



**State of NM Child Support Enforcement System Replacement (CSESR) Project**

**Instructions for Responding to this Request**

**for Quote (RFQ) CSESR PMO**

**Date: January 3, 2023**

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# 1.0 Purpose

The New Mexico (NM) Human Services Department (HSD) is interested in procuring Project Management Office services related to its current Child Support Enforcement System Replacement (CSESR) Project. The HSD is requesting quotes from contractors who hold a current State-Wide Price Agreement (SWPA) or General Services Agreement (GSA) for the provision of Information Technology (IT) Professional Services, Project Management Services or other applicable price agreement categories.

This engagement resulting from this Request for Quote (RFQ) will form the central project management component of the CSESR project. Contractors should inform themselves regarding these projects by reading the overview approach below.

The instructions and information below are intended to assist the contractors in pricing a quote for the HSD evaluation.

The contact type classification for this work is “Firm Fixed Price”.

# 2.0 Quote Schedule

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

|  |  |  |
| --- | --- | --- |
| **Action** | **Responsible Party** | **Due Date\*** |
| 1. Issue RFQ | HSD | 1/3/23 |
| 2. Deadline to Submit Questions (by email) | Potential Contractors | 1/17/23 |
| 3. Response to Questions | HSD | 1/24/23 |
| 4. Submission of Quotes | Contractors | 2/14/23 |
| 5. Selection of Finalists | HSD Selection Committee | 2/28/23 |
| 6. Selection of Contractor | HSD Selection Committee | 3/7/23 |

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

# 3.0 Response Format and Organization

 **Number of Responses**

Each Contractor shall submit only one (1) response to this RFQ.

 **Response Files**

Each Contractor shall deliver, by single electronic mail, the following files to the HSD Contract Manager. The total file size must not exceed 20MB.

**Part A Technical Approach**: one electronically signed pdf file and the corresponding MS Word Document. Part A must not include any cost information.

File Name = *Contractor\_Name*\_Part\_A\_Technical\_Approach (PDF and .doc)

**Part B Quote Budget**: one electronically signed pdf file and the corresponding MS Word Document. Submit the Quote Budget Form only.

File Name; *Contractor\_Name*\_Part\_B\_Quote\_Budget (PDF and .doc)

All files must be received by the Contract Manager **no later than 3:00 PM** (Mountain Time) on the date of submission as per the Quote Schedule. Contractors are advised to use an email return request confirmation. Any response that does not adhere to the requirements of this section may be deemed non-responsive and may be rejected on that basis.

# 4.0 Contract Manager

The Contract Manager for this RFQ is David Martell. All submissions and any other needed communication must be directed to the Contract Manager, David Martell, david.martell@hsd.nm.gov

# 5.0 Quote Format

This section describes the required format, content, and organization for all quotes.

 **Part A: Technical Approach**

The work of this engagement is organized into four (4) key deliverables of project management expertise.

Part A: Technical Approach must follow the outline, page limits and page formatting instructions detailed below.

## Formatting Instructions

Font: Calibri eleven (11) point

Spacing: Single

Margins: One-inch margins on all sides Paper: 8 1/2 X 11

Header: Contractor Name

Footer: Page number

## Outline

Cover or Title Page Table of Contents

Summary of corporate and overall approach to the engagement objectives. The summary must include a statement of experience with projects related to state Child Support Enforcement (IV-D) agencies including creation of Advanced Planning Documents, Feasibility Studies and procurement documents such as Requests for Proposals. (Limit 2 pages) While HSD is asking for page limited summaries of experience and qualifications, we may ask for further information or clarifications on the submitted proposal during the selection process.

For each Deliverable within the Statement of Work (Limit 2 pages per deliverable)

Response to Deliverable

Response to Specific Experience

Approach to Deliverables and Methods for Success   
Reference Contact Information

Additionally, an Appendix is required of Key Staff Resumes of personnel to be assigned to this project. Each Key Resume should list the assigned role from Article 12 of the Statement of Work. (Limit 1 page per resume)

 **Part B: Quote Budget**

The HSD is asking for a separate fixed price quote, including NM Gross Receipts Tax for each Deliverable of the Statement of Work. The HSD has included duration estimates on the completion of each deliverable, but these estimates are the agency’s estimate only. Contractors will utilize their previous experience and expertise to determine the proposed duration for each of the deliverables.

Quotes should be all inclusive of contractor costs that will be charged the HSD.

|  |  |  |
| --- | --- | --- |
| **Deliverable Name** | **Duration Estimate** | **Cost Estimate** |
| 1.0 CSESR Project Plans | 1 month |  |
| 1.1 Ongoing Project Management, per month | Each month (36 months total) |  |
| 2. Streamlined Feasibility Study | 3 months |  |
| 3. CSESR Implementation Advanced Planning Document (IAPD) | 3 months |  |
| 4. CSESR RFP Development and Procurement Support | 9 months |  |

# Contractor Qualifications

The Human Services Department (HSD) requires any organization awarded the CSESR Project Management Office contract possess the necessary resources, knowledge, business techniques, and technical abilities to manage the project from Planning phase through Implementation Phase.

Within the Contractor’s Technical Approach of the submitted quote, defined in section 5.1.2 above, Contractor must make clear the qualifications and experience that the Contractor possesses to complete all deliverables within the ***Response to Specific Experience***. Additionally, the ***Reference Contact Information*** should tie directly to the experience stated within the Response to Specific Experience.

Specific areas of expertise that the HSD is seeking include, but are not limited to:

* Child Support Enforcement System modernization efforts
* Feasibility Study and Alternatives Analysis creation
* Advanced Planning Document creation
* Requests for Proposal (RFP) creation and subsequent procurement activities
* Ongoing project management experience of a system modernization or replacement project, from planning phase through design, development, and implementation phases.

For each of these specific areas of expertise, please provide the total number of projects, the number of projects related to public sector organizations, size of the projects (by total dollars and/or personnel) and complexity. Please use a table to summarize this information.

# Scoring Criteria

HSD will score the quotes received by contractors across four (4) categories weighted by the factors in the table, below. HSD will use a consensus scoring approach among the committee chosen to evaluate the quotes.

|  |  |
| --- | --- |
| **Quote Category** | **Weighted Score range** |
| Technical Approach | 0 to 300 points |
| Budget | 0 to 300 points |
| Experience | 0 to 200 points |
| Key Staff Resumes | 0 to 200 points |
| **Total** | **0 to 1,000 points** |

# Legal Evaluation of Statement of Work

To speed contract negotiations once evaluation of all proposals are complete, HSD also requests that the Contractor provide a summary, maximum 2 pages, of any terms and conditions of the SOW that are not acceptable to the Contractor, as written.

# Evaluation

# Oral Presentation

HSD may select finalists and may invite finalists to present an overview of its quote to the Evaluation Committee and to answer the HSD questions to clarify costs and service quoted.

# Evaluation Factors

All quotes will be evaluated for the perceived benefit related to the purposes of this RFQ as described in the Invitation to Quote document. The Contractor quote that is most advantageous to the HSD will be considered for award. Please note, however, that, regardless of overall score, a serious deficiency in the response to any one factor may be grounds for rejection. The contract award will go to the finalist deemed to be the most advantageous to and of best value to the HSD for the requested work.

# Appendix

# Appendix A: List of Acronyms

A list of acronyms is provided below:

|  |  |
| --- | --- |
| **Acronym** | **Definition** |
| ACF | The Administration for Children and Families |
| ASPEN | Automated System Program and Eligibility Network |
| CSESR | Child Support Enforcement System Replacement |
| DS | Data Services Platform |
| ECM | Electronic Content Management |
| GSA | US General Services Administration Schedule |
| HHS | Health and Human Services |
| HHS 2020 | Health and Human Services 2020 Initiative |
| HSD | Human Services Department |
| IAPD | Implementation Advance Planning Document |
| IT | Information Technology |
| LD | Liquidated Damages |
| MMIS | Medicaid Management Information System |
| Multi-Ops APD | Multiple Operations Advance Planning Document |
| NASPO | National Association of State Procurement Officials |
| NM | New Mexico |
| NMGRT | New Mexico Gross Receipts Tax |
| NoSQL | Not Only Structured Query Language |
| OCSE | Office of Child Support Enforcement |
| OIG | Office of Inspector General |
| PAPD | Planning Advance Planning Document |
| PMO | Project Management Office |
| RFP | Request for proposal |
| RFQ | Request for Quote |
| SI | System Integration Platform |
| SLA | Service Level Agreements |
| SWPA | New Mexico State-Wide Pricing Agreement |
| UPI | Unified Public Interface |

# Appendix B: HSD Project Organizational Chart

Graphical user interface, diagram, application

Description automatically generated

# Appendix C: HSD Responsibilities

|  |  |
| --- | --- |
| **Executive Steering Committee (Voting Members)** | |
| **Title / Role** | **Responsibilities** |
| Deputy Secretary | Authorizing changes to Scope, Schedule and Budget |
| Chief Information Officer | Authorizing changes to Scope, Schedule and Budget |
| Acting IV-D Director | Authorizing changes to Scope, Schedule and Budget |
| Project Director | Executive Oversight of Project |
|  |  |
| **Project Team** | |
| **Title / Role** | **Responsibilities** |
| IT Project Manager | Project Management and oversight of contractor. Review and approve deliverables. |
| ITD System Admin Bureau Chief | HSD system administration and network services. Review and approve deliverables. |
| CSES Technical Lead | CSES Subject Matter Expert (SME). Review and approve deliverables. |
| CSED Programs Bureau Chief | CSED SME. Review and approve deliverables. |
| CSED Business Project Lead | CSED SME. Review and approve deliverables. |
| Contract Manager | Contract Manager. Fulfill all contract manager functions. |