



NEW MEXICO HEALTH INSURANCE EXCHANGE (NMHIX)

REQUEST FOR PROPOSAL

FOR AN

Individual Marketplace and Customer Engagement Center

RFP No. 2019/001

Amendment 1 Issued:

March 15, 2019

The following are amendments to the Individual Marketplace and Customer Engagement Center RFP. Additional language is marked in RED.

1. **Section 4.1 is amended to read:**

Offeror must provide 11 USB flash drives with all contents of the Proposal (including all attachments, exhibits, etc.) in PDF format. The Proposal must conform to the order shown in the Response Checklist (Attachment E). **At the Offeror’s discretion, the Offer may submit a 12th USB flash drive with redacted information for public disclosure. Redacted documents must clearly identify redacted sections.**

2. **Section 4.4.2 and Attachment A-2 are amended to read:**

Prime Offeror: Two from current Individual **and SHOP** Marketplace clients. One of the two references must be from a terminated client. If Offeror does not have a reference from a terminated client, then submit an additional reference from a current client.

3. **Attachment D is amended to read:**

EVENT	DATE
RFP Awarded	May 17, 2019
Contract Executed and Implementation Start Date	July 1, 2019
Phase 1 DDI	July 1, 2019 through August 31, 2019
Phase 2 DDI	September 1, 2019 through October 31, 2019
Phase 3 DDI	June 1, 2020 through January 31, 2021
Initial IVV Sign Off	August 31, 2020
Data Migration	January 1, 2020 through December 31, 2020
Final IVV Sign Off	January 31, 2021
Soft Launch for Select Users	October 1, 2020
Open Enrollment	November 1, 2020 through TBD
Maintenance & Operations	January 1, 2021 through December 31, 2023

4. **Attachment A-3-1, BSRM EE74**

EE74 is deleted.

5. **Attachment A-3-4, BSRM PM12 is amended to read:**

Allow Insurance Issuers the ability to provide premium information as part of the catalog in a batch upload.

6. **Attachment A-3-7, Question #11 is amended to read:**

The Offeror must provide the ability to rollover to an alternate / backup site during unplanned outages; planned maintenance, within a timely manner, does not require rollover/backup site.

7. **Attachment A-3-9, BSRM WP22 is amended to read:**

Enable users to link to issuer provider directories.

8. **Attachment A-3-9:**

The page limit for Attachment A-3-9 question is five pages.

9. **Attachment A-4 Price Proposal is amended to read:**

Offeror must **agree** to provide 15,000 hours of IT services that are **unrelated** to ongoing maintenance and remediation of system flaws. **Those hours will be reimbursed based upon the rates listed in the “Hourly Fees” tab in the cost proposal.**

The following is new language related to routine versus non-routine modifications that will be included in the contract.

Processes for documents routine versus non-routine modifications

No Cost Impact: Routine Changes

Routine changes made in the ordinary course of the Contractor’s provision of services defined within this RFP, such as changes to operating procedures, schedules, equipment configurations, shall be made at no additional cost to beWellnm. Examples of routine changes that are included in the routine maintenance of the technology and customer engagement center and are to be performed at no additional cost to the State are:

1. Activities necessary for beWellnm to function in compliance with all applicable state and federal laws
2. Activities necessary to comply with new industry standards and operating rules associated with those standards
3. Activities necessary for the system to meet the performance requirements detailed in this RFP
4. Activities necessary for ongoing maintenance and operations

Included Modification Pool

A Modification Pool will be established with up to 15,000 hours available for the three-year term of the contract for work on beWellnm-approved projects (referred to herein as “Reimbursable Modifications”). These hours will be paid, to the Contractor, at the flat hourly rate specified in the Contract. These hours will be used, in accordance with the requirements below, based on the resource hours worked regardless of that resource’s position or experience level.

In the event the Modification Pool hours are exhausted, an amendment to the Contract will be required before additional Modification Pool hours can be expended in that contract year. In no event may a Reimbursable Modification be for work that is otherwise considered a No Cost Routine Change.

Requirements for Accessing Modification Pool Hours for Reimbursable Modifications

1. The project management, change management, and system development life cycle processes will apply to all proposed Reimbursable Modifications.
2. beWellnm will inform Contractor, through the approved Change Management process, of a change in policy, procedure, program, rule, regulation, law or other triggering event that may

require a Reimbursable Modification to change to the Contractor's system and/or its business support services. Reimbursable Modifications may also be proposed by the Contractor and approved by beWellnm in accordance with the Change Management process.

3. All proposed Reimbursable Modifications must be initiated through a change request.
4. All change requests are defaulted to No Cost Routine Change requests until beWellnm approves changing the status to a Reimbursable Modification change through the change control process. Determination of such status including Contractor dispute of status shall not delay the implementation of the change request.
5. For changes that are Reimbursable Modifications, the Contractor shall provide an estimate for the number of hours needed to complete the change. At the completion of requirements and design, the Contractor shall provide a revised final estimate. Both estimates shall include the staffing level by resource type and other appropriate detail supporting the estimate, as requested by the State
6. BeWellnm is dependent on the Contractor for providing products and services that fully comply with the requirements and deliverables set forth in this RFP and subsequent contract. BeWellnm approval of Contractor work product associated with the responsibilities, requirements and deliverables does not in any way relieve the Contractor from full financial responsibility for Contractor work product that does not meet beWellnm requirements, as set out in the Contract.

Modification Pool Use Report

Detailed staff reporting is essential for beWellnm, its Project Management staff or IV&V contractors to monitor project staffing, as well as to validate billing information solely in regards to the time and materials portions of the contract. To support these objectives, the Contractor shall provide a report each month of all approved Reimbursable Modifications. At a minimum, the following fields must be included in the report in tabular detail format:

- Change Request ID
- Change Request Title
- Resource Name
- Resource Type
- Approved Change Modification Hours Worked for line

Reports for each month shall be due by the 10th calendar day of the following month (or the immediate next business day). Any detail on report format or expectations not addressed here will be determined during the Project Planning phase. Any component which does not match the agreed upon resource types or rates, inaccuracy or insufficient detail on the report preventing full validation may cause delay or rejection of invoicing.

10. **Attachment A-4 Price Proposal is amended to delete the requirement to provide pricing information related to multi-tenant and multi-contributor functionality. BeWellnm remains interested in pursuing these functionalities; however, upon further reflection, we believe that it is premature to request pricing proposals.**

Below is an amended Price Proposal:



cost proposal
amended 03152019.