - Clarification on how the RFP Response should be tabbed. Now including Appendix G.**

**From:**

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

1. Table of Contents
2. Signed Letter of Transmittal Form (APPENDIX C)
3. 2 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 H)
12. Additional items, if any

**To:**

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

1. Table of Contents
2. Signed Letter of Transmittal Form (APPENDIX C)
3. 2 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, APPENDIX H)*
12. Additional items, if any

**Pg. 57 – Acceptance of the Conditions Governing the Procurement**

**From:**

**2. Letter of Transmittal**

- g. Identify the following with a check mark and signature where required:
  - 1) Explicitly indicate acceptance of the Conditions Governing the Procurement (see Section II. C.1);

**To:**

**2. Letter of Transmittal**

- g. Identify the following with a check mark and signature where required:
  - 1) Explicitly indicate acceptance of the Conditions Governing the Procurement (see Section IV.C.1);

**Pg. 62 – Clarification and removal of the Reference Questionnaire**

**From:**

**2. References (40 points) (Appendix D)**

Offeror submits a list of at least three (3) references (and no more than five (5) references) in Binder 1, with business information for each. Completed Reference Questionnaire Forms must be submitted by referenced organizations directly to the Procurement Manager. Points will be awarded based on evaluation of the responses to a series of questions asked of the references concerning quality of the Offeror’s services, timeliness of services, responsiveness to problems and complaints and the level of satisfaction with the Offeror’s overall performance. Offerors must submit at least three (3) references using the Reference Questionnaire Form found in Appendix D.

**To:**

**2. References (40 points) (Appendix D)**

Offeror submits a list of at least three (3) references (and no more than five (5) references) in Binder 1, with business information for each. Completed Reference Questionnaire Forms must be submitted by referenced organizations directly to the Procurement Manager. Points will be awarded based on evaluation of the responses to a series of questions asked of the references concerning quality of the Offeror’s services, timeliness of services, responsiveness to problems and complaints and the level of satisfaction with the Offeror’s overall performance. Offerors must submit at least three (3) references to the Procurement Manager as described in Appendix D.

**Pg. 69 – Revising APPENDIX C to clarify Conditions Governing the Procurement**

**From:**

**APPENDIX C - LETTER OF TRANSMITTAL FORM**

RFP#: 17-630-4000-0003

Offeror Name: \_\_\_\_\_

**EACH ITEM #1 to #7 MUST BE COMPLETED IN FULL. FAILURE TO RESPOND TO ALL SEVEN ITEMS WILL RESULT IN THE DISQUALIFICATION OF THE PROPOSAL.**

1. Identity (name) and mailing address of submitting organization:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. For the person authorized by the organization to contractually obligate on behalf of this Offer:  
Name \_\_\_\_\_  
Title \_\_\_\_\_  
E-Mail Address \_\_\_\_\_  
Telephone Number \_\_\_\_\_

3. For the person authorized by the organization to negotiate on behalf of this Offer:  
Name \_\_\_\_\_  
Title \_\_\_\_\_  
E-Mail Address \_\_\_\_\_  
Telephone Number \_\_\_\_\_

4. For the person authorized by the organization to clarify/respond to queries regarding this Offer:  
Name \_\_\_\_\_  
Title \_\_\_\_\_  
E-Mail Address \_\_\_\_\_  
Telephone Number \_\_\_\_\_

5. Use of subcontractors (select one):  
\_\_\_\_ No subcontractors will be used in the performance of any resultant contract OR  
\_\_\_\_ The following subcontractors will be used in the performance of any resultant contract:  
\_\_\_\_\_  
\_\_\_\_\_

(Attach extra sheets, if needed)

6. Describe any relationship with any entity (other than subcontractors listed in item 5 above) that will be used in the performance of any resultant contract:  
\_\_\_\_\_  
\_\_\_\_\_

(Attach extra sheets, if needed)

7. \_\_\_\_ On behalf of the submitting organization named in item #1, above, I accept the Conditions Governing the Procurement as required in Section II. C.1.  
\_\_\_\_ I concur that submission of our proposal constitutes acceptance of the Evaluation Factors presented in Section V of this RFP.  
\_\_\_\_ I acknowledge receipt of any, and all amendments to this RFP.

Authorized Signature and Date (must be signed by the person identified in item #2, above)

**To:**

**APPENDIX C - LETTER OF TRANSMITTAL FORM**

RFP#: 17-630-4000-0003

Offeror Name: \_\_\_\_\_

EACH ITEM #1 to #7 MUST BE COMPLETED IN FULL. FAILURE TO RESPOND TO ALL SEVEN ITEMS WILL RESULT IN THE DISQUALIFICATION OF THE PROPOSAL.

1. Identity (name) and mailing address of submitting organization:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. For the person authorized by the organization to contractually obligate on behalf of this Offer:

Name \_\_\_\_\_  
Title \_\_\_\_\_  
E-Mail Address \_\_\_\_\_  
Telephone Number \_\_\_\_\_

3. For the person authorized by the organization to negotiate on behalf of this Offer:

Name \_\_\_\_\_  
Title \_\_\_\_\_  
E-Mail Address \_\_\_\_\_  
Telephone Number \_\_\_\_\_

4. For the person authorized by the organization to clarify/respond to queries regarding this Offer:

Name \_\_\_\_\_  
Title \_\_\_\_\_  
E-Mail Address \_\_\_\_\_  
Telephone Number \_\_\_\_\_

5. Use of subcontractors (select one):

No subcontractors will be used in the performance of any resultant contract OR  
 The following subcontractors will be used in the performance of any resultant contract:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(Attach extra sheets, if needed)

6. Describe any relationship with any entity (other than subcontractors listed in item 5 above) that will be used in the performance of any resultant contract:

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---

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(Attach extra sheets, if needed)

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.*  
\_\_\_ *I concur that submission of our proposal constitutes acceptance of the Evaluation Factors presented in Section VII. B of this RFP.*  
\_\_\_ I acknowledge receipt of any, and all amendments to this RFP.

\_\_\_\_\_, 2017  
Authorized Signature and Date (must be signed by the person identified in item #2, above)

**Pg. 117 – Addressing the location of the DS Disaster Recovery**

**From:**

**12.1 Business Continuity and Backup**

The Contractor must develop, document, coordinate and implement a comprehensive Business Continuity Plan that both integrates with the SI consolidated disaster recovery plan and process and commits the DS Contractor to the following:

1. Performance and storage of incremental and full system back-ups in accordance with State back-up and retention policies;
1. Compliance with State and Federal document retention requirements;
2. Maintenance of a secure and fully replicated recovery version of the DS Solution at the State's non-production data center;
3. Disaster avoidance, critical partner communications, execution of appropriate business continuity and disaster recovery activities upon discovery of a failure;
4. Timely recovery after a failure, with the ability to successfully roll back to a previous state based upon State-defined timelines;
5. Use of all necessary means to recover or generate lost system data (at Contractor's expense) as soon as possible, but no later than one (1) calendar day from the date the Contractor learns of a loss;
6. Catastrophic failure recovery, disaster recovery, back-up (with off-site storage) and rapid failover redeployment, including all stored data;
7. Meeting Recovery Point Objectives (RPO), as defined by the State, to ensure that no data within the RPO window will be lost; and
8. Meeting Recovery Time Objectives (RTO), as defined by the State, to ensure that the DS Solution is available within that timeframe.

**To:**

**12.1 Business Continuity and Backup**

The Contractor must develop, document, coordinate and implement a comprehensive Business Continuity Plan that both integrates with the SI consolidated disaster recovery plan and process and commits the DS Contractor to the following:

1. Performance and storage of incremental and full system back-ups in accordance with State back-up and retention policies;



2. Compliance with State and Federal document retention requirements;
3. *Maintenance of a secure and fully replicated recovery version of the DS Solution;*
4. Disaster avoidance, critical partner communications, execution of appropriate business continuity and disaster recovery activities upon discovery of a failure;
5. Timely recovery after a failure, with the ability to successfully roll back to a previous state based upon State-defined timelines;
6. Use of all necessary means to recover or generate lost system data (at Contractor's expense) as soon as possible, but no later than one (1) calendar day from the date the Contractor learns of a loss;
7. Catastrophic failure recovery, disaster recovery, back-up (with off-site storage) and rapid failover redeployment, including all stored data;
8. Meeting Recovery Point Objectives (RPO), as defined by the State, to ensure that no data within the RPO window will be lost; and
9. Meeting Recovery Time Objectives (RTO), as defined by the State, to ensure that the DS Solution is available within that timeframe.

**Pg. 61 – Removing the “Reuse” scoring from the Evaluation Point Summary**

**From:**

**A. EVALUATION POINT SUMMARY**

Table 3 summarizes evaluation factors for this RFP and their associated point values. These weighted factors will be used in the evaluation of Offeror proposals.

<b>Factors</b>	<b>Score</b>
<b>Technical Responses</b>	<b>280</b>
Vision for Solution	55
Reuse	25
Solution/Scope of Work	200
<b>Requirements</b>	<b>200</b>
<b>Experience &amp; Personnel</b>	<b>75</b>
Organizational Experience (narrative)	25
Staffing Model	50
<b>Required Sample Documents</b>	<b>25</b>
<b>Cost Proposal</b>	<b>280</b>
Cost Response Form #1	120
Cost Response Form #2	90
Cost Response Form #3	70

Factors	Score
<b>References</b>	<b>40</b>
<b>Oral Presentation (Finalists Only)</b>	<b>100</b>
<b>Total</b>	<b>1000</b>

**Table 1 Evaluation Point Summary**

**To:**

**A. EVALUATION POINT SUMMARY**

Table 3 summarizes evaluation factors for this RFP and their associated point values. These weighted factors will be used in the evaluation of Offeror proposals.

Factors	Score
<b>Technical Responses</b>	<b>280</b>
<i>Vision for Solution</i>	60
<i>Solution/Scope of Work</i>	220
<b>Requirements</b>	<b>200</b>
<b>Experience &amp; Personnel</b>	<b>75</b>
Organizational Experience (narrative)	25
Staffing Model	50
<b>Required Sample Documents</b>	<b>25</b>
<b>Cost Proposal</b>	<b>280</b>
Cost Response Form #1	120
Cost Response Form #2	90
Cost Response Form #3	70
<b>References</b>	<b>40</b>
<b>Oral Presentation (Finalists Only)</b>	<b>100</b>
<b>Total</b>	<b>1000</b>

**Table 2 Evaluation Point Summary**

**Pg. 42 – Revising the correct location of the “Procurement Manager” information in the RFP.**

**From:**

**4. Deadline to Submit Questions**

Potential Offerors may submit written questions to the Procurement Manager related to the intent or clarity of this RFP until 5:00PM MT, as indicated in Section V, A. SEQUENCE OF EVENTS. All written questions must be addressed to the Procurement Manager as declared in Section D.

**To:**

**4. Deadline to Submit Questions**

Potential Offerors may submit written questions to the Procurement Manager related to the intent or clarity of this RFP until 5:00PM MT, as indicated in Section V, A. SEQUENCE OF EVENTS. *All written questions must be addressed to the Procurement Manager as declared in the INTRODUCTION, Section D.*

**Pg. 140 - Description: New requirement added 3.53 – System Design and Architecture**

Objective Category	Requirement Number	Requirement
System Design and Architecture	3.53	Offeror shall describe how its proposed Solution will adhere to and implement the UI/UX standards developed by the SI. Such standards shall apply to external Stakeholder User interfaces only.

**Pg. 81 – 83 – Revision of Table G2**

**From:**

**Table G 2 List of Required Deliverables**

PHASES	Initiation	Concept	Planning	Requirement Analysis	Design	Development	Testing	Implementation	O&M	Disposition
	DELIVERABLES									
DS Solution, including specification of Tool sets		B	P	I	I	I	I	F		
Asset Management Plan			P	I	I	I	I	F		U
Solution Management Plan		B/ F								
Operations & Maintenance			P	I	I	I	I	I	I/ F	U
DS Project/Contract Management Services	P/ F									
DS Integration Management	B	P	I	I	I	I	I	F		

PHASES	Initiation	Concept	Planning	Requirement Analysis	Design	Development	Testing	Implementation	O&M	Disposition
	DELIVERABLES									
Services										
<i>Program Management Services</i>	<i>B</i>	<i>P/ F</i>	<i>I</i>	<i>I</i>	<i>I</i>	<i>I</i>	<i>I</i>	<i>I</i>	<i>I</i>	<i>U</i>
CMS Certification for DS	P	I	I			I		I	F	
<i>DS Transition (Disposition) Plan/Transition Support</i>	<i>F</i>									
Data Optimization Plan	P/ F									
DS Project Management Plan	P/ F									
DS Risk Management Plan			P/ F							
Risk Management Log			P	I	I	I	I	I	F	U
DS Change Management Plan	B	I	P	I	I	I	I	F		
Change Management Log			P	I	I	I	I	F		
DS Configuration Management Plan	P/ F									
DS Requirements Management Plan	B	I	I	F						
DS Communications Management Plan	P/ F									
DS Communication Matrix	P	I	I	I	I	I	I	I	F	
DS Work Breakdown Structure	P	I	F							
DS Project Scheduling	P	I	I	I	I	I	I	I	F	
DS Quality Management Plan	P/ F									
DS Staffing Management Plan	P	I	F							
DS Security Approach	P	I	I	I	I	I	I	I	F	U
DS Privacy Impact Assessment		P	I	I	I	I	I	I	F	U
DS Requirements Definition	B	I	I	I	F					
DS Requirements Traceability Matrix	B	I	I	I	I	I	I	F		
DS Business Process Modeling	B	P	I	I	I	I	I	F		U
DS Data Models (Physical, Logical, Optimization)	B	P	I	I	I	I	I	F		U
DS Architectural Design Document	B	P	I	I	F					





PHASES	Initiation	Concept	Planning	Requirement Analysis	Design	Development	Testing	Implementation	O&M	Disposition
	DELIVERABLES									
DS Staffing Management Plan	P	I	F							
DS Security Approach	P	I	I	I	I	I	I	I	F	U
DS Privacy Impact Assessment		P	I	I	I	I	I	I	F	U
DS Requirements Definition	B	I	I	I	F					
DS Requirements Traceability Matrix	B	I	I	I	I	I	I	F		
DS Business Process Modeling	B	P	I	I	I	I	I	F		U
DS Data Models (Physical, Logical, Optimization)	B	P	I	I	I	I	I	F		U
DS Architectural Design Document	B	P	I	I	F					
DS Detailed Design Document		B	P	I	F					
DS Release Strategy			P	I	I	I	I	F		
DS Section 508 Compliance					P	I	I	F		
DS Capacity Planning			P/ F							U
DS Contingency Plan	B	I	I	I	I	I	I	F		U
DS Business Continuity, Backup & Recovery Implementation Design Document	B	I	I	I	I	I	I	F		U
DS Test Plan	B	I	I	I	I	I	F			
DS Operations & Maintenance Manual					P	I	I	I	F	U
DS Operations and Support Plan Document					P	I	I	I	F	U
DS Training Plan			P/ F							
DS Training Manual(s)				P	I	I	I	F		U
DS User Manual(s)				P	I	I	I	I	F	U
DS System Security Plan	P/ F									U
DS Security Risk Assessment	P	I	I	I	I	I	I	I	F	U
DS Security Questionnaire Document	B							P	F	U
DS Implementation Plan	B				I	I	I	F		
DS Test Reports							P/			

PHASES	Initiation	Concept	Planning	Requirement Analysis	Design	Development	Testing	Implementation	O&M	Disposition
	DELIVERABLES									
							F			
DS Section 508 Product Certifications/ Exceptions						P/ F				
DS Service Level Agreement/Memorandum of Understanding/Contract	P/ F									U
DS Stage Gate Reviews			F		F		F	F		F
DS Technical Architecture Plan and Enterprise Schematic	B	I	I	I	I	I	I	F		
DS Disaster Recovery Plan	P/ F									

*\* For the DS Transition (Disposition) Plan/Transition Support a Preliminary Plan is due in the Initiation Phase and a Final Plan in the O & M Phase (at least 180 days prior to transition) and Updates will be agreed upon during contract negotiations.*

**Pg. 61 – Evaluation Factors – Clarification added for expected “Required Sample Documents”**

**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.

**1. Technical Responses (280 points)**

Points will be awarded based on the thoroughness, innovation, and clarity of the Offeror’s response, the breadth and depth of the engagements cited and the perceived validity of the response. These responses are to be placed in Binder 1.

**2. Requirements (200 points)**



Points will be awarded based on the thoroughness and clarity of the Offeror's response, the breadth and depth of the engagements cited and the perceived validity of the response. These responses are to be placed in Binder 1.

**Cost (280 points)**

The evaluation of each Offeror's cost proposal (the total of four years of detailed budgets) will be conducted using the following formula. This response is to be placed in Binder 2.

**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 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.

**1. Technical Responses (280 points)**

Points will be awarded based on the thoroughness, innovation, and clarity of the Offeror's response, the breadth and depth of the engagements cited and the perceived validity of the response. These responses are to be placed in Binder 1.

**2. Requirements (200 points)**

Points will be awarded based on the thoroughness and clarity of the Offeror's response, the breadth and depth of the engagements cited and the perceived validity of the response. These responses are to be placed in Binder 1.

**3. Required Sample Documents (25 points)**

Points will be awarded based on the thoroughness and clarity of the Offeror's response, the breadth and depth of the engagements cited and the perceived validity of the response. Offerors are encouraged to place examples in an separate binder.

- Implementation Document
- Training Document
- Design Document to include at a minimum:
  - Use Case
  - Scenario
  - Business Rules
  - Process Models
  - Process Flows

- Input and Outputs
- Interface Design Document to include at a minimum:
  - Format
  - Input
  - Output
  - Frequency
- Testing Plan
- Test Cases

4. **Cost (280 points)**

The evaluation of each Offeror's cost proposal (the total of four years of detailed budgets) will be conducted using the following formula. This response is to be placed in Binder 2.