



New Mexico Health Insurance Exchange

RFP 2016-001

Tuesday, January 19, 2016

RFP Section	Pg #	Question	NMHIX Response
General		Please elaborate on Accenture's role as it relates to this IV&V effort.	Accenture serves NMHIX as the Project Management Services team providing support in various NMHIX operations. For the explicit purpose of this IV&V effort, Accenture will lead the workgroup sessions to score the proposals, but will only help in evaluating the cost portion of the proposals to provide the highest level of objectivity for participants. All other criteria will be evaluated by NMHIX personnel and all final decisions are made by NMHIX.
General		Will the cost for the DMRS Implementation Review Report be considered in scoring for the cost component of the technical proposal evaluation? How will it weigh in relation to the pricing for the non-optional deliverables?	The cost for the DMRS Implementation Review Report will be considered in the technical proposal evaluation with an equal weight as each of the other deliverables.
General		Will the GRT (New Mexico Gross Receipts Tax) be added to the quoted price, or should the vendor build that cost into their quote?	Please build all taxes into the quoted price. Taxes should be included to avoid any budgetary issues during negotiations.
General		If future enhancements are currently being implemented, would you please provide Release Notes to assist us in assessing the scope?	There are no future enhancements for the SHOP solution currently being implemented; release notes will be provided for future SHOP releases as they become available.

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General		We understand that NMHIX released an RFP for IV&V services in November of 2015 (RFP No. 2015-05), for a similar scope of work. If possible, can NMHIX share whether IV&V services were successfully procured through that original procurement? Also, can NMHIX share what circumstances have changed and why a follow-on solicitation is required?	RFP No. 2015-05 was closed due to no receipt of proposals. For the current RFP No. 2016-01, no changes have been made in regards to the work for which NMHIX is seeking to contract. The RFP timeline was expanded to give Offerors more time to prepare proposals.
General		Under a prior solicitation (RFP No 2014/100) an IV&V vendor was selected for NMHIX. Is this solicitation intended to supplement their services? If not, are they precluded from responding to this solicitation?	All previous IV&V vendor activities and contracts have been completed and no contract currently exists between any IV&V vendor and NMHIX. Previous IV&V vendors are not precluded from responding to this RFP as long as they meet the eligibility requirements outlined in sections 2.25-29
General		If possible, can NMHIX share the budgeted amount for IV&V services in 2016?	The budget approved for IV&V services cannot exceed \$75,000.
Background on the New Mexico Health Insurance Exchange	4	The RFP states that a project management vendor has already been selected and is in place. When did their contract begin? Is their deliverable schedule available?	Project Management Services (PMS) contract was executed on October 1st, 2015. The project management services provided by the PMS vendor falls outside the scope of the IV&V services requested. The IV&V vendor is requested to perform project management activities related to the IV&V contract and report these activities and status to the PMS vendor.
Key Dates	7	Proposals are due electronically on January 29 th , 2016 at 3 PM Mountain Time. However, per RFP Section 5.4, Proposal Submission: "Proposals submitted via email, fax, or any other form of communication will be rejected". Will the state please confirm that vendors are to submit an electronic version of our response on Friday, January 29 th . If so, will the state also please confirm how the electronic copy should be submitted (e.g., via email).	The electronic submission for proposal should be submitted via email. Email, fax, or other forms of communication will not be accepted in lieu of the paper copy on Feb 1st.

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Key Dates	7	In the Key Dates table it says that proposals are due Jan 29, 2016 by email, and hard copies are due Feb 1, 2016 by mail. However, in section 5.4, the RFP states that " Proposals submitted via email, fax, or any other form of communication will be rejected." Please clarify if we are to indeed submit a copy via email or by mail only by Feb 1, 2016.	All respondents must submit a final proposal by email on Jan 29, 2016 by 3 p.m. MT and a hard copy should arrive at NMHIX office on or before Feb 1, 2016. This was done to allow respondents additional time to work on their proposal without having to worry about complications due to mail delivery.
Conflict of Interest; Governmental Conduct Act	13	Where in the proposal should offerors provide their conflict of interest certification?	Please provide conflict of interesting certification in Part 4 of Section 5.2, Format of the Technical Proposal. Attach any exhibits as necessary.
Overview	14	Would you please provide the dates of the previous 3 SHOP releases that IV&V is required to check for ACA compliance?	SHOP 9.0 - 4/9/15 SHOP 10.0 - 8/19/15 SHOP 11.0 - 11/19/15
Scope of Work Overview	14	The RFP states that the NMHIX may optionally ask the IV&V vendor to conduct an implementation review for Data Management Reporting System (DMRS). As of the last issuance of this opportunity, the DMRS solutions and services had not yet been procured. Has there been a change in that status? If yes, when did they begin implementation? What software life cycle management methodology are they using to build the system (e.g., Agile, RUP)? What SDLC phase are they currently addressing? Is their deliverable schedule available?	Solutions and services related to the DMRS have not been procured at this time. The final DMRS will include a data visualization COTS product solution, data storage solution and services, and DDI services to integrate databases to the visualization solution as outlined in DI1 - DI15.
Offeror Organization and Staffing	15	Should the Initial Staffing Plan be included in response to Individual Staff Qualifications or in response to Work Plan and Approach?	Please include the Staffing Plan as part of the Work Plan and Approach.
Offeror Organization and Staffing	15	Please confirm that the contents of the Initial Staffing Plan are only those listed in the fourth paragraph of Section 3.3 and does <i>not</i> include all of the information required for the Final Staffing Plan discussed in the third paragraph.	The Initial Staffing Plan does not need to include all of the items listed in the third paragraph of Section 3.3.

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Offeror Organization and Staffing	15	The first paragraph states that offerors are to provide references for key staff, however, this requirement is not included in Section 5.2.5. Please confirm whether or not references are required. If required, how many references per key staff are acceptable? Should references be provided with the resumes in response to Section 5.2.5?	References are not required, but may assist the Offeror in the evaluation process. It is recommended to provide at least two, but no more than five references per key staff.
Offeror Organization and Staffing	15	This section indicates that the IV&V Contractor may do some work off-site. It also states that, "NMHIX shall make all files and records accessible to the Contractor, on site." Are we correct in understanding that files and records will also be made available to the IV&V Contractor when working off-site (e.g., via a VPN)?	Yes, that is correct. All applicable files and records will be made available through a Citrix service called Sharefile. Credentials will be provided to the IV&V members and access is permitted off-site.
Project Management	16	1. If the IV&V scope of oversight includes project management as it typically would, please consider removing PMS as making recommendations to accept or reject IV&V deliverables due to a clear perception of conflict of interest?	The Project Management Services vendor will not make recommendations on accepting or rejecting IV&V deliverables.
IV&V Project Tasks	19	RM-13 and -14 describe validation activity that could be interpreted as a requirement to manage and lead the user testing. There is no other discussion noted in the RFP regarding the UAT effort. IV&V can perform validation either by observing and reporting on UAT, or by leading and managing the entire UAT effort. Please clarify the IV&V role.	The role of IV&V is to observe and report on UAT, not lead and manage the entire UAT effort.
IV&V Standards	19	The RFP indicates that IV&V will validate against standards included in Section 2.9 of the RFP, however that section is on Proposal Submission. Was this intended to reference Section 3.5?	Yes, this was intended to reference Section 3.5.

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IV&V Project Tasks	20	IV&V Activity PM-9 refers to a Management Briefing to be provided “to NMHIX Director of Operations and Accenture PMS when applicable”. For purposes of estimating effort and cost, are we correct in estimating that there will be 7 total such briefings (one for each IV&V report)? Are we also correct in assuming that these may be made remotely?	That is correct, there will be seven (7) total briefings. Briefings may be made remotely. For purposes of estimating effort and cost, assume that the management briefings include a readout of the initial review report, monthly IV&V reports, and final IV&V review report.
IV&V Project Deliverables	25, 26, 30, 40	The chart on page 25 and the table in the Cost proposal refer to the “Change Log” and “Issue & Risk Log” deliverables as one time deliverables, while the tables on page 26 and 30 of the RFP refer to them as at least monthly deliverables. For purposes of estimating effort and cost as required for the Cost Proposal, what is NM HIX’s expectation regarding the frequency of these deliverables? In addition, if they are to be delivered multiple times but invoiced once, when will that invoicing be expected to occur?	Creation of both a Change Log and an Issue & Risk Log should be done only once. Updating and maintaining these logs is a weekly process, as Changes, Risks, and Issues should be communicated to the PMS vendor for inclusion in the Project Management Services weekly Issue, Risk, and Decision Log. NMHIX is also asking that any updates/changes will be integrated with the monthly status report as well. The Change Log and Issue & Risk Log will be invoiced once for the month in which the logs were created.
IV&V Project Tasks	20	Task PM-8 describes that “An initial and final report will take the place of the first and last monthly IV&V reports for the given contract period.” However the Deliverable Table on page 25 of the RFP indicates there will be 1 initial, 1 final, and 5 monthly reports, for a total of 7 reports, and that the initial report will cover February 2016, and the Final report August 2016. The initial IV&V review is expected to commence 10 days after contract start. Given that the contract period is only 6 months and the contract is expected to begin February 15, we would expect any initial assessment to extend into the subsequent month. Should the number of monthly IV&V reports be modified?	The initial report is likely to be an abbreviated report touching on key project management activities in the first two weeks of the project. Certain activities such as the final staffing plan is expected to be delivered within 5 days of contracting (See Section 3.3 paragraph 4) and should be reflected in February's report.

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IV&V Project Deliverables	24	"Offeror can propose additional work product." If proposed, should we also include those in the cost table?	Yes, but please delineate additional work product as a new line item in the cost table.
IV&V Project Deliverables	24 & 34	The RFP indicates that the deliverables should address the task activities listed in Section 2.6. We assume this was meant to reference Section 3.6	This assumption is correct. We meant to reference Section 3.6 not 2.6.
Cost Proposal	35	The RFP (Section 3.3) indicates that the IV&V Contractor may do some work off-site. It also states that, "NMHIX shall make all files and records accessible to the Contractor, on site." Will files and records be made available to the IV&V Contractor when working off-site (e.g., via a VPN)?	All applicable files and records will be made available through a Citrix service called Sharefile. Credentials will be provided to the IV&V members and access is permitted off-site.
NMHIX's Responsibilities	40	The RFP indicates that the Final IV&V Review Report must account for 20% of the total proposed amount. Would NM HIX consider making this a lesser amount, more commensurate with the effort associated with this report compared to the other deliverables?	No. Final IV&V Review Report will remain 20% of the total cost proposal due to the level of effort and detail necessary to deliver to federal regulators, as NMHIX believes this deliverable to be appropriately weighted given level of effort compared other deliverables.
Cost Proposal	40	The RFP requests an all-inclusive hourly rate for ad hoc IV&V services, inclusive of travel expenses. NMHIX might benefit from having separate on-site and off-site all-inclusive rates, particularly given that is unclear how much of ad-hoc work might need to be performed on- or off-site. Would NMHIX consider it acceptable for offerors to provide two all-inclusive rates, one for on-site work and one for off-site work?	It should be assumed that ad-hoc work can be done offsite. Offerors should provide a cost proposal with a mixture of on and off-site resources they feel necessary to complete the work outlined in the RFP for IV&V Services.
Cost Proposal	40	How will the all-inclusive rate for ad-hoc IV&V services be weighted in scoring the cost component of the technical proposal evaluation?	The Cost Proposal Table 6.1 will receive 80% and the ad-hoc rate will receive 20%.
Evaluation of the Technical Proposal	41	Will this all-inclusive rate for ad-hoc IV&V services be considered in scoring for cost of the proposals? If so, how?	Yes. The Offeror should provide an all inclusive hourly rate for ad-hoc IV&V services. This hourly rate will be considered in the cost portion of the technical evaluation.