Medicaid Management Information System Replacement (MMISR) Project

Instructions for Responding to this Request for Quote (RFQ)
System Integrator
Date: June 30, 2020

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1.0   Purpose

The New Mexico (NM) Human Services Department (HSD) is interested in procuring System Integrator services related to its current Medicaid Management Information System Replacement (MMISR) Project, and Health and Human Services 2020 (HHS2020) initiative. The HSD is requesting quotes from contractors who hold a current State-Wide Price Agreement (SWPA) for the provision of Information Technology (IT) Professional Services – Application Services or other applicable price agreement categories.

This engagement resulting from this Request for Quote (RFQ) will form the central integrating component of the larger MMISR project and the HHS2020 Enterprise initiative. Contractors should inform themselves regarding these projects by reading the overview approach below and consulting the procurement library of related procurements and supporting documentation.

The NM Procurement Library link is https://webapp.hsd.state.nm.us/Procurement/

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

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	Tue 6/30/20
2. Deadline to Submit Questions (by email)	Potential Contractors	Fri 7/03/20
3. Response to Questions	HSD	Fri 7/10/20
4. Submission of Quotes	Contractors	Fri 7/24/20
5. Selection of Finalists	HSD Selection Committee	Fri 8/07/20
6. Contractor Question and Answer (Q&A) teleconferences (Optional)	Contractor Finalists	Fri 8/14/20
7. Selection of Contractor	HSD Selection Committee	Fri 8/21/20

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

3.0   Response Format and Organization

3.1   Number of Responses

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

3.2   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 Mario G. Gonzalez. All submissions and any other needed communication must be directed to the Contract Manager, Mario Gonzalez at mario.gonzalez@state.nm.us.

5.0   Quote Format

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

5.1   Part A: Technical Approach

The work of this engagement is organized into ten (10) key areas of technological and management expertise. An eleventh section addresses ongoing maintenance and operations. Each area requires presentation of contractor's corporate qualifications, corporate experience, business or technical approach for a successful implementation, and prior engagement references to verify the corporate experience.

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

5.1.1   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

5.1.2   Outline

Cover or Title Page

Table of Contents

Summary of corporate and overall approach to the engagement objectives. (Limit 5 pages)

Initial Enterprise Milestone Estimates

> Response to the Initial Enterprise Milestone Estimates: The Contractor confirms ability to meet the existing HSD developed not to exceed estimates as outlined in the RFQ Vendor qualifications document or provides an explanation for how early delivery in completing the requested functionality is achieved (Limit 1 page)

Service Orientation Section

> Response to Required Contractor Qualifications; Subcontractor identification details if applicable (Limit 10 pages)

> Response to Specific Experience (Limit 2 pages)

> Approach to Deliverables and Methods for Success (Limit 10 pages)

> Reference Contact Information (Limit 1 page)

Infrastructure Section

Response to Required Contractor Qualifications; Subcontractor identification details if applicable (Limit 10 pages)

Response to Specific Experience (Limit 2 pages)

Approach to Deliverables and Methods for Success (Limit 10 pages)

Reference Contact Information (Limit 1 page)

Security Section

Response to Required Contractor Qualifications; Subcontractor identification details if applicable (Limit 10 pages)

Response to Specific Experience (Limit 2 pages)

Approach to Deliverables and Methods for Success (Limit 10 pages)

Reference Contact Information (Limit 1 page)

Canonical Message Models Section

Response to Required Contractor Qualifications; Subcontractor identification details if applicable (Limit 10 pages)

Response to Specific Experience (Limit 2 pages)

Approach to Deliverables and Methods for Success (Limit 10 pages)

Reference Contact Information (Limit 1 page)

Identity and Access Management Section

Response to Required Contractor Qualifications; Subcontractor identification details if applicable (Limit 10 pages)

Response to Specific Experience (Limit 2 pages)

Approach to Deliverables and Methods for Success (Limit 10 pages)

Reference Contact Information (Limit 1 page)

Master Data Management Section

Response to Required Contractor Qualifications; Subcontractor identification details if applicable (Limit 10 pages)

Response to Specific Experience (Limit 2 pages)

Approach to Deliverables and Methods for Success (Limit 10 pages)

Reference Contact Information (Limit 1 page)

Data Migration/System Migration Repository (SMR), Operational Data Store (ODS)/Raw Data Lake (RDL), Data Models and Reference Data Section

Response to Required Contractor Qualifications; Subcontractor identification details if applicable (Limit 10 pages)

Response to Specific Experience (Limit 2 pages)

Approach to Deliverables and Methods for Success (Limit 10 pages)

Reference Contact Information (Limit 1 page)

Testing Section

Response to Required Contractor Qualifications; Subcontractor identification details if applicable (Limit 10 pages)

Response to Specific Experience (Limit 2 pages)

Approach to Deliverables and Methods for Success (Limit 10 pages)

Reference Contact Information (Limit 1 page)

Project Management Section

Response to Required Contractor Qualifications; Subcontractor identification details if applicable (Limit 10 pages)

Response to Specific Experience (Limit 2 pages)

Approach to Deliverables and Methods for Success (Limit 10 pages)

Reference Contact Information (Limit 1 page)

CMS Certification

Response to Required Contractor Qualifications; Subcontractor identification details if applicable (Limit 10 pages)

Response to Specific Experience (Limit 2 pages)

Approach to Deliverables and Methods for Success (Limit 10 pages)

Reference Contact Information (Limit 1 page)

Maintenance and Operations Section

Response to Required Contractor Qualifications; Subcontractor identification details if applicable (Limit 10 pages)

Response to Specific Experience (Limit 2 pages)

Approach to Deliverables and Methods for Success (Limit 10 pages)

Reference Contact Information (Limit 1 page)

5.2   Part B: Quote Budget

The HSD has previously procured many work products, hardware, and software for this project. The systems integration work has been budgeted at $13,000,000.00 to include completion of the integration platform, shared service applications, data migration, and all other Design, Development, and Implementation (DDI) work. Maintenance and Operations (M&O) over a four (4) year period is to be quoted separately.

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

Please note that the HSD is responsible for costs of all hardware, software, applications, and tools required for the project. Contractor must specify If their quote requires HSD to acquire such items.

The tables below list the work products and request a corresponding quote. Quotes should include NM Gross Receipts Tax (NMGRT). Contractors are cautioned to contact NM Tax and Revenue Department to determine their tax obligation for work performed remotely out of state vs in state service delivery.

All quotes must be presented only in Part B on the Quote Budget Form below. No discussion of quotes, costs, rates, expenses should be included in other parts of the contractor response.

Service Orientation Work Products	Quote Inclusive of NMGRT
Orchestration Plan and Implementation	
Interfaces Plan and Implementation	
Assessment, Remediation, Plan, and Implementation for Oracle IDM Service	
Assessment, Remediation, Plan, and Implementation for Master Data Management (MDM)	
Assessment, Remediation, Plan and Implementation for Address Standardization, Validation, and Verification (ASVV)	
Implement Hyland OnBase and Content Composer	
Mailroom Imaging Plan and Integration	
Service Orientation Total	

Infrastructure Work Products	Quote Inclusive of NMGRT
Assessment of Current Infrastructure and Implementation of Approved Recommendations	
Platform Management	
Infrastructure Design	
Capacity Analysis	
Disaster Recovery/Business Continuity Plan and Implementation	
Backup Strategy, Implementation and Management	
VMWare NSX Analysis, Plan, and Implementation	
Performance Test Plan and Implementation	
ServiceNow CMDB Plan, Implementation, and Management	
Infrastructure Total	

Security Work Products	Quote Inclusive of NMGRT
Security Artifact Assessment, Recommendations, and Implementation	
Security Document Creation	
Security Total	

Canonical Message Models Work Products	Quote Inclusive of NMGRT
Functional Analysis and Message Identification	
Static Structure Designs	
Communication Dynamic Designs	
Canonical Message Models Total	

Identity and Access Management Work Products	Quote Inclusive of NMGRT
Assessment, Remediation, and Implementation	
Roles and Permissions Definition, Implementation, and Management	
IdM Solution Design	
IdM Implementation	
Identity and Access Management Total	

Master Data Management Deliverable	Quote Inclusive of NMGRT
MDM Assessment, Remediation, and Implementation	
Requirements, Data Sources and Capabilities Definition	
MDM Development and Implementation	
Master Data Management Total	

Data Migration/System Migration Repository (SMR), Operational Data Store (ODS)/Raw Data Lake (RDL), Data Models and Reference Data	Quote Inclusive of NMGRT
Data Migration Assessment, Recommendations, and Implementation	
Development, Implementation and Management of ETL processes and Rules	
Creation, Implementation, and Management of Enterprise Test Data	
Creation and Configuration of Production Environment	
ODS and RDL Assessment, Recommendations, and Implementation	
Data Model Artifacts Assessment, Recommendations, and Implementation	
Reference Data Management Assessment, Recommendations, and Implementation	
Data Migration/SMR, ODS/RDL, Data Models and Reference Data Total	

Testing	Quote Inclusive of NMGRT
Test Management Plan	
Test Execution	
Testing Total	

Project Management Work Products	Quote Inclusive of NMGRT
Project and Enterprise Management Plans Updates	
Lifecycle Management Plans Addendums	
Project Management Total	

CMS Certification Work Products	Quote Inclusive of NMGRT
Assessment and Remediation Plan	
Certification Review Preparation	
Responsibilities During Certification Reviews	
Certification Total	

All Implementation Work Product Sections	Quote Inclusive of NMGRT
All Implementation Sections Total	

Maintenance and Operations (M&O):

Maintenance and Operations Work Products	Quote Inclusive of NMGRT
Maintenance and Operations Plan	
Maintenance and Operations Services	
Year One	
Year Two	
Year Three	
Year Four	
Optional Year One (if extended)	
Optional Year Two (if extended)	
Optional Year Three (if extended)	
Maintenance and Operations Total	

Final All-Inclusive Quote:

Please confirm the total quote of services:

Total of All Sections	Quote Inclusive of NMGRT
All Sections Total	

6.0 Response Specifications

6.1 Part A Specifications

Submit the following items in Part A.

Technical Approach
1. Cover or Title Page – contractor's preference as to format and content
2. Table of Contents – match outline described in section 5.1.
3. Summary of corporate and overall approach to the engagement objectives. (Limit 5 pages)
4. For each named section include the following four (4) parts.
   a. Required Contractor Qualifications. Response must specify the contractor's current expertise regarding each listed qualification.
   b. Specific Experience. Response must include description of at least two engagements of similar size and complexity including client name, begin and end dates, engagement contracted dollar value, scope, technical environment, primary products and tools, similarities, successes, and client's project manager name, phone number, and email.
   c. Approach to Deliverables and Methods for Success. Response should include proven approaches to similar engagements, proven repeatable processes and methods to be employed and other content illustrating corporate competence and preparation for success in this engagement. Contractor should include their recommended Service Level Agreements (SLA) and Performance Standards for the section.
   d. Reference Contact Information. Response must include contact information for at least three (3) references for engagements in progress or concluded since 2015. Contact information must include client name, project or engagement name, engagement begin and end dates, contact name, email address, and phone number. Contact information may be included for one primary contact and one secondary contact.

6.2 Part B Specifications

Submit the following item in Part B.

Quote Budget Form. Response must include only the completed Quote Budget Form. Incomplete forms will be considered a non-responsive quote. Dollar amounts must include all costs to be charged from the contractor to HSD. Dollar amounts must include NMGRT. NMGRT should not be shown as a separate cost. The contractor is solely responsible for determining the applicable NMGRT and for compliance with New Mexico Tax and Revenue requirements.

7.0 Evaluation

7.1 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.

7.2   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.

8.0 Appendix

8.1 Appendix A: List of Acronyms

A list of acronyms is provided below:

Acronym	Definition
ASVV	Address Standardization, Validation and Verification
ETL	Extract, Transform, Load
HHS	Health and Human Services
HSD	Human Services Department
IdAM	Identity and Access Management
IT	Information Technology
M&O	Maintenance and Operation
MDM	Master Data Management
MMISR	Medicaid Management Information System Replacement
NM	New Mexico
NMGRT	New Mexico Gross Receipt Tax
ODS	Operational Data Store
Q&A	Question and Answers
RDL	Raw Data Lake
RFQ	Request for Quote
SI	System Integrator
SWPA	Statewide Pricing Agreement