

**AMENDMENT #01**

**THE NEW MEXICO HUMAN SERVICES DEPARTMENT**

**REQUEST FOR PROPOSALS (RFP)**

**NEW MEXICO WORK (NMW) PROGRAM FOR  
LIMITED PARTICIPANTS**



**RFP# 22-630-9000-0004**

**Amendment Date: April 20, 2022**

RFP Release Date: April 8, 2022

Proposal Due Date: May 19, 2022

**ELECTRONIC-ONLY PROPOSAL SUBMISSION**

**This Amendment No. 01 serves to modify the following sections on the specified pages of the RFP:**

**CHANGE ON PAGE 28**

**SECTION IV. SPECIFICATIONS -TECHNICAL SPECIFICATIONS**

**1. Organizational Experience**

**C. Past Performance Serving Low-Income Population – II.**

**The Technical Specifications-Organizational Experience-Past Performance Serving Low-Income Population-II. is hereby amended to clarify the number of pages required to be submitted.**

**c) Past Performance Serving Low-Income Population**

Offerors should submit a statement of relevant organizational experience within the last five (5) years, including the experience of major subcontractors in delivering services to low-income families. The narrative in response to this factor should thoroughly describe the following information (referencing the subsections in sequence) to evidence the Offeror's experience:

- i. A brief statement and documentation of how long the Offeror has been performing the services sought under this RFP.
- ii. A description of the extent of the Offeror's knowledge to include samples of work (limit to 12 pages in addition to the 40 pages front and back required for Organizational Experience), regarding the following services that assist low-income families and individuals:
  - 1) Assisting participants with barriers who are seeking and approved for limited participation or hardship extensions with TANF;
  - 2) Services that stabilize a family's situation;
  - 3) Case management;
  - 4) Connections with other programs that serve the hard to employ, including vocational rehabilitation, mental health, and substance abuse services; and
  - 5) Provide services in rural communities;
  - 6) Assist with applying and securing Social Security Income;
  - 7) Support the Whole Family Approach to TANF participants, including how to support youth with education and career exploration;
  - 8) Job Development;
  - 9) Education and Training assistance (includes HSE and Vocational Training).
- d) A description of any experience applying the Whole Family Approach to case management, where family members work together to support each other's goals and achieve long-term change and stability.

**CHANGE ON PAGE 28**

**SECTION IV. SPECIFICATIONS -TECHNICAL SPECIFICATIONS**

## 1. Organizational Experience

**Organizational Experience is amended to include one (1) additional requirement.**

### e) Past Performance Serving Low-Income Population

Offerors should submit a statement of relevant organizational experience within the last five (5) years, including the experience of major subcontractors in delivering services to low-income families. The narrative in response to this factor should thoroughly describe the following information (referencing the subsections in sequence) to evidence the Offeror's experience:

- i. A brief statement and documentation of how long the Offeror has been performing the services sought under this RFP.
- ii. A description of the extent of the Offeror's knowledge to include samples of work (limit to 12 pages in addition to the 40 pages front and back) required for Organizational Experience), regarding the following services that assist low-income families and individuals:
  - 1) Assisting participants with barriers who are seeking and approved for limited participation or hardship extensions with TANF;
  - 2) Services that stabilize a family's situation;
  - 3) Case management;
  - 4) Connections with other programs that serve the hard to employ, including vocational rehabilitation, mental health, and substance abuse services; and
  - 5) Provide services in rural communities;
  - 6) Assist with applying and securing Social Security Income;
  - 7) Support the Whole Family Approach to TANF participants, including how to support youth with education and career exploration;
  - 8) Job Development;
  - 9) Education and Training assistance (includes HSE and Vocational Training).
- f) A description of any experience applying the Whole Family Approach to case management, where family members work together to support each other's goals and achieve long-term change and stability.

**CHANGE ON PAGE 30**

## **SECTION IV. SPECIFICATIONS -TECHNICAL SPECIFICATIONS**

### **3. Mandatory Specification**

**Mandatory Specification is amended to include two (2) additional requirements.**

### **3. Mandatory Specification**

- a. Offeror shall demonstrate the ability to collect and maintain caseload information, track participant's involvement and provide required reports to HSD (Statement of Concurrence):
  - i. NMW service provider(s) is(are) required to collect, analyze, and report specific caseload information related to all work activities that participants are involved in and all assessments conducted with participants, as a means of providing evidence to HSD that program requirements are being met. Reports are to be submitted to HSD on a monthly basis or as requested by HSD. In addition, the service provider is required to conduct assessments of NMW participants' skills, education, work experience and barriers to employment using the assessment tool prescribed/approved by HSD.
  - ii. The current database of record for TANF federal performance is ASPEN/WorkPath.
  - iii. HSD provides the NMW Service Provider with a data application system, referred to as WorkPath, for case management which is where all data is collected and maintained that is relevant to TANF/NMW performance expectations, NMW staff are expected to utilize this application in addition to HSD's ASPEN system. HSD is currently in the process of enhancing the WorkPath system, to include reporting requirements. Until enhancements have been implemented, NMW service provider is responsible for determining and collecting data as required per SOW. All caseload information, current and historical as well as the computer equipment related to this program will be the property of the State of New Mexico and will be turned over to the state at the end of the contract. In case of any security breach or unauthorized use, the NMW service provider will turn over to HSD upon request the computer equipment and its contents, related to such incident.
- b. Offeror shall demonstrate the ability to meet the performance outcomes as outlined in this RFP's Section I, Paragraph B, by addressing the following elements (Statement of Concurrence):
  - i. Referred NMW limited and hardship participants will be assessed, an Individual Responsibility Plan (IRP) created, and a Limited Work Participation Agreement (WPA) signed within 30 days of the TANF grant approval.
  - ii. Assist TANF Participants seeking or approved for Limited Participation by the IRU Unit in achieving self-sufficiency. The overall goal is to provide services designed to help individuals overcome their barriers and prepare for work depending on the participant's situation. If barriers are

- extreme, NMW provider will assist the participant with severe barriers apply and secure Social Security Income.
- iii. NMW Program provider must provide reasonable accommodations or modifications to a disabled participant to participate in the program, to the extent possible for that individual. This may include necessary accommodations in the number of hours and types of activities required.
  - iv. Limited NMW participants who participate in Educational and Training assistance (HSE and Vocational Education) should plan to complete the educational activity and receive the appropriate certification within the participant's vocational education lifetime time limits.
  - v. Assist TANF participants to improve the quality of life for themselves and their children through case management and referrals to support services.
- c. Offeror shall include evidence of its capability to fully implement services no later than July 1, 2022, to avoid interruption of services to all NMW participants. The evidence should include timeline, duration and experience of transferring from other vendors.
- d. Offeror shall demonstrate the ability to incorporate the Whole Family Approach to case management when working with the Limited Population, which is a family led strategy that provides adults and children with the tools they need to set goals together, create plans, and to achieve those goals.
- e. Offeror shall demonstrate the ability to collaborate with and enhance the NMW Program as it relates to limited participants to overcome barriers and become self-sufficient or assist in applying and securing Social Security Income.

#### **CHANGE ON PAGE 30**

#### **SECTION IV. SPECIFICATIONS -TECHNICAL SPECIFICATIONS**

#### **4. Project Plan – a.**

**Project Plan – a. is amended update language specified in element.**

#### **4. Project Plan**

The NMW Program is administered by HSD which has responsibility for program direction and oversight. HSD through its regional offices and through contracts with service providers delivers integrated services to NMW participant to them obtain employment and thereby reduce their dependency on public assistance.

The Offeror's description on how the NMW program responsibilities would be met as a NMW service provider to include the following elements:

- a) Conducting effective and targeted case management to individuals with extreme barriers.
- b) Providing integrated services to families and individuals whose primary language is not English;
- c) Providing integrated services to NMW participants and those who are considered to be TANF eligible;

- d) Establishing community partnerships for the purpose of providing support services to NMW participants in response to the needs of the region;
- e) Providing services in rural communities;
- f) Provide limited participants with services designed to address barriers and take steps toward achieving employment goals. This must be done by placing limited participants or hardship participants in appropriate work activities for their situation and their circumstances and by referring them to appropriate support services to help the participants overcome the barriers and help them secure employment. Have knowledge and understanding of the Social Security application and appeals process and assist limited participants or those who are on a Hardship Extension with applying for and securing Social Security Income if barriers are extreme or are anticipated to be long term.

**CHANGE ON PAGE 31**

**SECTION IV. SPECIFICATIONS -TECHNICAL SPECIFICATIONS**

**4. Project Plan – f.**

**Project Plan – f. is amended change language specified in element.**

**4. Project Plan**

The NMW Program is administered by HSD which has responsibility for program direction and oversight. HSD through its regional offices and through contracts with service providers delivers integrated services to NMW participant to them obtain employment and thereby reduce their dependency on public assistance.

The Offeror's description on how the NMW program responsibilities would be met as a NMW service provider to include the following elements:

- a) Conducting effective and targeted case management to individuals with extreme barriers.
- b) Providing integrated services to families and individuals whose primary language is not English;
- c) Providing integrated services to NMW participants and those who are considered to be TANF eligible;
- d) Establishing community partnerships for the purpose of providing support services to NMW participants in response to the needs of the region;
- e) Providing services in rural communities;
- f) Provide limited participants with services designed to address barriers and take steps toward achieving employment goals. This must be done by placing limited participants or hardship participants in appropriate work activities for their situation and their circumstances and by referring them to appropriate support services to help the participants overcome the barriers and help them secure employment. Have knowledge and understanding of the Social Security application and appeals process and assist limited participants or those who are

on a Hardship Extension with applying for and securing Social Security Income if barriers are extreme or are anticipated to be long term.

## **CHANGE ON PAGE 33 & 34**

### **SECTION V. EVALUATION**

#### **A. TECHNICAL SPECIFICATIONS – 3. - B.3 Mandatory Specifications**

**Section V - EVALUATION – Technical Specifications – 3. – B3 – Mandatory Specifications is amended to organize the Evaluation Section of the Mandatory Specifications to page 36, Section IV -SPECIFICATIONS – Technical Specification – 3. Mandatory Specifications.**

## **V. EVALUATION**

### **A. TECHNICAL SPECIFICATIONS**

#### **3. B.3 Mandatory Specifications (Total 350 Points)**

- a) Ability to manage and maintain caseload information, input and track participant engagement and provide reports to HSD as requested. **(100 Points) (Maximum 40 pages Front and Back)**
- b) Ability to assist the NMW participants attain the performance outcomes as outlined in this RFP's Section I Paragraph B. **(100 Points) (Maximum 40 pages Front and Back)**
- c) To avoid interruption of services to all NMW participants, the Offeror shall include evidence of its capability to fully implement services no later than July 1, 2018. The evidence should include timeline, duration and experience of transferring from other vendors. **(50 Points) (Maximum 15 pages Front and Back)**
- d) Incorporate the Whole Family Approach to case management when working with the Limited Population, which is a family led strategy that provides adults and children with the tools they need to set goals together, create plans, and to achieve those goals. **(50 Points) Maximum 5 pages Front and Back)**
- e) Ability to collaborate with and enhance the NMW Program as it relates to limited participants to overcome barriers and become self-sufficient or assist in applying and securing Social Security Income. **(50 Points) (Maximum 5 pages Front and Back)**