

DS RFP # 17-630-4000-0003 Questions

#	RFP Section	Section Title	Page	Question	Response
1				Please clarify the Enterprise Data Services vendor is responsible for surveillance utilization review type of reporting.	Defined in Appendix 13 - HHS 2020 Data Needs for Reporting: <ul style="list-style-type: none"> MSIS and T-MSIS (Capitation payment records from enrollment process, eligibility characteristic data from eligibility intake process, Medicaid services processed by non-MMIS State departments, such as mental health services, utilization based on Managed Care encounter data, adjudicated claim data for inpatient hospital, long term institutional care, prescription drugs and other payment categories)... Drug Utilization Review (DUR)... Predictive and actual Utilization reporting (including but not limited to, drug usage, utilization and cost of services against benefit limitations, utilization of services by various member categories to determine the extent of participation and related cost) <p>Enterprise Surveillance Utilization Review reporting is the responsibility of the DS Contractor and will be "built upon" within the Quality Assurance RFP to address Program Integrity.</p>
2				Please clarify if TMSIS is considered part of the federal reporting responsibilities of this Data Services contract?	As defined in the SOW Section 7.4 Federal Reports: "The Contractor must develop, produce and maintain all Federal and State-mandated management or business reports necessary to meet State reporting obligations." Please see Addendum 13 - HHS 2020 Data Needs for Reporting in the Procurement Library for known reports. https://nmhds-public.sharepoint.com/Pages/HSDProcurementLibrary.aspx?RootFolder=%2FHSDProcurementLibrary%2FHHS%202020%20RFP%20Addendums&FolderCTID=0x0120004C0D65E4F35AA6488DD906539C451A1&View=%7B5E413FFC%2D128B%2D4FA7%2DBD69%2DC29A658BE905%7D
3				Please clarify that both encounter and FFS claim data will be stored in the EDW and that analysis and queries will be done on that claims data.	Both the FFS and Encounters will be stored in the data solution and any data within HHS 2020 is subject to analysis and queries.
4				Will the State please confirm that the title page, table of contents, tabs, pricing, resumes, and financial statements are excluded from the 300-page limit?	Yes. The title page, table of contents, tabs, pricing, resumes and financial statements are excluded from the 300-page limit.
5				Will the State allow tables and graphics in 10-pt font?	Yes. The State allow tables and graphics in 10-pt font.
6				The Evaluation Point Summary on page 61 allocates points for Technical Proposal sections titled Vision for Solution, Reuse, Solution/Scope of Work, as well as Requirements and Experience & Personnel. The Proposal Content and Organization listed on Page 56 provides direction for how vendors should structure their Technical Responses. Will the State please confirm that the Vision for Solution, Reuse, Solution/Scope of Work, Requirements (Appendix H), and Experience & Personnel should all be included in Binder 1, Tab 11?	Amendment 1 - include responses to Appendix H and Appendix G should be identified.
7				Will the State please confirm that the Required Sample Documents are limited to those listed in Appendix H, Requirement 10.03? ("training materials, knowledge transfer materials and system documentation, such as user guides")	Amendment 1 - Change to require as Sample Documents: <ul style="list-style-type: none"> Implementation document Training Design document to includes at a minimum Use Case, Scenario, Business Rules, Process Models or Flows, Inputs and Outputs Interface Design Document to include at a minimum Format, Input, Outputs and Frequency Testing Plan and Test Cases
8				Will the State please provide Section D or clarify how they would like written questions submitted?	As defined in Section IV. B. 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.
9				: What is the State's opinion on the distribution of the workload performed between the Prime and Subcontractor and/or your definition of the majority of the work?	Majority is identified as 51%.
10	Section B	Other Requirements #3	pg 59	Financial Stability Documents: The RFP states that offerors must submit copies of the most current 10K. Please confirm that this does not have to be submitted if a company is not publicly traded.	If potential offeror is privately held and/or does not have a 10-K filed with the SEC, another form of a financial stability document should be submitted, such as a current Financial Audit Statement.
11	Section B	Other Requirements #4	pg 59	states that offerors must have the ability to secure a surety bond. May the offeror issue as certificate of deposit or similar mechanism in lieu of a performance surety bond? Please confirm that a letter or statement of concurrence shall be submitted with the proposal response.	Both letter or a statement of concurrence are acceptable.
12	Section V	Response Format and Organization	pg 55	1) The RFP requests Binder 1 to be submitted electronically in a CD in three versions. Additionally, a bullet below Binder 2 also requests the following "One (1) electronic version of the proposal containing ONLY the Technical proposal. This copy MUST NOT contain any cost information. Acceptable formats for the electronic version of the proposal are Microsoft Word, Excel and PDF. ". Could the State please clarify that this electronic version stated in the bullet is in addition to the one stated in the Binder 1. Is it acceptable for the State to receive the electronic copy via a USB drive?	Yes. The electronic version is in addition to the one stated in the Binder 1. No. Security policies do not allow external USB drives.
13	Section V	Proposal Format	pg 56	Are resumes included in the 300 page limit?	The resumes and financial statements are excluded from the 300-page limit.

14	Section VI	Cost	pg 58	The RFP requests "Offeror's Solution will be made available to the State, Enterprise partners, State contractors and other modular vendors without a fee or charge throughout all stages of development and operations.". Can the State provide an estimated number of users?	The State can not provide an estimate of User volumes as this RFP is for an Enterprise Solution and User volumes are not known for the other programs associated with the HHS 2020 Project. The State has provided several sources of information, within the Procurement Library to assist the Offerors in estimating sizing, with the understand that the Solution must be extensible for future needs. As stated in Section I. A. 5. Adaptable: ..."The State's goal in adopting this approach is to provide an extensible, flexible and soundly designed framework that can adapt over time to changing programmatic needs, solution approaches and technologies."... Addendums: Addendum 9 - MMIS Activity Data Addendum 12 - HHS 2020 Legacy MMIS Interfaces Addendum 13 - HHS 2020 Data Needs for Reporting Addendum 16 - HHS 2020 Legacy Enterprise Partner Interfaces https://nmhsd-public.sharepoint.com/Pages/HSDProcurementLibrary.aspx?RootFolder=%2FHSDProcurementLibrary%2FHHS%202020%20RFP%20Addendums&FolderCTID=0x0120004C0D65E4F35AA6488DD906539C451A1&View=%7B5E413FFC%2D128B%2D4FA7%2DDBD69%2DC29A658BE905%7D and the Xerox Legacy System data https://nmhsd-public.sharepoint.com/Pages/HSDProcurementLibrary.aspx
15		Requirement 3.50		"Offeror shall describe how its proposed Solution will capture the data required for Business Analytics and how it will propose to acquire data not available through the platform and tools of the SI Contractor." Can the state elaborate on the requirement? In particular, what kind of data would not be available through the SI contractor?	This includes data or services that are not available or provided by the State or other BPOs. It could include, with State approval, data or services that the DS solution has with a third party. An example of this would be Geospatial Data or Geocoding services which the State does not subscribe to or utilize. These types of services could be made available for use by the State or other BPOs at no additional charge.
16		Requirement 3.24		"Offeror shall describe how its proposed Solution will provide for rolling data storage and duration of reports online and is available online for not less than seventy-two (72) months". What is meant by "rolling" data storage.	Rolling data storage, in the context of data retention, refers to storage reuse by implementing purging and archiving processes therefore offsetting the average yearly storage growth of data when data has surpassed its retention schedule. Therefore, the storage footprint never exceeds the projected maximum quota.
17		Requirement 3.18		" Offeror shall describe how its proposed Solution will be capable of handling the anticipated data volumes for the Enterprise." What is anticipated data volume?	The State can not provide an estimate of volumes as this RFP is for an Enterprise Solution and data volumes are not known for the other programs associated with the HHS 2020 Project. The State has provided several sources of information, within the Procurement Library to assist the Offerors in estimating sizing, with the understand that the Solution must be extensible for future needs. As stated in Section I. A. 5. Adaptable: ..."The State's goal in adopting this approach is to provide an extensible, flexible and soundly designed framework that can adapt over time to changing programmatic needs, solution approaches and technologies."... Addendums: Addendum 9 - MMIS Activity Data Addendum 13 - HHS 2020 Data Needs for Reporting https://nmhsd-public.sharepoint.com/Pages/HSDProcurementLibrary.aspx?RootFolder=%2FHSDProcurementLibrary%2FHHS%202020%20RFP%20Addendums&FolderCTID=0x0120004C0D65E4F35AA6488DD906539C451A1&View=%7B5E413FFC%2D128B%2D4FA7%2DDBD69%2DC29A658BE905%7D and the Xerox Legacy System data https://nmhsd-public.sharepoint.com/Pages/HSDProcurementLibrary.aspx
18		Requirement 3.03		"Offeror shall describe how its proposed Solution accesses data across locales and minimizes data duplication." What is meant by "locales"?	Locales are Enterprise participants and external data sources such as Financial Services, Quality Assurance, Department of Health, external interfaces to Social Security Administration, or other sources of data that provide information necessary to complete Enterprise business processes.
19		Requirement 5.08		"Offeror shall describe how its proposed Solution will provide interoperability between the various security solution services." Can the state please describe the security services that are planned or in place? For example, is there an existing or planned Security Event Identification and Management (SEIM) solution to which our services can report information?	The SI Contractor is responsible for security, although module Contractors must include additional licensing costs in their proposals for security. The existing SIEM technologies are Splunk and Oracle Audit vault. Solutions should be able to interface with Splunk and any additional ingestion licensing should be planned for.
20				Can the State please share the budget for this project.	There is budget for the entire HHS 2020 Project, however, there is not a breakdown for each individual module.
21				Has the State selected the SI vendor?	No. The SI Contractor has not yet been selected.
22				The state requires the Contractor to be compliant with the SI MMISR infrastructure. Is there an existing plan for this infrastructure, or is it yet to be determined? If there is no complete plan to be shared, could the state share with us the expected standards for connectivity, and any planned shared services such as single sign-on?"	No. It is yet to be determined. The SI Contractor is responsible for design of the infrastructure, standards, and shared services.

23	1.C.1.b, 1.C.1.d	7.1 Regulatory Reports	pg 17-18, 98	<p>Introduction / C. MMISR APPROACH / 1. The MMISR Modular Procurements / b. Data Services Introduction / C. MMISR APPROACH / 1. The MMISR Modular Procurements / d. Quality Assurance</p> <p>Please clarify the Enterprise Data Services vendor is responsible for surveillance utilization review type of reporting.</p>	<p>Defined in Appendix 13 - HHS 2020 Data Needs for Reporting:</p> <ul style="list-style-type: none"> MSIS and T-MSIS (Capitation payment records from enrollment process, eligibility characteristic data from eligibility intake process, Medicaid services processed by non-MMIS State departments, such as mental health services, utilization based on Managed Care encounter data, adjudicated claim data for inpatient hospital, long term institutional care, prescription drugs and other payment categories)... Drug Utilization Review (DUR)... Predictive and actual Utilization reporting (including but not limited to, drug usage, utilization and cost of services against benefit limitations, utilization of services by various member categories to determine the extent of participation and related cost). <p>Enterprise Surveillance Utilization Review reporting is the responsibility of the DS Contractor and will be "built upon" within the Quality Assurance RFP to address Program Integrity.</p>
24		7.1 Regulatory Reports, 7.4 Federal Reports	pg 98, 99	<p>7.1 Regulatory Reports The Contractor must develop and maintain all Federal and State mandated reports to meet business reporting and certification obligations. 7.4 Federal Reports The Contractor must develop, produce and maintain all Federal and State-mandated management or business reports necessary to meet State reporting obligations. Please clarify if TMSIS is considered part of the federal reporting responsibilities of this Data Services contract?</p>	<p>As defined in the SOW Section 7.4 Federal Reports: "The Contractor must develop, produce and maintain all Federal and State-mandated management or business reports necessary to meet State reporting obligations."</p> <p>Please see Addendum 13 - HHS 2020 Data Needs for Reporting in the Procurement Library for known reports. https://nmhds-public.sharepoint.com/Pages/HSDProcurementLibrary.aspx?RootFolder=%2FHSDProcurementLibrary%2FHHS%202020%20RFP%20Addendums&FolderCTID=0x0120004C0D65E4F35AA6488DD906539C451A1&View=%7B5E413FFC%2D128B%2D4FA7%2DBD69%2DC29A658BE905%7D</p>
25	1.C, 1.b		pg 17-18	<p>This DS procurement is focused on designing, implementing, operating and continually improving the structures, processes and data needed to support HSD and HHS 2020 current and future reporting and analytic requirements. The DS Contractor will develop data structures (i.e., multiple linked data stores, data marts, data lakes, an Enterprise Data Warehouse (EDW) or equivalent) while leveraging the infrastructure and tools provided by the SI module Contractor. The DS procurement is focused on finding a vendor to design, implement, operate and continually improve Business Intelligence as part of a set of SOA services needed to support current and future reporting and analytics requirements for the Enterprise. HSD anticipates the DS Contractor will focus initially on defining and implementing the processes, analytics and technology tools and structures required to establish a foundational integrated data Solution that supports reporting and analytics. However, the module goals also include providing insightful analytics to support population health management (i.e., an outcomes-focused approach to designing, delivering and managing services with the ability to run New Mexico-specific experience against national databases) and to enable HHS Enterprise-wide reporting and analytics through an integrated data services and technology platform. The DS Contractor also will deliver timely and accurate reports, analytics and related work products using the DS Solution. The DS Contractor will be responsible for analyzing data requirements, both current and projected; working with the State to define and implement an Enterprise data governance approach; utilizing the MDM Solution of the SI Contractor for HHS 2020 data assets; providing data analytic and BI tools; and working with the State to plan an approach to achieve increasing levels of data maturity for HHS 2020. Please clarify that both encounter and FFS claim data will be stored in the EDW and that analysis and queries will be done on that claims data.</p>	<p>Both the FFS and Encounters will be stored in the data solution and any data within HHS 2020 is subject to analysis and queries.</p>
26	V.C	Proposal Format	56	<p>Response must be no more than three hundred (300) pages in length excluding the mandatory State required forms and examples of documents. Will the State please confirm that the title page, table of contents, tabs, pricing, resumes, and financial statements are excluded from the 300-page limit?</p>	<p>Yes., The title page, table of contents, tabs, pricing, resumes and financial statements are excluded from the 300-page limit.</p>
27	V.C	Proposal Format	56	<p>Hard copy proposals shall be submitted typewritten, Times Roman twelve (12), 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 mandatory State required forms and examples of documents. Will the State allow tables and graphics in 10-pt font?</p>	<p>Yes. The State allow tables and graphics in 10-pt font.</p>

28		Proposal Content and Organization	56	<p>Binder 1: Technical Proposal</p> <ol style="list-style-type: none"> 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 <p>The Evaluation Point Summary on page 61 allocates points for Technical Proposal sections titled Vision for Solution, Reuse, Solution/Scope of Work, as well as Requirements and Experience & Personnel. The Proposal Content and Organization listed on Page 56 provides direction for how vendors should structure their Technical Responses. Will the State please confirm that the Vision for Solution, Reuse, Solution/Scope of Work, Requirements (Appendix H), and Experience & Personnel should all be included in Binder 1, Tab 11?</p>	<p>Amendment 1 - Clarified in Binder 1: Technical Proposal</p> <ol style="list-style-type: none"> 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
29	VII.A	Evaluation Point Summary and Appendix H, Requirement 10.03	61 and 152	<p>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.</p> <p>Required Sample Documents</p> <p>Will the State please confirm that the Required Sample Documents are limited to those listed in Appendix H, Requirement 10.03? ("training materials, knowledge transfer materials and system documentation, such as user guides")</p>	<p>Amendment 1 - To require as Sample Documents:</p> <ul style="list-style-type: none"> • Implementation document • Training • Design document to include at a minimum Use Case, Scenario, Business Rules, Process Models or Flows, Inputs and Outputs • Interface Design Document to include at a minimum Format, Input, Outputs and Frequency • Testing Plan and Test Cases
30	IV.B.3 and IV.B.4	Conditions Governing the Procurement	42	<p>Potential Offeror(s) are encouraged to submit written questions to the Procurement Manager in advance of the conference (see Section D).</p> <p>and</p> <p>All written questions must be addressed to the Procurement Manager as declared in Section D.</p> <p>Will the State please provide Section D or clarify how they would like written questions submitted?</p>	<p>Questions are sent to the Procurement Manager see page 11, INTRODUCTION, D. PROCUREMENT MANAGER</p>
31				<p>The RFP states that the State of New Mexico understands that an organization (Prime Contractor) may need to partner with another organization (Subcontractor) to fulfill the requirements presented in the RFP and that the Prime Contractor will perform the majority of the work and is completely responsible for the contract performance whether a subcontractor is used or not. This is completely understood and reasonable.</p> <p>What is the State's opinion on the distribution of the workload performed between the Prime and Subcontractor and/or your definition of the majority of the work?</p>	<p>Majority is identified as 51%.</p>
32				<p>While the RFP requests the DS contractor provide details on the hardware architecture our expectation is that you would want Development, Production, and Test?</p>	<p>As indicated in requirement 3.36 "Offeror shall describe how its proposed Solution will operate and maintain multiple environments to facilitate versioning, upgrading, development, system integration testing (SIT), service testing, integration testing, user-acceptance-testing (UAT), quality assurance testing (QAT), production patch, production support and training" and Section 8.1.2 Hardware Information "The Contractor must identify the Enterprise-ready computing infrastructure that will be utilized by the Contractor to deliver the DS Solution" the Contractor is responsible for providing multiple environments which are needed to support Data Recovery, Development, Test and Production."</p>
33				<p>Can NM HSD please provide more details around the State's Disaster Recovery requirements?</p>	<p>No. The State can not provide additional detail. The contractor must supply the State with a DR/BC plan for State review and approval. Offeror should include all assumptions related to disaster recovery and business continuity.</p>
34				<p>From our experience and best practices the best way to go about an Enterprise Vision is a phased in approach.</p>	<p>n/a</p>
35				<p>Are the included agencies all a part of an upfront implementation or does it start with Medicaid and get expanded over time?</p>	<p>All Enterprise Agencies listed in the RFP are included and Offeror should recommend a Solution that can easily expand over time. As stated in Section 1. A. 5. Adaptable: "...The State's goal in adopting this approach is to provide an extensible, flexible and soundly designed framework that can adapt over time to changing programmatic needs, solution approaches and technologies."...</p>

36				What is included in the initial build?	The State expects the Offeror's Solution to include all functionality within the RFP including Appendix G- Statement of Work and the Requirements listed within Appendix H. As such the State expects the Offeror to indicate in their schedule of releases what would be included in the initial build as well as any additional functionality in subsequent release(s).
37				In reference to CMS Certification references throughout the RFP, can NM HSD provide the specific checklists (ex. Decision Support System, IA Components, etc.) that apply to this module?	<p>See section 14.1 "Offerors should refer to http://www.hhs.gov/ocio/epic for further information related to those requirements. Offerors also should refer to CMS Certification guidelines, updated November, 2016, at https://www.medicaid.gov/medicaid/data-and-systems/mect/index.html."</p> <p>The State will use the MECT MMIS Module Checklist as it aligns better with the modular approach than the MECT MITA Business Area Module Checklist. At a minimum the Contractor would have to meet the requirements in the Decision Support System Checklist (MMIS Module). In addition the Contractor is expected to integrate with the entire Solution in order to meet all of the RFP and CMS checklist requirements.</p> <p>The State has completed a preliminary analysis of all CMS requirements and has included in the Procurement Library " Addendum 18 - HHS 2020 MITA Business Area to Module Mapping" with a mapping for requirements that a module is responsible for or has a dependency.</p> <p>https://nmhsd-public.sharepoint.com/Pages/HSDProcurementLibrary.aspx?RootFolder=%2FHSDProcurementLibrary%2FHHS%202020%20RFP%20Addendums&FolderCTID=0x0120004COD65E4F35AA6488DD906539C451A1&View=%7B5E413FFC%2D128B%2D4FA7%2DBD69%2DC29A658BE905%7D</p>
38				Can NM HSD please define the different user types and provide user counts for specific types? For example, internal, external, public, technical, and non-technical?	<p>The State can not provide an estimate of User types or volumes as this RFP is for an Enterprise Solution and User data is not known for the other programs associated with the HHS 2020 Project. The State has provided several sources of information, within the Procurement Library to assist the Offerors in estimating sizing, with the understand that the Solution must be extensible for future needs.</p> <p>As stated in Section I. A. 5. Adaptable: ... "The State's goal in adopting this approach is to provide an extensible, flexible and soundly designed framework that can adapt over time to changing programmatic needs, solution approaches and technologies."...</p> <p>Addendums: Addendum 9 - MMIS Activity Data Addendum 12 - HHS 2020 Legacy MMIS Interfaces Addendum 13 - HHS 2020 Data Needs for Reporting Addendum 16 - HHS 2020 Legacy Enterprise Partner Interfaces</p> <p>https://nmhsd-public.sharepoint.com/Pages/HSDProcurementLibrary.aspx?RootFolder=%2FHSDProcurementLibrary%2FHHS%202020%20RFP%20Addendums&FolderCTID=0x0120004COD65E4F35AA6488DD906539C451A1&View=%7B5E413FFC%2D128B%2D4FA7%2DBD69%2DC29A658BE905%7D and the Xerox Legacy System data</p>
39	System Design and Architecture	135		<p>requirement 3.26, "Offeror shall describe how its proposed Solution will provide real time results for both reports and dashboards based on data extracts from both internal and external data sources."</p> <p><u>Question:</u> How frequently will New Mexico's data be refreshed for real time reporting?</p>	Transactional data is refreshed in "real-time" through the Integration Platform.

40	7.3 External Reporting	Visualization, Reports and Analytics	147	<p>Visualization, Reports and Analytics (page 147), requirement 9.16, "Offeror shall describe how it's proposed Solution will maintain and operationalize a list of scheduled reports that includes the intended business area(s) and the associated User(s)."</p> <p>7.3 External Reporting (p 98) "The Contractor must provide tools and expertise to facilitate external reporting to meet Project and State reporting needs. The Contractor's proposed Solution for DS module must provide the tools and expertise to meet multiple external reporting needs. The report requirements must be documented and integrated into the Contractor's project plan."</p> <p>7.4 Federal Reports (p 99) "The Contractor must develop, produce and maintain all Federal and State-mandated management or business reports necessary to meet State reporting obligations."</p> <p>Will NM HSD please provide a list of all current state/federal reports they are creating, in addition could the State provide a list of the anticipated reports to be created?</p>	<p>The State can not provide all the reports needed as this RFP is for an Enterprise Solution and the reports are not known for the other programs associated with the HHS 2020 Project. The State has provided several sources of information, specifically Addendum 13 (with known reports), within the Procurement Library to assist the Offerors in estimating sizing, with the understanding that the Solution must be extensible for future needs.</p> <p>As stated in Section I. A. 5. Adaptable: "...The State's goal in adopting this approach is to provide an extensible, flexible and soundly designed framework that can adapt over time to changing programmatic needs, solution approaches and technologies."...</p> <p>Addendums: Addendum 9 - MMIS Activity Data Addendum 12 - HHS 2020 Legacy MMIS Interfaces Addendum 13 - HHS 2020 Data Needs for Reporting Addendum 16 - HHS 2020 Legacy Enterprise Partner Interfaces</p> <p>https://nmhsp-public.sharepoint.com/Pages/HSDProcurementLibrary.aspx?RootFolder=%2FHSDProcurementLibrary%2FHHS%202020%20RFP%20Addendums&FolderCTID=0x0120004C0D65E4F35AA6488DD906539C451A1&View=%7B5E413FFC%2D128B%2D4F7%2DDBD69%2DC29A658BE905%7D and the Xerox Legacy System data</p> <p>https://nmhsp-public.sharepoint.com/Pages/HSDProcurementLibrary.aspx</p>
41	Section B.	HHS 2020 Vision		<p>"the vision is to include the entire HHS Enterprise, serving all HSD divisions and other NM HHS organizations such as the Department of Health (DOH); the Children, Youth and Families Department (CYFD); the Aging and Long-Term Services Department (ALTS) and more."</p> <p>Can NM HSD please provide a list of the data, data services, and/or reports/report types for these users?</p>	<p>The State can not provide all the data or reports needed as this RFP is for an Enterprise Solution and the data and reports are not known for the other programs associated with the HHS 2020 Project. The State has provided several sources of information, including Addendum 13, within the Procurement Library to assist the Offerors in estimating sizing, with the understanding that the Solution must be extensible for future needs. As stated in Section I. A. 5. Adaptable: "...The State's goal in adopting this approach is to provide an extensible, flexible and soundly designed framework that can adapt over time to changing programmatic needs, solution approaches and technologies."...</p> <p>Addendums: Addendum 9 - MMIS Activity Data Addendum 12 - HHS 2020 Legacy MMIS Interfaces Addendum 13 - HHS 2020 Data Needs for Reporting Addendum 16 - HHS 2020 Legacy Enterprise Partner Interfaces</p> <p>https://nmhsp-public.sharepoint.com/Pages/HSDProcurementLibrary.aspx?RootFolder=%2FHSDProcurementLibrary%2FHHS%202020%20RFP%20Addendums&FolderCTID=0x0120004C0D65E4F35AA6488DD906539C451A1&View=%7B5E413FFC%2D128B%2D4F7%2DDBD69%2DC29A658BE905%7D and the Xerox Legacy System data</p> <p>https://nmhsp-public.sharepoint.com/Pages/HSDProcurementLibrary.aspx</p>
42	Section C.	MMISR Approach		<p>"The SI Contractor will provide the core infrastructure used to transfer and enable storage of data from all the Contractors and modules throughout the MMISR Solution."</p> <p>Can NM HSD please clarify whether the data for the DS Contractor will reside in the State data center or the DS Contractor's environment?</p>	<p>As defined in Section 8. Data Services Infrastructure "Contractor will have responsibility for the planning, design, implementation, operation and maintenance of one or more repositories (cubes, marts, universes, star or snowflake schemas, or equivalents) for reporting, ad hoc queries and analytics for the MMISR Solution and for HHS 2020. The Contractor may also construct staging areas for data brought into DS from the System Integrator... As noted above, the Contractor is expected to provide or develop data structures (e.g., multiple-linked data stores, data marts, data lakes, an Enterprise Data Warehouse (EDW) or other) that leverage the infrastructure and tools provided by the SI module in order to deliver a complete Solution to the State."</p> <p>How the data is provided to the DS Solution is dependent upon the SI Solution. As the SI RFP has not been awarded as of this date the Solution is not available.</p> <p>The DS Contractor will work with the SI Contractor to identify where data is hosted and how data is obtained by the DS module.</p>
43	Section B.	Data Services		<p>the RFP states, "The DS Contractor will be responsible for analyzing data requirements, both current and projected; working with the State to define and implement an Enterprise data governance approach; utilizing the MDM Solution of the SI Contractor for HHS 2020 data assets."</p> <p>Can NM HSD please clarify what MDM solution will be utilized?</p>	<p>The MDM will be determined by SI solution with State approval. As the SI RFP has not been awarded as of this date the MDM Solution is not available.</p>
44	Section F.	Unified Public Interface		<p>does NM HSD prefer the DS Contractor make use of our own data warehouses or will the State provide their own?</p>	<p>As defined in Section 8. Data Services Infrastructure "Contractor will have responsibility for the planning, design, implementation, operation and maintenance of one or more repositories (cubes, marts, universes, star or snowflake schemas, or equivalents) for reporting, ad hoc queries and analytics for the MMISR Solution and for HHS 2020. The Contractor may also construct staging areas for data brought into DS from the System Integrator... As noted above, the Contractor is expected to provide or develop data structures (e.g., multiple-linked data stores, data marts, data lakes, an Enterprise Data Warehouse (EDW) or other) that leverage the infrastructure and tools provided by the SI module in order to deliver a complete Solution to the State."</p>

45	Section D.	Project Environment	can NM HSD provide more insight into how each Stakeholder listed will use the system and provide examples of data associated with their needs for this module?	<p>The State can not provide all the data association needs as this RFP is for an Enterprise Solution and the data is not known for the other programs associated with the HHS 2020 Project. The State has provided several sources of information, including Addendum 13, within the Procurement Library to assist the Offerors in estimating sizing, with the understanding that the Solution must be extensible for future needs.</p> <p>As stated in Section I. A. 5. Adaptable: ..."The State's goal in adopting this approach is to provide an extensible, flexible and soundly designed framework that can adapt over time to changing programmatic needs, solution approaches and technologies."...</p> <p>Addendums: Addendum 9 - MMIS Activity Data Addendum 12 - HHS 2020 Legacy MMIS Interfaces Addendum 13 - HHS 2020 Data Needs for Reporting Addendum 16 - HHS 2020 Legacy Enterprise Partner Interfaces</p> <p>https://nmhsd-public.sharepoint.com/Pages/HSDProcurementLibrary.aspx?RootFolder=%2FHSDProcurementLibrary%2FHHS%202020%20RFP%20Addendums&FolderCTID=0x0120004COD65E4F35AA6488DD906539C451A1&View=%7B5E413FFC%2D128B%2D4FA7%2DBD69%2DC29A658BE905%7D and the Xerox Legacy System data</p> <p>https://nmhsd-public.sharepoint.com/Pages/HSDProcurementLibrary.aspx</p>
46	Section II	Contractor Role	<p>the RFP states, "Assist the SI Contractor as appropriate and with the consent of the State with data migration from the legacy systems to the new MMISR Solution."</p> <p>Can NM HSD please clarify whether it is the responsibility of the SI Contractor or the DS contractor to migrate legacy data into the multiple linked data stores, data marts, data lakes, and EDW?</p>	It is the SI Contractor's responsibility to migrate the legacy data.
47	Section D.	Project Environment	<p>the RFP indicates that there are, "twenty-eight (28) programs and/or systems have been identified for stakeholder engagement".</p> <p>Can NM HSD please provide a list of the 28 programs and/or systems?</p>	Refer to Proposal Addendum 16 (Sixteen) - HHS 2020 Legacy Enterprise Partner Interfaces. The interface list was updated as information was made available. Currently there are 30 system interfaces defined for DOH.
48			Can NM HSD provide clarification on how they define continual improvement in the first paragraph of Appendix G?	Process Improvement is the proactive task of identifying, analyzing and improving upon existing processes and technologies within an organization for optimization and to meet new quotas or standards of quality. The DS Contractor is responsible for that in regards to their solution deployment, methodologies, platform and tools. The State is looking for an Offeror that will actively work with the State to identify and implement improvements both for the business as well as their solution regarding building and extending the contents of the Data Services platform.
49	requirement 7.2		Public Facing Dynamic Reports, can NM HSD please provide a ballpark of peak concurrent users for the public-facing dynamic reports?	<p>The State can not provide all the concurrent User volumes as this RFP is for an Enterprise Solution and the User volumes are not known for the other programs associated with the HHS 2020 Project. The State has provided several sources of information, including Addendum 13, within the Procurement Library to assist the Offerors in estimating sizing, with the understanding that the Solution must be extensible for future needs.</p> <p>As stated in Section I. A. 5. Adaptable: ..."The State's goal in adopting this approach is to provide an extensible, flexible and soundly designed framework that can adapt over time to changing programmatic needs, solution approaches and technologies."...</p> <p>Addendums: Addendum 9 - MMIS Activity Data Addendum 12 - HHS 2020 Legacy MMIS Interfaces Addendum 13 - HHS 2020 Data Needs for Reporting Addendum 16 - HHS 2020 Legacy Enterprise Partner Interfaces</p> <p>https://nmhsd-public.sharepoint.com/Pages/HSDProcurementLibrary.aspx?RootFolder=%2FHSDProcurementLibrary%2FHHS%202020%20RFP%20Addendums&FolderCTID=0x0120004COD65E4F35AA6488DD906539C451A1&View=%7B5E413FFC%2D128B%2D4FA7%2DBD69%2DC29A658BE905%7D and the Xerox Legacy System data</p> <p>https://nmhsd-public.sharepoint.com/Pages/HSDProcurementLibrary.aspx</p>
50	requirement 7.8		Geographic Information Systems (GIS) Mapping/Geocoding, can NM HSD provide details around any existing GIS databases or systems?	The State does not currently subscribe to or utilize any Geospatial Data or Geocoding services. A simplistic example of this type of service would be Google Maps.

51	Section VI.	Requirement B. 2.		<p>"List of References, 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."</p> <p>Can New Mexico please provide the referenced "Reference Questionnaire Form, Appendix D" if it is the responsibility of the Offeror to provide reference organizations with the questionnaire?</p>	<p>Amendment 1 - Clarified in</p> <p>Offers are requested to send reference's to The Procurement Manager as described in APPENDIX D. The Procurement Manager will submit the reference questionnaire as described described in APPENDIX D.</p>
52	Appendix G; Appendix H	Section 9.9; 1.09		<p>HSD hosts and maintains a secured SharePoint principal repository (the HHS 2020 Document Library) that encompasses documentation for HHS 2020. HSD maintains action item lists, issue lists, the risk log, the integrated master schedule, budget and financial documents, various management plans and other project management documents in the Document Library. All documents related to procurements and to subsequent service/solution delivery will reside in the Document Library.</p> <p>Offeror shall describe how its proposed Solution will result in provision and maintenance of documentation for all phases of the DS Project, including certification. Offeror's proposal shall contain a commitment to store on the State Microsoft SharePoint site HHS 2020 Document Library or other such designated tool all project artifacts and documents including</p> <p>In Revised Table G 1: Current HSD assets that may be reused for the SI to indicate if State licenses are available for Vendor use, that was included in Amendment 2 of the SI RFP, the State does not list Microsoft SharePoint. To what extent can we leverage the State's SharePoint presence in our technical solution to provide the best return on the State's SharePoint investment?</p>	<p>The contractor will be able to use HSD's SharePoint Document Library.</p>
53	Appendix H Appendix G	Requirement 3.52; Disaster Recovery and Back Up	140; 118	<p>#8, Meeting Recovery Point Objectives, as defined by the State.....</p> <p>#9, Meeting Recovery Time Objectives, as defined by the State</p> <p>For scoping purposes could the State clarify the expected RPO and RTO objectives required for the DR site?</p>	<p>Expected RPO and RTO objectives are 4 hours and no data loss. The contractors should provide us with current SLAs they are meeting on those objectives.</p>
54	General			<p>For scoping purposes could the State share the current storage capacity of the existing MMIS and the expected growth rate?</p>	<p>The State can not provide capacity and growth rates as this RFP is for an Enterprise Solution and the data is not known for the other programs associated with the HHS 2020 Project. The State has provided several sources of information, within the Procurement Library to assist the Offerors in estimating sizing, with the understanding that the Solution must be extensible for future needs.</p> <p>As stated in Section I. A. 5. Adaptable: ... "The State's goal in adopting this approach is to provide an extensible, flexible and soundly designed framework that can adapt over time to changing programmatic needs, solution approaches and technologies."...</p> <p>Addendums: Addendum 9 - MMIS Activity Data Addendum 12 - HHS 2020 Legacy MMIS Interfaces Addendum 13 - HHS 2020 Data Needs for Reporting Addendum 16 - HHS 2020 Legacy Enterprise Partner Interfaces</p> <p>https://nmhds-public.sharepoint.com/Pages/HSDProcurementLibrary.aspx?RootFolder=%2FHSDProcurementLibrary%2FHHS%202020%20RFP%20Addendums&FolderCTID=0x0120004C0D65E4F35AA6488DD906539C451A1&View=%7B5E413FFC%2D128B%2D4FA7%2DBB69%2DC29A658BE905%7D and the Xerox Legacy System data</p> <p>https://nmhds-public.sharepoint.com/Pages/HSDProcurementLibrary.aspx</p>
55	Appendix H	System Design and Architecture Requirement 3.52	140	<p>4. Provide for recovery after a failure, with the ability to successfully roll back to a previous state based upon State defined timelines;</p> <p>7. Recover or generate lost system data;</p> <p>Are there sub-requirements #5 and #6 for Requirement 3.52? The list goes from 4 to 7.</p>	<p>Offeror shall describe how its proposed Solution will provide for Disaster Recovery and continuity of operations. The description must include its plans for implementation and testing of the Solution's Disaster Recovery Plan (DRP) on a no less than annual basis. The annual end-to-end disaster recovery exercise shall include but not be limited to demonstration of how Offeror will:</p> <ol style="list-style-type: none"> 1. Perform and store incremental and full system back-ups in accordance with HSD back-up and retention policies; 2. Comply with State and Federal document retention requirements; 3. Maintain a secure and fully replicated disaster recovery version of the Data Services Solution; 4. Provide for recovery after a failure, with the ability to successfully roll back to a previous state based upon State defined timelines; 5. Recover or generate lost system data; 6. Provide for catastrophic failure recovery, disaster recovery, back up (with off-site storage), and rapid failover redeployment; 7. Meet Recovery Point Objectives (RPO), as defined by HSD, to ensure that no data within the RPO window will be lost; and 8. Meet Recovery Time Objectives (RTO), as defined by HSD, to ensure that the Data Services Solution is available within that timeframe.

56	Addendum 14	Addendum 14	3	As part of the RFP response, Offeror also must specify how it will comply with the following Security, Privacy and Standards: The list of security and privacy standards includes PCI (for payment processing), which seems to not be applicable to the State's solution. Will the State consider removing the requirement for PCI?	The Addendums including Addendum 14 are used across all Project procurements not just the DS procurement. The Offeror is encouraged to identify assumptions, such as PCI doesn't apply to DS since Contractor's Solution is not a "merchant of any size accepting credit cards."
57	Addendum 14	Addendum 14	3	As part of the RFP response, Offeror also must specify how it will comply with the following Security, Privacy and Standards: Many of the security standards listed are redundant and will add to the cost of the overall system. Will the State consider revising the list of security standards to include only those required for Certification by CMS?	The state will not revise the list, as the Addendums are used across all Project procurements not just the DS procurement. The Offeror is encouraged to identify the security standards they will and will not meet including the reason the security standard will not be met (e.g., PCI doesn't apply to DS since Contractor's Solution is not a "merchant of any size accepting credit cards").
58	General			For license scoping purposes how many total and concurrent users, and of what type, does the State anticipate will be directly accessing the MMISR DS module? For example, can you tell us a breakout of various user types including executive/dashboard, reporting analytics, and advanced analytics?	The State can not provide User rates as this RFP is for an Enterprise Solution and the User data is not known for the other programs associated with the HHS 2020 Project. The State has provided several sources of information, within the Procurement Library to assist the Offerors in estimating sizing, with the understand that the Solution must be extensible for future needs. As stated in Section I. A. 5. Adaptable: ... "The State's goal in adopting this approach is to provide an extensible, flexible and soundly designed framework that can adapt over time to changing programmatic needs, solution approaches and technologies." ... Addendums: Addendum 9 - MMIS Activity Data Addendum 12 - HHS 2020 Legacy MMIS Interfaces Addendum 13 - HHS 2020 Data Needs for Reporting Addendum 16 - HHS 2020 Legacy Enterprise Partner Interfaces https://nmhsd-public.sharepoint.com/Pages/HSDProcurementLibrary.aspx?RootFolder=%2FHSDProcurementLibrary%2FHHS%202020%20RFP%20Addendums&FolderCTID=0x0120004C0D65E4F35AA6488DD906539C451A1&View=%7B5E413FFC%2D128B%2D4FA7%2DBD69%2DC29A658BE905%7D and the Xerox Legacy System data https://nmhsd-public.sharepoint.com/Pages/HSDProcurementLibrary.aspx
59	Appendix G	2.6.1 Functional and Technical Requirements	85	The data requirements must include an online catalog of business level data entities and attributes, with definitions and reference to the data sources in transaction Is it the intent of the State that the Contractor will create a separate data dictionary for the DS module apart from the metadata management solution provided by the SI?	Yes. The contractor is expected to furnish the data model, data dictionary and any proposed data standards for the DS module. All MDM artifacts will be submitted to the Data Governance Council for approval. The contractor is expected to align with, promote sharing, leverage the reuse, and extend the common data model, the master data dictionary, and approved data standards which are maintained by the SI contractor.
60	Appendix G	4.2 Data Services Security Management	92	Remote Access If the Offeror proposes hosting the DS module in the NM data centers, what are the approved methods for accessing the solution from a remote location? Does DoIT and/or HSD deploy VPN, Citrix or a different mechanism for remote connectivity and solution management?	Current set up for remote access: HSD has an SSL VPN. Remote users would need to have a workstation inside the network that would be configured for access over the VPN. They would use this workstation to access the solution.
61	Appendix H Appendix G	Req. 3.07; App G Section 11 #1	132;	Offerors shall describe how its proposed Solution will maintain one hundred (100%) percent availability of the database for reporting and querying 24 hours a day, 7 days a week, 365 days a year other than scheduled and approved downtime. #1. Ensures the DS Solution (including all components) is available twenty-four (24) hours a day, seven (7) days a week, Three hundred sixty-five (365) days a year, for 99.95% of the time except for agreed-upon maintenance windows. There is a conflict between the requirement and associated SOW item. • Please confirm the required DS solution availability should be 99.95%. Given the additional cost associated with 99.95% availability, would HSD allow 99.5% availability, which is typical of data warehouse solutions?	The standard is 99.95%. Amendment 1 - Requirement 3.07 - change "Offeror shall describe how its proposed Solution will maintain one hundred (100%) percent availability of the database for reporting and querying 24 hours a day, 7 days a week, 365 days a year other than scheduled and approved downtime." to "Offeror shall describe how its proposed Solution will maintain 99.95% percent availability of the database for reporting and querying 24 hours a day, 7 days a week, 365 days a year other than scheduled and approved downtime."

62	Appendix G	2.5.1 Data Services Deliverables	80-83	<p>Table G 2 lists the deliverables required for the Data Services project, using the following keys:</p> <p>Key Baseline B Final F Interim I Preliminary P Update Yearly U</p> <p>Please clarify the expectation for the deliverables using these keys. For example, the Requirements Management Plan has a Baseline in the Initiation Phase, an Interim in the Concept and Planning Phases, and then a Final in the Requirements Analysis Phase. Does HSD expect a completed plan as the Baseline, and then ongoing updates until the Final? What are the differences between Baseline, Preliminary, Interim and Final?</p>	<p>The life cycle of possible artifacts is mapped to the Expedited Life Cycle (XLC) phases and associated stage gate reviews in the figure table G2. For artifacts spanning phases, it is expected that updates to the artifact (usually increased detail reflecting work accomplished in the phase) will be available for review. Artifacts evolve in maturity through the XLC.</p> <p>P = Preliminary – the first instance of an artifact that contributes to a stage gate review. Detailed expectations are provided in the various reviews’ templates.</p> <p>I = Interim – a “point in time” snapshot of an artifact that contributes to a stage gate review. This updated snapshot should represent progress from the last time the artifact was reviewed. Detailed expectations are provided in the various review’s templates.</p> <p>B = Baseline – a version of the artifact that is under initial configuration management control. It is possible but usually difficult to change a baselined artifact. Such a change requires a change request which ensures implications to cost, schedule, and technical baselines are addressed. The expectation is that all sections of the artifact have been completed, reviewed and approved in order to declare a baseline for the artifact.</p> <p>F = Final - a baseline version of the artifact that is deemed complete and cannot be changed in later XLC phases. It is deemed unchangeable for a particular release of a system. The expectation is that all sections of the artifact have been completed, reviewed and approved. A Final version of an artifact is used for hand off to Operations and Maintenance. Updated Yearly – Several security artifacts are updated on a yearly basis in the Operations and Maintenance (O & M) phase.</p> <p>U = Updated Yearly – Several security artifacts are updated on a yearly basis in the Operations and Maintenance (O & M) phase.</p>
63	Appendix G	2.5.1 Data Services Deliverables	80-83	<p>Table G 2 lists the deliverables:</p> <ul style="list-style-type: none"> • DS Project/Contract Management Services • Program Management Services. <p>Please clarify the differences between the DS Project/Contract Management Services deliverable and the Program Management Services deliverable. Other than establishing and staffing our project management infrastructure, what is HSD expecting to see with these deliverables?</p>	<p>Table G 2 - The State will remove Program Management as it is not necessary for DS. The DS Contractor is responsible for Project and Contract Management for the DS Module and should include the staffing and project management structure as well as the processes the Contractor uses for Project and Contract Management over the course of project.</p>
64		2.5.1 Data Services Deliverables	80-83	<p>Table G 2 lists the deliverable DS Transition (Disposition) Plan/Transition Support as being required in final form in the Initiation Phase.</p> <p>Typically, a draft Transition Plan is developed during the Initiation phase and is continuously updated through the Implementation phase. Please confirm that you want the transition plan and transition support services, which appears to be an end-of-contract plan and service, delivered in the Initiation Phase.</p>	<p>Amendment 1 - Include revised table G 2 to reflect P for Preliminary in the Initiation Phase and F in the O & M Phase (180 days prior to transition) and Updates to be agreed upon during contract negotiations.</p>
65		Section IV.C.31	52	<p>a. Any prospective Contractor and any of its Principals who enter into a contract greater than sixty thousand dollars (\$60,000.00) with any State agency or local public body for professional services, tangible personal property, services or construction agrees to disclose whether the Contractor, or any principal of the Contractor’s company; than sixty thousand dollars (\$60,000.00) with any State agency or local public body for professional services, tangible personal property, services or construction agrees to disclose whether the Contractor, or any principal of the Contractor’s company:</p> <p>Section C.31 states requires the Contractor to make several disclosures regarding debarment and other circumstances. Are disclosures required with proposal submittal or at time of contract? If required for the proposal, will the State please clarify where in the RFP the disclosure should be made and in what format?</p>	<p>The disclosure should come at time of contracting.</p>
66		Section V.C.2.G.1	57	<p>1) Explicitly indicate acceptance of the Conditions Governing the Procurement (see Section II. C.1);</p> <p>Section V.C.2.g.1 instructs the Bidder to see Section II.C.1. We cannot locate such Section. Should the reference be to Section IV.C.1?</p>	<p>Amendment 1 - The correct section is IV.C1</p>
67		Section VI.B.2 Appendix D	58 71	<p>Offers 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.</p> <p>The Procurement Manager will send a reference form to each business reference listed.</p> <p>Section VI.B.2 instructs the Offerors to submit references to the Procurement Manager as described in Section I Paragraph F. We cannot locate Section I Paragraph F. Also, Section VI.B.2 states that the Offeror will submit the reference form to their listed business reference, but Appendix D states that the Procurement Manager will send a reference form to each business reference listed. Will the State please clarify the process for references?</p>	<p>Amendment 1 - Offers should follow the description in APPENDIX D, and submit references to the Procurement Manager. The Procurement Manager will then send a reference questionnaire to offeror’s reference to be submitted back by June 21, 2017.</p>

68		Appendix C	70	<p>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.</p> <p>I concur that submission of our proposal constitutes acceptance of the Evaluation Factors presented in Section V of this RFP.</p> <p>Appendix C references Conditions Governing the Procurement as required in Section II.C.1. We cannot locate such Section. Should the reference be to Section IV.C.1?</p> <p>Also, Appendix C states that the Evaluation Factors are presented in Section V. Should the reference be to Section VII?</p>	Amendment 1 - The correct section is IV.C1
69		Appendix E	72	<p>THIS FORM MUST BE FILED BY ANY PROSPECTIVE CONTRACTOR WHETHER OR NOT THEY, THEIR FAMILY MEMBER, OR THEIR REPRESENTATIVE HAS MADE ANY CONTRIBUTIONS SUBJECT TO DISCLOSURE.</p> <p>The following definitions apply:</p> <p>“Applicable public official” means a person elected to an office or a person appointed to complete a term of an elected office, who has the authority to award or influence the award of the contract for which the prospective contractor is submitting a competitive sealed proposal or who has the authority to negotiate a sole source or small purchase contract that may be awarded without submission of a sealed competitive proposal.</p> <p>“Campaign Contribution” means a gift, subscription, loan, advance or deposit of money or other thing of value, including the estimated value of an in-kind contribution, that is made to or received by an applicable public official or any person authorized to raise, collect or expend contributions on that official’s behalf for the purpose of electing the official to either statewide or local office. “Campaign Contribution” includes the payment of a debt incurred in an election campaign, but does not include the value of services provided without compensation or unreimbursed travel or other personal expenses of individuals who volunteer a portion or all of their time on behalf of a candidate or political committee, nor does it include the administrative or solicitation expenses of a political committee that are paid by an organization that sponsors the committee.</p> <p>“Family member” means spouse, father, mother, child, father-in-law, mother-in-law, daughter-in-law or son-in-law.</p> <p>The first paragraph requires the contractor to disclose: “...whether they, a family member or representative...” made campaign contributions. Other States limit required disclosures to the entity itself, its directors/ officers and their family members. Can HSD please clarify which individuals need to make disclosures?</p>	The form is used for single proprietors and corporate entities. As mentioned in the question, the Offeror can limit the disclosure to corporate officers and families.
70		Article 3.D Page 163 Article 3.E	162	<p>Retainage. The HSD shall retain ten percent (10%) of the fixed-price Deliverable cost for each Deliverable that is the subject of this Agreement as security for full performance of this Agreement. All amounts retained may be released to the Contractor upon Acceptance of the final Deliverable.</p> <p><u>E_Performance Bond</u>. [CHOICE #1: If the amount of the Agreement exceeds \$1Million OR, if the Agreement is for custom developed software/application, OR for Commercial Off the Shelf (COTS) software with greater than 20% Enhancement, OR for any other critical project execution concerns, use the following language: Contractor shall execute and deliver to HSD, contemporaneously with the execution of this Agreement, a Performance Bond in the amount of [Insert Total Amount of agreed upon Performance Bond] in the name of the HSD. The Performance Bond shall be in effect for the duration of this Agreement and any renewals thereof. The required Performance Bond shall be conditioned upon and for the full performance, Acceptance and actual fulfillment of each and every Deliverable, term, condition, provision, and obligation of the Contractor arising under this Agreement. The HSD’s right to recover from the Performance Bond shall include all costs and damages associated with the transfer of Services provided under this Agreement to another Contractor or to the State of New Mexico as a result of Contractor’s failure to perform.</p> <p>Article 3.D states “HSD shall retain ten percent (10%) of the fixed price Deliverable cost as security for full performance of this Agreement.</p> <p>Article 3.E requires the Contractor to deliver a Performance bond. The required Performance Bond shall be conditioned upon and for the full performance, Acceptance and actual fulfillment of each and every Deliverable, term, condition, provision, and obligation of the Contractor arising under this Agreement.</p> <p>The purpose of both Article 3.D and Article 3.E appear to be to ensure the Contractor’s performance. Both impact the price contractor’s price. These appear to be duplicative methods of ensuring contractor performance and may unnecessarily increase the contract price. Will HSD consider deleting one (preferably both) of the requirements in the interest of reducing overall contract price?</p>	No. The retainage amount and performance bond are required for separate purposes.

71		Article 1.B; Article 2.C.1; Article 2.C.2	156; 160; 161	<p>1.B. "Application Deployment Package" shall mean the centralized delivery of business critical applications including the source code (for custom software), documentation, executable code and deployment tools required to successfully install application software fixes including additions, modifications, or deletions produced by the Contractor.</p> <p>2.C.1. Contractor agrees to maintain, at Contractor's own expense, a copy of the Software Source Code to be kept by an escrow agent and to list the HSD as an authorized recipient of this Source Code. The Source Code shall be in magnetic form on media specified by the HSD. The escrow agent shall be responsible for storage and safekeeping of the magnetic media. Contractor shall replace the magnetic media no less frequently than every six (6) months to ensure readability and to preserve the Software at the current revision level. Included with the media shall be all associated documentation which will allow the HSD to top load, compile and maintain the software in the event of a Breach.</p> <p>2.C.2 If the Contractor ceases to do business or ceases to support this Project or Agreement and it does not make adequate provision for continued support of the Software it provided the HSD; or, if this Agreement is terminated, or if the Contractor Breaches this Agreement, the Contractor shall make available to the HSD: 1) the latest available Software program Source Code and related documentation meant for the Software provided or developed under this Agreement by the Contractor and listed as part of the Services; 2) the Source Code and compiler/utilities necessary to maintain the system; and, 3) related documentation for Software developed by third parties to the extent that the Contractor is authorized to disclose such Software. In such circumstances, HSD shall have an unlimited right to use, modify and copy the Source Code and documentation.</p> <p>Could the State confirm that the provisions for escrow as intended in Article 1.B, 2.C.1 and 2.C.2 apply only to custom developed code or software that is not commercially licensed or intellectual property?</p>	The provisions for escrow as intended in Article 1.B, 2.C.1 and 2.C.2 are only applicable to custom developed code and software that is not commercially licensed or intellectual property.
72		Appendix D	71	<p>The Procurement Manager will send a reference form to each business reference listed.</p> <p>Appendix D makes a reference to a questionnaire form, but there does not appear to be an attached form. Please provide the appropriate form for contractors to reference clients.</p>	Amendment 1 - clarified in Offers should follow the description in APPENDIX D, and submit references to the Procurement Manager. The Procurement Manager will then send a reference questionnaire to offeror's reference to be submitted back by June 21, 2017.
73		Appendix H; System Design and Architecture	137	<p>3.36 Offeror shall describe how its proposed Solution will operate and maintain multiple environments to facilitate versioning, upgrading, development, system integration testing (SIT), service testing, integration testing, user-acceptance-testing (UAT), quality assurance testing (QAT), production patch, production support and training</p> <p>Will the production and disaster recovery environments be the only environments with PHI, PII, FTI or confidential information?</p>	Production and disaster recovery environments as well as staging environments for production and disaster recovery will be the environments with actual PHI, PII, FTI or confidential information. As required throughout this RFP the Contractor must secure data, including have deidentified or masked PHI, PII, FTI or confidential information data in other environments. As stated in requirement 5.05 "Offeror shall describe the proposed methods that its Solution will use for removing client-identifying information from data exports and cloned databases for test regions." The Offeror should describe the process used for masking or deidentifying PHI, PII, FTI or confidential information within the recommended Solution and environments.
74		Section 12.1 Business Continuity and Backup	117	<p>3. Maintenance of a secure and fully replicated recovery version of the DS Solution at the State's non-production data center</p> <p>The Offeror has little insight into the security practices and controls in place at the State's data centers. That being said, it would be difficult for the Offeror to make assurances or attestations in regards to the security of the environment at the State's non-production data center. Is the intent of provision 2 of subsection 12.1 that, should the Offeror employ the use of the State data center, the Offeror would be responsible to attestations of a secure environment as relates to only the DS module physical hardware and logical environments? If that is not the case does the State have a means by which the Offeror can validate security controls in place outside of the physical and logical barriers of the DS solution?</p>	Amendment 1 - Change 3. "Maintenance of a secure and fully replicated recovery version of the DS Solution at the State's non-production data center" To: 3. "Maintenance of a secure and fully replicated recovery version of the DS Solution"
75		Appendix H; Security	142	<p>5.03 Offeror shall describe how its proposed Solution will be in alignment with and comply with all HIPAA Privacy and any applicable Security Compliance Regulations as though it were a Covered Entity. Offeror shall acknowledge its obligation to adhere to federal and state security requirements (as outlined in Addendum 14 of this RFP), and to secure State approval of its Security Plan and Protocols.</p> <p>The RFP states, "Offeror shall acknowledge its obligation to adhere to federal and state security requirements (as outlined in Addendum 14 of this RFP), and to secure State approval of its Security Plan and Protocols." Is the Security Plan listed in this requirement a reference to the System Security Plan (SSP) or Security Approach deliverable?</p>	The security plan reference in 5.03 refers to the System Security Plan. The contractor is responsible for creating an SSP for their solution. The SSP can be based off of the NIST SSP or the CMS SSP templates. The SSP should contain sufficient information to be used as a compliance artifact to satisfy compliance requirements for all applicable security and compliance regulations.
76		ARTICLE 43 CONTRACTOR'S RESPONSIBILI TY FOR COMPLIANCE WITH LAWS AND REGULATIONS RELATING TO INFORMATIO	190	<p>A.6. 6. NMAC 1.12.20, et seq. "INFORMATION SECURITY OPERATION MANAGEMENT"</p> <p>Based upon interpretation NMAC D1.12.31, DoIT or independent assessor will conduct an assessment of the security controls.</p> <ul style="list-style-type: none"> • Will this assessment occur prior to go-live? • As Offeror involvement will be required in the assessment process could the State define the anticipated duration of the assessment? <p>Could the State provide detail on the scope of the anticipated assessment?</p>	Yes. The assessment will occur prior to go live. The length of the assessment will depend on a number of factors and will be completed as soon as possible. The assessment will ensure that all requirements are in place to satisfy compliance requirements for all applicable security regulations as well as address any other technical administrative or physical findings.

77	General			In both addenda 17 and the RFP there are references that ETL/ELT tools will be a shared resource provided by the SI. To ensure the most accurate pricing, can the State share more details on the ETL tools being supplied and the scope of features acquired for ETL processes? It is understood that the SI will be providing a shared security infrastructure. Will the SI be implementing a SIEM or other log collation or audit collection tool that will collect audit data across all modules?	SI is responsible for security, although module contractors must include additional licensing costs in their proposals for security. The existing SIEM technologies are Splunk and Oracle Audit Vault. Solutions should be able to interface with Splunk and any additional ingestion licensing should be planned for.
78	Appendix G	2.5.1 Data Services Deliverables	80-83	Table G 2 lists the following deliverable: • DS Project Scheduling Please clarify if the DS Project Scheduling is the same as the project work plan. If not, will the State please clarify the expectations for DS Project Scheduling?	Yes. DS Project Scheduling is the same thing as the DS Project Work Plan.
79	Section V.C	Proposal Format	56	can you please clarify that tables and/or figures may use other fonts and sizes different from the Times Roman 12 pt. font required?	Yes. The State allow tables and graphics in 10-pt font.
80	Section VII	Evaluation	61	states that Technical Responses to "Reuse" are worth 25 points. Can the State please clarify which section of the RFP Offerors should base this response on and where this response should go in Offerors' proposals? It is our understanding that Reuse was predominant in the System Integrator RFP, but is not so much so in the Data Services RFP.	Amendment 1 - clarified in Offerors are encouraged to demonstrate any aspect of reuse if applicable. No points will be allocated for reuse. Point will be redistributed to the "Vision of Solution", and "Solution/Scope of Work"
81	Section V.C		56	states "Response must be no more than three hundred (300) pages in length excluding the mandatory State required forms and examples of documents. Are offerors correct to assume that the Title Page, Table of Contents, Signed Statements, References, Key Personnel Resumes, and financial stability documentation will be excluded from the 300 page limit?	Yes. The title page, table of contents, tabs, pricing, resumes and financial statements are excluded from the 300-page limit.
82	Appendix D	Reference Questionnaire	71	states that "The Procurement Manager will send a reference form to each business reference listed." however, RFP Section VI.B.2 on page 58 states that "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." Additionally, the Questionnaire Form itself is not included in the RFP. Can the State please confirm what the correct process is and provide the form to Offerors, if applicable?	Amendment 1 - clarified in Offerors should follow the description in APPENDIX D, and submit references to the Procurement Manager. The Procurement Manager will then send a reference questionnaire to offeror's reference to be submitted back by June 21, 2017.
83	Section V.1	Proposal Content and Organization	56	states "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." However, RFP Section VI.B Other Requirements on page 58 states that all the items listed must follow the responses to Mandatory Specifications which is the 11th item in the Proposal Content and Organization section. We assume this is to help both Offerors and the State with page numbering and to confirm page counts. Can the State please clarify the order in which Binder 1 should be organized?	Amendment 1 - Clarified in Binder 1: Technical Proposal 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
84	Appendix G describes			Appendix G describes the services to be delivered. In Section C. Proposal Format, Binder 1, where should vendors respond to Appendix G services in the Technical Proposal? Please clarify if proposals should also have sections added for Vision for Solution, Reuse and Solution/SOW in alignment with the evaluation criteria on page 47 of the RFP?	Amendment 1 - clarified in Binder 1: Technical Proposal 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
85	V.C.,		56	To support readability of the response, will the State allow the use of Times New Roman font size 11 in tables?	Yes. The State allow tables and graphics in 10-pt font.
86	SOW			To reduce costs, will the State require the SI to provide the data store to vendors in a form acceptable to the vendor's security access requirements?	No. The State will not require the SI to provide data stores to contractors in a form acceptable to the contractor's security access requirements.

87	Requirement 11.3.18,	Requirement 11.3.18,	133	<p>From the RFP: Offeror shall describe how its proposed Solution will be capable of handling the anticipated data volumes for the Enterprise.</p> <p>Could the State please provide information on the anticipated data volumes or direct us to where this information is available?</p>	<p>The State can not provide an estimate of data volumes as this RFP is for an Enterprise Solution and data volumes are not known for the other programs associated with the HHS 2020 Project. The State has provided several sources of information, within the Procurement Library to assist the Offerors in estimating sizing, with the understand that the Solution must be extensible for future needs.</p> <p>As stated in Section I. A. 5. Adaptable: ..."The State's goal in adopting this approach is to provide an extensible, flexible and soundly designed framework that can adapt over time to changing programmatic needs, solution approaches and technologies."...</p> <p>Addendums: Addendum 9 - MMIS Activity Data Addendum 13 - HHS 2020 Data Needs for Reporting</p> <p>https://nmhsd-public.sharepoint.com/Pages/HSDProcurementLibrary.aspx?RootFolder=%2FHSDProcurementLibrary%2FHHS%202020%20RFP%20Addendums&FolderCTID=0x0120004C0D65E4F35AA6488DD906539C451A1&View=%7B5E413FFC%2D128B%2D4FA7%2DBD69%2DC29A658BE905%7D and the Xerox Legacy System data</p> <p>https://nmhsd-public.sharepoint.com/Pages/HSDProcurementLibrary.aspx</p>
88		Requirement 11.3.47,	138	<p>Will the State provide an operational business example of when they will need to inform/extend the data models in the DS and SI Architecture?</p>	<p>Operational business examples:</p> <ol style="list-style-type: none"> 1. The data models will be extended when the State integrates additional HHS-identified systems into the architecture. 2. Compliance changes require modifications to source systems and those changes are propagated into the HHS architecture.
89		Requirement 11.5.03,	142	<p>Please provide Addendum 14, as referenced by requirement 11.5.03</p>	<p>Please see the Procurement Library:</p> <p>https://nmhsd-public.sharepoint.com/Pages/HSDProcurementLibrary.aspx?RootFolder=%2FHSDProcurementLibrary%2FHHS%202020%20RFP%20Addendums&FolderCTID=0x0120004C0D65E4F35AA6488DD906539C451A1&View=%7B5E413FFC%2D128B%2D4FA7%2DBD69%2DC29A658BE905%7D for all Addendums including Addendum 14 - HHS 2020 Security Privacy and Standards.</p>
90		Requirement 11.9.01,	144	<p>To help vendors ensure their solution will support the entire user community, could the State please provide the number of anticipated users by level or type of user, e.g., Executive, Business Analysts, Advanced or Power User?</p>	<p>The State can not provide an estimate of User volumes or types as this RFP is for an Enterprise Solution and User volumes and types are not known for the other programs associated with the HHS 2020 Project. The State has provided several sources of information, within the Procurement Library to assist the Offerors in estimating sizing, with the understand that the Solution must be extensible for future needs.</p> <p>As stated in Section I. A. 5. Adaptable: ..."The State's goal in adopting this approach is to provide an extensible, flexible and soundly designed framework that can adapt over time to changing programmatic needs, solution approaches and technologies."...</p> <p>Addendums: Addendum 9 - MMIS Activity Data Addendum 12 - HHS 2020 Legacy MMIS Interfaces Addendum 13 - HHS 2020 Data Needs for Reporting Addendum 16 - HHS 2020 Legacy Enterprise Partner Interfaces</p> <p>https://nmhsd-public.sharepoint.com/Pages/HSDProcurementLibrary.aspx?RootFolder=%2FHSDProcurementLibrary%2FHHS%202020%20RFP%20Addendums&FolderCTID=0x0120004C0D65E4F35AA6488DD906539C451A1&View=%7B5E413FFC%2D128B%2D4FA7%2DBD69%2DC29A658BE905%7D and the Xerox Legacy System data</p> <p>https://nmhsd-public.sharepoint.com/Pages/HSDProcurementLibrary.aspx</p>
91		Requirement 11.9.38,	150	<p>From the RFP: Offeror shall describe how its proposed Solution will provide tools to enable Users to search on groups of data without performing several unique queries.</p> <p>Will the State provide an example of a use case that will utilize this functionality?</p>	<p>Standard Business Intelligence</p>
92		Requirement 11.9.42,	151	<p>Per year:</p> <ul style="list-style-type: none"> • How many surveys? • How many respondents needed per survey? • How many users will need to have the ability to create and administer surveys? 	<p>The State can not provide the number of surveys needed since this is an Enterprise Solution and survey data is not known for the programs associated with the HHS 2020 Project.</p>

93		Requirement 11.9.44,	151	To ensure understanding of which module owner is responsible for the appropriate federal reports, please provide a list of the federal reports that are considered in scope for the Data Services vendor.	The State can not provide all of the reports needed at this time as this RFP is for an Enterprise Solution and report data is not known for the other programs associated with the HHS 2020 Project. For a list of known State and Federal reports please see Addendum 13 - HHS 2020 Data Needs for Reporting in the Procurement Library. https://nmhsd-public.sharepoint.com/Pages/HSDProcurementLibrary.aspx?RootFolder=%2FHSDProcurementLibrary%2FHHS%202020%20RFP%20Addendums&FolderCTID=0x0120004C0D65E4F35AA6488DD906539C451A1&View=%7B5E413FFC%2D128B%2D4FA7%2DDBD69%2DC29A658BE905%7D
94			Pgs. 58, 62 and 71 of 200	From the RFP: Page 62, C.2 the last sentence states "Offerors must submit at least three (3) references using the Reference Questionnaire Form found in Appendix D", however, there is no Reference Questionnaire Form in Appendix D for the Offeror to use. Rather Appendix D states "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..." Further, page 58, Section 2. List of References states "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." Taken in context with the information on page 71, Offerors would need to provide its references prior to the proposal submission deadline of 6/21/17 so that the forms can be sent by the Procurement Manager and returned before the proposal submission deadline. Also, in this section there is a reference to Section I Paragraph F which does not seem to exist. When in the process does the Procurement Manager send the reference form to each business references? Does the Offeror need to provide reference names to the Procurement Officer prior to the proposal submission deadline so that the forms can be sent and returned by the proposal submission deadline of 6/21/17? Please clarify what the process is for providing references.	Amendment 1 - clarified in Offers should follow the description in APPENDIX D, and submit references to the Procurement Manager. The Procurement Manager will then send a reference questionnaire to offeror's reference to be submitted back by June 21, 2017.
95	Appendix H	question 3.25		states "Offeror shall describe how its proposed Solution will provide the ability to report or display system generated alerts by alert type." Can you please clarify what type of alerting you are referring to? For example, alerting if the system is down or alerting within the system?	Both types of alerts are in scope of this Procurement. Examples: As mentioned in the clarification of 3.28 an alert is needed if a report already exists. In addition, if during loading of data or report if the same data or report already exists then an alert is expected. If data exists within the data warehouse which is an exact duplicate then an alert is expected. Regarding the system being down, yes an alert is expected not only if the system is down at the time the User is attempting to access but also alert if the system is going to be down - something like "The System will be down on <mm/dd/yyyy> for maintenance from <hh:mm> to <hh:mm>." Additionally, user configurable dashboard alerts will notify users when user definable criterion is met.
96	Appendix H	question 3.28		states that the "Offeror shall describe how its proposed Solution will identify duplicate reports and avoid redundancy. Offeror's Solution shall notify requestor of duplication." Is the department looking for redundancy alerts during data upload or redundancy alerts once the data is inside the data warehouse?	In requirement 3.28 "Offeror shall describe how its proposed Solution will identify duplicate reports and avoid redundancy. Offeror's Solution shall notify requestor of duplication" the reference to redundancy is to prevent a User from creating a duplicate report of an existing report. If the User requests a report with data that already exists in another report the State desires the Contractor's Solution to alert the User to the existence of the report with the data so that the User can access the existing report.
97		Proposal Content and Organization	55	it includes that a signed pay equity statement and a signed eligibility statement need to be included in Binder 1 but on page 59 under the detailed descriptions of those two sections it does not mention the signed statements being included. Can you please confirm if the signed pay equity and eligibility statements are to be included or not?	Yes. A signed acknowledgement of the pay equity statement is required.