**NEW MEXICO HUMAN SERVICES DEPARTMENT**

**REQUEST FOR PROPOSALS**

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



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

Amendment 4

RFP Release: November 12, 2018

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

***Change To:*** Proposals Due: March 21, 2019

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

1. **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. 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:
   1. 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;
   2. 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;
   3. Contractor must make provision for TDD/TTY services to clients who are hearing impaired; and
   4. The longest and average monthly wait times, for all languages, must not exceed those set within the contract.

***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 State requires that the CCSC Contractor place the primary location of the physical CCSC and its CSRs in New Mexico. The final location and design of the physical in State CCSC facility is to be reviewed and approved by the State.
3. 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.
4. The Contractor shall:
   1. 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;
   2. 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;
   3. Contractor must make provision for TDD/TTY services to clients who are hearing impaired; and
   4. The longest and average monthly wait times, for all languages, must not exceed those set within the contract.
5. **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*:**

1. CONDITIONS GOVERNING THE PROCUREMENT

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

## 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 | 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.

***To:***

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 |
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