

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:
 - 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.

To:

7.5. Logistical Requirements

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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.
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2. 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	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.

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