

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

REQUEST FOR PROPOSALS (RFP)

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



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

Issued: December 11, 2015

Proposals Due: February 12, 2016

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

Change on Page 8

From:

C. PROCUREMENT MANAGER

1. HSD has assigned a Procurement Manager who is responsible for the conduct of this procurement whose name, address, telephone number and e-mail address are listed below:

Peter Barrington, Program Manager/Bureau Chief
Administrative Support Bureau
Child Support Enforcement Division
NM Human Services Department
PO Box 25110
Santa Fe, NM 87502
505-827-1314
Peter.Barrington@state.nm.us

To:

C. PROCUREMENT MANAGER

1. HSD has assigned a Procurement Manager who is responsible for the conduct of this procurement whose name, address, telephone number and e-mail address are listed below:

Crystal Bowers, Contracts and Procurement Manager
Administrative Support Bureau
Child Support Enforcement Division
NM Human Services Department
PO Box 25110
Santa Fe, NM 87502
505-827-7759
Crystal.Bowers@state.nm.us

Change on Page 100, Exhibit J, REVISED COST RESPONSE FORM

EXHIBIT J, COST RESPONSE FORM

From:

EXHIBIT J COST RESPONSE FORM						
Description	Base Rate*	Estimated CPI Adjustment Factor**	CPI Adjusted Rate***	Estimated Annual Volume	Total****	Total with Gross Receipts Tax*****
Year One						
Inbound Calls		1.06	-	380,000	\$ -	\$ -
KIDS Line IVR System		1.06		90,000	\$ -	\$ -
Outbound Calls		1.06		9,000		\$ -
Deliverable One	\$ -	0	\$ -	1.0	\$ -	\$ -
Year One Subtotal					\$ -	\$ -
Year Two						
Inbound Calls		1.06	\$ -	380,000	\$ -	\$ -
KIDS Line IVR System		1.06		90,000		\$ -
Outbound Calls		1.06		9,000		\$ -
Year Two Subtotal						\$ -
Year Three						
Inbound Calls		1.06	\$ -	360,000	\$ -	\$ -
KIDS Line IVR System		1.06		230,000		\$ -
Outbound Calls		1.06		24,000		\$ -
Year Three Subtotal					\$ -	\$ -
Year Four						
Inbound Calls		1.06	\$ -	360,000	\$ -	\$ -
KIDS Line IVR System		1.06		230,000		\$ -
Outbound Calls		1.06		24,000		\$ -
Year Four Subtotal					\$ -	\$ -
Grand Total						\$ -

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

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

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

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

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

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

To:

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Description	Base Rate*	Estimated CPI Adjustment Factor**	CPI Adjusted Rate***	Estimated Annual Volume	Total****	Total with Gross Receipts Tax*****
Year One						
Inbound Calls			-	380,000	\$ -	\$ -
KIDS Line IVR System				90,000	\$ -	\$ -
Outbound Calls				9,000		\$ -
Deliverable One	\$ -	0	\$ -	1.0	\$ -	\$ -
Year One Subtotal					\$ -	\$ -
Year Two						
Inbound Calls		1.06	\$ -	380,000	\$ -	\$ -
KIDS Line IVR System		1.06		90,000		\$ -
Outbound Calls		1.06		9,000		\$ -
Year Two Subtotal						\$ -
Year Three						
Inbound Calls		1.06	\$ -	360,000	\$ -	\$ -
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Year Three Subtotal					\$ -	\$ -
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Year Four Subtotal					\$ -	\$ -
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