

NEW MEXICO HUMAN SERVICES DEPARTMENT

REQUEST FOR PROPOSALS

**HEALTH AND HUMAN SERVICES 2020 - MEDICAID ENTERPRISE
MANAGEMENT INFORMATION SYSTEM**

QUALITY ASSURANCE



RFP Issued: March 16, 2018

RFP # 18-630- 8000-0003

Amendment 2

RFP Release: March 16, 2018

Proposals Due: May 16, 2018

Request for Proposals # 18-630- 8000-0003 is amended as described herein:

1. Changes to Section VII. RESPONSE SPECIFICATIONS, TITLE A. 4. PROPOSAL CONTENT AND ORGANIZATION Binder 1, page 32

Brief Description: Clarify contents of Binder 1.

Change From:

4. 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.*

1. Table of Contents
2. Signed Letter of Transmittal Form (APPENDIX C)
3. 2 Page Summary of Offeror's Approach
4. List of References
5. Financial Stability Documents
6. Performance Bond Capacity Statement
7. Signed Campaign Contribution Disclosure Form (APPENDIX E)
8. Signed New Mexico Employee Health Coverage Form (APPENDIX F)
9. Signed Pay Equity Statement
10. Signed Eligibility Statement
11. Response to Specifications (APPENDIX G)
12. Response to Specifications (APPENDIX H)
13. Additional items (including Required Sample Documents if not included in separate binder)

To:

4. Proposal Content and Organization

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9. Signed Pay Equity Statement
10. Signed Eligibility Statement
11. Response to Specifications (APPENDIX G *and Vision for QA*)
12. Response to Specifications (APPENDIX H, *Experience & Personnel to include Organizational Experience (narrative) and Staffing Model*)
13. Additional items (including Required Sample Documents if not included in separate binder)

2. Changes to Section VIII. EVALUATION, TITLE B.1 TECHNICAL RESPONSES (195 POINTS), page 36

Brief Description: Include Vision for QA

Change From:

1. Technical Responses (195 points)

Points will be awarded based on the thoroughness, innovation, and clarity of the Offeror's response, the breadth and depth of the engagements cited and the perceived validity of the response. APPENDIX G describes services to be delivered through this procurement. Offerors must provide its methodology, plan and approach to the services being delivered in each section of APPENDIX G. These responses are to be placed in Binder 1.

Change To:

1. Technical Responses (195 points)

Points will be awarded based on the thoroughness, innovation, and clarity of the Offeror's response, the breadth and depth of the engagements cited and the perceived validity of the response. APPENDIX G describes services to be delivered through this procurement. Offerors must provide its methodology, plan and approach to the services being delivered in each section of APPENDIX G. These responses *and Vision for QA* are to be placed in Binder 1.

3. Changes to Section APPENDIX G, TITLE DETAILED STATEMENT OF WORK, page 54

Brief Description: Include Vision for QA

Change From:

Offerors are encouraged to propose innovative business services to meet or exceed the requirements of this RFP. All Offerors are encouraged to demonstrate added value in their proposals by recommending innovative concepts which may not have been specifically addressed in this RFP.

To:

Offerors are encouraged to propose innovative business services *and Vision for QA that* meet or exceed the requirements of this RFP. All Offerors are encouraged to demonstrate added value in their proposals by recommending innovative concepts which may not have been specifically addressed in this RFP.

4. Changes to Section APPENDIX G, TITLE DETAILED STATEMENT OF WORK, page 73

Brief Description: Clarify required staffing

Change From:

9. Staffing

The Contractor must provide the staff required to meet State requirements for providing all QA components.

To:

9. Staffing

The Contractor must provide the staff required to meet State requirements for providing all QA components. *The Contractor must include a Certification lead and a lead for each business component.*

5. Changes to Section APPENDIX G, TITLE DETAILED STATEMENT OF WORK, page 74

Brief Description: Clarify key personnel

Change From:

9.1 Key Personnel

The term “Key Personnel” means Contractor’s staff agreed upon by the State and the Contractor to be both instrumental and essential to the Contractor’s satisfactory performance of services requirements. The Contractor must base its Key Personnel staffing model on its

detailed project management plan and schedule. The Contractor must consider the changing needs of the Project by phase (as identified in the Medicaid Enterprise Certification Lifecycle) for Quality Assurance when developing the staffing model. Additionally, the Contractor must maintain a stable Key Personnel team for the duration of the contract.

Offeror must describe, in its proposal, the scope and responsibilities of each Key Personnel position(s), the name, title, skill set, experience and location by phase. Offeror’s proposal submission must include a resume for each position proposed. Offeror shall propose a staffing plan and listing of Key Personnel positions that it believes is appropriate and necessary to implement its services.

To:

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The term “Key Personnel” means Contractor’s staff agreed upon by the State and the Contractor to be both instrumental and essential to the Contractor’s satisfactory performance of services requirements. The Contractor must base its Key Personnel staffing model on its detailed project management plan and schedule. The Contractor must consider the changing needs of the Project by phase (as identified in the Medicaid Enterprise Certification Lifecycle) for Quality Assurance when developing the staffing model. Additionally, the Contractor must maintain a stable Key Personnel team for the duration of the contract.

Offeror must describe, in its proposal, the scope and responsibilities of each Key Personnel position(s), the name, title, skill set, experience and location by phase. Offeror’s proposal submission must include a resume for each position proposed. Offeror shall propose a staffing plan and listing of Key Personnel positions, *including Certification*, that it believes is appropriate and necessary to implement its services.

6. Changes to Section APPENDIX H TITLE NM HHS 2020 – Quality Assurance Requirements, page 101

Brief Description: new requirement

Add:

<i>Service Expectations</i>	<i>7.41</i>	<i>Offeror shall describe how its proposed services create a HIPAA compliant (e.g., 837) recovery (e.g., TPL, RAC) adjustment and integrate with the IP.</i>
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