

REQUEST FOR INFORMATION

Customer Support Services
RFI # 15-630-8000-1000



STATE OF NEW MEXICO

Human Services Department

Office of the Secretary

2009 Pacheco Street
Santa Fe, NM 87504

PO Box 2348
Santa Fe, NM 87504

October 10, 2014

I. INTRODUCTION

A. Purpose of this Request for Information (RFI)

The purpose of this RFI is to gather information on customer support services and customer relationship management (CRM) systems for the New Mexico Human Services Department (HSD) in order to assist HSD in the potential development of a request for proposal (RFP). Customer support services is an important piece in assisting customers to obtain necessary services for the following programs or from specific division, such as Temporary Assistance for Needy Families (TANF), Supplemental Assistance Nutrition Program (SNAP), Medicaid, Behavioral Health Services, Child Support Enforcement, Administrative Fair Hearings and the Office of Inspector General.

Currently, HSD's monthly average call volume is 125,000, with a potential increase during November 15 through February 15, annually. This includes in-bound and out-bound calls that support HSD's programs. HSD uses different phone lines dedicated for each specific program. For example, individuals requesting child support assistance are directed to the Child Support Customer Service line: 1-800-288-7207. In addition, HSD receives calls for: constituent services, administrative fair hearing requests, and potential fraud, waste, and abuse of public funding. HSD may seek the services of an outside vendor that will combine all current call center services to leverage human capital and technology and maximize customer support opportunities.

HSD is seeking to create a single entry point for all HSD calls thereby enabling an integrated customer experience in a secure environment. All inquiries will be filtered through a unique telephone number leading each customer to the appropriate staff resource based on the nature of their call. At a minimum, industry standards for call abandonment, call waiting times, and call resolution rates will be adhered to by the vendor. The intent is to streamline the call handling process to resolve as many individual calls as appropriate in an efficient and coordinated manner.

Respondents are encouraged to visit HSD's web site found at: www.hsd.state.nm.us/. HSD's current contracts, including those for customer support services, are posted.

B. General Background

1. HSD's Mission

To reduce the impact of poverty on people living in New Mexico by providing support services that help families break the cycle of dependency on public assistance.

2. HSD's Resources

HSD's 2015 fiscal year (SFY 15, which runs from July 1, 2014 through June 30, 2015) operating budget exceeded five point eight billion dollars (\$5.8 billion). Approximately seventy-six percent (76%) of HSD's revenue is from federal sources, nineteen percent (19%) is from the

State General Fund, and five percent (5%) is from Other Revenue and Transfer sources. HSD has 2,003.5 authorized full-time equivalent employees (FTEs).

3. HSD's Organization

HSD is a cabinet-level state agency in the Executive Branch of New Mexico state government. HSD is headed by a Cabinet Secretary (Sidonie Squier) appointed by the Governor and confirmed by the New Mexico State Senate. HSD consists of the following business units:

1. Office of the Secretary;
2. Administrative Services Division;
3. Behavioral Health Services Division;
4. Child Support Enforcement Division
5. Income Support Division;
6. Information Technology Division; and
7. Medical Assistance Division.

Office of the Secretary (OoS) – The Office of the Secretary consists of the Cabinet Secretary and two Deputy Secretaries, the Office of General Counsel, the Office of Human Resources, the Office of Inspector General, the Fair Hearings Bureau, and the Director of External Affairs. The Office of the Secretary is located in Santa Fe and provides public information services and constituent services and includes administrative support personnel.

Administrative Services Division (ASD) – The Administrative Services Division provides operational infrastructure that supports the Department in administering programs and services. HSD receives more than five billion eight hundred million dollars (\$5,800,000,000) in funding. ASD aims to maximize accountability of funds through effective and well-constructed business process. ASD oversees HSD's finance and property. Specific functions include: budget, procurement, accounting, payments, billing, revenue collection, federal grant reporting and cost allocation, and property and materials management. ASD oversees the Child Support Enforcement State Disbursement Unit (SDU) that collects and disburses child support payments to custodial parents, as mandated by law. ASD is managed in Santa Fe and has approximately 100 employees.

Behavioral Health Services Division (BHSD) – The Behavioral Health Services Division serves as the adult Mental Health and Substance Abuse State Authority for the State of New Mexico. The Authority's role is to systemically address needs, services, planning, monitoring and quality of assistance for all adults across the state in the areas of substance abuse prevention and treatment and mental health treatment. BHSD is a member of the New Mexico Interagency Behavioral Health Purchasing Collaborative (the "Collaborative"). BHSD works with the Collaborative in establishing policy to implement strategies that manage the adult behavioral health system. Services under the behavioral health system include: substance abuse prevention and treatment, mental health treatment, jail diversion, veterans services, supportive housing, tobacco compliance and enforcement, peer support recovery, total community approach, Screening, Brief Intervention, Referral and Treatment (SBIRT), and Projects for Assistance in

Transitions from Homelessness (PATH). BHSD is managed in Santa Fe and has approximately 40 employees.

Child Support Enforcement Division (CSED) – The Child Support Enforcement Division provides child support enforcement services to the general public and to recipients of Temporary Assistance for Needy Families (TANF) and Medicaid. CSED was created to establish and enforce child support obligations owed by non-custodial parents to their children. CSED services include: locating absent parents and/or their financial assets, legally establishing paternity and support obligations, collecting and distributing child support payments according to federal and state laws and regulations, recovering assigned child support amounts to repay public assistance benefits, enforcing support obligations through income withholding, tax refund intercepts, license revocation, and other remedies. CSED’s central office is located in Santa Fe. There are eleven (11) CSED field offices and three (3) satellite offices around the state. Currently, CSED has over 64,000 open cases.

Income Support Division (ISD) – The Income Support Division administers public assistance programs for the State of New Mexico, such as TANF, Community Services Block Grant, Low Income Home Energy Assistance (LIHEAP) and the Refugee Resettlement programs, among others. As of June 2013, there are approximately 17,430 families benefiting from the cash assistance program and approximately 199,316 families receiving SNAP benefits. ISD personnel are located in one central office in Santa Fe and 40 field offices around the state. There is at least one (1) field office in each of New Mexico’s 33 counties, except Los Alamos. ISD’s central office is in Santa Fe with field offices around the state. To date, ISD has over 1,000 employees.

Information Technology Division (ITD) – The Information Technology Division provides IT services for HSD. The CIO, who reports directly to a Deputy Cabinet Secretary, has decision-making authority and oversight over all HSD IT-related issues, including budget, procurement, contracts, plans and reporting. ITD provides three primary services – systems support, software engineering services and business operations to all HSD’s divisions and support offices around the state.

Medical Assistance Division (MAD) – The Medical Assistance Division directly administers the state’s Medicaid program. Beginning January 1, 2014, and with the approval of the Centers for Medicare & Medicaid Services, the state instituted “Centennial Care,” an initiative to simplify the administration of the Medicaid managed care program and control spending while improving the quality of care provided to Medicaid recipients. With expansion of the program under the Affordable Care Act, Medicaid covers more than 700,000 New Mexicans. MAD is managed in Santa Fe and has approximately 200 hundred FTEs.

4. HSD’s Programs

HSD administers services to more than 800,000 low-income residents through programs such as:

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)

- SNAP Education Program (SNAP-Ed)
- Temporary Assistance for Needy Families (TANF)
- The Emergency Food Assistance Program (TEFAP)
- School Commodity Foods Program
- Homeless Meals
- General Assistance for low-income individuals with disabilities
- Community Services Block Grant (CSBG)
- Refugee Resettlement Program (RRS)
- Low-Income Home Energy Assistance Program (LIHEAP)
- Child Support Establishment and Enforcement
- Behavioral Health Services (treatment of mental illness, and substance abuse prevention and treatment)

Customer support services are intended to blend personalized service with state-of-the-art technology to provide swift, accurate and professional responses to customers who call with questions, issues or information regarding HSD programs.

C. Category Specific Background/Status

HSD currently has:

1. a contract with Health Management Systems, Inc. to provide CSED with a Customer Service Center pursuant to RFP# 20-630-00-20535, issued by HSD on October 21, 2011;
2. a contract with Xerox, Inc., to provide MAD with a Customer Service Center pursuant to RFP# 11-630-00-18244, issued by HSD on January 28, 2011. This includes call centers specifically designed for Medicaid applications, another for general recipient questions, and one for providers;
3. internal customer support for MAD and ISD programs, centralized in a call center staffed with 25 FTE. Additionally, two ISD offices act as overflow; and
4. general calls to various divisions.

D. RFI Manager

HSD has designated the following person responsible for the conduct of this RFI:

Larry Heyeck, Esq.
 Deputy Director for Legal Services
 New Mexico Human Services Department
 P.O. Box 25110
 Santa Fe, New Mexico 87502
 Phone: (505) 827-7240
 E-Mail: larry.heyeck@state.nm.us

E. Definitions

For purposes of this RFI, the following definitions apply:

“**Request for Information**” (RFI) means all documents, including those attached or incorporated by reference, used for requesting information or recommendations through a structured, non-binding process from a specific target audience or the general public.

“**Requests for Proposals**” (RFP) means all documents, including those attached or incorporated by reference, used for soliciting proposals.

“**HSD**” means the New Mexico Human Services Department.

II. CONDITIONS GOVERNING THE RFI

A. Sequence of Events

<u>Action</u>	<u>Responsible Party</u>	<u>Due Dates*</u>
1. Issue RFI	HSD	October 10, 2014
2. Acknowledgement of Receipt	Potential Respondents	October 17, 2014
3. Deadline for Questions	Potential Respondents	October 22, 2014
4. Response to Questions	RFI Manager	November 7, 2014
5. Submission of RFI	Respondents	November 25, 2014
6. Oral Presentations (if requested)	Respondents	December 9, 2014
7. Finalization of RFI	RFI Manager/HSD	December 19, 2014

** Dates subject to change at the discretion of the Department*

B. Explanation of Events

1. Release of RFI

This RFI is being issued on the date indicated in the Sequence of Events, above, by New Mexico Human Services Department and General Services/State Purchasing Division.

<http://www.hsd.state.nm.us/LookingForInformation/Default.aspx>

<http://www.generalservices.state.nm.us/statepurchasing/>

2. Acknowledgement of Receipt

The Acknowledgement of Receipt form in Appendix A will be used to indicate the respondent’s intent to participate in and respond to this RFI. The Acknowledgement of Receipt form should be received by 4:30 p.m. Mountain Time as indicated in Section II, Sequence of Events, above.

3. Deadline for Questions

Questions regarding this RFI must be submitted in writing, by e-mail, to the RFI Manager and must be received by 4:30 p.m. Mountain Time as indicated in Section II, Sequence of Events, above.

4. Response to Questions

Written responses to questions shall be provided to those companies that have returned the Acknowledgement of Receipt form by the date as indicated in Section II, Sequence of Events, above.

5. Submission of RFI

All respondent proposals must be received for review and evaluation by the RFI Manager or Designee **NO LATER THAN 2:00 MOUNTAIN TIME AS INDICATED IN SECTION II, SEQUENCE OF EVENTS.** Proposals received after this deadline will not be accepted. The date and time of receipt will be recorded on each proposal. Proposals must be addressed and delivered to the RFI Manager at the following address:

Larry Heyeck, Esq.
Deputy Director of Legal Affairs
HSD
2009 S. Pacheco Street
Santa Fe, New Mexico 87505
Phone: (5) 505-827-7240
E-mail: larry.heyeck@state.nm.us

Proposals must be sealed and labeled on the outside of the package to clearly indicate that they are in response to the **RFI# 15-630-8000-1000**. Proposals submitted by facsimile or other electronic means will not be accepted.

6. Oral Presentations

Respondents may be requested to present their proposals to the Evaluation Committee. The RFI Manager may schedule the time for each respondent's presentation. All respondents' presentations will be held in Santa Fe, New Mexico, at a location to be determined. Each presentation will be limited to two (2) hours in duration. Online and telephonic presentations will be allowed.

7. Finalization of RFI

The RFI will be finalized by the date as indicated in Section II, Sequence of Events. HSD retains the sole discretion to move forward with, or decline to move forward with, the procurement process, including but not limited to the release of an RFP for customer support services. This will include the most advantageous procurement process for HSD to proceed with in order to design and implement a department-wide customer support center(s) for services.

C. General Requirements

Submission of a response constitutes and acceptance of, and consent to, the following General Requirements:

1. No Obligation

This RFI in no manner obligates HSD, the State of New Mexico, or any of its agencies to the issuance of an RFP or the eventual retention of professional services and, if applicable, the rental, lease or purchase of any real and/or personal property that may be implied or proposed. Nor does this RFI terminate, either directly or indirectly, HSD's current contractual obligations identified herein.

2. Governing Law

This RFI and any subsequent RFP that may be issued by HSD, or any other agency of the State of New Mexico, shall be governed by the laws of the State of New Mexico.

3. Clarifications

All requests for clarification should be directed to the RFI Manager.

4. Basis for Response

Only information supplied by the RFI Manager in writing, whether on paper or electronically, or in this RFI should be used in preparation of responses.

5. Response Preparation Cost

Any cost incurred by the respondent in the preparation, transmittal or presentation of any response or material submitted in the response to this RFI will be borne solely by the respondent.

6. Use of Information

The State of New Mexico reserves all rights available to it by law. If an RFP, or other type of solicitation, results from this RFI, respondents to this RFI are hereby notified that all information, documentation, and any specific content or approaches included in this RFI will be analyzed, may appear in various reports and may be used in the resulting solicitation. Therefore, do not submit any copyrighted, proprietary or confidential information. The State of New Mexico cannot guarantee the confidentiality of the information submitted.

7. Eligibility to Participate in Subsequent Procurement

If the State of New Mexico decides to issue an RFP, or other form of solicitation, those parties who choose to respond to this RFI, as well as those parties who choose not to respond to this RFI, will be eligible to participate in that procurement.

8. Ownership of Materials

Ownership of all data, material and documentation originated and submitted to the State of New Mexico, pursuant to the RFI, shall belong exclusively to the State of New Mexico and shall be subject to public inspection in accordance with the New Mexico Open Records Act.

9. Unsolicited Proposals

Unsolicited proposals addressing any or all aspects of this RFI, or any similar project, will not be accepted and returned to sender.

10. Acceptance

The State of New Mexico reserves the right to reject responses that arrive late or do not meet all of the specified requirements.

III. RESPONSE FORMAT AND ORGANIZATION

A. Number of Responses

Respondents shall submit one (1) response to the RFI.

B. Number of Copies

Respondents shall provide six (6) copies of their response.

C. Response Format

Each respondent's response should include a letter of transmittal identifying the submitting organization and the organization's point of contact. Responses should be typewritten on standard 8 ½" x 11" paper and placed within an appropriate sized binder.

The respondent's response to this RFI should be organized in the following format:

1. Letter of Transmittal;
2. Response to RFI Requirements; and
3. Other Supporting Materials/Documentation

D. Page Limit

Respondents are requested to limit their responses to seventy-five (75) pages, not including the letter of transmittal or any supporting or other pre-printed materials that may be provided.

E. Electronic Copy of Response

Respondents should include an electronic version of their narrative response in an editable form (not in pdf format). This should be provided on CD-ROM (not flash drive). MS WORD format is preferred. Only a single copy of the electronic submittal is needed.

IV. REQUEST FOR INFORMATION

A. General Information

It is **STRONGLY** recommended that anyone considering responding to this RFI complete and return the Acknowledgement of Receipt Form, Appendix A, in order to receive any updates, as they may arise. However, return of the Acknowledgement of Receipt Form is **NOT** required for submitting a response to this RFI.

B. General Responses Requested

Respondents are requested to respond to the following questions in narrative form. Additional supporting information may be provided as attachments and may be referenced from the narrative response, as appropriate. Respondents are invited to provide additional information as they deem appropriate. We recognize that respondents may have different areas of expertise and interest.

1. Please provide an overview of your corporate structure and capabilities.
2. Describe your experience in providing customer support services in the public sector. Include in your answer the specific programs that you are contracted to provide, i.e., Medicaid, TANF, SNAP, Child Support, Fair Hearings, Behavioral Health, etc.
3. Describe in detail the specific customer support services that you currently provide. Include in your answer: (1) all duties and responsibilities you perform beyond directing incoming calls; and (2) the entity you have contracted with to perform these services. Respondents are encouraged to include the full spectrum of, even those that are not contractually required, services that HSD may consider in providing complete customer support services.
4. Describe in detail how you utilize trends and technology to leverage customer support services, i.e., self-service portal, text and email notifications. Include in your answer projected staffing models and anticipated costs. **YOUR ANSWER IS NOT A COMMITMENT TO AN ACTUAL DOLLAR AMOUNT. IT SHALL BE USED FOR HSD BUDGETING PURPOSES.**

5. Describe in detail your performance measures for providing customer support services. Include in your answer either industry standards or contractual requirements for “average answer time,” “average call waiting time,” “average number of daily calls handled by a customer service representative,” “call resolution rate,” and others as the respondent deems appropriate.
6. Describe how you calculate adequate staffing requirements.
7. Describe in detail the equipment needs/interfaces that you will need in order to provide HSD with statewide customer support services.
8. Describe in detail the anticipated level of support needed from HSD to provide HSD with a statewide customer support service center.
9. Describe in detail the system architecture that you would propose to use or have used for similar projects.
10. Describe in detail the tracking and reporting mechanisms that you would propose to use or have used for similar projects. Include in your answer Interactive Voice Response (IVR) reports and other statistical reports.
11. Describe in detail the IVR that you would propose to use or have used for similar projects.
12. Describe in detail the monitoring activities you have employed in similar projects.
13. Describe in detail “customer satisfaction survey” tools that you would propose to use or have used for similar projects.
14. Describe in detail the security measures that you employ to safeguard personal information, including personal identifier information, federal tax information, and any other confidential information as defined by federal or state law and regulations. Include in your answer: (1) description of compliance plans; and (2) a description of employee training to ensure compliance with federal and state laws and regulations.
15. Describe to the best of your ability the anticipated start-up time that you would need in order to provide HSD with a statewide customer support service center.
16. Describe in detail a plan to roll out the customer support service center statewide.
17. HSD administers several programs with varying statutes, rules and regulations and policies. Describe your training strategies and recommendations on specialized versus non-specialized customer service representatives.

18. Describe in detail your call reporting capabilities and types of reports you would be able to provide HSD and at what frequency. Please include some reporting templates.

19. Provide an overview of your technical architecture. Include in your answer IVR technology and TTY technology.

20. Provide an overview of your expectations of HSD, its employees and contractors.

21. Describe in detail how you would work with other call centers and/or referrals to other vendors. For example, the State of New Mexico's Health Insurance Exchange and/or managed care entities.

22. Describe in detail how you manage languages other than English in order to provide complete customer support services.

23. Please describe in detail your capability to track call type into major categories and sub-categories. For example, the total monthly number of calls regarding behavioral health services (as the major category) and subdivided into various categories such as substance abuse, supportive housing, and requests for mental health services.

24. Please describe in detail your Customer Relationship Management system. Include how you will track and manage all customer calls over time and provide management reports and trend data that can be utilized for planning future services.

REQUEST FOR INFORMATION

Customer Support Services

RFI# 15-630-8000-1000

ACKNOWLEDGEMENT OF RECEIPT FORM

In acknowledgement of receipt of this Request for Information, the undersigned agrees that he/she has received a complete copy.

The acknowledgement of receipt should be signed and returned to the Procurement Manager no later than the close of business on the date referenced as stated in Section II, A. SEQUENCE OF EVENTS. Only potential Offerors who elect to return this form completed with the indicated intention of submitting a proposal will receive copies of all Offeror's written questions and the Agency's written responses to those questions, as well as RFI amendments, if any are issued.

FIRM: _____

REPRESENTED BY: _____

TITLE: _____ PHONE NO.: _____

E-MAIL: _____ FAX NO.: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP CODE: _____

SIGNATURE: _____ DATE: _____

This name and address will be used for all correspondence related to the Request for Information.

Firm does/does not (circle one) intend to respond to this Request for Information.

Larry Heyeck, Esq.
Deputy Director of Legal Affairs
HSD
2009 S. Pacheco Street
Santa Fe, New Mexico 87505
Phone: (5) 505-827-7240
E-mail: larry.heyeck@state.nm.us