

NEW MEXICO HUMAN SERVICES DEPARTMENT

REQUEST FOR PROPOSALS

IV&V Services for MMISR Project

Amendment #1



**RFP#
16-630-8000-6000**

Amendment #1 Issued: December 2, 2015

Original RFP Issued: October 30, 2015

Submissions Due: December 10, 2015

Request for Proposal Number 16-630-8000-6000 is amended as described herein:

1. Changes to Section I, Part J (Procurement Library), page 15 and 16:

The correct link for the ninth bullet, “CMS Presentation on IV&V Services Requirements in MMISR Projects”.

From:

J. PROCUREMENT LIBRARY

The procurement library consists of these online documents which can be accessed individually by clicking on the links below. Offerors are encouraged to review the materials noted here by selecting the link provided in the electronic version of this document through your own internet connection.

The RFP will be posted on the NM HSD website:

<http://www.hsd.state.nm.us/LookingForInformation/open-rfps.aspx>

NM Procurement regulations and RFP instructions:

[http://www.generalservices.state.nm.us/statepurchasing/ITBsRFPs and Bid Tabulation.aspx](http://www.generalservices.state.nm.us/statepurchasing/ITBsRFPs%20and%20Bid%20Tabulation.aspx).

Federal and State requirements for MMIS:

- 42 CFR Part 433 (c): <http://www.ecfr.gov/cgi-bin/text-idx?SID=f100ecfeaa4b4f7032c97c20d7746886&node=sp42.4.433.c&rgn=div6>
- 45 CFR Part 95 (f): <http://www.ecfr.gov/cgi-bin/text-idx?SID=735a4beac7b39103a5c80483d3ffa209&node=sp45.1.95.f&rgn=div6>
- State Medicaid Manual Part 11: <http://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Paper-Based-Manuals-Items/CMS021927.html>
- CMS Seven Conditions and Standards: <http://www.medicaid.gov/Medicaid-CHIP-Program-Information/By-Topics/Data-and-Systems/Downloads/EFR-Seven-Conditions-and-Standards.pdf>
- CMS MMIS Certification Toolkit and Checklist: <http://www.cms.gov/Research-Statistics-Data-and-Systems/Computer-Data-and-Systems/MMIS/MECT.html>
- Privacy and Security Standards – NIST Special Publications: <http://csrc.nist.gov/publications/PubsSPs.html>

- CMS MITA: <http://www.medicaid.gov/medicaid-chip-program-information/by-topics/data-and-systems/medicaid-information-technology-architecture-mita.html>
- NM 2015 MITA 3.0 State Self-Assessment, on the NMHSD website: <http://www.hsd.state.nm.us/uploads/files/Looking%20For%20Information/General%20Information/State%20Plan%20Amendments/NM%20MITA%20SSA%20Summary%20Doc%206-30-15.pdf>
- CMS Presentation on IV&V Services Requirements in MMISR Projects <http://www.hsd.state.nm.us/uploads/files/Looking%20For%20Information/General%20Information/State%20Plan%20Amendments/NM%20MITA%20SSA%20Summary%20Doc%206-30-15.pdf>
- NM DoIT Independent Verification and Validation Guidelines: <http://www.doit.state.nm.us/contracts.html>

To:

J. PROCUREMENT LIBRARY

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The RFP and any Amendments and other procurements documents are posted on the NM HSD website: <http://www.hsd.state.nm.us/LookingForInformation/open-rfps.aspx>

NM Procurement regulations and RFP instructions: http://www.generalservices.state.nm.us/statepurchasing/ITBsRFPs_and_Bid_Tabulation.aspx.

Federal and State requirements for MMIS:

- 42 CFR Part 433 (c): <http://www.ecfr.gov/cgi-bin/text-idx?SID=f100ecfeaa4b4f7032c97c20d7746886&node=sp42.4.433.c&rgn=div6>
- 45 CFR Part 95 (f): <http://www.ecfr.gov/cgi-bin/text-idx?SID=735a4beac7b39103a5c80483d3ffa209&node=sp45.1.95.f&rgn=div6>
- State Medicaid Manual Part 11: <http://www.cms.gov/Regulations-and->

[Guidance/Guidance/Manuals/Paper-Based-Manuals-Items/CMS021927.html](http://www.cms.gov/Guidance/Guidance/Manuals/Paper-Based-Manuals-Items/CMS021927.html)

- CMS Seven Conditions and Standards: <http://www.medicaid.gov/Medicaid-CHIP-Program-Information/By-Topics/Data-and-Systems/Downloads/EFR-Seven-Conditions-and-Standards.pdf>
- CMS MMIS Certification Toolkit and Checklist: <http://www.cms.gov/Research-Statistics-Data-and-Systems/Computer-Data-and-Systems/MMIS/MECT.html>
- Privacy and Security Standards – NIST Special Publications: <http://csrc.nist.gov/publications/PubsSPs.html>
- CMS MITA: <http://www.medicaid.gov/medicaid-chip-program-information/by-topics/data-and-systems/medicaid-information-technology-architecture-mita.html>
- NM 2015 MITA 3.0 State Self-Assessment, on the NMHSD website: <http://www.hsd.state.nm.us/uploads/files/Looking%20For%20Information/General%20Information/State%20Plan%20Amendments/NM%20MITA%20SSA%20Summary%20Doc%206-30-15.pdf>
- CMS Presentation on IV&V Services Requirements in MMISR Projects: <https://drive.google.com/folderview?id=0B6UvtKFKfocIb2ZzOE9JbzhuMXc&usp=sharing&tid=0B6UvtKFKfocIanJEOXVKVUVMefe>

then select “Tuesday_IVV_CMS...” (Independent Verification & Validation).

- NM DoIT Independent Verification and Validation Guidelines: <http://www.doit.state.nm.us/contracts.html>

2. Changes to Section II (Conditions Governing the Procurement), Part C, #33 (Resources), page 28:

NM HSD will provide limited temporary office space to the Contractor.

From:

33. No resources provided by NM HSD to the IV&V Contractor.

NM HSD will not provide the IV&V Contractor with supplies, clerical support, computers, hardware, work space and/or other resources related to fulfilling the IV&V Contract. The State will provide the IV&V Contractor access to its MMIS

system and to other MMISR contractors as needed for the IV&V work.

To:

33. Resources provided by NM HSD to the IV&V Contractor.

NM HSD will not provide the IV&V Contractor with supplies, clerical support, computers, hardware, and/or other resources related to fulfilling the IV&V Contract. The State will provide the IV&V Contractor office space in Santa Fe for up to four IV&V staff for the life of the contract. Additional office space required will be at the expense of the IV&V Contractor. Workstations will not be provided. HSD will provide access to its MMIS system, shared folders, project library, internet, HSD staff and other MMISR contractors as needed for the IV&V work. The IV&V Contractor will provide desktop support for their employees. The IV&V Contractor will follow HSD security and network use standards as established by HSD Security Policies or other HSD codes of conduct.

3. Changes Regarding Code Reviews:

Adding a clarification statement about code reviews to two sections of the RFP.

- a. Page 30, Section III (Scope of Work), 5th bullet (Code reviews):

From:

Work under the IV&V contract must comply with CMS and NM DoIT standards and guidelines for IV&V contractors. Broadly stated, these requirements focus on IV&V activities related to:

- Risk management;
- Cost and schedule review;
- Technical quality;
- Performance measurement;
- Code reviews;
- Product development requirements (scope); and
- Project management.

To:

Work under the IV&V contract must comply with CMS and NM DoIT standards and guidelines for IV&V contractors. Broadly stated, these

requirements focus on IV&V activities related to:

- Risk management;
- Cost and schedule review;
- Technical quality;
- Performance measurement;
- Code reviews: the IV&V vendor will be required to create a code review checklist to assess coding conventions, modularity, redundant/duplicate code, global variables, encoded output, error trapping, invalid parameter handling, documentation, testable code, unit testing, and array checking of vendors over the engagement lifecycle. The review will not include code from business process outsourcing (BPO) vendors. It will include enterprise service bus (ESB) configurations, interface and report code, data warehouse and associated data analytic configurations, as well as code and implementation scripts. The IV&V Contractor will propose and use a code review checklist once approved by HSD;
- Product development requirements (scope); and
- Project management.

b. Page 31, Section III (Scope of Work), bottom bulleted section, bottom bullet (Software/system development related reviews (eg, code reviews...)):

From:

- The IV&V Contractor reviews will include, but are not limited to:
 - Project risks;
 - Milestone-related reviews;
 - Architecture reviews;
 - Procurement-related reviews;
 - Project management reviews;
 - Communications and change management reviews;
 - Software/system development related reviews (e.g., code reviews, software development processes and products, requirements traceability);
 - Test plans and results;
 - Conversion plans, processes and results;
 - Training-related reviews;
 - Data management reviews;
 - Performance management-related reviews, including service level definitions;
 - Compliance-related reviews;
 - Security and privacy reviews;
 - Readiness reviews; and
 - Operational effectiveness reviews.

To:

- The IV&V Contractor reviews will include, but are not limited to:
 - Project risks;
 - Milestone-related reviews;
 - Architecture reviews;
 - Procurement-related reviews;
 - Project management reviews;
 - Communications and change management reviews;
 - Software/system development related reviews (e.g., code reviews, software development processes and products, requirements traceability); The IV&V vendor will be required to create a code review checklist to assess coding conventions, modularity, redundant/duplicate code, global variables, encoded output, error trapping, invalid parameter handling, documentation, testable code, unit testing, and array checking of vendors over the engagement lifecycle. The review will not include code from business process outsourcing (BPO) vendors. It will include enterprise service bus (ESB) configurations, interface and report code, data warehouse and associated data analytic configurations, as well as code and implementation scripts. The IV&V Contractor will propose and use a code review checklist once approved by HSD;
 - Test plans and results;
 - Conversion plans, processes and results;
 - Training-related reviews;
 - Data management reviews;
 - Performance management-related reviews, including service level definitions;
 - Compliance-related reviews;
 - Security and privacy reviews;
 - Readiness reviews; and
 - Operational effectiveness reviews.

4. Changes regarding a limit to the length of the Response (Technical Proposal), adding a requirement for page numbers, and the addition of an optional Binder 3 for supplemental materials.

Section IV (Response Format and Organization), Parts B (Number of Copies) and Part C (Proposal Format) on pages 33 and 34:

From:

B. NUMBER OF COPIES

Each Offeror shall deliver:

- **Binder 1:** one original and seven identical hard copies of their Technical Proposal and required additional forms and material. The original and each copy shall be in separate labeled binders. All confidential information in the proposal shall be clearly identified and easily segregated from the rest of the proposal. Binder 1 must not include any cost information.
- **Binder 2:** one original and two copies of their Cost Proposal. The original and each copy shall be in **separate labeled** binders.
- One electronic version of the proposal containing **ONLY** the Technical Proposal. This copy **MUST NOT** contain any cost information. Acceptable formats for the electronic version of the proposal are Microsoft Word, Excel, and PDF.
- One electronic version of the Cost Proposal. Acceptable formats for the electronic version of the proposal are Microsoft Word, Excel, and PDF.

Any and all confidential or proprietary information shall be clearly identified and shall be segregated on the electronic version, mirroring the hard copy submission(s).

Any proposal that does not adhere to the requirements of this Section may be deemed non-responsive and rejected on that basis.

C. PROPOSAL FORMAT

This section describes the required format, content and organization for all proposals.

Hard copy proposals shall be submitted typewritten on standard 8 ½-x-11-inch paper (larger paper is permissible for charts, spreadsheets, etc.) and shall be placed in binders with tabs delineating each section.

1. Proposal Content and Organization

Canned or promotional material may be used if referenced and clearly marked; however, use of promotional material should be minimized. The proposal must be organized and indexed (tabbed) in the following format and must contain, at a minimum, all listed items in the sequence indicated. Additional items may be submitted as attachments following the mandatory

items listed for Binder 1.

Binder 1: Technical Proposal. *No cost information in Binder 1.*

- Table of Contents
- Response to Specifications (see Section V)
- Signed Letter of Transmittal Form (APPENDIX C)
- List of References
- Financial Stability Documents
- Performance Bond Capacity Statement
- Signed Campaign Contribution Disclosure Form (APPENDIX E)
- Signed Employee Health Coverage Form (APPENDIX F)
- Signed Pay Equity Statement
- Signed Eligibility Statement
- Additional items, if
any

Binder 2: Cost Proposal

Completed Cost Response (see APPENDIX B)

In each section of the proposal, Offerors should address the items in the order in which they appear in this RFP. All forms provided in this RFP must be thoroughly completed and included in the appropriate section of the proposal. All discussion of proposed costs, rates or expenses must occur only in Binder 2 on the Cost Response.

2. Letter of Transmittal

Offeror's proposal must be accompanied by the Letter of Transmittal Form located in APPENDIX C, which must be completed and signed by an individual person authorized to obligate the company. The letter of transmittal MUST:

- a. Identify the submitting business entity.
- b. Identify the name, title, telephone number and e-mail address of the person authorized by the Offeror organization to contractually obligate the business entity providing the Offer.
- c. Identify the name, title, telephone number and e-mail address of the person authorized to negotiate the contract on behalf of the Offeror organization (if different than 2.b).
- d. Identify the names, titles, telephone numbers and e-mail addresses of persons to be contacted for clarification and/or questions regarding proposal content.

- e. Identify subcontractors (if any) anticipated to be used in performing any resultant contract.
- f. Describe the relationship with any other entity that will be participating in performing the detailed in an awarded contract.
- g. Identify the following with a check mark and signature where required:
 - 1) Explicitly indicate acceptance of the Conditions Governing the Procurement stated in Section II. C.1;
 - 2) Acceptance of Section V of this RFP; and
 - 3) Acknowledge receipt of any and all amendments to this RFP.
- h. Be signed by the person identified in paragraph 2.b of this Section.

To:

B. NUMBER OF COPIES

Each Offeror shall deliver:

- **Binder 1:** one original and seven identical hard copies of their Technical Proposal and required additional forms and material. The original and each copy shall be in separate labeled binders. All confidential information in the proposal shall be clearly identified and easily segregated from the rest of the proposal. Binder 1 must not include any specific cost information except for proposed methodology for payment incentives (but not actual amounts). There is a limit of 200 total pages in Binder 1; the limitation applies to the entire technical response, including resumes, references and other supporting materials directly relevant to the response.
- **Binder 2:** one original and seven copies of their Cost Proposal. The original and each copy shall be in separate labeled binders.
- **Binder 3:** optional, one original and seven copies of Supplemental Materials (if any).
- One electronic version of the proposal containing **ONLY** the Technical Proposal. This copy **MUST NOT** contain any cost information. Acceptable formats for the electronic version of the proposal are MicroSoft Word, Excel, and PDF.
- One electronic version of the Cost Proposal. Acceptable formats for the

electronic version of the proposal are MicroSoft Word, Excel, and PDF.

Any and all confidential or proprietary information shall be clearly identified and shall be segregated on the electronic version, mirroring the hard copy submission(s).

Any proposal that does not adhere to the requirements of this Section may be deemed non-responsive and rejected on that basis.

C. PROPOSAL FORMAT

This section describes the required format, content and organization for all proposals.

Hard copy proposals shall be submitted typewritten on standard 8 ½-x-11-inch paper (larger paper is permissible for charts, spreadsheets, etc.) and shall be placed in binders with tabs delineating each section. All pages in each binder must be numbered.

1. Proposal Content and Organization

Canned or promotional material may be used if referenced and clearly marked; however, use of promotional material should be minimized. The proposal must be organized and indexed (tabbed) in the following format and must contain, at a minimum, all listed items in the sequence indicated. Additional items may be submitted as supplemental material in Binder 3.

Binder 1: Technical Proposal. *No cost information in Binder 1. A total of 200 numbered pages is the maximum allowed in this binder.*

- Table of Contents
- Response to Specifications (see Section V)
- Signed Letter of Transmittal Form (APPENDIX C)
- List of References
- Financial Stability Documents
- Performance Bond Capacity Statement
- Signed Campaign Contribution Disclosure Form (APPENDIX E)
- Signed Employee Health Coverage Form (APPENDIX F)
- Signed Pay Equity Statement
- Signed Eligibility Statement

Binder 2: Cost Proposal
Completed Cost Response (see APPENDIX B)

Binder 3: Supplemental Material (Optional)
Additional items such as marketing and promotional materials may be

submitted in Binder 3.

In each section of the proposal, Offerors should address the items in the order in which they appear in this RFP. All forms provided in this RFP must be thoroughly completed and included in the appropriate section of the proposal. All discussion of proposed costs, rates or expenses must occur only in Binder 2 on the Cost Response Form, except for methodology for incentive payments (no actual costs).

2. Letter of Transmittal

Offeror's proposal must be accompanied by the Letter of Transmittal Form located in APPENDIX C, which must be completed and signed by an individual person authorized to obligate the company. The letter of transmittal MUST:

- a. Identify the submitting business entity.
- b. Identify the name, title, telephone number and e-mail address of the person authorized by the Offeror organization to contractually obligate the business entity providing the Offer.
- c. Identify the name, title, telephone number and e-mail address of the person authorized to negotiate the contract on behalf of the Offeror organization (if different than 2.b).
- d. Identify the names, titles, telephone numbers and e-mail addresses of persons to be contacted for clarification and/or questions regarding proposal content.
- e. Identify subcontractors (if any) anticipated to be used in performing any resultant contract.
- f. Describe the relationship with any other entity that will be participating in performing the detailed in an awarded contract.
- g. Identify the following with a check mark and signature where required:
 - 1) Explicitly indicate acceptance of the Conditions Governing the Procurement stated in Section II. C.1;
 - 2) Acceptance of Section V of this RFP; and
 - 3) Acknowledge receipt of any and all amendments to this RFP.
- h. Be signed by the person identified in paragraph 2.b of this Section.

5. Change to Appendix B, Cost Response (page 65), using a cost form for completion:

From:

**APPENDIX B
COST RESPONSE**

1. Provide a table showing all personnel costs by staffing category.
Note: Personnel rates must be equal to or lower than your best rates to any other public sector client for comparable work.

2. Provide a clear and detailed budget showing total costs for the life of the project (three years) and one extension year, by year and staffing category.
Note: This contract will be subject to annual and life-of-project not-to-exceed caps.

To:

(see the following page for new Cost Response Form)

Appendix B Cost Response

Name of Offeror: _____

Offeror **MUST** complete this Cost Response Form Section 1 and Section 2.

Pricing year is NM State Fiscal Year (SFY: July 1, XXXX to June 30, XXXX).

Section 1 – Total IV&V Estimated Costs (inclusive of NMGR)							
Enter total cost for each category for each SFY							
Cost Category	SFY1	SFY2	SFY3	(OPT) SFY4	(OPT) SFY5	(OPT) SFY6	Total
Staffing							
Account Executive	\$	\$	\$	\$	\$	\$	\$
IV&V Project Manager	\$	\$	\$	\$	\$	\$	\$
Functional Lead(s)	\$	\$	\$	\$	\$	\$	\$
Technical Lead(s)	\$	\$	\$	\$	\$	\$	\$
<i>Add rows for all other proposed staff categories</i>							
Expenses*							
Travel	\$	\$	\$	\$	\$	\$	\$
<i>Add rows for all other proposed expense categories</i>							
Totals							

Section 2 - Staff Hourly Rates (inclusive of NMGR)						
Complete this section for ALL proposed staff – one hourly rate for each job title						
Job Title	SFY1	SFY2	SFY3	(OPT) SFY4	(OPT) SFY5	(OPT) SFY6
Account Executive	\$	\$	\$	\$	\$	\$
IV&V Project Manager	\$	\$	\$	\$	\$	\$
Functional Lead	\$	\$	\$	\$	\$	\$
Technical Lead	\$	\$	\$	\$	\$	\$
<i>Add rows for all other proposed staff categories</i>						

*Travel expenses should only include estimated travel during the course of performing the work. If there are any other expenses anticipated please list specific categories and estimates.

Assumptions:

6. Change to Appendix G, Scope of Work

The following clarifying language is added to the Scope of Work, Appendix G, Section II (IV&V Contractor Responsibilities), Part A (Introduction), page 65:

From:

II. IV&V CONTRACTOR RESPONSIBILITIES

A. Introduction

The State intends to award one contract to a prime IV&V Contractor to deliver the IV&V services for the entire MMISR project as described in this RFP. The IV&V Contractor will be responsible for providing IV&V services for the entire multiple-vendor MMISR project within this scope of work. The IV&V Contractor must coordinate with other state agencies and MMISR solution vendor teams. Successful outcomes for individual projects and the MMISR project as a whole is a mutual responsibility among all of these entities.

To:

II.IV&V CONTRACTOR RESPONSIBILITIES

A. Introduction

The State intends to award one contract to a prime IV&V Contractor to deliver the IV&V services for the entire MMISR project as described in this RFP. The IV&V Contractor will be responsible for providing IV&V services for the entire multiple-vendor MMISR project within this scope of work. The IV&V Contractor must coordinate with other state agencies and MMISR solution vendor teams. Successful outcomes for individual projects and the MMISR project as a whole is a mutual responsibility among all of these entities.

The MMISR IV&V contract resulting from this RFP will be a time-and-materials contract with a cap. Because of the iterative nature of the work, the State intends to work with the IV&V Contractor to develop and implement a concise work planning document (one page work statement) that will be used throughout the contract life to manage work to be performed within the contract cap. The purpose of this is to provide the State and the IV&V Contractor with an efficient mechanism for coordinating and agreeing upon the most cost-effective and high-value approach for applying Contractor resources to meet HSD, DoIT and CMS

objectives for IV&V work.

The State anticipates that some work will continue throughout the contract life (e.g., weekly status reporting, meeting support), and that the maximum value (based upon hours and resources) allocated to this work will be mutually agreed upon at the start of each contract period and will be reviewed based upon actual performance periodically during the contract life.

The remainder of the work will be planned based upon specific deliverables agreed upon in the contract, with the IV&V Contractor concisely summarizing the work to be performed (a brief paragraph), the resulting deliverable, the schedule for the work, the resources involved, the total estimated not-to-exceed time-and-materials price, and acceptance criteria for the deliverable. When the State has signed off on this work statement, the IV&V Contractor can commence work on the deliverable.

7. Change to Appendix G, Scope of Work

The following clarifying language regarding approvals of deliverables for payment revises the Scope of Work, Appendix G, Section IV (IV&V Deliverables), third paragraph, page 75:

From:

IV IV&V DELIVERABLES

The Contractor must provide, at the minimum, the services and corresponding deliverables listed in the Sample Deliverables table below, and to execute the project management and administrative responsibilities required for delivery.

The Contractor shall provide deliverables in the agreed-upon format to the designated State point of contact and, as required, to Federal agencies. As previously stated, all final deliverables shall be provided to the Federal partner concurrently with being provided to the State IV&V Contract Manager.

The State must provide written acceptance of each deliverable before it can be considered complete. In all cases, payments to the IV&V Contractor will be contingent upon State approval of deliverables. No review will be considered complete until the approved documentation is delivered to and reviewed by the State and appropriate Federal partners and the State has formally accepted the deliverable.

The State must approve, in writing, changes to milestones, deliverables or other material changes to the contract prior to implementation of changes. The State may require concurrence of the Federal partner in any changes prior to their implementation.

To:

IV IV&V DELIVERABLES

The Contractor must provide, at the minimum, the services and corresponding deliverables listed in the Sample Deliverables table below, and to execute the project management and administrative responsibilities required for delivery.

The Contractor shall provide deliverables in the agreed-upon format to the designated State point of contact and, as required, to Federal agencies. As previously stated, all final deliverables shall be provided to the Federal partner concurrently with being provided to the State IV&V Contract Manager.

The State must provide written acceptance of each deliverable before it can be considered complete. In all cases, payments to the IV&V Contractor will be contingent upon State approval of deliverables. No review will be considered complete until the approved documentation has been delivered, reviewed and approved by the State. The State's review of a deliverable may include Federal partner review where applicable.

The State must approve, in writing, changes to milestones, deliverables or other material changes to the contract prior to implementation of changes. The State may require concurrence of the Federal partner in any changes prior to their implementation.