

**NEW MEXICO HUMAN SERVICES DEPARTMENT**

**REQUEST FOR PROPOSALS**

**HEALTH AND HUMAN SERVICES 2020 – Consolidated  
Customer Service Center**



**RFP#19-630-4000-0001**

**Amendment 3**

RFP Release: November 12, 2018

*Change From:* Proposals Due: February 27, 2019

*Change To:* Proposals Due: March 20, 2019

*Request for Proposals # 19-630-4000-0001 is amended as described herein:*

**1. Changes to APPENDIX B – COST RESPONSE FORM #1, page 41**

**Brief Description:** Replaced Cost Response Form #1 for pricing.

**Change From:**

**APPENDIX B - COST RESPONSE FORM #1**

**New Mexico Human Services Department**

Consolidated Customer Service Center

**Maintenance and Operations (M&O) Costs**

Provide an all-inclusive price for all activities related to the M&O of the Offeror’s proposed Solution.

Offerors shall price each contract year for M&O. As noted in the chart, total costs must include applicable New Mexico Gross Receipts Tax.

<b>Contract Term/Year</b>	<b>Annual Maintenance and Operations Costs</b>
<b>7/1/19-6/30/20</b>	
<b>7/1/20-6/30/21</b>	
<b>7/1/19-6/30/20</b>	
<b>7/1/19-6/30/20</b>	
	<b>Total (including NMGRT):</b>

**Tiered Pricing by Contact Channel Type**

Provide individual tiered pricing by contact channel type for each of the channels listed in the table. If the offeror will not be using any listed channels, indicated so by entering N/A in the appropriate cell.

Offerors shall provide individual, single contact pricing for each contact channel type and tier. All tiered costs must include applicable New Mexico Gross Receipts Tax.

<b>Tiers</b>	<b>Automated Resolution– Chatbot, IVR, etc.</b>	<b>Manual Resolution - Phone</b>	<b>Manual Resolution – Chat/SMS</b>	<b>Manual Resolution - FAX</b>	<b>Manual Resolution - Email</b>
1,000,000 and above					
600,000 - 999,999					
300,000 – 599,999					
100,000 – 299,999					
50,000 – 99,999					
10,000 – 49,999					
9,999 and below					

Pricing also must include all implementation, configurations and license maintenance (initial purchases, renewals, updates, required technical support) for all elements in Offeror’s proposed architecture. Note that NM expects the costs proposed for Maintenance and Operations to include regular and required updates, and changes or enhancements to the components of the Solution. These will not be separately reimbursable.

Offerors are to provide, as part of their budget narrative their estimated implementation schedule for the module and the assumptions made in developing the proposed implementation schedule. As implied by the dates found in the Cost Response forms, Offerors are expected to be ready for final system integration testing no later than July 1, 2019.

**To:**

**APPENDIX B - COST RESPONSE FORM #1**

**New Mexico Human Services Department**

**Consolidated Customer Service Center**

Potential offers are required to submit the Cost Response Form with breakouts for development costs and annual Maintenance and Operational (M&O) costs. See the two tables below which are designed to allow Offerors to provide pricing for all activities related to the Offeror’s proposed Services. The pricing must include a breakout for all development costs associated with

Phase 1 and Phase 2 of implementation. Total M&O pricing for years 1 through 4 must include operational costs in addition to contact handling costs. Offerors should utilize the baseline volumes provided within the Procurement Library in the document entitled “2018 Call Center Statistics – compiled” for their year one cost basis.

Costs entered by Offerors in both tables below must include applicable New Mexico Gross Receipts Tax.

**Development Phase Pricing**

<b>Development Phase</b>	<b>Development Price</b>
<b>Development Phase 1</b>	
<b>Development Phase 2</b>	
	<b>Total</b>

**M&O Contract Pricing**

<b>M&amp;O Contract Term/Year</b>	<b>Contact Center M&amp;O Price</b>
<b>Year 1</b>	
<b>Year 2</b>	
<b>Year 3</b>	
<b>Year 4</b>	
	<b>Total :</b>

Offerors must provide in the table below their estimates of contact volume for the five different types of contacts identified within the table for years 1 through 4 as part of their Cost Response:

	<b>Automated Resolution – Chatbot, IVR, etc.</b>	<b>Manual Resolution - Phone</b>	<b>Manual Resolution – Chat/SMS</b>	<b>Manual Resolution - FAX</b>	<b>Manual Resolution - Email</b>
<b>Year 1</b>					
<b>Year 2</b>					
<b>Year 3</b>					
<b>Year 4</b>					

**2. Changes to APPENDIX B – COST RESPONSE FORM #2, page 43**

**Brief Description:** Replaced Cost Response Form #2 for pricing.

*Change From:*

**APPENDIX B - COST RESPONSE FORM #2**

**New Mexico Human Services Department**

Consolidated Customer Service Center

**Pricing for Optional Contract Extension Years**

Provide an all-inclusive price for optional contract extension years for all activities related to The Solution. Offerors shall include all components, licensing costs, and maintenance and operations costs.

<b>Optional Year Pricing Element</b>	<b>7/1/21-6/30/22</b>	<b>7/1/22-6/30/23</b>	<b>7/1/23-6/30/24</b>	<b>7/1/24-6/30/25</b>
<b>All Components / Solutions</b>				
<b>Maintenance and Operations</b>				
<b>Annual Total (Including NMGRT)</b>				

*To:*

**APPENDIX B - COST RESPONSE FORM #2**

**New Mexico Human Services Department**

Consolidated Customer Service Center

**Pricing for Optional Contract Extension Years**

Provide an all-inclusive price for optional contract extension years for all activities related Services. Offerors shall include all components, licensing costs, and maintenance and operations costs. **No development costs will be recognized in the option years. Costs proposed should include the New Mexico Gross Receipts Tax.**

Optional Year Pricing Element	Year 5	Year 6	Year 7	Year 8
Contact Center Price				

### 3. Changes to Appendix G – Detailed Statement of Work, page 50

**Brief Description:** Replaced summary of detailed scope of work.

*Change From:*

#### **APPENDIX G – DETAILED STATEMENT OF WORK**

This APPENDIX contains the Statement of Work (SOW) for this Consolidated Customer Service Center (CCSC) procurement. The SOW is a companion document to the requirements found in APPENDIX H and should be read and interpreted as a statement of both expectation and explanation of the Project found in Part 1 and the requirements found in APPENDIX H. The scope of work described herein outlines the responsibilities and Project obligations of the selected CCSC Contractor. Prior to preparing their proposals in response to this procurement, Offerors are expected to review the System Integrator and Data Services RFPs, as well as the questions and answers (Q&As) and addendums for the respective RFPs as may be found in the Procurement Library.

The CCSC Contractor (“Contractor”) will play a critical role in the overall success of the MMISR Project. The CCSC will provide all required contact center services for the New Mexico Human Services Department Medical Assistance Division (MAD); Income Support Division (ISD); Child Support Enforcement Division (CSED); Behavioral Health Services Division (BHSD); Office of Fair Hearings Bureau (FHB); and the Office of the Inspector General (OIG); with consideration for integrating other Bureaus or Agencies in the future, such as, Restitutions Bureau, Constituent Services, Department of Health (DOH); Aging and Long-Term Services (ALTSD); and Children Youth and Families Department (CYFD).

Centers for Medicare and Medicaid Services (CMS), the primary funding entity for the MMISR Project, has identified requirements in the Medicaid Enterprise Certification Toolkit (MECT) that are applicable for MMIS certification. The Contractor must deliver the services that will meet the requirements outlined in this SOW, detailed in APPENDIX H and in the MECT. These requirements apply across the HHS 2020 Enterprise, not just to Medicaid.

The CCSC services must integrate with the Integration Platform (IP), which consists of a highly reliable, loosely coupled, secure SOA-compliant platform for all of HHS 2020 that will provide systems migration and integration capability, core shared services (as defined in the SI RFP) and an ongoing operational monitoring and management capability. The CCSC

Contractor must adhere to all standards established by the SI Contractor and approved by the State regarding integration, interoperability, security, Single Sign On (SSO) and data transmission. The Contractor must exchange data using the IP.

The HSD seeks to retain a Contractor who already provides comparable services – including infrastructure, staff, training, processes, tools, etc. – to other entities. The HSD will contract with the chosen organization to provide CCSC services to the HSD using a Business Process Outsourcing (BPO) approach. The Offeror’s proposed systems and processes must be compliant with all applicable CMS requirements for certification. The State is seeking a Contractor who understands how to apply proven approaches for efficient delivery of timely and accurate services. HSD is seeking a Contractor who can efficiently deliver a broad range of extremely high-quality CCSC services in a complex environment, from contract award through MMISR certification by CMS into on-going Maintenance and Operations (M&O).

New Mexico's policies and program delivery are dynamic in nature. The Contractor must provide flexible services and operational responsibilities resulting from changes in State or Federal policy, fiscal needs and/or requirements, fulfill legislative mandates and take advantage of Federal options and funding.

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:**

## **APPENDIX G – DETAILED STATEMENT OF WORK**

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The CCSC Contractor (“Contractor”) will play a critical role in the overall success of the MMISR Project. The CCSC will provide all required contact center services for the New Mexico Human Services Department Medical Assistance Division (MAD), Income Support Division (ISD), Child Support Enforcement Division (CSED), Behavioral Health Services Division (BHSD); Office of Fair Hearings Bureau (FHB); and the Office of the Inspector General (OIG). Consideration for integrating other Bureaus or Agencies to the CCSC in the future, such as the Restitutions Bureau, Constituent Services, Department of Health (DOH), Aging and Long-Term

Services Department (ALTSD), and Children Youth and Families Department (CYFD), will be implemented through a contract revision. The costs associated with services to these agencies should **not** be included in the costs that an Offeror submits in Cost Response Forms 1 and 2.

The State of New Mexico's vision for the Consolidated Customer Service Center is beyond the typical call center approach of just answering calls and responding to a single question. New Mexico desires to create a positive outcome and an exceptional customer service experience for every person that uses any of the various channels provided to interact with the State through the new CCSC. This includes not only answering the client's questions within a single contact by a single agent but using technology that proactively anticipates questions and provides answers. The CCSC should also offer services and benefits the customer qualifies for but may not have considered (e.g., a current Medicaid Member that may qualify for but is not enrolled in SNAP should be presented with the opportunity to complete an application for SNAP). The State is seeking a Contractor committed to providing a proactive positive customer interaction and outcome to each and every contact.

New Mexico HSD customers require a contact center that provides multi-channel contact choices that fits their needs. This can be achieved by using both the human element (relationship building by the CSR) and technology to provide a positive customer outcome every time.

New Mexico is seeking a Contractor that can provide innovation through a combined utilization of human interaction, organizational experience and technologies. The Contractor must continually consider how it can increase contact center productivity, cost reduction, improved customer satisfaction, and positive overall outcomes. One example of achieving the State's objectives involves motivating the CCSC to accept multiple inquiries and subsequent multiple resolutions during a single customer contact. Another involves the CCSC providing technology and processes that increase automated resolutions of contacts. Offerors are encouraged to describe operational methods, technology and/or alternative pricing mechanisms that would motivate the CCSC Contractor to achieve these objectives and enhance positive customer outcomes. Utilizing experienced contact center professionals, CSRs trained to develop client relationships and having the knowledge to resolve a client's needs during a single contact using the best technologies is what New Mexico envisions as the perfect combination to providing New Mexico citizens an excellent customer service experience.

The Center for Medicare and Medicaid Services (CMS), the primary funding entity for the MMISR Project, has identified requirements in the Medicaid Enterprise Certification Toolkit (MECT) that are applicable for MMIS certification. The Contractor must deliver the services that will meet the requirements outlined in this SOW, detailed in APPENDIX H and in the MECT. These requirements apply across the HHS 2020 Enterprise, not just to Medicaid.

The CCSC services must integrate with the Integration Platform (IP), which consists of a highly reliable, loosely coupled, secure SOA-compliant platform for all of HHS 2020 that will provide systems migration and integration capability, core shared services (as defined in the SI RFP) and an ongoing operational monitoring and management capability. The CCSC Contractor must adhere to all standards established by the SI Contractor and approved by the



State regarding integration, interoperability, security, Single Sign On (SSO) and data transmission. The Contractor must exchange data using the IP.

The HSD seeks to retain a Contractor who already provides comparable services – including infrastructure, staff, training, processes, tools, etc. – to other entities. The HSD will contract with the chosen organization to provide CCSC services to the HSD using a Business Process Outsourcing (BPO) approach. The Offeror’s proposed systems and processes must be compliant with all applicable CMS requirements for certification. The State is seeking a Contractor who understands how to apply proven approaches for efficient delivery of timely and accurate services **in a consumer-centric manner**. HSD is seeking a Contractor who can efficiently deliver a broad range of extremely high-quality CCSC services in a complex environment, from contract award through MMISR certification by CMS into on-going Maintenance and Operations (M&O).

New Mexico's policies and program delivery are dynamic in nature. The Contractor must provide flexible services and operational responsibilities resulting from changes in State or Federal policy, fiscal needs and/or requirements, **legislative mandates and federal options for funding**.

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 **and services** which may not have been specifically addressed in this RFP.

#### **4. Changes to Section 7.5 Logistical Requirements, page 77**

**Brief Description:** Replaced logistical requirements for calls in queue.

**Change From:**

##### **7.5 Logistical Requirements**

1. Operational hours of the CCSC are Monday through Friday, 7:00 AM through 7:00 PM Mountain Time (MT) except for State holidays. Contractor business service staff shall be available throughout normal NM business hours, which are 8:00 AM through 5:00 PM Mountain Standard Time/Mountain Daylight Time (MST/MDT). Offerors shall acknowledge that the State can request a modification to the CCSC operational hours for any reason and at any time to fulfill the business needs of the State and the New Mexico population.
2. The CCSC Contractor will implement remote, at-home CSRs only by the direction and approval of the State. These CSRs will only be allowed to handle specified types of contacts, transactions and information.
3. The Contractor shall:

- a. Ensure that callers who reach the CCSC and are in queue before 5:00 PM MST/MDT are served by a live representative before the CCSC closes for the day; and
  - b. Include a Spanish language option at the front of call reception and ensure the CCSC is sufficiently staffed with Spanish-speaking representatives, including at least one Spanish-speaking supervisor, during all shifts. The longest and average monthly wait times, for all languages, must not exceed those set within the contract.
4. If needed, At the Contractor's expense, the State shall provide the Contractor a broadband circuit to enable connectivity to the HSD network. To ensure security vulnerabilities are not introduced from the Contractor to the HSD network, the Contractor shall comply with all HSD and DoIT security controls, including but not limited to timely implementation of system patches, separation of any wireless network, maintaining up-to-date antivirus protection and implementing perimeter firewalls.

**To:**

#### **7.5. Logistical Requirements**

1. Operating hours of the CCSC staff are Monday through Friday, 7:00 AM through 7:00 PM Mountain Time (MT) except for State holidays. Offerors shall acknowledge that the State can request a modification to the CCSC operational hours for any reason and at any time to fulfill the business needs of the State and the New Mexico population. Operational hours for automated contact channels (e.g., IVR and voice mail) is seven (7) by twenty-four (24), three hundred and sixty-five (365) days.
2. The CCSC Contractor will implement remote, at-home CSRs only by the direction and approval of the State. These CSRs will only be allowed to handle specified types of contacts, transactions and information.
3. The Contractor shall:
  - a. Ensure that callers who reach the CCSC and are in queue before 7:00 PM MST/MDT are served by a live representative before the CCSC closes for the day;
  - b. Include a Spanish language option at the front of call reception and ensure the CCSC is sufficiently staffed with Spanish-speaking representatives, including at least one Spanish-speaking supervisor, during all shifts. In addition, Contractor must provide assistance to clients' language of choice using such services as the Language Line;
  - c. Contractor must make provision for TDD/TTY services to clients who are hearing impaired; and

- d. The longest and average monthly wait times, for all languages, must not exceed those set within the contract.

## 5. Changes to A. DEFINITION OF TERMINOLOGY, page 9

**Brief Description:** Clearly defined business hours and Close of Business.

*Change From:*

### A. DEFINITION OF TERMINOLOGY

This section contains definitions of terms used throughout this procurement document, including appropriate abbreviations:

“**Agency**” means the Human Services Department.

“**ASPEN**” means New Mexico’s Automated System Program and Eligibility Network, HSD’s integrated eligibility system.

“**Authorized Purchaser**” means an individual authorized by a Participating Entity to place orders against the Contract resulting from this procurement.

“**Award**” means the final execution of the contract document.

“**Business Hours**” means 8:00 AM through 5:00 PM Mountain Time (MT), Monday through Friday.

“**Close of Business**” means 5:00 PM MT.

“**CMS**” means the Federal Center for Medicare and Medicaid Services, an agency of the US Department of Health and Human Services.

“**Contract**” means any agreement for the procurement of items of services, construction, or tangible personal property.

“**Contractor**” means the CCSC Contractor for the MMISR Solution who has been contracted as a result of this procurement.

“**CSES**” means New Mexico’s Child Support Enforcement System.

“**Determination**” means the written documentation of a decision of a procurement officer, including findings of fact required to support a decision. A determination becomes part of the procurement file to which it pertains.

“**Desirable**” means the terms "may", "can", "should", "preferably", or "prefers" to identify a discretionary item or factor.

“**Electronic Content Management**” means document imaging, scanning and management.

“**Enterprise**” means the full spectrum of NM HHS systems and agencies engaged in this Project.

“**Evaluation Committee**” means a body appointed to evaluate Offerors’ proposals.

“**Evaluation Committee Report**” means a report prepared by the Procurement Manager and the Evaluation Committee for contract award. It will contain written determinations resulting from the procurement.

“**Finalist**” means an Offeror who meets all mandatory specifications of this RFP and whose score on evaluation factors is sufficiently high to merit further consideration by the Evaluation Committee.

“**Framework**” means the fundamental structure to support the development of the HHS 2020 Solution. The Framework acts as the architectural support for the modules, services and applications, ESB, Web services, service layers, and commonly shared Core Services.

“**HHS**” means Health and Human Services and includes all State agencies delivering HHS-related services: Department of Health (DOH), HSD, Aging and Long-Term Services Department (ALTSD), Children Youth and Families Department (CYFD).

“**Hourly Rate**” means the proposed fully loaded maximum hourly rates that include travel, per diem, fringe benefits and any overhead costs for Contractor personnel and if appropriate, subcontractor personnel.

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

“**IT**” means information technology.

“**IV&V**” means Independent Validation and Verification as defined in Federal regulations and by the New Mexico Department of Information Technology.

“**Mandatory**” means a required item or factor, as indicated by the terms "must", "shall", "will" and "required". Failure to meet a mandatory item or factor will result in rejection of an Offeror’s proposal.

“**Minor Technical Irregularities**” include anything in a proposal that does not affect the price, quality, quantity or any other mandatory requirement.

“**MITA**” means Medicaid Information Technology Architecture.

“**MITA SS-A**” means the MITA State Self-Assessment.

“**MMIS**” means the New Mexico Medicaid Management Information System that helps manage the State’s Medicaid program and Medicaid business functions.

“**MMISR**” means the MMIS Replacement system and Project.

“**Offeror**” means any person, corporation, or partnership that chooses to submit a proposal.

“**Price Agreement**” means a definite or indefinite quantity contract that requires the Contractor to furnish items of tangible personal property, services or construction to a State agency or a local public body that issues a purchase order, if the purchase order is within the quantity limitations of the contract, if any.

“**Procurement Manager**” means any person or designee authorized by a State agency or local public body to enter into or administer contracts and to make written determinations with respect thereto.

“**Procuring Agency**” means the New Mexico Human Services Department.

“**Project**” when capitalized, refers to the MMIS Replacement effort, and it incorporates the HHS 2020 Framework, modules and services as defined in this RFP. It also includes all the work required to make the systems and services a reality for HSD and its partners. When “project” is used in lower case, it refers to a discrete process undertaken to solve a well-defined goal or objective with clearly defined start and end times, defined tasks and a budget that is separate from the overall Project budget. A project terminates when its defined scope or goal is achieved, and acceptance is given by the project’s sponsor. The HHS 2020 Project will terminate when the HHS 2020 Framework is fully implemented, has been certified by CMS, and meets all the conditions and requirements established by the State.

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

“**Responsible Offeror**” means an Offeror who submits a responsive proposal and that has furnished, when required, information and data to prove that its financial resources, production or service facilities, personnel, service reputation and experience are adequate to make satisfactory delivery of the services or items of tangible personal property described in the proposal.

“**Responsive Offer**” means an offer that conforms in all material respects to the requirements set forth in the RFP. Material respects of an RFP include, but are not limited to price, quality, quantity or delivery requirements.

“**SCS**” means CMS’ Seven Conditions and Standards as referred to in the MITA 3.0 Document.

“**Service-Level Agreements (SLAs)**” means an agreement that defines the level of service expected from the service provider.

**“Solution”** means any combination of design, software, services, tools, systems, processes, knowledge, experience, resources, expertise or other assets that the State, the MMIS and the respective modular contractors use or provide to meet the business needs of the Project.

**“SPD”** means State Purchasing Division of the New Mexico State General Services Department.

**“Staff”** means any individual who is a full-time, part-time, or independently contracted employee with an Offeror’s company.

**“State (the State)”** means the State of New Mexico.

**“State Agency”** means any department, commission, council, board, committee, institution, legislative body, agency, government corporation, educational institution or official of the executive, legislative or judicial branch of the government of this state. “State agency” includes the Purchasing Division of the General Services Department and the State Purchasing Agent but does not include local public bodies.

**“State Purchasing Agent”** means the Director of the Purchasing Division of the New Mexico General Services Department.

*To:*

## A. DEFINITION OF TERMINOLOGY

This section contains definitions of terms used throughout this procurement document, including appropriate abbreviations:

**“Agency”** means the Human Services Department.

**“ASPEN”** means New Mexico’s Automated System Program and Eligibility Network, HSD’s integrated eligibility system.

**“Authorized Purchaser”** means an individual authorized by a Participating Entity to place orders against the Contract resulting from this procurement.

**“Automated Resolution”** means contacts resolved by machine or technology.

**“Award”** means the final execution of the contract document.

**“Business Hours”** for the State means 8:00 AM through 5:00 PM Mountain Time (MT), Monday through Friday.

**“Close of Business”** for the State means 5:00 PM MT.

**“CMS”** means the Center for Medicare and Medicaid Services, an agency of the US Department of Health and Human Services.

**“Contract”** means any agreement for the procurement of items of services, construction, or tangible personal property.

**“Contractor”** means the CCSC Contractor for the MMISR Solution who has been contracted as a result of this procurement.

**“CSES”** means New Mexico’s Child Support Enforcement System.

**“Determination”** means the written documentation of a decision of a procurement officer, including findings of fact required to support a decision. A determination becomes part of the procurement file to which it pertains.

**“Desirable”** means the terms "may", "can", "should", "preferably", or "prefers" to identify a discretionary item or factor.

**“Electronic Content Management”** means document imaging, scanning and management.

**“Enterprise”** means the full spectrum of NM HHS systems and agencies engaged in this Project.

**“Evaluation Committee”** means a body appointed to evaluate Offerors’ proposals.

**“Evaluation Committee Report”** means a report prepared by the Procurement Manager and the Evaluation Committee for contract award. It will contain written determinations resulting from the procurement.

**“Finalist”** means an Offeror who meets all mandatory specifications of this RFP and whose score on evaluation factors is sufficiently high to merit further consideration by the Evaluation Committee.

**“Framework”** means the fundamental structure to support the development of the HHS 2020 Solution. The Framework acts as the architectural support for the modules, services and applications, ESB, Web services, service layers, and commonly shared Core Services.

**“HHS”** means Health and Human Services and includes all State agencies delivering HHS-related services, including: Department of Health (DOH), HSD, Aging and Long-Term Services Department (ALTSD) and the Children Youth and Families Department (CYFD).

**“Hourly Rate”** means the proposed fully loaded maximum hourly rates that include travel, per diem, fringe benefits and any overhead costs for Contractor personnel and if appropriate, subcontractor personnel.

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

“**IT**” means information technology.

“**IV&V**” means Independent Validation and Verification as defined in Federal regulations and by the New Mexico Department of Information Technology.

“**Mandatory**” means a required item or factor, as indicated by the terms "must", "shall", "will" and "required". Failure to meet a mandatory item or factor will result in rejection of an Offeror’s proposal.

“**Manual Resolution**” means contacts resolved by humans.

“**Minor Technical Irregularities**” means anything in a proposal that does not affect the price, quality, quantity or any other mandatory requirement.

“**MITA**” means Medicaid Information Technology Architecture.

“**MITA SS-A**” means the MITA State Self-Assessment.

“**MMIS**” means the New Mexico Medicaid Management Information System that helps manage the State’s Medicaid program and Medicaid business functions.

“**MMISR**” means the MMIS Replacement system and Project.

“**Offeror**” means any person, corporation, or partnership that chooses to submit a proposal.

“**Operating Hours**” for the CCSC means Monday through Friday, 7:00 AM through 7:00 PM Mountain Time (MT) except for State holidays, and seven (7) by twenty-four (24), three hundred and sixty-five (365) days for automated contact channels (e.g., IVR and voice mail).

“**Price Agreement**” means a definite or indefinite quantity contract that requires the Contractor to furnish items of tangible personal property, services or construction to a State agency or a local public body that issues a purchase order, if the purchase order is within the quantity limitations of the contract, if any.

“**Procurement Manager**” means any person or designee authorized by a State agency or local public body to enter into or administer contracts and to make written determinations with respect thereto.

“**Procuring Agency**” means the New Mexico Human Services Department.

“**Project**” when capitalized, refers to the MMIS Replacement effort, and it incorporates the HHS 2020 Framework, modules and services as defined in this RFP. It also includes all the work required to make the systems and services a reality for HSD and its partners. When “project” is used in lower case, it refers to a discrete process undertaken



to solve a well-defined goal or objective with clearly defined start and end times, defined tasks and a budget that is separate from the overall Project budget. A project terminates when its defined scope or goal is achieved, and acceptance is given by the project's sponsor. The HHS 2020 Project will terminate when the HHS 2020 Framework is fully implemented, has been certified by CMS, and meets all the conditions and requirements established by the State.

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**“SCS”** means CMS’ Seven Conditions and Standards as referred to in the MITA 3.0 Document.

**“Service-Level Agreements (SLAs)”** means agreements that define the level of service expected from the service provider.

**“Solution”** means any combination of design, software, services, tools, systems, processes, knowledge, experience, resources, expertise or other assets that the State, the MMIS and the respective modular contractors use or provide to meet the business needs of the Project.

**“SPD”** means State Purchasing Division of the New Mexico State General Services Department.

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**“State Agency”** means any department, commission, council, board, committee, institution, legislative body, agency, government corporation, educational institution or official of the executive, legislative or judicial branch of the government of this state. “State agency” includes the Purchasing Division of the General Services Department and the State Purchasing Agent but does not include local public bodies.

**“State Purchasing Agent”** means the Director of the Purchasing Division of the New Mexico General Services Department.

**“Tier Levels”** means the stage of assignment, response, action, or responsibility for any contact channel either automated or human.

- Tier 0 – Request processed by automation (e.g., IVR) until it is resolved or transferred to higher tier;
- Tier 1 – CCSC CSR front line staff;
- Tier 2 – CCSC specialist, supervisor or management staff; and
- Tier 3 – Non-CCSC Staff (e.g., State, other HSD’s BPO module’s Staff). Tier 3 is the final entity for contact resolution.

**“Unresolved Contact”** means any contact that where the client’s inquiry has not been answered or the client has not been notified of any delay with an acceptable reason as to why with an estimated date of completion.

## 6. Changes to 2.4 CCSC Operations, page 64

**Brief Description:** Clearly defined current operations.

*Change From:*

### II.4. CCSC Operations

Within this RFP the term “Tier” is used to define the teams, team levels or automation responsible for different actions. For this RFP the following terms apply:

- Tier 0 – Request processed by automation (e.g., IVR) until it is resolved or transferred to higher tier;
- Tier 1 – CCSC CSR front line staff;
- Tier 2 – CCSC supervisor or management staff; and
- Tier 3 – Non-CCSC Staff (e.g., State, other HSD’s BPO module’s Staff). Tier 3 is the final entity for contact resolution.

The Contractor shall provide the following services:

- Respond to inquiries received via telephone, chat, SMS texts, ECMS workflows for fax and email from clients, providers and other stakeholders. Current operations handle, on an annual basis, 1.8 million incoming calls, 17,000 outbound calls and 8,000 emails. The HSD has not yet implemented chat, SMS text, or web forms, so cannot provide volumes. It is recommended that the Offerors use their previous experience to determine and provide estimates for

these services and provide those estimates in their proposals. For the purpose of responding to this RFP, use an annual growth rate of five (5) percent.

- Configure the CRM to enable, at a minimum, CTI Screen Pops, call, contact and resolution scripting, Pop-Ups, Data entry, search abilities for client historic contact data;
- Configure the IVR to enable caller-friendly call handling, including voice commands, to enable callers to easily access information most frequently requested, to enable callers to readily understand options and to select appropriate services, and to support efficient, cost-effective service delivery while maximizing customer service quality;
- Receive and handle inquiries received via fax;
- Receive and handle inquiries received from ECMS;
- Integrate with the SIs IP, for all current and historical customer contact information, including inbound and outbound phone calls, faxes, email, SMS text, webchats, historical recorded conversations and client resolutions;
- Integrate with HSD systems via the SI's IP to obtain and provide data;
- Respond to inquiries using the client's preferred or requested channel (e.g., telephone, text, chat, fax, email, remote customer desktop access, live chat);
- Hire staff adequate to handle estimated contact volume, including overflow volume;
- Train staff to obtain the necessary knowledge and understanding to adequately provide customers with an excellent service experience;
- Evaluate CCSC staff performance and provide training or take other steps required to ensure performance meets or exceeds targeted levels.
- Ensure continuity of knowledge and coverage in the face of staff absences or turnover.
- Handle exceptions and emergency contacts requiring immediate attention using an agreed-upon HSD protocol, established under the HSD Contract Manager's direction, which addresses at a minimum:
  - Immediate call-back requests on HSD administrative actions;
  - Customer threats to contact news media;
  - Security threats;
  - Contacts from governmental officials;
  - Urgent hearing date requests;

- Expedited applications;
- Attorney contacts;
- Bankruptcy notifications; and
- Identification of possible fraud and/or abuse.
- Perform all call transfers to outside agencies or individuals in accordance with State-defined policy or business rules that direct how transfers will be conducted.
- Perform call transfers to any crisis line only as a “Warm Transfer”.
- Perform call transfers to MCOs or providers as a “Warm Transfer” even when an “On Hold” occurs. The CCSC CSR will provide periodic status updates to the caller to inform them that they (the CSR) are still on hold with the MCO/provider. Based on the nature of the request, once the MCO/provider call is completed, the CCSC CSR may resume the call to ensure resolution of the caller’s request(s) or when the caller has additional requests.
- Handle customer contacts related to all aspects of programs listed in APPENDIX M.
- Document and maintain records and recordings of all CCSC client contacts, including, but not limited to:
  - Contact name and system ID;
  - Contact ID;
  - Date of contact;
  - CCSC CSR or supervisor responsible for handling contact;
  - Geographic location of caller;
  - Contact status (e.g., in research, closed);
  - Summary and detail of voice mail messages, including time left and nature of follow-up;
  - All calls must be recorded, and recordings maintained for a minimum of three (3) months
  - Historical analytics on contact support for Tier 0, Tier 1 and Tier 2 such as logged on phones to take calls, first contact resolution, contact transference
  - Historical documentation such as faxes, mail, chats
  - Historical information on escalation and transfer of an individual customer for historical archives and training
  - Volume, purpose of call, category of eligibility, Long-Term Services and Supports (LTSS), and records of referral to external services and supports for all beneficiary support system contacts
- The CCSC Contractor shall monitor and report on IVR, courtesy call back and voice mail request activity, including but not limited to:

- Checking the IVR system daily on a local time zone-based schedule (MST/MDT) to ensure it provides service 24 hours a day, 7 days a week;
  - Checking the IVR system at least three times daily on every State business day – once before 8:30 AM MST/MDT – once between 1:00 PM and 5:00 PM MST/MDT, and once between 9:00 PM and 1:00 AM – to verify that the IVR is operational;
  - Checking the IVR system once each State non-business day (weekends, State holidays) to verify that it is operational;
  - Logging any courtesy call back and voice mail requests received outside of CCSC operational hours into the Contractor’s CRM system;
  - Spot checking the IVR using active case data once each State business day, and upon receipt of any customer complaint regarding IVR operation, to verify that information the IVR is providing is current and consistent with what is displayed on line; and
  - Immediately notifying appropriate HSD personnel, as directed by the HSD Contract Manager, of any problems with IVR functionality and correcting the problem within the specified service level.
- The CCSC Contractor shall, at a minimum, provide the following training services:
    - Develop and update training manuals, materials and records needed to manage and deliver comprehensive training needed to maintain staff certifications, to meet State and Federal requirements, and to maintain the CCSC’s CSR’s skill level and knowledge regarding the services of all implemented State Divisions required to effectively deliver CCSC services;
    - Develop training and corrective actions on items that have missed the agreed KPI’s;
    - Maintain training manuals, materials and records for HSD review and approval, including providing print and electronic copies of all training materials to HSD as they are developed and subsequently as they are revised;
    - Train CCSC CSR staff to ensure continued effective operation of the CCSC, including training replacement staff and providing refresher or update training as needed;
    - Train CCSC CSR staff on all required HSD-mandated topics including, but not limited to, handling confidential information, Federal Tax Information (FTI), and computer security and privacy requirements;
    - Train CCSC CSR staff on all Service and Program Types listed in APPENDIX M
    - Coordinate training efforts with HSD program trainers, as requested by HSD; and

- Train both CCSC CSR staff and appropriate HSD staff on use of the Contractor's technology supporting CCSC operations, e.g., IVR operation, CRM system use, and script development.
- Provide a monthly dashboard report that provides detailed information to enable the HSD to assess and implement the appropriate actions regarding customers' needs, issues and difficulties. Reports shall address progress on customer outcomes, as described below. At a minimum, the report will provide:
  - Volume and content analysis of reasons for customers' inquiries, using reason codes approved by HSD, with CCSC staff to select all that apply to the contact.
  - Dashboard report(s) that identify emerging, ongoing and resolved customer issues, including any resolution actions underway The Contractor shall provide appropriate recommendations to the HSD to address and resolve customer's needs and issues in timely, thorough fashion.
  - Statistics regarding requests resolved on first contact, requests referred to Tier 2, and request referred to Tier 3/closed.
  - Data and content analysis regarding any issues that challenge customers use of the CCSC. The State uses this data to implement improvements for navigation/ease-of-use of various systems and processes.

*To:*

#### **II.4. CCSC Operations**

Within this RFP the term "Tier" is used to define the teams, team levels or automation responsible for different actions. For this RFP the following terms apply:

- Tier 0 – Request processed by automation (e.g., IVR) until it is resolved or transferred to higher tier;
- Tier 1 – CCSC CSR front line staff;
- Tier 2 – CCSC specialist, supervisor or management staff; and
- Tier 3 – Non-CCSC Staff (e.g., State, other HSD's BPO module's Staff). Tier 3 is the final entity for contact resolution.

The Contractor shall provide the following services:

- Respond to inquiries received via telephone, chat, SMS texts, ECMS workflows for fax and email from clients, providers and other stakeholders. Current operations handle, on an annual basis, 1.0 million incoming calls, 17,000 outbound calls from previously captured voicemails, 3,000 emails and 400,000 scanned faxes and postal mail within ECMS placed within MAD, ISD and CSED workflows. Workflow inquiries involve matching electronically captured forms

and documents from providers and clients to specific cases within HSD systems. The HSD has not yet implemented chat, or web forms, so cannot provide volumes; SMS text has been implemented in a nominal fashion. It is recommended that the Offerors use their previous experience to determine and provide estimates for these services and provide those estimates in their proposals. For the purpose of responding to this RFP, use an annual growth rate of five (5) percent.

- Configure the CRM to enable, at a minimum, CTI Screen Pops, call, contact and resolution scripting, Pop-Ups, Data entry, search abilities for client historic contact data;
- Configure the IVR to enable caller-friendly call handling, including voice commands and language options, to enable callers to easily access information most frequently requested, to enable callers to readily understand options and to select appropriate services, and to support efficient, cost-effective service delivery while maximizing customer service quality;
- Receive and handle inquiries received via fax;
- Receive and handle inquiries received from ECMS;
- Integrate with the SI's IP for all current and historical customer contact information, including inbound and outbound phone calls, faxes, email, SMS text, webchats, historical recorded conversations and client resolutions;
- Integrate with HSD systems via the SI's IP to obtain and provide data;
- Respond to inquiries using the client's preferred or requested channel (e.g., telephone, text, chat, fax, email, remote customer desktop access, live chat);
- Hire staff adequate to handle estimated contact volume, including overflow volume;
- Train staff to obtain the necessary knowledge and understanding to adequately provide customers with an excellent service experience;
- Evaluate CCSC staff performance and provide training or take other steps required to ensure performance meets or exceeds targeted levels;
- Ensure continuity of knowledge and coverage in the face of staff absences or turnover;
- Handle exceptions and emergency contacts requiring immediate attention using an agreed-upon HSD protocol, established under the HSD Contract Manager's direction, which addresses at a minimum:
  - Immediate call-back requests on HSD administrative actions;

- Customer threats to contact news media;
  - Security threats;
  - Contacts from governmental officials;
  - Urgent hearing date requests;
  - Expedited applications;
  - Attorney contacts;
  - Bankruptcy notifications; and
  - Identification of possible fraud and/or abuse.
- Perform all call transfers to outside agencies or individuals in accordance with State-defined policy or business rules that direct how transfers will be conducted;
  - Perform call transfers to any crisis line only as a “Warm Transfer”;
  - Perform call transfers to MCOs or providers as a “Warm Transfer” even when an “On Hold” occurs. The CCSC CSR will provide periodic status updates to the caller to inform them that they (the CSR) are still on hold with the MCO/provider. Based on the nature of the request, once the MCO/provider call is completed, the CCSC CSR may resume the call to ensure resolution of the caller’s request(s) or when the caller has additional requests.
  - Handle customer contacts related to all aspects of programs listed in APPENDIX M.
  - Document and maintain records and recordings of all CCSC client contacts, including, but not limited to:
    - Contact name and system ID;
    - Contact ID;
    - Date of contact;
    - CCSC CSR or supervisor responsible for handling contact;
    - Geographic location of caller;
    - Volume, purpose of call, category of eligibility, Long-Term Services and Supports (LTSS), and records of referral to external services and supports for all beneficiary support system contacts;
    - Contact status (e.g., in research, closed); and
    - Summary and detail of voice mail messages, including time left and nature of follow-up.
  - Record all calls and maintain the recordings for a minimum of three (3) full months.



- Conduct and maintain for review historical analytics on contact support for Tier 0, Tier 1 and Tier 2 such as logged on phones to take calls, first contact resolution, and contact transference.
- Maintain historical documentation such as faxes, mail, chats as well as historical information on escalation and transfer of an individual customer for historical archives and training.
- The CCSC Contractor shall monitor and report on IVR, courtesy call back, voice mail request activity, and any other automated services, including but not limited to:
  - Checking all automated contact channel systems at least three times daily on every State business day – once before 7:30 AM MST/MDT – once between 1:00 PM and 5:00 PM MST/MDT, and once between 9:00 PM and 1:00 AM – to verify that the IVR is operational;
  - Checking all automated contact channel systems twice (morning and afternoon) each State non-business day (weekends, State holidays) to verify that it is operational;
  - Logging any courtesy call back, voice mail, or other after-hour channel requests received outside of CCSC operational hours into the Contractor’s CRM system;
  - Spot checking all systems using active case data, upon receipt of any customer complaint regarding such operation, to verify that information the systems is providing is current and consistent with what is displayed on line; and
  - Immediately notifying appropriate HSD personnel, as directed by the HSD Contract Manager, of any problems with system functionality and correcting the problem within the specified service level.
- The CCSC Contractor shall, at a minimum, provide the following training services:
  - Develop and update training manuals, materials and records needed to manage and deliver comprehensive training needed to maintain staff certifications, to meet State and Federal requirements, and to maintain the CCSC’s CSR’s skill level and knowledge regarding the services of all implemented State Divisions required to effectively deliver CCSC services;
  - Develop training and corrective actions on items that have missed the agreed KPI’s;
  - Maintain training manuals, materials and records for HSD review and approval, including providing print and electronic copies of all training materials to HSD as they are developed and subsequently as they are revised;
  - Train CCSC CSR staff to ensure continued effective operation of the CCSC, including training replacement staff and providing refresher or update training as needed;

- Train CCSC CSR staff on all required HSD-mandated topics including, but not limited to, handling confidential information, HIPPA, Federal Tax Information (FTI), and computer security and privacy requirements;
  - Train CCSC CSR staff on all Service and Program Types listed in APPENDIX M
  - Coordinate training efforts with HSD program trainers, as requested by HSD; and
  - Train both CCSC CSR staff and appropriate HSD staff on use of the Contractor's technology supporting CCSC operations, e.g., IVR operation, CRM system use, and script development.
- Provide a data feed, as determined during JAD sessions, that delivers detailed information that will enable HSD to assess and implement the appropriate actions regarding customers' needs, issues and difficulties. The data feed shall address progress on customer outcomes, as described below. At a minimum, the data feed will have all necessary data elements to provide the ability to create useful reports:
    - Volume and content analysis of reasons for customers' inquiries, using reason codes approved by HSD, with CCSC staff to select all that apply to the contact.
    - Dashboard report(s), as determined during JAD sessions, that identify emerging, ongoing and resolved customer issues, including any resolution actions underway The Contractor shall provide appropriate recommendations to the HSD to address and resolve customer's needs and issues in timely, thorough manner.
    - Statistics regarding requests resolved on first contact, requests referred to Tier 2, and request referred to Tier 3/closed.
    - Data and content analysis regarding any issues that challenge customers use of the CCSC. The State will use this data to request improvements for navigation and ease-of-use for various systems and processes that the CCSC Contractor will implement.

## 7. Changes to V. EVALUATION, A. EVALUATION POINT SUMMARY, page 36

**Brief Description:** Replace Evaluation Point Summary Cost Proposal Form Points.

*Change From:*

### V. EVALUATION

## A. EVALUATION POINT SUMMARY

Table 3 summarizes evaluation factors for this RFP and their associated point values. These weighted factors will be used in the evaluation of Offeror proposals.

<b>Factors</b>	<b>Score</b>
<b>Technical Responses</b>	<b>195</b>
Vision for CCSC	25
Statement of Work (Appendix G)	170
<b>Requirements (Appendix H)</b>	<b>400</b>
Contact Stages (includes: Connect, Recognize, Route, Queue, Resolve, and Review)	260
Contact Management (includes: Training, Audits/Reviews, Security/Privacy, Strategy and Project Management, Service Expectations, and Certification)	140
<b>Experience &amp; Personnel</b>	<b>90</b>
Organizational Experience (narrative)	45
Location and Staffing Model	45
<b>Cost Proposal Form #</b>	<b>235</b>
Maintenance & Operations (M&O)	160
Tiered Pricing by Contact Channel	75
<b>References</b>	<b>30</b>
<b>Oral Presentation (Finalists Only)</b>	<b>50</b>
<b>Total</b>	<b>1000</b>

**Table 1: Evaluation Point Summary**

## B. EVALUATION FACTORS

Responses will be scored on a point system with one-thousand (1,000) total points including orals. Offerors with the highest total points prior to oral presentations will be considered Finalists. The number of Finalist Offerors will be determined at the discretion of the Evaluation Committee. Finalists will be asked to provide an Oral Presentation with a possible score of one hundred (100) points. The award for this contract will go to the Finalist deemed to be the most advantageous and to offer the best value to the State for this work.

### 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 the methodology, plan and approach to the services described in each section of APPENDIX G. These responses are to be placed in Binder 1.

2. Requirements (400 points)

Points will be awarded based on the thoroughness and clarity of the Offeror's response, the breadth and depth of the engagements cited, and the perceived validity of the response. These responses are to be placed in Binder 1.

3. Experience & Personnel (90 points)

Points will be awarded based on the thoroughness and clarity of the Offeror's response, the breadth and depth of the engagements cited, and the perceived validity of the response. These responses are to be placed in Binder 1.

4. Cost Proposal (235 points)

The evaluation of each Offeror's cost proposal (the total of four years of detailed budgets) will be conducted using the following formula.

$$\frac{\text{Lowest Responsive Offer Total Cost for each sub-factor}}{\text{This Offeror's Total Cost for each sub-factor}} \times \text{Available Award Points for each sub-factor}$$

Sub-factors will be totaled for final Cost score. Provide costs and detailed budget explanations in a yearly table format as shown in Appendix B. This response is to be placed in Binder 2.

## C. OTHER REQUIREMENTS

Provide the following in tabbed sections in Binder 1:

1. Letter of Transmittal (Appendix C)

Pass/Fail only. No points assigned.

2. References (30 points) (Appendix D)

Offeror submits a list of at least three (3) references (and no more than five (5) references) in Binder 1, with business information for each. *Offerors are required to send the Reference Questionnaire Form, APPENDIX D, to each business reference listed. The business reference, in turn, is requested to submit the completed Reference Questionnaire Form, APPENDIX D, directly to the Procurement Manager, as described in the Introduction Paragraph D.* Points will be awarded based on evaluation of the responses to a series of questions asked of the references concerning quality of the Offeror's services, timeliness of services, responsiveness to problems and complaints and the level of satisfaction with the Offeror's overall performance.

3. Financial Stability – Financials (Section IV. B .3)

Pass/Fail only. No points assigned.

4. Performance Bond Capacity Statement (Section IV. B .4)  
Pass/Fail only. No points assigned.
5. Campaign Contribution Disclosure Form (Appendix E)  
Pass/Fail only. No points assigned.
6. New Mexico Employee Health Coverage Form (Appendix F)  
Pass/Fail only. No points assigned.
7. Pay Equity Reporting Statement (Appendix I, Article 27)  
Pass/Fail only. No points assigned.
8. Eligibility Statement (Section V. B .8)  
Pass/Fail only. No points assigned.

#### **D. ORAL PRESENTATION (Finalists only, 50 points)**

The Evaluation Committee may require oral presentations by the highest-scoring Finalists or Finalist. Points will be awarded based on the quality and organization of information presented, as well on how effectively the information was communicated, the professionalism of the presenters and the technical knowledge of the proposed staff. Prior to oral presentations, the Agency will provide the Finalist Offerors with a presentation agenda.

#### **E. EVALUATION PROCESS**

1. All Offeror proposals will be reviewed for compliance with the requirements and specifications stated in the RFP. Proposals deemed non-responsive will be eliminated from further consideration.
2. The Procurement Manager may contact the Offeror for clarification of the response as specified in Section II. B.7.
3. The Evaluation Committee may include other sources of information to perform the evaluation as specified in Section II. C.18.
4. Responsive proposals will be evaluated on the factors in Section IV, which have been assigned a point value. The responsible Offerors with the highest scores will be selected as Finalist Offerors. The Finalist Offeror whose proposal is most advantageous to the State, taking into consideration the evaluation factors in Section IV, will be recommended for award (as specified in Section II. B. 11). Please note, however, that, regardless of overall score, a serious deficiency in the response to any one factor may be grounds for rejection.

To:

## A. EVALUATION POINT SUMMARY

Table 3 summarizes evaluation factors for this RFP and their associated point values. These weighted factors will be used in the evaluation of Offeror proposals.

Factors	Score
<b>Technical Responses</b>	<b>210</b>
Vision for CCSC	50
Statement of Work (Appendix G)	160
<b>Requirements (Appendix H)</b>	<b>400</b>
Contact Stages (includes: Connect, Recognize, Route, Queue, Resolve, and Review)	260
Contact Management (includes: Training, Audits/Reviews, Security/Privacy, Strategy and Project Management, Service Expectations, and Certification)	140
<b>Experience &amp; Personnel</b>	<b>110</b>
Organizational Experience (narrative)	65
Location and Staffing Model	45
<b>Cost Proposal Form # 1</b>	<b>200</b>
Development (Phases 1 and 2)	75
M&O	125
<b>References</b>	<b>30</b>
<b>Oral Presentation (Finalists Only)</b>	<b>50</b>
<b>Total</b>	<b>1000</b>

**Table 2: Evaluation Point Summary**

## F. EVALUATION FACTORS

Responses will be scored on a point system with one-thousand (1,000) total points including orals. Offerors with the highest total points prior to oral presentations will be considered Finalists. The number of Finalist Offerors will be determined at the discretion of the Evaluation Committee. Finalists will be asked to provide an Oral Presentation with a possible score of **fifty (50) points**. The award for this contract will go to the Finalist deemed to be the most advantageous and to offer the best value to the State for this work.

### 5. Technical Responses (210 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 the methodology, plan and

approach to the services described in each section of APPENDIX G. These responses are to be placed in Binder 1.

6. Requirements (400 points)

Points will be awarded based on the thoroughness and clarity of the Offeror's response, the breadth and depth of the engagements cited, and the perceived validity of the response. These responses are to be placed in Binder 1.

7. Experience & Personnel (110 points)

Points will be awarded based on the thoroughness and clarity of the Offeror's response, the breadth and depth of the engagements cited, and the perceived validity of the response. These responses are to be placed in Binder 1.

8. Cost Proposal (200 points)

The evaluation of each Offeror's cost proposal (the total of four years of detailed budgets) will be conducted using the following formula.

$$\frac{\text{Lowest Responsive Offer Total Cost for each sub-factor}}{\text{This Offeror's Total Cost for each sub-factor}} \times \text{Available Award Points for each sub-factor}$$

Sub-factors will be totaled for final Cost score. Provide costs and detailed budget explanations in a yearly table format as shown in Appendix B. This response is to be placed in Binder 2.

## G. OTHER REQUIREMENTS

Provide the following in tabbed sections in Binder 1:

9. Letter of Transmittal (Appendix C)

Pass/Fail only. No points assigned.

10. References (30 points) (Appendix D)

Offeror submits a list of at least three (3) references (and no more than five (5) references) in Binder 1, with business information for each. *Offerors are required to send the Reference Questionnaire Form, APPENDIX D, to each business reference listed. The business reference, in turn, is requested to submit the completed Reference Questionnaire Form, APPENDIX D, directly to the Procurement Manager, as described in the Introduction Paragraph D.* Points will be awarded based on evaluation of the responses to a series of questions asked of the references concerning quality of the Offeror's services, timeliness of services, responsiveness to problems and complaints and the level of satisfaction with the Offeror's overall performance.

11. Financial Stability – Financials (Section IV. B .3)

Pass/Fail only. No points assigned.

12. Performance Bond Capacity Statement (Section IV. B .4)

Pass/Fail only. No points assigned.

13. Campaign Contribution Disclosure Form (Appendix E)

Pass/Fail only. No points assigned.

14. New Mexico Employee Health Coverage Form (Appendix F)

Pass/Fail only. No points assigned.

15. Pay Equity Reporting Statement (Appendix I, Article 27)

Pass/Fail only. No points assigned.

16. Eligibility Statement (Section V. B .8)

Pass/Fail only. No points assigned.

## H. ORAL PRESENTATION (Finalists only, 50 points)

The Evaluation Committee may require oral presentations by the highest-scoring Finalists or Finalist. Points will be awarded based on the quality and organization of information presented, as well on how effectively the information was communicated, the professionalism of the presenters and the technical knowledge of the proposed staff. Prior to oral presentations, the Agency will provide the Finalist Offerors with a presentation agenda.

## I. EVALUATION PROCESS

5. All Offeror proposals will be reviewed for compliance with the requirements and specifications stated in the RFP. Proposals deemed non-responsive will be eliminated from further consideration.
6. The Procurement Manager may contact the Offeror for clarification of the response as specified in Section II. B.7.
7. The Evaluation Committee may include other sources of information to perform the evaluation as specified in Section II. C.18.
8. Responsive proposals will be evaluated on the factors in Section IV, which have been assigned a point value. The responsible Offerors with the highest scores will be selected as Finalist Offerors. The Finalist Offeror whose proposal is most advantageous to the State, taking into consideration the evaluation factors in Section IV, will be recommended for award (as specified in Section II. B. 11). Please note, however, that, regardless of overall score, a serious deficiency in the response to any one factor may be grounds for rejection.



## 8. Changes to APPENDIX K – PERFORMANCE MEASURES, page 183

**Brief Description:** Replaced Appendix K – Performance Measures.

*Change From:*

### APPENDIX K – PERFORMANCE MEASURES

The CCSC Contractor will not be liable for any failure to meet performance measures or for associated liquidated damages resulting in whole or in part from events, causes, or responsibilities that are outside of CCSC Contractor’s control.

In the event the Contractor fails to meet the performance standards specified within the contract, the liquidated damages defined below may be assessed. The Department at its sole discretion may delay the assessment of liquidated damages if it is in the best interest of the State to do so. The Department may give notice to the Contractor of a failure to meet performance standards but delay the assessment of liquidated damages to give the Contractor the opportunity to remedy the deficiency. If the Contractor subsequently fails to remedy the deficiency to the satisfaction of the Department, the Department may reassert the assessment of liquidated damages, even following contract termination.

In the event the Contractor fails to perform as required, the Contractor becomes liable to the Department for the specified amounts listed below as agreed liquidated damages.

Phase	#	Category	Performance Standard	Liquidated Damages
DDI/OPS	1	Configuration Management	The CCSC Contractor will not put into production any changes including configurable items and business rules which impact HSD without the prior written approval of HSD via the Change Control and Release Management processes.  HSD will use an emergency approval process to expedite urgent changes necessary to support maximum system availability.	HSD may assess five thousand dollars (\$5,000) per occurrence for CCSC Contractor’s failure to obtain HSD prior written approval for changes.
OPS	2	Disaster Recovery	For the CCSC Module, the CCSC Contractor shall perform and pass the annual recovery and restoration testing that is outlined and accepted by HSD in the Disaster Recovery Plan Deliverable.	HSD may assess five thousand dollars (\$5,000) per business day for each day the passing completion of the test for the CCSC Module is beyond the scheduled test date.

Phase	#	Category	Performance Standard	Liquidated Damages
			CCSC Contractor will coordinate with the SI Contractor and their disaster recovery testing related to its integration with the CCSC Module. The testing schedule will be mutually agreed upon by HSD and CCSC Contractor.	
OPS	3	Disaster Recovery	The CCSC Contractor will achieve a Recovery Point Objective (RPO) of fifteen (15) clock minutes or less for the CCSC module and CCSC data.	HSD may assess five thousand dollars (\$5,000) for each hour or part thereof for a Recovery Point realization that is greater than fifteen (15) minutes.
OPS	4	Disaster Recovery	The CCSC Contractor shall provide full capacity, process and performance to fail-over and resume all components to production operations from the production environment to the disaster recovery environment within a Recovery Time Objective (RTO) of sixty (60) clock minutes of the declaration of disaster for all CCSC Module components.	HSD may assess five thousand dollars (\$5,000) per hour for every hour or part thereof beyond the 60 minutes specified that the production functionality is not failed-over and operational for all CCSC Module components.
DDI	5	Project Management	The CCSC Contractor shall provide the Deliverables, per DED requirements, by the due dates as set forth in the then approved project schedule or as otherwise mutually agreed upon.	HSD may assess one thousand dollars (\$1,000) per business day thereafter until the date that Deliverable is delivered to HSD.
OPS	6	Project Management	<p>The CCSC Contractor shall deliver to the HSD project manager or designee timely and accurate reports specific to each defined performance measure described in this table of performance measures. The reports shall be specific to the reporting time period and quantifiably specific to the measure being reported. Reports shall be based on a measuring and monitoring methodology and tools approved by HSD.</p> <p>The CCSC Contractor and HSD will work together to develop a performance standards status report (“Dashboard” and/or “Scorecard”).</p>	HSD may assess one hundred dollars (\$100) per performance measurement per day for reports that are not presented to HSD by the agreed upon date and time for submission.

Phase	#	Category	Performance Standard	Liquidated Damages
DDI/OPS	7	Staff Resource Management	The CCSC Contractor will replace Key Personnel according to the contract process. Replacement of Key Personnel will take place within thirty (30) calendar days of removal unless a longer period is approved by HSD.	HSD may assess up to one thousand dollars (\$1,000) per Business Day for each Business Day beyond the thirty (30) calendar days allowed for replacement of Key Personnel.
DDI/OPS	8	Staff Resource Management	Except as set forth in the Contract or due to a personnel resignation or termination, the CCSC Contractor shall not replace Key Personnel without prior written approval of HSD.  The list of Key Personnel during Contract will be mutually agreed upon by the HSD and CCSC Contractor.	HSD may assess up to a maximum of ten thousand dollars (\$10,000) per occurrence.
OPS	9	System Availability	The CCSC Contractor shall provide all components of the CCSC Module available for production processing 99.999% of the time, three-hundred sixty-five (365) days per year.  Maintenance downtime hours approved on exceptional basis do not apply to this standard.	HSD may assess liquidated damages per day as specified below when the average daily performance fails to meet the performance standard.  Availability drops below 99.999% to 99.99% (more than 864.3 milliseconds and less than 8.66 seconds of downtime per 24-hour period): five thousand dollars (\$5,000)  Availability drops below 99.99% to 99.9% (more than 8.66 seconds and less than 1.44 minutes of downtime per 24-hour period): seven thousand five hundred dollars (\$7,500)  Availability drops below 99.9% to 99% (more than 14.4 minutes of downtime per 24-hour period): ten thousand dollars (\$10,000)
OPS	10	System Maintenance	The CCSC Contractor shall analyze and propose a resolution to HSD for all CCSC Module Severity one (1) incidents within 1	HSD may assess one thousand dollars (\$1,000) per hour, or part of an hour, for each hour when the

Phase	#	Category	Performance Standard	Liquidated Damages
			<p>clock hour from the time the CCSC Contractor is aware of the incident.</p> <p>For the purposes of the SLA herein, Severity one (1) incidents shall be defined as mutually agreed upon prior to each Go-Live.</p>	<p>resolution is not proposed to HSD per the performance standard.</p>
OPS	11	System Maintenance	<p>The CCSC Contractor shall analyze and propose a resolution to HSD for all CCSC Module Severity two (2) incidents within four (4) clock hours from the time the CCSC Contractor is aware of the incident.</p> <p>For the purposes of the SLA herein, Severity two (2) incidents shall be defined as mutually agreed upon prior to Go-Live.</p>	<p>HSD may assess five thousand dollars (\$5,000) per incident, when the resolution is not proposed to HSD per the performance standard.</p> <p>The assessment of Liquidated Damages for this performance standard shall only apply ninety (90) days after each Go Live in accordance with the mutually agreed upon Project Schedule.</p>
OPS	12	System Maintenance	<p>The CCSC Contractor shall submit a Corrective Action Plan (CAP) to the State within ten (10) business days of notification of an issue. The CAP must meet State approval. Liquidated and actual damages may be assessed for performance measures that fail to occur within CAP specified times or do not meet requirements established in the CAP.</p> <p>An "Issue" is defined as anything that causes any interruption to any CCSC process or service that is stakeholder affecting.</p>	<p>HSD may assess liquidated damages of five hundred dollars (\$500.00) per calendar day for failure to deliver an acceptable CAP after ten (10) business days of notification of the deficiency to the Procuring Agency.</p> <p>For each calendar day over ten (10) days, HDS may assess liquidated damages of one thousand dollars (\$1,000.00) per calendar day of notification of the deficiency to the Procuring Agency.</p> <p>For failure to meet the time frame for correcting the deficiency as specified in the CAP or otherwise approved by the Procuring Agency, the Contractor shall pay the Procuring Agency the designated liquidated damages.</p>
DDI	13	Business	<p>The CCSC Contractor shall deliver the Contracted fully functioning integrated CCSC Module services within thirty (30) days of the agreed major release date(s) of approved project schedule.</p>	<p>HSD may assess liquidated damages of twenty-five thousand dollars (\$25,000)/day for each missed Go Live major release event(s) until the SLA is achieved.</p>

Phase	#	Category	Performance Standard	Liquidated Damages
OPS	14	Connect	<p>The CCSC Contractor shall ensure that incoming calls receiving a blocked call (busy signal) does not exceed 1.25 percent, to be computed daily and, at a minimum, reported monthly.</p>	<p>HSD may assess liquidated damages per day as specified below when the average daily blocked call percentage fails to meet the performance standard.</p> <p>Blocked Call percent between 1.26 and 2.5 percent will be assessed liquidated damages of two thousand five hundred dollars (\$2,500) for each day.</p> <p>Blocked Call percent between 2.51 and 5.0 percent will be assessed liquidated damages of five thousand dollars (\$5,000) for each day.</p> <p>Blocked Call percent between 5.01 and 7.5 percent will be assessed liquidated damages of seven thousand five hundred dollars (\$7,500) for each day.</p> <p>Blocked Call percent then 7.5 percent will be assessed liquidated damages of ten thousand dollars (\$10,000) for each day.</p>
OPS	15	Recognize & Route	<p>The CCSC Contractor shall correct any issues with IVR performance within one (1) hour of problem identification.</p> <p>An “Issue” is defined as anything that causes any interruption to any CCSC process or service that is stakeholder affecting (e.g., dead system, dropped or disconnected calls, incorrect routing, messages out of date, slow response, etc.)</p>	<p>HSD may assess one thousand dollars (\$1,000) per hour, or part of an hour, for each hour when the issue is not resolved.</p>

Phase	#	Category	Performance Standard	Liquidated Damages
OPS	16	Queue	The CCSC Contractor shall ensure that the daily abandonment rate does not exceed five (5) percent, to be computed hourly and, at a minimum, reported monthly.	<p>HSD may assess liquidated damages per hour as specified below when the average hourly performance fails to meet the performance standard.</p> <p>Abandonment rates between 5.0% and 9.99% per hour: one thousand dollars (\$1,000)</p> <p>Abandonment rates between 10.0% and 14.99% per hour: two thousand five hundred dollars (\$2,500)</p> <p>Abandonment rates 15.0% and above: five thousand dollars (\$5,000)</p>
OPS	17	Queue	The CCSC Contractor shall answer eighty percent (80%) of daily calls within twenty (20) seconds, to be computed hourly and, at a minimum, reported monthly.	<p>HSD may assess liquidated damages per hour as specified below when the average hourly performance fails to meet the performance standard.</p> <p>Average Speed to Answer (ASA) percentage between 79.99% and 71.0% within twenty (20) seconds per hour; one thousand dollars (\$1,000)</p> <p>Average Speed to Answer percentage between 70.99% and 65.0% within twenty (20) seconds per hour; two thousand five hundred dollars (\$2,500)</p> <p>Average Speed to Answer percentage 64.99% or below within twenty (20) seconds per hour and below; five thousand dollars (\$5,000)</p>

Phase	#	Category	Performance Standard	Liquidated Damages
OPS	18	Queue	The CCSC Contractor's monthly average seconds to answer will not exceed 60 seconds (amount of time after the customer chooses option in IVR to speak to customer service rep), to be computed hourly and, at a minimum, reported monthly.	HSD may assess liquidated damages of one thousand dollars (\$1,000) per hour.
OPS	19	Queue	The CCSC Contractor shall provide an hourly average contact overflow within five minutes of the overflow trigger. for each contact channel	HSD may assess liquidated damages of one thousand dollars (\$1,000) per hour, or part of an hour charged to the Contractor, that the overflow capability has not taken effect after the overflow should have triggered that capability.
OPS	20	Resolve	The CCSC Contractor shall not exceed one percent of daily unresolved contacts past one week, to be computed on a weekly basis and, at a minimum, reported monthly.	HSD may assess liquidated damages of two hundred dollars (\$200) per unresolved contact for each day of noncompliance after one week.
OPS	21	Resolve	The CCSC Contractor shall resolve 95% of daily first customer contact without manually transferring to non-CCSC staff, to be computed daily and, at a minimum, reported monthly.  Callers that Opt Out will not be considered in this calculation.	HSD may assess liquidated damages of one hundred dollars (\$100) per business day for each business day of noncompliance.

Phase	#	Category	Performance Standard	Liquidated Damages
OPS	22	Resolve	<p>The CCSC Contractor shall ensure the call referral rate to the Department shall not exceed five (5) percent of calls handled by CSRs, to be computed daily and, at a minimum, reported monthly.</p> <p>The State will work with the Contractor to define exceptions to the standard of this referral rate.</p>	<p>HSD may assess liquidated damages per day as specified below when the average daily performance fails to meet the performance standard.</p> <p>Call referral percentage between 5.01% and 6.99% per day: one thousand dollars (\$1,000)</p> <p>Call referral percentage between 7.0% and 8.99% per day: two thousand five hundred dollars (\$2,500)</p> <p>Call referral percentage 9.0% per day and above: five thousand dollars (\$5,000)</p>
OPS	23	Resolve	<p>The CCSC Contractor shall provide responses for those items that need research within 24 hours of any contact during days of operation, to be computed daily and, at a minimum, reported monthly.</p>	<p>HSD may assess liquidated damages of one thousand dollars (\$1,000) per business day charged to the Contractor for each 24 hours of noncompliance after the initial 24 hours.</p>
OPS	24	Resolve	<p>The CCSC Contractor shall ensure that ninety-five (95) percent of all calls do not exceed five (5) minute total hold time waiting for a CSR's return to the call.</p>	<p>HSD may assess liquidated damages of two thousand five hundred dollars (\$2,500) per occurrence of noncompliance.</p>
OPS	25	Resolve	<p>The CCSC Contractor shall ensure that the CSR checks back on the caller, at a minimum of, every thirty (30) seconds that the caller is placed on hold. To be computed per occurrence and, at a minimum, reported monthly.</p>	<p>HSD may assess liquidated damages of one thousand dollars (\$1,000) per occurrence of noncompliance.</p>



Phase	#	Category	Performance Standard	Liquidated Damages
OPS	26	Review	The CCSC Contractor shall submit all standing reports in accordance with stated requirements of this RFP, the contract, or upon direction of the Department.	HSD may assess liquidated damages of one thousand dollars (\$1,000) per business day charged to the Contractor per report for each day after the report due date until the report is received.
OPS	27	Review	The CCSC Contractor shall ensure that the Average Customer Satisfaction daily score is between 4 and 5 (based on a 1-5-point score where 1 is low and 5 is high to be computed monthly and, at a minimum, reported monthly.	<p>HSD may assess liquidated damages per month as specified below when the Average Customer Satisfaction performance fails to meet the performance standard.</p> <p>Average Customer Satisfaction score is between 3.0 and 3.9 per month; five thousand dollars (\$5,000)</p> <p>Average Customer Satisfaction score is between 2.0 and 2.9 per month; ten thousand dollars (\$10,000)</p> <p>Average Customer Satisfaction score is between 1.0 and 1.9 per month; twenty thousand dollars (\$20,000)</p>

**To:**

**APPENDIX K – PERFORMANCE MEASURES**

The CCSC Contractor will not be liable for any failure to meet performance measures or for associated liquidated damages resulting in whole or in part from events, causes, or responsibilities that are outside of CCSC Contractor’s control.

In the event the Contractor fails to meet the performance standards specified within the contract, the liquidated damages defined below may be assessed. The Department at its sole discretion may delay the assessment of liquidated damages if it is in the best interest of the State to do so. The Department may give notice to the Contractor of a failure to meet performance standards but delay the assessment of liquidated damages to give the Contractor the opportunity to remedy the deficiency. If the Contractor subsequently fails to remedy the deficiency to the satisfaction of the Department, the Department may reassert the assessment of liquidated damages, even

following contract termination.

In the event the Contractor fails to perform as required, the Contractor becomes liable to the Department for the specified amounts listed below as agreed liquidated damages.

Phase	#	Category	Performance Standard	Liquidated Damages
DDI/OPS	1	Configuration Management	<p>The CCSC Contractor will not put into production any changes including configurable items, <b>changes to security</b> and business rules which impact HSD without the prior written approval of HSD via the Change Control and Release Management processes.</p> <p>HSD will use an emergency approval process to expedite urgent changes necessary to support maximum system availability <b>and security needs.</b></p>	HSD may assess five thousand dollars (\$5,000) per occurrence for CCSC Contractor's failure to obtain HSD prior written approval for changes.
OPS	2	Disaster Recovery	<p>The CCSC Contractor shall perform and pass the annual recovery and restoration testing that is outlined and accepted by HSD in the Disaster Recovery Plan Deliverable.</p> <p>CCSC Contractor will coordinate with the SI Contractor and its disaster recovery testing related to its integration with the CCSC Module. The testing schedule will be mutually agreed upon by HSD and CCSC Contractor.</p>	HSD may assess five thousand dollars (\$5,000) per business day for each day the passing completion of the test for the CCSC Module is beyond the scheduled test date.
OPS	3	Disaster Recovery	The CCSC Contractor will achieve a Recovery Point Objective (RPO) of fifteen (15) clock minutes or less for the CCSC module and CCSC data.	HSD may assess five thousand dollars (\$5,000) for each hour or part thereof for a Recovery Point realization that is greater than fifteen (15) minutes.
OPS	4	Disaster Recovery	The CCSC Contractor shall provide full capacity, process and performance to fail-over and resume all components to production operations from the production environment to the disaster recovery environment within a Recovery Time Objective (RTO) of sixty (60) clock minutes of the declaration of disaster for all CCSC Module components.	HSD may assess five thousand dollars (\$5,000) per hour for every hour or part thereof beyond the 60 minutes specified that the production functionality is not failed-over and operational for all CCSC Module components.

Phase	#	Category	Performance Standard	Liquidated Damages
DDI	5	Project Management	The CCSC Contractor shall provide the Deliverables, per DED requirements, by the due dates as set forth in the then approved project schedule or as otherwise mutually agreed upon.	HSD may assess one thousand dollars (\$1,000) per business day thereafter until the date that Deliverable is delivered to HSD.
OPS	6	Project Management	<p>The CCSC Contractor shall deliver to the HSD project manager or designee timely and accurate reports specific to each defined performance measure described in this table of performance measures. The reports shall be specific to the reporting time period and quantifiably specific to the measure being reported. Reports shall be based on a measuring and monitoring methodology and tools approved by HSD.</p> <p>The CCSC Contractor and HSD will work together to develop a performance standards status report (“Dashboard” and/or “Scorecard”).</p>	HSD may assess one hundred dollars (\$100) per performance measurement per day for reports that are not complete, accurate, and received by HSD on the agreed upon date and time for submission.
DDI/OPS	7	Staff Resource Management	The CCSC Contractor will replace Key Personnel according to provisions Article 12 Key Personnel. Replacement of Key Personnel will take place within thirty (30) calendar days of removal unless a longer period is approved by HSD.	HSD may assess up to one thousand dollars (\$1,000) per Business Day for each Business Day beyond the thirty (30) calendar days allowed for replacement of Key Personnel.
DDI/OPS	8	Staff Resource Management	<p>Except as set forth in the Contract or due to a personnel resignation or termination, the CCSC Contractor shall not replace Key Personnel without prior written approval of HSD.</p> <p>The list of Key Personnel during Contract will be mutually agreed upon by the HSD and CCSC Contractor.</p>	HSD may assess up to a maximum of ten thousand dollars (\$10,000) per occurrence.

Phase	#	Category	Performance Standard	Liquidated Damages
OPS	9	System Availability	<p>The CCSC Contractor shall provide all components of the CCSC Module available for production processing 99.95% of the time, three-hundred sixty-five (365) days per year.</p> <p>Maintenance downtime hours approved on an exceptional basis by HSD do not apply to this standard.</p>	<p>HSD may assess liquidated damages per day as specified below when the average daily performance fails to meet the performance standard.</p> <p>Performance Standard to be assessed monthly.</p> <p>Availability drops below 99.95% to 99.9%: five thousand dollars (\$5,000)</p> <p>Availability drops below 99.9% to 99.0%: seven thousand five hundred dollars (\$7,500)</p> <p>Availability drops below 99.0% or more: ten thousand dollars (\$10,000)</p>
OPS	10	System Maintenance	<p>The CCSC Contractor shall analyze and propose a resolution to HSD for all CCSC Module Severity one (1) incidents within one (1) clock hour from the time the CCSC Contractor is aware of the incident.</p> <p>For the purposes of the SLA herein, Severity one (1) incidents shall be defined as any incident that hinders the ability for individuals to make inquiries or obtain resolutions via any CCSC contact channel.</p>	<p>HSD may assess one thousand dollars (\$1,000) per hour for each hour when the resolution is not proposed to HSD per the performance standard.</p>

Phase	#	Category	Performance Standard	Liquidated Damages
OPS	11	System Maintenance	<p>The CCSC Contractor shall analyze and propose a resolution to HSD for all CCSC Module Severity two (2) incidents within four (4) clock hours from the time the CCSC Contractor is aware of the incident.</p> <p>For the purposes of the SLA herein, Severity two (2) incidents shall be defined as any incident that completely blocks the ability for individuals to make inquiries or obtain resolutions via any CCSC contact channel.</p>	<p>HSD may assess five thousand dollars (\$5,000) per incident, when the resolution is not proposed to HSD per the performance standard.</p> <p>The assessment of Liquidated Damages for this performance standard shall only apply ninety (90) days after each Go Live in accordance with the mutually agreed upon Project Schedule.</p>
OPS	12	System Maintenance	<p>The CCSC Contractor shall submit a Corrective Action Plan (CAP) to the HSD within ten (10) business days of notification of an issue. The CAP must meet State approval. Liquidated and actual damages may be assessed for performance measures that fail to occur within CAP specified times or do not meet requirements established in the CAP.</p> <p>An "Issue" is defined as anything that causes an interruption to any CCSC process or service that is stakeholder affecting (e.g., dead system, dropped or disconnected contact, incorrect routing, messages out of date, slow response, etc.).</p>	<p>HSD may assess liquidated damages of five hundred dollars (\$500.00) per calendar day, per CAP for failure to deliver an acceptable CAP after ten (10) business days of notification of the deficiency to the Procuring Agency.</p> <p>For failure to meet the time frame for correcting the deficiency as specified in a CAP or otherwise approved by the Procuring Agency, the Contractor shall pay the Procuring Agency one thousand dollars (\$1,000) per day that a CAP is late.</p>
DDI	13	Business	<p>The CCSC Contractor shall deliver the Contracted fully functioning integrated CCSC Module services within thirty (30) days of the agreed major release date(s) of approved project schedule.</p>	<p>HSD may assess liquidated damages of twenty-five thousand dollars (\$25,000) per day for each missed Go Live major release event(s) until the SLA is achieved.</p>

Phase	#	Category	Performance Standard	Liquidated Damages
OPS	14	Connect	<p>The CCSC Contractor shall ensure that incoming calls that are blocked (busy signal) does not exceed 1.25 percent, to be computed daily and, at a minimum, reported monthly.</p> <p>A “blocked call” means any caller that received a fast-busy tone or message due to insufficient trunk, circuit, or network capacity.</p>	<p>HSD may assess liquidated damages per day as specified below when the average daily blocked call percentage fails to meet the performance standard.</p> <p>Blocked Call percent between 1.26 and 2.5 percent will be assessed liquidated damages of two thousand five hundred dollars (\$2,500) for each day</p> <p>Blocked Call percent between 2.51 and 5.0 percent will be assessed liquidated damages of five thousand dollars (\$5,000) for each day</p> <p>Blocked Call percent between 5.01 and 7.5 percent will be assessed liquidated damages of seven thousand five hundred dollars (\$7,500) for each day</p> <p>Blocked Call percent greater than 7.5 percent will be assessed liquidated damages of ten thousand dollars (\$10,000) for each day</p>
OPS	15	Recognize & Route	<p>The CCSC Contractor shall correct any issues with IVR performance within one (1) hour of problem identification.</p> <p>An “Issue” is defined as anything that causes an interruption to any CCSC process or service that is stakeholder affecting (e.g., dead system, dropped or disconnected contact, incorrect routing, messages out of date, slow response, etc.).</p>	<p>HSD may assess one thousand dollars (\$1,000) per hour, or part of an hour, for each hour when the issue is not resolved.</p>

Phase	#	Category	Performance Standard	Liquidated Damages
OPS	16	Queue	The CCSC Contractor shall ensure that the daily abandonment rate does not exceed five (5) percent, to be computed and reported monthly.	<p>HSD may assess liquidated damages per month as specified below when the average monthly performance fails to meet the performance standard.</p> <p>Abandonment rates between 5.0% and 9.99% per month: one thousand dollars (\$1,000)</p> <p>Abandonment rates between 10.0% and 14.99% per month: two thousand five hundred dollars (\$2,500)</p> <p>Abandonment rates 15.0% and above: five thousand dollars (\$5,000)</p>
OPS	17	Queue	The CCSC Contractor shall answer eighty percent (80%) of monthly calls within sixty (60) seconds, to be computed and reported monthly.	<p>HSD may assess liquidated damages per month as specified below when the average monthly performance fails to meet the performance standard.</p> <p>Average Speed to Answer (ASA) percentage between 79.99% and 71.0% within sixty (60) seconds per month; one thousand dollars (\$1,000)</p> <p>Average Speed to Answer percentage between 70.99% and 65.0% within sixty (60) seconds per month; two thousand five hundred dollars (\$2,500)</p> <p>Average Speed to Answer percentage 64.99% or below within sixty (60) seconds per month and below; five thousand dollars (\$5,000)</p>

Phase	#	Category	Performance Standard	Liquidated Damages
OPS	18	Queue	The CCSC Contractor's monthly average seconds to answer will not exceed 60 seconds (amount of time after the customer chooses option in IVR to speak to customer service rep), to be computed hourly and, at a minimum, reported monthly.	HSD may assess liquidated damages of one thousand dollars (\$1,000) per hour.
OPS	18	Queue	<p>The CCSC Contractor shall implement the appropriate overflow processes within fifteen (15) minutes that an overflow trigger is reached for a contact channel that is in an overflow state.</p> <p>The contact overflow trigger will be based upon the total number of contacts in queue and/or longest hold duration. These triggers, and how they may differ by channel, will be discussed and agreed upon during contract negotiations.</p> <p>The purpose of this performance measure is to ensure that the clients have minimal hold durations and that the CCSC Contractor has additional mechanisms to minimize hold durations.</p>	HSD may assess liquidated damages of one thousand dollars (\$1,000) per hour, or part of an hour charged to the Contractor, that the overflow capability has not taken effect after the overflow should have triggered that capability.
OPS	19	Resolve	<p>The CCSC Contractor's unresolved contacts shall not exceed a duration longer than five (5) business days from the date of original contact, to be computed daily and reported monthly.</p> <p>The definition of an "unresolved contact" is any contact that where the client's inquiry has not been answered or the client has not been notified of any delay with an acceptable reason as to why when an estimated date of completion.</p>	HSD may assess liquidated damages of two hundred dollars (\$200) per unresolved contact for each day of noncompliance after five (5) business days.
OPS	20	Resolve	The CCSC Contractor shall resolve 95% of daily first customer contact without manually	HSD may assess liquidated damages of one thousand dollars (\$1,000) for



Phase	#	Category	Performance Standard	Liquidated Damages
			<p>transferring to non-CCSC staff, to be computed and reported monthly.</p> <p>Callers that Opt Out will not be considered in this calculation.</p>	each business month of noncompliance.
OPS	21	Resolve	<p>The CCSC Contractor shall ensure the call referral rate to the Department shall not exceed five (5) percent of calls handled by CSRs, to be computed and reported monthly.</p> <p>The State will work with the Contractor to define exceptions to the standard of this referral rate.</p>	<p>HSD may assess liquidated damages per day as specified below when the average daily performance fails to meet the performance standard.</p> <p>Call referral percentage between 5.01% and 6.99% per month: one thousand dollars (\$1,000)</p> <p>Call referral percentage between 7.0% and 8.99% per month: two thousand five hundred dollars (\$2,500)</p> <p>Call referral percentage 9.0% per month and above: five thousand dollars (\$5,000)</p>
OPS	22	Resolve	<p>The CCSC Contractor shall provide responses for those items that need research within 24 hours of any contact during days of operation, to be computed daily and, at a minimum, reported monthly.</p>	<p>HSD may assess liquidated damages of one thousand dollars (\$1,000) per business day charged to the Contractor for each 24 hours of noncompliance after the initial 24 hours.</p>
OPS	23	Resolve	<p>The CCSC Contractor shall ensure that ninety-five (95) percent of all calls do not exceed five (5) minute total hold time waiting for a CSR's return to the call.</p>	<p>HSD may assess liquidated damages of two thousand five hundred dollars (\$2,500) per occurrence of noncompliance.</p>
OPS	24	Resolve	<p>The CCSC Contractor shall ensure that the CSR checks back on the caller, at a minimum of, every thirty (30) seconds that the caller is placed on hold. To be computed per</p>	<p>HSD may assess liquidated damages of one thousand dollars (\$1,000) per occurrence of noncompliance.</p>

Phase	#	Category	Performance Standard	Liquidated Damages
			occurrence and, at a minimum, reported monthly.	
OPS	25	Review	The CCSC Contractor shall submit all standing reports in accordance with stated requirements of this RFP, the contract, or upon direction of the Department.	HSD may assess liquidated damages of one thousand dollars (\$1,000) per business day charged to the Contractor per report for each day after the report due date until the report is received.
OPS	26	Review	The CCSC Contractor shall ensure that the Average Customer Satisfaction daily score is between 4 and 5 (based on a 1-5-point score where 1 is low and 5 is high to be computed and reported monthly.	<p>HSD may assess liquidated damages per month as specified below when the Average Customer Satisfaction performance fails to meet the performance standard.</p> <p>Average Customer Satisfaction score is between 3.0 and 3.9 per month; five thousand dollars (\$5,000)</p> <p>Average Customer Satisfaction score is between 2.0 and 2.9 per month; ten thousand dollars (\$10,000)</p> <p>Average Customer Satisfaction score is between 1.0 and 1.9 per month; twenty thousand dollars (\$20,000)</p>

## 9. Changes to APPENDIX M – SERVICE AND PROGRAM TYPES, page 202

**Brief Description:** Replaced Appendix M – Service and Program Types.

*Change From:*

## APPENDIX M – SERVICE AND PROGRAM TYPES

This APPENDIX contains lists of potential inquiry types and services that will be processed by the Consolidated Customer Service Center (CCSC) for MAD, ISD, CSED, Office of Fair Hearings, Office of Inspector General, Providers and Constituent Services. Offerors may use this list to understand what services and programs they will process. Offerors are to keep in mind that additional details of this list will be flushed out during design sessions once the Contractor has been selected.

Processing can mean:

- The contact is resolved by a CSR
- The contact is resolved by automation
- The contact is transferred for resolution, either manually or through automation

Offerors will also use this list to identify potential training needs.

Within this APPENDIX the term “Tier” is used to define the teams, team levels or automation responsible for different actions. For this RFP the following terms apply:

- Tier 0 – Request processed by automation (e.g., IVR) to either resolved or transferred to higher tier.
- Tier 1 – CCSC CSR front line staff
- Tier 2 – CCSC Supervisor or Management Staff
- Tier 3 – Non-CCSC Staff (e.g., State, BPO Staff). Tier 3 is the final entity for contact resolution.

Within this APPENDIX the following terms are used:

- Resolve – Resolution of customer problems, questions or needs upon the first contact, with no follow-up required.
- Inquiry – Inquiry notated with a “1” permits the CSR to edit/update basic demographic information in data collection but not execute or certify those edits, based on business rules. Inquiry notated with a “2” permits the CSR to edit/update basic demographic as well as specified case changes in data collection, but not execute or certify those edits, based on business rules.
- Inquiry & Edit – Permits the CSR to edit data and execute or certify edits, based on business rules.
- Escalation – Activities or issues that if not completed or resolved quickly should be escalated, to the appropriate entity, based on business rules.
- Transfer – Applies primarily to Tier 0 when automation identifies that the inquiry is to be referred to a specific Tier or Tier group. Transfers from Tier 1 and Tier 2 may not have been identified in the tables but should be assumed when necessary or

required. Additionally, a “transfer” to a BPO, HSD or State Staff may be implemented using other channel types (e.g., email, voice mail or advanced courtesy call back).

*To:*

## **APPENDIX M – SERVICE AND PROGRAM TYPES**

This APPENDIX contains a **list** of potential inquiry types and services that will be processed by the Consolidated Customer Service Center (CCSC) for MAD, ISD, CSED, Office of Fair Hearings, Office of Inspector General, Providers and Constituent Services. Offerors may use this list to understand what services and programs they will process. Offerors are to keep in mind that additional details of this list **will be addressed** during design sessions once the Contractor has been selected.

Processing can mean:

- The contact is resolved by a CSR.
- The contact is resolved by automation.
- The contact is transferred for resolution, either manually or through automation.

Offerors will also use this list to identify potential training needs.

Within this APPENDIX the term “Tier” is used to define the teams, team levels or automation responsible for different actions. For this RFP the following terms apply:

- Tier 0 – Request processed by automation (e.g., IVR) to either resolved or transferred to higher tier
- Tier 1 – CCSC CSR front line staff
- Tier 2 – CCSC Supervisor or Management Staff
- Tier 3 – Non-CCSC Staff (e.g., State, BPO Staff). Tier 3 is the final entity for contact resolution.

Within this APPENDIX the following terms are used:

- Resolve – Resolution of customer problems, questions or needs upon the first contact, with no follow-up required.
- Inquiry – Inquiry notated with a “1” permits the CSR to edit/update basic demographic information in data collection but not execute or certify those edits, based on business rules. Inquiry notated with a “2” permits the CSR to edit/update basic demographic as well as specified case changes in data collection, but not execute or certify those edits, based on business rules. **When the customer's inquiry is answered to their satisfaction within the CCSC, or transferred or escalated with cause outside the CCSC, these inquiries will be considered resolved by the CCSC.**

- Inquiry & Edit – Permits the CSR to edit data and execute or certify edits, based on business rules. When the customer's inquiry is answered to their satisfaction within the CCSC, or transferred or escalated with cause outside the CCSC, these inquiries will be considered resolved by the CCSC.
- Escalation – Activities or issues that if not completed or resolved quickly should be escalated, to the appropriate entity, based on business rules. When the customer's inquiry is answered to their satisfaction within the CCSC, or transferred or escalated with cause outside the CCSC, these inquiries will be considered resolved by the CCSC.
- Transfer – Applies primarily to Tier 0 when automation identifies that the inquiry is to be referred to a specific Tier or Tier group. Transfers from Tier 1 and Tier 2 may not have been identified in the tables but should be assumed when necessary or required. Additionally, a “transfer” to a BPO, HSD or State Staff may be implemented using other channel types (e.g., email, voice mail or advanced courtesy call back). When the customer's inquiry is answered to their satisfaction within the CCSC, or transferred or escalated with cause outside the CCSC, these inquiries will be considered resolved by the CCSC.

**10. Changes to Section II Conditions Governing the Procurement,  
A. Sequence of Events – A. SEQUENCE OF EVENTS, page 15**

**Brief Description:** Replaced the sequence of events schedule to extend the due date for the submission of proposals and extended dates that are impacted by that extension.

*Change From:*

**II. CONDITIONS GOVERNING THE PROCUREMENT**

This section of the RFP presents the schedule, description and conditions governing the procurement.

**A. SEQUENCE OF EVENTS**

The Procurement Manager will make every effort to adhere to the following schedule:

Action	Responsible Party	Due Date*
1. Issue RFP	HSD	November 12, 2018
2. Distribution List Confirmation	HSD	December 5, 2018
3. Pre-proposal Conference	HSD	December 5, 2018
4. Deadline to Submit Questions	Potential Offerors	December 7, 2018
5. Response to Written Questions	Procurement Manager	January 14, 2019
6. Submission of Proposal	Potential Offerors	February 27, 2019
7. Proposal Evaluation	Evaluation Committee	February 28, 2019 to March 13, 2019
8. Selection of Finalists	Evaluation Committee	March 14, 2019

9. Best and Final Offer	Finalist Offerors	March 21, 2019
10. Oral Presentation(s)	Finalist Offerors	April 2, 2019 to April 4, 2019
11. Finalize Contractual Agreement	HSD/Finalist Offerors	May 3, 2019
12. Approval of Contract (Federal & State)	CMS/DoIT	July 24, 2019
13. Contract Award	HSD/Finalist Offerors	July 31, 2019
14. Protest Deadline	HSD	15 calendar days after contract award notice

\* Dates subject to change based on number of responses and final approval from Federal partners.

**To:**

## II. CONDITIONS GOVERNING THE PROCUREMENT

This section of the RFP presents the schedule, description and conditions governing the procurement.

### A. SEQUENCE OF EVENTS

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2. Distribution List Confirmation	HSD	December 5, 2018
3. Pre-proposal Conference	HSD	December 5, 2018
4. Deadline to Submit Questions	Potential Offerors	December 7, 2018
5. Response to Written Questions	Procurement Manager	January 14, 2019
6. Submission of Proposal	Potential Offerors	March 20, 2019
7. Proposal Evaluation	Evaluation Committee	March 21, 2019 to March 28, 2019
8. Selection of Finalists	Evaluation Committee	March 29, 2019
9. Best and Final Offer	Finalist Offerors	April 5, 2019
10. Oral Presentation(s)	Finalist Offerors	April 17, 2019 to April 18, 2019
11. Finalize Contractual Agreement	HSD/Finalist Offerors	May 23, 2019
12. Approval of Contract (Federal & State)	CMS/DoIT	July 25, 2019
13. Contract Award	HSD/Finalist Offerors	July 31, 2019
14. Protest Deadline	HSD	15 calendar days after contract award notice

\* Dates subject to change based on number of responses and final approval from Federal partners.