

HUMAN SERVICES DEPARTMENT

INCOME SUPPORT DIVISION

REQUEST FOR PROPOSALS (RFP)

Consulting Services



RFP# 17-630-9000-0008

Release Date – April 10, 2017

Amendment 1

Proposal Due Date – May 11, 2017

Request for Proposals # 17-630-9000-0008 is amended as follows:

From:

[APPENDIX K MANDATORY REQUIREMENTS RESPONSE FORM](#)..... 3

To:

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I. INTRODUCTION

B. BACKGROUND INFORMATION

Page 1

From:

B. BACKGROUND INFORMATION

The Income Support Division (Sean Pearson, Acting Director) administers public assistance programs for New Mexico, including TANF, the Community Services Block Grant, Low Income Home Energy Assistance (LIHEAP) and the Refugee Resettlement programs. In FY 14, 199, 417 families (40,212 individuals), or 1 in 5 New Mexicans, were receiving Supplemental Nutrition Assistance Program (SNAP) benefits, and 13, 816 families (35,890 individuals) were receiving TANF. For LIHEAP, 60,362 families received an average benefit of \$124. ISD personnel are located in one central office in Santa Fe and 35 field offices around the state. There is at least one (1) field office in each of New Mexico's 33 counties, except Los Alamos.

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B. BACKGROUND INFORMATION

The Income Support Division (Sean Pearson, Acting Director) administers public assistance programs for New Mexico, including TANF, the Community Services Block Grant, Low Income Home Energy Assistance (LIHEAP) and the Refugee Resettlement programs. ISD personnel are located in one central office in Santa Fe and 33 field offices around the state.

As of February 2017, 255,189 families were receiving Supplemental Nutrition Assistance Program (SNAP) benefits, and 11,966 families were receiving TANF. For LIHEAP, 58,846 households received an average benefit of \$228.

Page 93 to 100

From:

APPENDIX K

MANDATORY REQUIREMENTS RESPONSE FORM MANDATORY REQUIREMENTS RESPONSE FORM

Instructions: For each item, indicate in the "Reference" column the location of reference(s) to appropriate discussion(s) of the requirement within the proposal – including items in Binder #3.

Requirement	Sub Tasks	Business Requirements	Ye s	No	Reference (Page & Paragraph)
IV.B.1.a. Organizational Experience Narrative	i.	Relevant Experience			
	ii.	Dates of Service			
	iii.	Technical Resources			
	iv.	Other State Contracts			
IV.B.2.a. External Organizational References	i.	Required Number of References			
	ii.	Reference Questionnaire			
IV.B.2.b. External References for Subcontractor s	i.	Required Number of References			
	ii.	Reference Questionnaire			
IV.B.3.a. Financial and Corporate	i.	Financial Statements			
	ii.	Audit Opinions			

Stability	iii.	Mergers, Acquisitions, or Sales Disclosure			
+IV.B.4.a. Staff Experience	i.	Core Team			
	ii.	Time Allocation			
	iii.	Organizational Chart			
	iv.	Staff Resumes			
IV.B.4.b. Senior Project Manager	i.	Minimum Qualifications			
	ii.	Resume			
IV.B.4.c. Operations Manager	i.	Resume			
IV.B.4.d. Employer Outreach Manager	i.	Resume			
IV.B.4.e. Technical Manager	i.	Resume			
IV.B.5.a. Core Staff References	i.	References			
	ii.	Restrictions			
IV.B.6.a. Operational Requirements	i.	General			
	ii.	Customer Relations			
	iii.	Dedicated Staff			
IV.B.6.b. Telephone Service	i.	Toll-Free Telephone Lines			
	ii.	Staffing			
	iii.	Call Resolution			
	iv.	Call Wait-Time			

	v.	Bi-lingual service			
IV.B.6.c. Project Plan	i.	Plan Draft			
	ii.	Project Management			
	iii.	Final Draft			
IV.B.6.d. Employer Reporting	i.	No Cost to Employers			
	ii.	Receipt of Reports			
	iii.	Employer Written Correspondence			
	iv.	Employer Fax Correspondence			
	v.	W-4 Employer Reporting			
	vi.	Duplicate Reporting			
	vii.	Reporting Corrections			
	viii.	Technical Assistance			
IV.B.6.f. Outreach	i.	Develop Program			
	ii.	Materials and Mailing			
IV.B.6.f. Outreach	iii.	Notification of Changes			
	iv.	Notifying Employers for Improvements			
	v.	Compliance Analysis and Outreach			
IV.B.6.g. IVR System	vi.	Non-Compliance Notices			
	vii.	On-site Employer visits			
	i.	System Requirements			
	ii.	Message Retrieval			
IV.B.6.g. IVR	iii.	Reporting Website			

System IV.B.6.h.	i.	Monthly Summary Report (General)			
Activity Reports	ii.	Monthly Summary Report (Additional)			
IV.B.6.h.	iii.	Annual Report			
Activity Reports	i.	Transmit files			
IV.B.6.i. Provide Data to Other State Agencies IV.B.6.j. Access to Offeror's System	i.	Access for Designated Agency Staff			
IV.B.6.k. Vacancies	i.	Notification			
IV.B.6.l. Non- Compliance	i.	Corrective Action Plan			
IV.B.6.m. Complaints, Conflict, and Issue Reporting	i.	Agency Notification			
IV.B.6.l. Non- Compliance	ii.	Agency Constituent Services			
IV.B.6.n. Inspections	i.	Office Inspections by State			
IV.B.6.p. Billing	i.	Monthly Invoices			
IV.B.7.a. Transition	i.	General Requirements			

Plan					
IV.B.6.p. Billing	ii.	Written Plan			
IV.B.7.a. Transition Plan IV.B.8.a. Turnover Plan	iii.	Plan Content			
	iv.	Approval of Written Plan			
	v.	Reporting			
	vi.	Liaison(s)			
	vii.	Security			
	viii.	Onsite Senior Project Manager			
	ix.	Follow-up with Incumbent			
	x.	Overruns			
	i.	General			
	ii.	Written Plan			
IV.B.8.a. Turnover Plan	iii.	Plan Content			
	iv.	Follow-Up			
	v.	Calls Received After Turnover			
IV.B.9.a. Cost Proposal	i.	General			
	ii.	Cost Response Forms			
IV.B.9.a. Cost Proposal	iii.	Costs			
	iv.	Annual Transaction Volume			
Requirement	v.	Technical Cost Proposal Response Form			
IV.C.1.a. Technical Assistance	vi.	CPI Adjustment			
	Sub	Technical Requirements	Yes	No	Reference (Page &

	Tasks				Paragraph)
	i.	Resources			
Requirement	ii.	State and Federal Staff Assistance			
IV.C.1.b. Technical Support	i.	Resources			
IV.C.2.a. Data	i.	Rights to Data			
IV.C.1.b. Technical Support	ii.	Security Plan			
IV.C.2.a. Data IV.C.3.a. System and Data Security	iii.	Backup Plan			
	iv.	Data Retention			
	v.	CSED Help Desk			
	i.	Security Plan			
	ii.	Virus etc. Protection			
IV.C.3.a. System and Data Security IV.C.3.b. Confidentiality	iii.	Password Protection			
	iv.	Access Restrictions			
	v.	Reports and Magnetic Media Storage			
	i.	Agreement			
	ii.	Security Plan			
IV.C.3.b. Confidentiality	iii.	Safeguarding Information			
	iv.	Safeguard Awareness			
IV.C.4.a. Disaster Recovery and Business Continuity	v.	Statement of Confidentiality Form			
	vi.	Breaches			
	vii.	Sharing Information			

	viii.	Data Lists			
	ix.	Safeguarding of Reports and Magnetic Media			
	x.	Document Destruction			
	i.	Plan			
	ii.	Monthly Backup Procedures			
IV.C.4.a. Disaster Recovery and Business Continuity	iii.	Quarterly Updates			
	iv.	Documentation			
	v.	Annual Testing			

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