

Question #	RFP Section, Pg. #, and Paragraph #	Question	Answer
1.	General	<p>Please provide the following call volume statistics for the past 12 months by month:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Average daily call volumes; <input type="checkbox"/> Average weekly call volumes; <input type="checkbox"/> Monthly call volumes; <input type="checkbox"/> Busy Hour Traffic (the number of calls there are during the busiest hour of operation of the telephone system); <input type="checkbox"/> Average answer time; <input type="checkbox"/> Average hold time; <input type="checkbox"/> Average call duration; <input type="checkbox"/> Average talk time; and <input type="checkbox"/> Average wrap up time. <p>How many calls, faxes, etc. per year? And how many people are currently providing this service?</p> <p>What is the historical monthly volume of faxes, emails, texts, and chats received for the last 12 months? Please provide the number of emails and faxes received for the past 12 months by month. What information is typically sent via fax/email?</p> <p>Will Detailed Transactional Volumes and FTE counts or reports be made available to understand the exact size and scope?</p> <p>The RFP states that call center operations should be capable of taking in excess of 40,000 incoming calls on a monthly basis.</p> <p>Would the State please provide historical monthly data for the last 12 months on the number of incoming calls that came into the IVR by the call types outlined in the RFP, plus the number of monthly calls that were routed to customer service agents for each call type?</p>	<p>Daily call volumes: Please see ACD reports by month (Procurement Library). (Mean volume was not computed.) Weekly call volumes: Please see ACD reports by month. (Mean volume was not computed.) Monthly call volumes: Please see ACD/IVR Table, Annual Reports (Procurement Library), and ACD reports by month. Busy Hour Traffic: Time-of-day data was not tracked. Current contractor states that lunchtime is busiest. Average answer time: Please see Annual Reports. Average hold time: Please see Annual Reports. Average call duration/talk time/wrap-up time: Please see Talk/wrap-up AVG Table and/or ACD reports.</p> <p>Please see above and below. Please also see #12, 22 FTEs.</p> <p>Emails: CSED publicized the email address on the HSD website on 8/20/15. Emails are currently answered by CSED Central Office staff.</p> <ul style="list-style-type: none"> • 8/20/15 – 8/31/15: 29 emails • 9/1/15 – 9/30/15: 104 • 10/1/15 – 10/31/15: 67 • 11/1/15 – 11/30/15: 58 • 12/1/15 – 12/31/15: 58 • 1/1/16 – 1/20/15: 59 <p>Estimate on the types of emails received: 30% needing assistance to access secure web portal; 40% typical call questions (status of enforcement, modification request, address or employer update, payment information); 10% customer feels field office has not been responsive; 10% sending or receiving documents via email; 5% non-case related or general queries; 5% attorney or employer.</p> <p>Faxes: Address updates, estimated at about 50 per month.</p> <p>Annual Reports for 2012-2015 and monthly ASD reports to be provided in the Procurement Library.</p>

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		<p>For each call type, can the State also provide typical call patterns for calls received by time of day?</p> <p>For each call type, can the State provide typical call volumes as a percent by day of week?</p> <p>What is the average length of call (including talk time and after call wrap up) for incoming calls handled by customer service agents by call type?</p> <p>What is the average length of time a call spends in the IVR by call type?</p>	<p>Time-of-Day data was not tracked.</p> <p>Typical call volumes as a percent by day of week were not computed, but raw data is available in the monthly ACD Reports. Current contractor states that volume is heaviest on Mondays and gradually decreases through Friday.</p> <p>Please see Talk/Wrap-Up AVG Table.</p> <p>Time a call spends in IVR was not tracked.</p>
2.		Can the training be provided in one central location in Santa Fe, or must the training be provided on-site at the satellite offices?	Training can be provided at one central location.
3.	General	What are the other channels required for customer inquiries?	The current provider handles customer inquiries via telephone and fax. CSED would like the CSSC to also handle inquiries via email. (Please see #1 for current email volumes.) Text messaging, regular postal mail.
4.		Will the state please consider removing the Gross Receipts Tax (GRT) from its price evaluation? Given that the tax varies by location within the state, we believe removing GRT from the price evaluation will allow for a more balanced price comparison.	No, the state will not consider removing the Gross Receipts Tax (GRT) requirement from its price evaluation. Offerors should use the tax rate where the work is being performed. The GRT for Santa Fe (city) is 8.3125
5.	General	Please describe DoIT's roles and/or responsibilities in reviewing and/or certifying the successful vendor's technology.	DoIT has already reviewed the technology requirements established in the RFP. DoIT will also review technology requirements set forth in the final awarded contract. NM DoIT's Compliance and Project Management Program is the state's Enterprise Project Management Office providing IT Management Lifecycle policies, methodologies, and templates; reporting regularly to Executive, Legislative, and IT Commission on the status of the State's IT Project Portfolio and continuous monitoring of IT projects.
6.	General	Will the vendor selected be the vendor grandfathered in for	No. This procurement is independent from any future RFP

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		the Enterprise integrated call center, portal, (Unified Public Interface) or will there be another procurement for Unified Public Interface?	that might involve an enterprise integrated call center or portal.
7.	General	Due to the short timeframe between contract award of 3/31/16 and the requirement for a fully operational CSSC by 6/1/16, are there any provisions for extending the transition time to have a fully operational CSSC?	<p>The CSSC must be operational not later than June 1, 2016, and the transition must be completed by June 30, 2016, with a “go live” date of July 1, 2016. NM CSED will work with the selected vendor during contract negotiations to develop a Deliverable One (1), Due July 1, 2016.</p> <p>Deliverable One (1) will include transitioning plan requirements and will require the contractor to deliver a fully functioning CSSC in accordance with RFP specifications on July 1, 2016. Offerors should include associated “start-up,” costs related to the transitioning requirements i.e., facilities, staff and equipment, etc... in their cost proposal.</p>
8.	General	Please clarify the start date for this contract. Sections IV.A.3.7.a.5 and IV.A.3.7.b on p. 37 of the RFP state the CSSC must be operational not later than June 1, 2016. However, Section IV.A.3.7.c on page 38 of the RFP states transition must be completed by June 30, 2016.	<p>The CSSC must be operational not later than June 1, 2016, and the transition must be completed by June 30, 2016, with a “go live” date of July 1, 2016. NM CSED will work with the selected vendor during contract negotiations to develop a Deliverable One (1), Due July 1, 2016.</p> <p>Deliverable One (1) will include transitioning plan requirements and will require the contractor to deliver a fully functioning CSSC in accordance with RFP specifications on July 1, 2016. Offerors should include associated “start-up,” costs related to the transitioning requirements i.e., facilities, staff and equipment, etc... in their cost proposal.</p>
9.	General	If a vendor has a fully functional CSSC already established in another state supporting CSED, will a temporary site in NM meet the State’s requirements until a permanent facility space can be secured?	Please see Desirable Specifications at the bottom of page 51 and include an alternative plan in your proposal detailing where this site would be and how this is mutually beneficial to the state.
10.	General	Of the reports required to be produced by the Contractor per this RFP, which ones are currently being provided by the current contractor? Please provide a copy of each report provided by the current contractor to the State for the past	The current contractor’s Annual Reports for 2012-2015 are in the Procurement Library. Monthly ACD reports are in the Procurement Library for January-December 2015.

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		12 months.	
11.	General	How many staff members (part time and full time) does the current contractor have? What are the salaries for each position? Please provide the organizational structure of the current CSED CSSC.	<p>22 FTEs, fully staffed</p> <ul style="list-style-type: none"> • 1 Program Manager • 1 Trainer • 2 Supervisors • 1 Lead Customer Service Representative (CSR) • 3 CSR Level II • 14 CSR Level I <p>Salary information was not available; please refer to the budget provided in the Procurement Library.</p>
12.	General	Please provide the call flow of the current call center IVR and its options/functions.	This document will be made available in the procurement library.
13.	General	What is the current vendor's phone system?	Shortel.
14.	General	Does the CSSC currently use chat? If so, how is chat used? How many chats are received per month?	The current contractor does not use chat.
15.	General	Is go-live June 1 or July 1, considering the incumbent's contract ends June 30? Will HSD consider allowing a transition time of longer than 60 days, to enable the contractor to order, install and test telecom and technology?	<p>The CSSC must be operational not later than June 1, 2016, and the transition must be completed by June 30, 2016, with a "go live" date of July 1, 2016. NM CSED will work with the selected vendor during contract negotiations to develop a Deliverable One (1), Due July 1, 2016.</p> <p>Deliverable One (1) will include transitioning plan requirements and will require the contractor to deliver a fully functioning CSSC in accordance with RFP specifications on July 1, 2016. Offerors should include associated "start-up," costs related to the transitioning requirements i.e., facilities, staff and equipment, etc. in their cost proposal.</p>
16.	General	What are the services expectations for the onsite services if a company has secure technologies established outside of NM?	The expectation is that live call center agents and their managers will work from a location in New Mexico. This RFP has no expectations regarding the location of the technical systems that call center agents use.
17.	General	Please confirm the transition and fully operational date.	The CSSC must be operational not later than June 1, 2016,

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		<p>June 1, 2016 June 1, 2016 June 1, 2016 June 1, 2016 June 30, 2016</p>	<p>and the transition must be completed by June 30, 2016, with a “go live” date of July 1, 2016. NM CSED will work with the selected vendor during contract negotiations to develop a Deliverable One (1), Due July 1, 2016.</p> <p>Deliverable One (1) will include transitioning plan requirements and will require the contractor to deliver a fully functioning CSSC in accordance with RFP specifications on July 1, 2016. Offerors should include associated “start-up,” costs related to the transitioning requirements i.e., facilities, staff and equipment, etc... in their cost proposal.</p>
18.	General	Is staff currently assisting callers with applications? If so, how long does it take to complete one? How many different applications are there?	Current CSSC does not assist callers with applications. The CSSC refers callers to the applications found online (http://www.hsd.state.nm.us/LookingForAssistance/Application_for_Child_Support.aspx); or to the field office; or mails the caller an application.
19.	General	What are the services expectations for the onsite services if a company has secure technologies established outside of NM?	See #16
20.	General	Does the CSSC handle calls from Navajo nation customers?	Yes, the CSSC handles calls from the Navajo Nation. The State is not requiring Diné-speaking staff.
21.	I.C2f page 7	Will the HSD consider a solution that proposes to perform some or most of the call center functions out-of-state if the solution also includes maintaining and office and staffing some positions within the State of New Mexico?	<p>We would prefer that most if not all functions are performed in New Mexico. Most notably the trainer and manager positions.</p> <p>However, CSED will consider alternatives in accordance with RFP § IV. SPECIFICATIONS D.DESIRABLE SPECIFICATIONS (OPTIONAL)</p> <p>“HSD is seeking cost-effective ways to leverage alternative or additional technologies to enhance customer service (e.g., timeliness, quality, accuracy, ease of access), while maintaining an efficient cost profile and/or reducing burden in other areas. Offerors are encouraged to propose</p>

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			solutions and approaches that exceed the minimum requirements creatively use technology or process to increase CSSC efficiency, and/or exceed minimum performance standards. Please propose and describe what your organization could offer HSD to address these specifications.”
22.	I. C. 2, g. page 7	What are the other channels required for customer inquiries?	Please see #3. The current provider handles customer inquiries via telephone and fax. CSED would like the CSSC to also handle inquiries via email. Other possible channels would be text and regular mail, if deployed.
23.	I. C., 2, i. page 8	What is the expectation for per-minute, per-text toll charges? Are these pass through costs?	CSED currently has a texting contract that does not incur per-use charges. CSED notifies customers of license referrals and bench warrants, but does not respond to texts that customers send to us. If the offeror proposes to provide text messaging as part of their solution, please specify cost in the proposal.
24.	I.C.2.c, page 7	Regarding vendor interfaces with the state, state designees, etc., please provide the number of interfaces that each entity/organization will provide/send.	Currently there is one interface between the call center and KIDS Line IVR application, and one network connection between call center work stations and CSES mainframe. Other interfaces may be required depending on the contractor’s offered solution, such as to a CSED text messaging provider or to a future HSD enterprise portal.
25.	I.C.2.i, page 8	Regarding requirement “Leverage existing CSSC-related technology infrastructure...,” please explain what existing CSSC-related technology infrastructure is available for the contractor to use.	The current contractor uses work stations that have Attachmate software installed as a terminal emulator for connection to the mainframe application, CSES. Such equipment could be made available for research purposes as the contractor sets up their own call agent work stations.
26.	I.C.a.i., page 8	Does “auto calling” refer to calling back customers who are in a callback queue due to long wait time? Please confirm the State does not require the contractor to have an auto dialer for large outbound call campaigns.	Yes, the RFP uses “auto calling” to mean a callback queue, not large outbound call campaigns.
27.	I.C.2.j. page 8	Given the relatively small size of the CSSC and the potential cost of extended coverage while still maintaining other service level standards, would the State consider limiting	The State would like to provide service outside business hours for our customers who work during business hours. Offerors could price different options.

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		operations to standard business hours?	<p>However, CSED will consider alternatives in accordance with RFP § IV. SPECIFICATIONS D.DESIRABLE SPECIFICATIONS (OPTIONAL)</p> <p>“HSD is seeking cost-effective ways to leverage alternative or additional technologies to enhance customer service (e.g., timeliness, quality, accuracy, ease of access), while maintaining an efficient cost profile and/or reducing burden in other areas. Offerors are encouraged to propose solutions and approaches that exceed the minimum requirements creatively use technology or process to increase CSSC efficiency, and/or exceed minimum performance standards. Please propose and describe what your organization could offer HSD to address these specifications.”</p>
28.	I.C.2.I, page 8	Please describe the existing CSSC-related technology infrastructure the State expects the successful vendor to leverage	The current contractor uses work stations that have Attachmate software installed as a terminal emulator for connection to the mainframe application, CSES. Such equipment could be made available for research purposes as the contractor sets up their own call agent work stations.
29.	I.F, page 12	It does not appear that a Procurement Library has been included on the referenced site. When will this material be made available? Where will it be located?	http://www.hsd.state.nm.us/LookingForInformation/open-rfps.aspx
30.	II.C.31, page 23	Where should Offerors include the required acknowledgement of the “Pay Equity Reporting Requirements” in their Proposal responses? Can this be included in Binder One “F. Appendices” section?	Yes. Potential Offerors can include in the Appendices Section. Please provide a statement of concurrence including the reference to the sections you are referring to. Please mark all sections clearly so that the evaluation team can easily find that information.
31.	II.C.32, page 23-25	Q: Do Offerors need to provide a response to the “Disclosure Regarding Responsibility” requirements in the proposal response? If so, where should this information be provided?	A statement of concurrence with a reference to that section is sufficient. You can provide this information wherever you think it fits best in your proposal as long as it is clearly marked.

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32.	II.C.33, page 25	Since the New Mexico Preferences will not apply to this procurement, please confirm whether Offerors must still include a copy of their preference certificate with their proposal.	No. Since the NM Preference does not apply and no points are awarded for this, Offerors do not need to include a copy of their preference certificate. Either way, no points would be awarded or docked whether it was provided or not.
33.	III.B, page 26 and III.C.1, page 27	<p>The RFP states:</p> <p>“...all confidential information in the proposal shall be clearly identified and easily segregated from the rest of the proposal.”</p> <p>➤ “All Confidential Information shall be clearly identified and segregated on the electronic version mirroring the hard copy submitted. Proposals containing confidential information must be submitted as two separate binders:</p> <ul style="list-style-type: none"> • Unredacted version for evaluation purposes • Redacted version (information blacked out and not omitted or removed) for the public file” <p>8. Financial Stability - Financial information considered confidential should be placed in the Confidential Information binder.</p> <p>Would the State please clarify the requirements for handling confidential content? Is a Confidential Information Binder required? If so, please provide further information on the requirements for this part of the submission?</p>	<p>Mark that section ‘confidential’. However, keep in mind, an offeror cannot mark a large portion of the proposal ‘confidential’. Only financials and proprietary information can be marked confidential. The cost proposal is a separate binder.</p> <p>Is this material to be segregated from the rest of the proposal response in the unredacted version or are Offerors to submit an unredacted and redacted version as defined in RFP Section I.E? Please provide a redacted and unredacted version as stated in the RFP Section I.E. The redacted version is what would be made available to the public while the unredacted version would be available for review of this RFP</p>
34.	III.1.D.6, page 27	<p>What does the State wish to see in response to the “Oral Presentation” requirement, III.1.D.6, on page 27? Did the State intend item 6 here to be “Organization References” in reference to IV.B.3?</p> <p>What does the State wish to see in response to the “Oral Presentation” requirement? Did the State intend item 6</p>	If selected as a finalist, Offeror may be required to present an overview of its proposal to the Evaluation Committee, to give the Committee the opportunity to interview proposed Key Personnel, to ask questions, to seek clarifications to better understand Offeror’s proposal, and to better assess Offeror’s ability to fulfill the requirements outlined in the

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		here to be "Organization References" in reference to IV.B.3?	RFP. If the State chooses to invite Offerors to make oral presentations and/or demonstrations, invited Offerors will be evaluated based upon presentation quality, content and relevance to HSD requirements; capabilities and fit of proposed Offeror staff to HSD requirements and environment; and responses to questions. Keep in mind, the oral presentation is NOT an opportunity to make any changes to the proposal but to clarify, elaborate and answer questions.
35.	IV.A.2.a.1. page 31	Can you confirm that the CSSC will be responsible for maintaining complete customer contact records on CSES? If so, is the contractor required to maintain any redundant information on the CRM other than what is necessary for reporting purposes?	The CSSC will enter call notes onto CSES. The CSSC will also update address and employment information when appropriate. Please see page 39, IV. A. 3. D. 10 "Document and maintain records/recordings of all CSSC calls and voice mails received..." for information that needs to be retained, such as call recordings.
36.	IV.A, page 31	Can the State supply their current system interface specification documents for the IVR, CRM and CTI? Are the system interfaces real time or batch?	The flow diagram for the IVR will be posted to the procurement library. Other system flow diagrams are currently not available. The KIDS line IVR interface is a batch interface with daily update frequency.
37.	IV.A, page 31	What is the current implementation connection method (e.g., point-to-point, web enabled, secure VPN) to the mainframe?	The current connection method to the mainframe from call center work stations is through Attachmate terminal emulation software.
38.	IV.A.2. page 31	Do you currently have a pre-configured IVR tree and self-help design that will need to be replicated or will the IVR have to be designed from scratch using requirements determined by the client?	CSED currently has an IVR self-help design. (Please see <i>Kids Line Script</i> in Procurement Library.) Following the current IVR design is not required; offerors are encouraged to leverage their IVR expertise.
39.	IV.A.2. page 31	Will a Virtual or Cloud based ACD / IVR Solution be an accepted for these requirements?	Yes, assuming you meet all other provisions within the RFP.
40.	IV.A.2.a.2, pg 31	We assume that the telephone IVR will not hold, convey, or store any Federal Tax Information (FTI). Is this assumption correct?	That assumption is correct.

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41.	IV.A.2.a.2.f, page 32	Please define the preferred method of interface available for eCSES.	Note: eCSES is a web application connected to by the contractor with CSED granted account privileges. <i>This answer is a clarification to the language in Section IV.A.2.a.2.f.</i>
42.	IV.A.2.a.2.h, page 32	Regarding “Requiring use of a Personal Identification Number (PIN), in combination with Social Security Number (SSN) to access information,” please provide details on how the vendor will access the state’s system or database to provide the “confidential information” via the IVR.	See answer to question #13 on IVR flow and functions. The intent of the requirement laid out in IV.A.2.a.2.h is to allow repeat customers the use of a simplified authentication method in order to reduce time spent by call agents verifying customers’ identity and in order to improve customer satisfaction. CSES does not have an existing repository to store PIN data, hence the requirement that the information be “stored on the Contractor’s system.”
43.	IV.A.2.a.2.j., page 32	Please provide IVR/ACD scripts for both Spanish and English calls.	Please see <i>Unit Help Manual</i> for ACD and <i>Kids Line Script</i> for IVR, in the Procurement Library.
44.	IV.A.2.e. page 32	This section mentions CTI when referencing what we would call Virtual Hold Capabilities (Automated Call Back Option) We assume this is the capability you would be looking for in addition to the CTI "Screen Pop" capability to the CRM System, is this correct?	Yes.
45.	IV. A 2. a. c. page 32	Is support for any additional languages beyond Spanish/English required?	No.
46.	IV.A.2.a.7 page 33	Are you looking for email based survey response or voice or any other form specifically?	CSED would like to monitor customer satisfaction to improve quality of service, but does not have a current preference for the survey platform.
47.	IV.A.2.a.3.j, page 33	Allow incoming calls to be transferred from internal extension (non-ACD) to an agent and for all calls to be transferred through the ACD to an internal extension; Is this transferring into the CSR or case manager queue?	Incoming calls should be capable of being transferred internally: to a CSR, or to a CSSC supervisor if appropriate. Calls are not transferred to CSED offices. Customer inquiries are referred to the field office case managers for call-back via CSES call records.
48.	IV.A.2.a.3.j, page 33	Regarding “Allow incoming calls to be transferred from internal extension (non-ACD) to an agent and for all calls to be transferred through the ACD to an internal extension,” is this referring to transferring into the CSR or case manager	Incoming calls should be capable of being transferred internally: to a CSR, or to a CSSC supervisor if appropriate. Calls are not transferred to CSED offices. Customer inquiries are referred to the field office case managers for call-back

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		queue?	via CSES call records.
49.	IV.A2.a.11, page 34 Previously 51	<p>This requirement reads “Scripting tool with GUI to allow HSD staff to create, modify and/or install IVR scripts based upon HSD requirements, including the ability to test the script interactively and to time script lengths</p> <p>The tool must detect and report errors in the script, and identify dead-end branches, repetitive loops, and other systemic conditions or problems that would degrade usability</p> <p>Any Offeror proposing a solution whereby script changes can be effected only at an off-site location or only by the Offeror or a third-party organization, will be considered non-compliant.”</p> <p>We assume that this requirement is in regards to agent performance support scripting and not the IVR. Is our assumption correct?</p>	<p>CSED does not contemplate making unilateral changes to the IVR. Any infrequent changes that are needed would be made by consensus between CSED and the contractor.</p> <p>CSED must retain the ability to make changes to the “agent performance support scripting,” which is currently the <i>Unit Help Manual</i> found in the Procurement Library. CSED is hopeful that the offeror may have a more user-friendly tool.</p>
50.	IV.A2.2.b, page 34,	Please summarize the interface requirements. How is the vendor expected to connect to the existing CSES mainframe (VPN, T-1, etc.)? Are there any special signaling or equipment requirements?	As stated in the answer to Question 44, there is no preferred connection method to CSES mainframe, but it must meet security and other compliance specifications within the RFP, Section IV.A.4. There are no special signaling or equipment requirements.
51.	IV.A.2.a, page 34 Previously 53	How often does HSD anticipate making changes to the IVR? How does HSD envision managing quality control, testing, and deployment in coordination with the contractor if both entities are making IVR changes? Will HSD hold the contractor harmless if HSD makes IVR changes that result in service degradation or system outages?	Please see #48. If any CSED-made changes were to negatively impact SLAs, the contractor would be held harmless.
52.	IV.A.2.a.11, page 34	If HSD staff are able to modify IVR scripts on the fly will the Vendor be held harmless in the event the HSD staff implements a change that affect the call centers ability to receive calls and meet SLAs? How does HSD propose to track and approve changes prior to implementation?	Please see #49, #51.

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53.	<i>IV.A.2.a.11. page. 34</i>	Given the potential impact of IVR script changes on the number of live calls, will there be a process for obtaining CSSC contractor input into these changes? If so, what will the process be?	Please see #49, #51.
54.	<i>IV.A.2.a.11. page 34</i>	In the Bidders' Conference, the HSD staff stated verbally that this requirement applies to the Resource Manual (or equivalent) rather than the IVR. Could the State please confirm this response in writing and provide any other clarification that might be useful?	Please see # 49, #51
55.	IV.A.2.b, page 34	Please define the interface requirements for the CSES mainframe and CICS. Please provide a list of TN3270 emulators that meet the HSD security requirements.	There is no preferred connection method to CSES mainframe, but it must meet security and other compliance specifications within the RFP. See Section IV.A.4, for details on HSD security requirements which are all federal security requirements for handling child support data.
56.	IV.A.2.b, page 34	Regarding requirement "The CSSC Contractor also shall develop an interface with CSES to support a Contractor-provided IVR for the KIDS Line," please provide details on the "interface" expectations.	This RFP does not specify how a contractor would build the interface. CSED would assist the contractor with building the interface and the contractor may leverage the current system interface design, or propose a new design that fulfills the requirement.
57.	<i>IV.A.2.a.11. page 34</i>	In the Bidders' Conference, the HSD staff stated verbally that this requirement applies to the Resource Manual (or equivalent) rather than the IVR. Could the State please confirm this response in writing and provide any other clarification that might be useful?	Please see # 49, #51
58.	IV.A.3.7, page 36	Are bidders required to use the DoIT Project Management Plan template for their CSSC Project Plan? Regarding RFP requirement IV.3.7, on page 36, are bidders required to use the DoIT Project Management Plan template for their CSSC Project Plan?	A DoIT project management plan template will be provided in the procurement library. However, the contractor is free to use their own project management plan template as long as it meets the requirements in Section IV.3.7; and it meets NM DoIT's standards and policies.
59.	IV.3, page 36	With the expansion in hours of operation, does the State anticipate a greater number of calls/larger demand for service or does the State anticipate the level of service will remain the same but be spread out over longer hours of	It is possible that extended hours could increase call volume, as customers who work during regular business hours would have more opportunity to call. However,

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		operation?	CSED's total caseload is currently stable.
60.	IV.A.3.d, page 38	We assume call recording should comply with IRS Publication 1075 guidelines and requirements for storage and handling of Federal Tax Information (FTI). Is this assumption correct?	Yes, call recordings may contain FTI and should be handled and stored in compliance with IRS guidelines.
61.	IV.A.3.c, page 38	Base term of the contract is two years per RFP Section I.C. Scope of Procurement (page 7). Does the two-year base term include the implementation/transition period?	The two year base period is based on the date of contract execution (signatures of all parties). In this case that would begin on July 1, 2016. Because of the nature of the contract, the implementation/transition stage is the period of time the current contractor, HMS, and the selected offeror would have to work out any issues that may arise before going live July 1, 2016.
62.	IV.A.3.7.d.2, page 38	The RFP states that the contractor should configure the IVR to enable callers to easily access information most frequently requested. Could you please provide a list of the most common topics callers request from the IVR?	The self-help IVR is the <i>Kids Line</i> . Callers may 1) Report a person; 2) Request an Application; 3) Obtain payment information; 4) Leave information; or 5) Transfer to a CSR. The most frequent uses are to request an application and to find out if a payment has posted.
63.	IV.A.3.b.5, page 38	The Acceptance element in the testing phase states that 99 percent uptime during operational hours must be maintained for 21 days. The requirement states that this element must be completed prior to go-live. Does the contractor need to have fully operating systems in place at least 21 days prior to go-live?	Yes. The contractor needs to have fully operating systems in place at least 21 days prior to go-live.
64.	IV.A.3.d, page 38	Is any existing email, text, and chat technology available to the contractor for use in the next contract term? If so, please provide specifications and details for that technology.	CSED is using our Outlook email to communicate with customers on child.support@state.nm . CSED is using Contact Wireless to send out texts. The CSSC is not currently doing this. Neither CSED nor the CSSC is using chat.
65.	IV.A.3.7.d.9 page 39	Regarding direct deposit, debit card issuance, and credit card payments, will the contractor be responsible for simply relaying information about the availability of these items, or will they need to be able to set up direct deposit and debit cards and accept credit card payments?	CSED does not have a fiscal agent that can process credit card/debit payments on our behalf. The CSSC is responsible only to relay information about direct deposit, and mails applications when requested (also available at http://www.hsd.state.nm.us/LookingForAssistance/Application_for_Child_Support.aspx). The CSSC also emails SDU on

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			behalf of a customer requesting the Prepaid Debit Card.
66.	IV.A.3.7.d.9, page 39	Will the contractor be able to update addresses in CSES?	Yes, the contractor can update addresses on CSES.
67.	IV.A.3.d.9, page 39	Please provide call data: call arrival patterns; number of calls per day for the last year; average handle (talk) time; average wrap time	Please see: Annual Reports for 2012-2015; monthly ACD Reports for January to December 2015 (Procurement Library); and Talk/wrap-up AVG Table.
68.	IV. A 2. d. item 10) sixth bullet page 39	Is there a requirement for CSED staff to be able to access the call recordings?	CSED needs a limited number of Central Office staff to have access to call recordings for Quality Assurance and investigative purposes.
69.	IV.A.3.d.12 page 40	Will the development of new training materials be a joint activity or will some pre-existing content be made available to create this material?	Some pre-existing content is available, please see <i>Unit Help Manual</i> (Procurement Library). CSED has available “steppers” and in-person training for CSES. In addition, CSED will jointly develop new training materials. Current contractor staff have also developed effective materials.
70.	IV. A.3. d. item 11), sub-item b page 40	Is there a requirement to document every system check? Is there a requirement to report on the status for every system check? If so, how often must the reports be provided?	Yes, the contractor should document their system checks. CSED only needs a report when the system is not working.
71.	IV. A 3. d. item 11), sub-item d page 40	Is the requirement to log the voice mails in the CRM system on weekends, State holidays?	CSED is not requiring the contractor to check the voice mails on weekends or state holidays. The requirement is for the voice mails to be returned within two hours the next business day.
72.	IV.A.3.d.12.e, page 41	To what extent will HSD program trainers be available for or participate in CSSC trainings?	HSD program trainers will be available as agreed upon.
73.	IV.A.3.d.12.f, page 41	Please clarify the number of HSD staff that will require access to Vendor systems, details of access, and all systems that they will require access to.	HSD requires access for 5-10 staff to support invoicing, quality control, administrative support, and IT.
74.	IV.A.3.e, page 41	When is the Draft CSSC Transition Plan due to the State for review?	The DRAFT transition plan should be included with your proposal. Proposals are due February 12, 2016.
75.	IV.A.3.f.2, page 42	Does the State define an abandoned call one that abandons while waiting in a call queue in the ACD, after leaving the IVR?	Yes, CSED wants to know the abandon rate for live calls.

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76.	IV.A.3.f.3, page 42	Does the performance measure of answering 80 percent of calls within 20 seconds of receipt apply to calls moving from the IVR to an agent?	Yes, the length of call is counted from when the call transfers from IVR to a live agent queue.
77.	IV. A, 3. f. page 41	What are the associated penalties for missed performance measures?	Penalties will be negotiated during the negotiation process
78.	IV. A 3. f. item 2) page 42	What is the defined period of time for short abandons that would not be calculated in the abandonment rate (10 seconds, 15 seconds, etc.)?	Please see #76. CSED wants to know the abandon rate of all live calls once they leave the IVR.
79.	IV.A3.f., item 5 page 42	How often must the customer complaint rate be reported, monthly, quarterly, annually?	The customer complaint rate would be reported monthly.
80.	IV. 3. f. item 5 Page 42	Is the complaint rate for less than 1 percent of all verified/validated complaints, or for all complaints received even if they are found to be inaccurate/unfounded?	Given a typical call volume of 25,000 live calls per month, a complaint rate of 1% is 250. That would be a lot of complaints, even if many are inaccurate or unfounded.
81.	IV.3.12.f.3. page 42	Given the relatively small size of the CSSC and the potential expense meeting the 80/20 service level, would the State consider easing this to 80/60 or some other less demanding standard?	CSED wants to offer excellent customer service in accordance with industry standards. The offeror may provide additional pricing information for alternative service levels.
82.	IV.3.12.f.4 page 42	A. Would the State consider averaging the Average Speed of Answer over a week or a month to avoid the need for extra staffing to respond to daily spikes such as after a holiday or for unanticipated reasons? B. If calls spike due to a prior CSES period of unavailability, will the State consider waiving this standard for the higher volume of live calls that are likely to occur after such an event?	A. Yes, CSED is willing to average Speed of Answer over a week or a month. However, CSED would need to address single instances of hold times that result in bad customer service in reference to industry standards and our customers' satisfaction. B. Yes, CSED would consider temporary adjustment of deliverables if CSES unavailability should cause a call volume spike.
83.	IV.A.3.7.g.18, page 43	What are the contractor's responsibilities regarding Medical Insurance Verification?	The current contractor answers employer and/or member questions about NMSN/Insurance as indicated in the <i>Unit Help Manual</i> (Procurement Library). The CSSC does not make outbound calls on NMSNs.
84.	IV.A.3.7.g.19, page 43	What are the contractor's responsibilities regarding NMSNs?	Please see #83.
85.	IV.A.3.g.22, page 44	What are the contractor's responsibilities regarding written	The contractor estimates it sends out about 400 pieces of

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		correspondence? Will the contractor need to scan documents and upload images to CSES? Will the contractor need to general and mail letters? What is the volume and nature of written correspondence and emails?	mail per month: application for services; affidavit of missing payment; payment record screen prints; auto withdrawal forms; direct deposit forms; Release of Tax Intercept form; and Spouse Release of Tax Intercept form.
86.	IV. A 4. sub-item c Page 44	Does the requirement to report on contracted staff members no long/newly employed apply to all CSSC staff, or only to key/named/leadership staff?	Our need to know when <i>all</i> staff are newly employed or no longer employed is based on Security Access. We need to add security access for all new employees, and remove security access for all employees who leave. In addition, the current contractor reports staffing levels to CSED monthly, and number of staff within their first 90 days.
87.	IV.A.3.g.22, page 44	Does the email address Child.Support@state.nm.us go to the CSSC?	No, email is currently handled by CSED Central Office staff. Please see volume information in #1. CSED would like for the CSSC to handle email.
88.	IV.A.4, page 44	Regarding "CSSC Contractor staff with access to HSD systems shall conform to HSD policies, including, but not limited to, HSD information technology standards for configuration, connectivity, and security," will the state allow a network communication using an Internet site secure VPN tunnel for accessing the state system? Accessing other vendors, entities, etc.?	Yes, as long as it conforms to the security provisions within this RFP. See IV.A.4. Connections to other vendors and entities would be dependent on the proposed solution. For example, if the solution offers text messaging, which is currently not implemented, then the solution would need to address the type of data being transmitted and the federal regulations that apply to specific types of data.
89.	IV.A.4.e, page 44	Can the State provide detail on HSD Security Training (length, content, who provides, format)?	Here are the required HSD Security Training online training courses and approximate durations: FFY15 IRS Disclosure Awareness Training - 0.75 hours FY16 ITD Security Guidelines - 0.5 hours FY16 HIPAA Privacy and Security - 1.5 hours
90.	IV.A.4.k, page 45	Will the State be performing vulnerability testing, or is this the responsibility of the Offeror?	The contractor is expected be the lead for conducting vulnerability system testing with full cooperation by CSED in such testing.
91.	IV.A.5.b, page 45	Please define the details of the files to be exchanged, including file formats and layouts.	The flow diagram for the IVR will be posted to the procurement library. Contractor will be provided existing file formats and layouts of the exchanged files prior to contract commencement.

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92.	IV.A.4 and IV.A.5, page 44-46	<p>Would the State please clarify whether Offerors are expected to respond to the requirements in “4. Standards and Compliance” and “5. HSD Support”?</p> <p>If so, is a point-by-point response required or is an overall compliance statement acceptable?</p> <p>Additionally, please clarify where these requirements should be addressed.</p>	A statement of concurrence including a reference to the particular section will be sufficient.
93.	IV.B.1.b.6-10, page 47	Items 6 through 10 are duplicative of items in Section IV.B.2 and not related to Offeror experience. Were they listed in Section IV.B.1 in error?	That is correct. It was an error.
94.	IV.B.3, page 50	<p>RFP states “The business references must submit the Reference Form directly to the designee described in Sec I Paragraph D.” However, there are two different contact names and addresses listed in RFP Section I.D, one of which matches the name and address provided on Appendix H.</p> <p>Please confirm if these reference forms should be returned to the address provided for Peter Barrington in Appendix H. Or should forms be returned to the address provided for proposal submission in RFP Section I.D.2?</p>	<p>Please have your references send the Reference Form to: 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</p>
95.	I.V.C, page 51	Please clarify what offerors are to include in the “Business Specifications” section of the proposal response as the subsections of RFP Section IV.C are requested elsewhere in the Offeror’s response?	Please refer to Section IV.C, page 51. If this information is provided somewhere else you can provide the information in one area and refer to the other section where this information is already provided.
96.	IV.C.1, page 51	<p>Given the length of our audited financial statements (Form 10-K) and the number of statements required to meet the RFP requirement, we will need to submit approximately 750 pages of financial statements as part of our proposal response.</p> <p>Given this, may Offerors provide web links to these documents in our proposal response and include copies of these documents in electronic format only on the CD? We will need a hard/paper copy of financial statements</p>	We will need at least one hard copy of your audited financial statements. The hard copies are a requirement for all RFPs issued by the State of New Mexico. Offerors may provide additional copies in electronic format.

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		regardless of how long they may be. This is a requirement for all offerors and all RFPs issued by the State Purchasing Department and Human Services Department. However, because of the large volume of your financial statements, you can provide one copy of the financial statements and one electronic copy as well.	
97.	IV.C.2, page 51	What is the amount of the performance surety bond the State may require?	
98.	IV.C.1, page 51	Will the HSD accept tax returns in lieu of audited financial statements and/or a D&B report?	No. Please see page 51. 'If independently audited financial statements do not exist, Offeror must state the reason and, instead, submit sufficient information (e.g. D & B report) to enable the Evaluation Committee to assess the financial stability of the Offeror.'
99.	V.B.2, page 53	Please confirm that points for the Technical Requirements section will be awarded based on an evaluation of the technical requirements and not on key personnel.	Points for Technical Requirements will be awarded based on technical requirements and not on key personnel.
100.	V.B.7, page 54	How will the State calculate "Offeror's Total Cost" based on the information provided on Appendix J Cost Response Form?	Please refer to section V.B.7 on page 54.
101.	Appendix H, page 78	May a bidder's clients email their reference forms to the Procurement Manager? If not, please provide a street address so that a bidder's clients can send their forms by overnight mail service.	Yes. Email is sufficient. Send to Peter.Barrington@state.nm.us
102.	Sample Contract page 82	Section 4 Payment subsection A refers to a written acceptance process for services prior to invoicing. Is this provision applicable to call center services? Will there be a monthly written "acceptance" of the call center services prior to invoicing?	The contractor will submit their invoices to HSD staff. HSD staff will then review to ensure we have been invoiced properly. If there are no issues with the invoice, the state will submit the invoice for payment. If HSD staff have questions regarding the invoice then they will contact the contractor to clarify the issues.
103.	Appendix J page 101	Can New Mexico clarify what type of contract it will be awarding? Fixed price, cost plus, T&M, etc. Would the State	Per unit.

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		like to see pricing by year, by unit, what type of unit, etc.?	
104.	Appendix H:	<p>Will the State consider oral reference checks? Many of our clients are no longer allowed by their legal staff to provide written responses to reference requests. All of them say they would answer the same questions in a telephone conversation but refuse to give a written record that becomes a public document subject to FOIA?</p>	<p>The state may consider oral reference checks, but does not want business references to contact the Procurement Manager directly by phone. If the business reference is prohibited from responding in writing to the reference questions, instruct the business reference to send the reference form as outlined in the RFP to the Procurement Manager indicating that the company is prohibited from providing written references. Have the business reference provide on the form a point of contact and a phone number whereby the point of contact can be reached during business hours.</p>
105.		<p>Would HSD be willing to extend the implementation time-frame to allow non-incumbent vendors sufficient time to implement state-of-the-art solutions while minimizing risk to HSD and ensuring service quality?</p> <p>Or, would HSD be willing to consider alternate implementation options, such as using an existing out-of-state customer service center for the initial implementation while the custom facility and solution is developed for HSD? This would allow vendors to meet the aggressive implementation schedule, and still implement a solution that meets HSD’s vision for the future.</p>	<p>Yes, CSED will consider alternatives in accordance with RFP § IV. SPECIFICATIONS D.DESIRABLE SPECIFICATIONS (OPTIONAL)</p> <p>“HSD is seeking cost-effective ways to leverage alternative or additional technologies to enhance customer service (e.g., timeliness, quality, accuracy, ease of access), while maintaining an efficient cost profile and/or reducing burden in other areas. Offerors are encouraged to propose solutions and approaches that exceed the minimum requirements creatively use technology or process to increase CSSC efficiency, and/or exceed minimum performance standards. Please propose and describe what your organization could offer HSD to address these specifications.”</p>