



HUMAN
SERVICES
DEPARTMENT



PRE-PROPOSAL CONFERENCE FOR POTENTIAL OFFERORS

REQUEST FOR PROPOSAL (RFP) # 23-630-8000-0001 FOR MANAGED CARE ORGANIZATION (MCO) CONTRACTORS
FOR TURQUOISE CARE

OCTOBER 18, 2022

INVESTING FOR TOMORROW, DELIVERING TODAY.

PRE-PROPOSAL CONFERENCE PARTICIPATION

VIRTUAL SIGN-IN

- Please verify your name, organization, and email address in participant settings
- Join via Zoom meeting link to view the presentation
- Microphones will remain muted during presentation

QUESTIONS

- For technical issues, please use the chat feature
- HSD will provide an opportunity for questions following the presentation
- **Responses to questions raised during the pre-proposal conferences are preliminary and non-binding**
- Potential Offerors are highly encouraged to submit questions in writing to receive formal responses



HOW TO ASK QUESTIONS

DURING THIS CONFERENCE

- To share your questions, use the 'Raise Hand' button in the 'Participants' panel and we will unmute your line.
- You may also provide written questions through the Q&A feature in Zoom.



FORMAL RFP Q&A

Procurement Manager
Charles Canada

TurquoiseCare.rfp@state.nm.us



LAND ACKNOWLEDGEMENT

On behalf of all colleagues at the Human Services Department, we humbly acknowledge we are on the unceded ancestral lands of the original peoples of the Apache, Diné and Pueblo past, present, and future.

With gratitude we pay our respects to the land, the people and the communities that contribute to what today is known as the State of New Mexico.



Evening drive through Corrales, NM in October 2021.

By HSD Employee, Marisa Vigil



HUMAN
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DEPARTMENT

Investing for tomorrow, delivering today.

MISSION

To transform lives. Working with our partners, we design and deliver innovative, high quality health and human services that improve the security and promote independence for New Mexicans in their communities.

GOALS



We help NEW MEXICANS

1. Improve the value and range of services we provide to ensure that every qualified New Mexican receives timely and accurate benefits.



We communicate EFFECTIVELY

2. Create effective, transparent communication to enhance the public trust.



We make access EASIER

3. Successfully implement technology to give customers and staff the best and most convenient access to services and information.



We support EACH OTHER

4. Promote an environment of mutual respect, trust and open communication to grow and reach our professional goals.

PROCUREMENT TIMELINE AND PROPOSAL SUBMISSION

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TURQUOISE CARE PROCUREMENT SCHEDULE

Turquoise Care MCO Procurement Schedule	
Event	Date
Release of RFP and Procurement Library	September 30, 2022
Acknowledgment of Receipt Form due to HSD	October 17, 2022
Pre-Proposal Conferences – Morning: RFP; Afternoon: Actuarial	October 18, 2022
Deadline for submission of RFP questions for HSD response	October 28, 2022
HSD's final date to post responses to questions and Amendment(s) to RFP	November 18, 2022
Submission of Proposal – Deadline: 5:00 pm MST	December 2, 2022
Evaluation and Scoring of Proposals	December 5, 2022 – January 13, 2023
Notifications to Offerors that do not meet Mandatory Requirements	December 16, 2022
Notice of Intent to Award	January 16, 2023
Contract Negotiations	January 17 – February 3, 2023
CMS Contract Approval Period	February 4 – March 4, 2023
Signature process (Contractors and State)	March 6 – March 21, 2023
Contract Award Date	March 22, 2023
Protest period – fifteen (15) days from contract award	March 23 – April 6, 2023
Submission of Transition Management Agreement	April 14, 2023
Transition Management Agreement Effective Date	April 14, 2023
Effective Date for Readiness Period (no compensation)	April 14, 2023
Readiness Period	April 14- Dec. 31, 2023
Go-Live Date	January 1, 2024



PROPOSAL SUBMISSION REQUIREMENTS

- The entire proposal must be submitted electronically via Bonfire
- Offerors must register with Bonfire in order to log in and submit proposals
- Proposals must be properly formatted as described in Section 3: Proposal Submission Requirements
- Proposals will be kept confidential until Contracts are awarded. Submitted Proposals with confidential information require unredacted and redacted versions.



BONFIRE REGISTRATION

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BONFIRE REGISTRATION

<https://newmexicohsd.bonfirehub.com/>

Log in / Register

Procurement Portal
New Mexico Human Services Department

Log in | Open Public Opportunities

Search

Status	Ref. #	Project	Close Date	Days Left	Action
OPEN	23-630-8000-0001	Managed Care Organizing Contractors for Turquoise Care	Dec 2nd 2022, 5:00 PM MST	48	View Opportunity

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BONFIRE REGISTRATION

Procurement Portal
New Mexico Human Services Department

[Log in](#) [Open Public Opportunities](#)



Status ▲ Ref. # ▾ Project

OPEN	23-630-8000-0001	Managed Care
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5:00 PM MST **48** [View Opportunity](#)

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Log in or Register

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 **Log in with your Bonfire Account**

Email

Password

[Log in](#) [Forgot your password?](#)

 **New Vendor Registration**
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 **Need Help?**
[Contact Bonfire Support here »](#)

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Log in or Register Hide

 **Register as a Vendor**

Organization Name

First Name Last Name

Email Email (Again)

[Create account »](#)

 **Log in with your Bonfire Account**
[Show account login screen »](#)

 **Need Help?**
[Contact Bonfire Support here »](#)



HUMAN SERVICES
DEPARTMENT

Hello,

You've signed up to be a Bonfire Vendor and need to finish registering

To complete your registration, click below and create your account.

[Complete your registration »](#)

Have a question or need help using Bonfire? Email us at Support@GoBonfire.com.

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BONFIRE REGISTRATION

Create Account

New Mexico Human Services Department



First Name:

Last Name:

Email:

Password (Must contain 10-72 characters):

Password (Again):

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BONFIRE NAVIGATION

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BONFIRE NAVIGATION

<https://newmexicohsd.bonfirehub.com/>

Portal Submissions

The screenshot displays the 'Procurement Portal' for the New Mexico Human Services Department. It features a navigation bar with 'Portal' and 'Submissions' tabs. The main content area includes a search bar and a table of procurement opportunities. A red box highlights the 'View Opportunity' button in the 'Action' column of the table.

Status	Ref. #	Project	Close Date	Days Left	Action
OPEN	23-630-8000-0001	Managed Care Organizing Contractors for Turquoise Care	Dec 2nd 2022, 5:00 PM MST	48	View Opportunity



BONFIRE NAVIGATION

23-630-8000-0001 - Managed Care Organizing Contractors for Turquoise Care

New Mexico Human Services Department [Back to list](#)



Project Details

Project: Managed Care Organizing Contractors for Turquoise Care

Ref. #: 23-630-8000-0001

Type: RFP

Status: OPEN

Open Date: Sep 30th 2022, 8:00 AM MST

Questions Due Date: Never

Contact Information: Charles Canada, Procurement Manager, TurquoiseCare.rfp@state.nm.us

Close Date: Dec 2nd 2022, 5:00 PM MST

Days Left: 48

Project Description:

The purpose of this Request for Proposals (RFP) is to solicit competitive, sealed proposals from Managed Care Organizations (MCOs) to provide services to Members of the New Mexico Medicaid managed care program, hereinafter referred to as "Turquoise Care", beginning in 2024.

October 2022

Sun	Mon	Tue	Wed	Thu	Fri	Sat
25	26	27	28	29	30 8a OPEN	1
2	3	4	5	6	7	8
OPEN						
9	10	11	12	13	14	15
OPEN						
16	17	18	19	20	21	22
OPEN						
	4p...	8...				
		1...				
23	24	25	26	27	28	29
OPEN						
				4...		
30	31	1	2	3	4	5
OPEN						



BONFIRE NAVIGATION

Important Events:

Status ▲	Event Name	Location	Description	Dates	Mandatory ▲
ONGOING	Open Date	Online Portal	Posting date for the Opportunity	Sep 30th 2022, 8:00 AM MST	N/A
ONGOING	Questions Due Date	Online Portal	The Q and A Period for this Opportunity is Ongoing	Never	N/A
UPCOMING	Acknowledgement of Receipt Form	Via E-Mail		Oct 17th 2022, 4:00 PM MST	No
UPCOMING	RFP pre-proposal conference	Zoom • 9:00 am (MDT): RFP pre-proposal conference Dial In: 312-626-6799 Meeting ID: 910 1971 7419 Password: 603415 Link: https://mmc.zoom.us/j/91019717419	RFP Pre-Proposal Conference	Oct 18th 2022, 8:00 AM MST	No
UPCOMING	Actuarial pre-proposal conference	Zoom • 2:00 pm (MDT): Actuarial pre-proposal conference Dial In: 312-626-6799 Meeting ID: 910 1971 7419 Password: 603415 Link: https://mmc.zoom.us/j/91019717419		Oct 18th 2022, 1:00 PM MST	No
UPCOMING	Submission of RFP questions for HSD response	Via E-Mail		Oct 28th 2022, 4:00 PM MST	No
UPCOMING	HSD responses to questions and Amendment(s) to RFP	Bonfire Portal		Nov 18th 2022, 5:00 PM MST	Yes
UPCOMING	Close Date	Online Portal	Deadline for Submissions	Dec 2nd 2022, 5:00 PM MST	N/A

BONFIRE NAVIGATION

Supporting Documentation:

Download All Files

File	Type	Description	Date Created	Actions
Amendment-1 Turquoise-Care-MCO-RFP.docx	Documentation	Amendment #1 (10/11/2022) Turquoise Care Read more...	Oct 16th 2022, 12:10 PM MST	Download
Amendment-1 Turquoise-Care-MCO-RFP.pdf	Documentation	Amendment #1 (10/11/2022) Turquoise Care Read more...	Oct 16th 2022, 12:07 PM MST	Download
Appendix A Disclosure of Contractor Relationship.docx	Documentation		Sep 29th 2022, 1:31 PM MST	Download
Appendix B Acronym List.pdf	Documentation		Sep 29th 2022, 1:31 PM MST	Download
Appendix C Acknowledgment of Receipt Form.docx	Documentation		Sep 29th 2022, 1:30 PM MST	Download
Appendix D Template for Submission of Questions.docx	Documentation		Sep 29th 2022, 1:30 PM MST	Download
Appendix E Letter of Transmittal.docx	Documentation		Sep 29th 2022, 1:30 PM MST	Download
Appendix F Proposed SubContractors Template.docx	Documentation		Sep 29th 2022, 1:29 PM MST	Download
Appendix G Disclosure of Lobbying Activities.docx	Documentation		Sep 29th 2022, 1:29 PM MST	Download
Appendix H Debarment and Suspension Requirement.docx	Documentation		Sep 29th 2022, 1:29 PM MST	Download
Appendix I Campaign Contribution Disclosure Form.docx	Documentation		Sep 29th 2022, 1:28 PM MST	Download
Appendix J New Mexico Employees Health Coverage Form.docx	Documentation		Sep 29th 2022, 1:28 PM MST	Download
Appendix K Conflict of Interest.docx	Documentation		Sep 29th 2022, 1:27 PM MST	Download

BONFIRE NAVIGATION

Mandatory Requirements

Name	Type	# Files	Requirement
Letter of Transmittal	File Type: Any (*.*)	Multiple	REQUIRED
Compliance and Acceptance Statement	File Type: Any (*.*)	Multiple	REQUIRED
Certification Regarding Debarment, Suspension, Proposed Debarment, and Other Responsibility Matters	File Type: Any (*.*)	Multiple	REQUIRED
Campaign Contribution Disclosure	File Type: Any (*.*)	Multiple	REQUIRED
New Mexico Employees Health Coverage	File Type: Any (*.*)	Multiple	REQUIRED
Conflict of Interest Affidavit	File Type: Any (*.*)	Multiple	REQUIRED
Statement of Pending or Recent Litigation	File Type: Any (*.*)	Multiple	REQUIRED
Statement of Filed Bankruptcy or Insolvency Proceeding	File Type: Any (*.*)	Multiple	REQUIRED
Audited Financial Statements	File Type: Any (*.*)	Multiple	REQUIRED
New Mexico Licensure	File Type: Any (*.*)	Multiple	REQUIRED
D-SNP Agreement	File Type: Any (*.*)	Multiple	REQUIRED
Systems Manual Agreement	File Type: Any (*.*)	Multiple	REQUIRED
Proposal Summary and Offeror Information	File Type: Any (*.*)	Multiple	REQUIRED

BONFIRE NAVIGATION

Technical Proposal

Name	Type	# Files	Requirement
Technical Proposal Un-Reacted	File Type: Any (*.*)	Multiple	REQUIRED
Technical Proposal Redacted	File Type: Any (*.*)	Multiple	REQUIRED

CISC Technical Proposal

Name	Type	# Files	Requirement
CISC Technical Proposal Un-Redacted	File Type: Any (*.*)	Multiple	REQUIRED
CISC Technical Proposal Redacted	File Type: Any (*.*)	Multiple	REQUIRED



BONFIRE NAVIGATION

Messages

Public Notices (0) Vendor Discussions (0)

There is currently nothing to display here.

Submission

Prepare

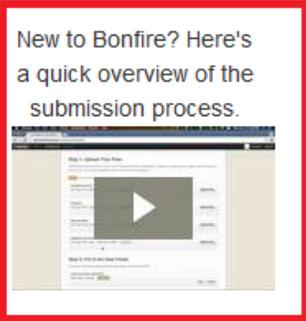
Prepare Your Submission

Prepare as:

Test Vendor

Prepare Your Submission

New to Bonfire? Here's a quick overview of the submission process.



BONFIRE DOCUMENT SUBMISSION

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BONFIRE DOCUMENT SUBMISSION

Complete Your Submission

New Mexico Human Services Department [Back to Opportunity](#)



Project Details

Official Time: Oct 16th 2022, 12:17 PM MST

Closing Time: Dec 2nd 2022, 5:00 PM MST

2 months
Remaining

Project: Managed Care Organizing Contractors for Turquoise Care

Ref. #: 23-630-8000-0001

Organization:

First Name:

Last Name:

Email:

[Edit Contact Info](#)

Step 1: Provide Submission Information

Click Upload File to add a requested document. Please note the type and number of files allowed for each requested document. The maximum file size accepted is 1000 MB.
Click Edit to enter a data or text answer.

Mandatory Requirements

Letter of Transmittal
REQUIRED File Type: Any (*) # Files: Multiple

Compliance and Acceptance Statement
REQUIRED File Type: Any (*) # Files: Multiple



BONFIRE DOCUMENT SUBMISSION

Proposal Summary and Offeror Information
REQUIRED File Type: Any (*) # Files: Multiple

Upload File...

Technical Proposal

Technical Proposal Un-Redacted
REQUIRED File Type: Any (*) # Files: Multiple

Upload File...

Technical Proposal Redacted
REQUIRED File Type: Any (*) # Files: Multiple

Upload File...

CISC Technical Proposal

CISC Technical Proposal Un-Redacted
REQUIRED File Type: Any (*) # Files: Multiple

Upload File...

CISC Technical Proposal Redacted
REQUIRED File Type: Any (*) # Files: Multiple

Upload File...

Step 2: Submit & Finalize

I understand that I can't change any of the submission details or documents once the project closes.

SUBMIT & FINALIZE MY SUBMISSION

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Public Portal Technical Support
New Mexico Human Services Department



We're here to help!



We provide multiple ways to support you including help articles, video tutorials and email! Need instant answers?
Check out our extensive knowledge base!

Buyer & Evaluator Knowledge Base

Vendor Knowledge Base

If our Knowledge base doesn't answer your question, please fill out the form below:

Fields that are required are denoted with a red asterisk (*).

Full Name*

Test Vendor



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BONFIRE TECHNICAL ASSISTANCE

The screenshot shows the top navigation bar of the Bonfire Vendor Help Center. The browser address bar displays <https://vendorsupport.gobonfire.com/hc/en-us>. The Bonfire logo and "Vendor Help Center" are on the left, while "Submit a request" and "Sign in" are on the right. The main content area features a dark blue background with the heading "How can we help?". Below this is a search bar with a magnifying glass icon, the text "Search", and a blue "Search" button. A red box highlights the search bar. Below the search bar are five blue navigation buttons: "How do I confirm my account?", "Vendor Registration", "Why am I seeing a 'You cannot use this password' error?", "How do I change my email address?", and "Can I add a second email address to my vendor profile?".

Standard Vendors

Premium Vendors

FAQ

Videos





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QUESTIONS FROM POTENTIAL OFFERORS

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