

Questions and Answers for Comprehensive Disaster or Emergency Response and Recovery Services and Disaster Case Management RFP #22-795-0000-0003

- Q1: Is the Disaster Case Management system of record expected to integrate into other state or local systems and/or applications?
- A1: The management system is not expected to integrate into any other state or local system but it should be able to understand and use FEMA data that is provided through spreadsheets and other means.
- Q2: The RFP states, "All case closures will be approved by the Offeror's case management supervisor. A Case Closure Summary Form and Client Evaluation Form will be completed for case file. The Case Closure Summary Form is provided as Appendix H, Case Closure Summary Form. The Client Evaluation Form is provided as Appendix H, Client Evaluation Form. Offeror will provide information on closed cases to DHSEM for final approval, in accordance with the DCMP requirements." The Appendix H forms that are referenced in the statement above did not appear to be provided in the RFP document. Can that be provided for reference?
- A2: Currently the Case Closure Summary Form and Client Evaluation Form is being revised and the selected vendor will be expected to have input on the final forms.
- Q3: The RFP states, "Offeror must provide a list of proposed staff, including a comprehensive organizational chart, demonstrating years of experience, level of expertise, and comparable project experience. **A resume for each of these resources should also be provided.**" Can you clarify if a resume needs to be provided for *any* staff that is listed in a staffing table and/or organizational chart, or do resumes only need to be provided for the minimum 5 key staff members?
- A3: Resumes will need to be provided for each staff member that is proposed. If a position is needed but key staff have not been identified for that position, then a resume can be omitted.
- Q4: The RFP states, "Offeror must provide a list of proposed staff, including a comprehensive organizational chart, demonstrating years of experience, level of expertise, and comparable project experience. A resume for each of these resources should also be provided." Can you clarify what you mean by "level of expertise" from the above statement?
- A4: A level of expertise as it relates to Emergency Management and Project Management. Levels typically fall under Indicators such as beginner, intermediate, and advanced.
- Q5: On the Organizational Reference Questionnaire, it references that reference must return the questionnaire to NM DHSEM "no later than 12/16/2022 by 4 pm", however on page 62 of Appendix F it references the due date as being "12/19/2022 by 4 pm MST". Can you please confirm which is correct?
- A5: Questionnaires will be accepted until 12/19/22 by 4 pm MST.

Q6: Would NM DHSEM consider an extension of one (1) week to allow the offerors' references more time to complete and return the reference questionnaires to DHSEM, as many people are away on vacation and/or unavailable due to the holidays and may result in offerors scores being affected if the client references are not able to respond before the current deadline?

A6: Due to the immediate need and importance of the current situation, an extension on the current deadline cannot be granted.

Q7: Does the State have a preferred IT solution to host case and grant management?

A7: Not at this time. We will soon be issuing an RFP for Grant Management IT solution.

Q8: Will the Offer be responsible for providing a system of record for Disaster Case Management or does the state already have a system?

A8: The offer will be responsible for providing a system of record for Disaster Case Management. The management system is not expected to integrate into any other state or local system but it should be able to understand and use FEMA data that is provided through spreadsheets and other means.

Q9: Will the Offer be responsible for providing a system of record for grant management or does the state already have a system?

A9: Not at this time. We will soon be issuing an RFP for Grant Management IT solution.

Q10: Item 15.C on page 31 references Appendix H, Case Closure Summary Form and Appendix H, Client Evaluation Form. Can the State provide a copy of these documents for reference?

A10: Currently the Case Closure Summary Form and Client Evaluation Form is being revised and the selected vendor will be expected to have input on the final forms.

Q11: In reference to item A.6, does DHSEM or State of New Mexico have any requirements or restrictions related to the type of system of record to be used?

A11: The system should be all encompassing and be able to process data from all federal systems. This should be a turn key solution that can fully show a survivor's disaster reimbursements, unmet needs, and a recovery plan for filling in those gaps.

Q12: Will each program have its own system or record, or will all programs use one system?

A12: All DCM programs should use one system of record. The State would prefer if all the Stafford Act Programs used the same system.

Q13: Should the system of record be able to interface with any specific existing software systems?

A13: Not at this time. We will be issuing an RFP for a Grant Management IT solution.

Q14: In reference to item B.2.B (page 32), are the 5 minimum key personnel required across all programs, or are 5 key personnel required for each of the programs described in item C., 1-7 (page 32)?

A14: There should be at minimum 5 key personnel across all programs. Personnel may overlap across the programs needed.

Q15: Please clarify whether the New Mexico Resident Business Preference points (item D of the Evaluation Point Summary on page 34 and Item 9 on page 36) are available if an offeror subcontracts with a New Mexico Resident Business or Resident Veteran Business.

A15: On page 10, 4. Subcontractors/Consent, states: *“The use of subcontractors is allowed and expected to deliver the highest level of expertise, technical assistance, local experience, etc. The prime contractor shall be wholly responsible for the entire performance of the contractual agreement whether or not subcontractors are used. Additionally, the prime contractor must receive approval, in writing, from the agency awarding any resultant contract, before any subcontractor is used during the term of this agreement.”* Should the Offeror subcontract with a New Mexico Resident Business or Resident Veteran Business, then the proposals will be evaluated as part of the organizational experience as specified on page 31, 1. Organizational Experience. The Offeror would then also receive the New Mexico Resident Business Preference points.

Q16: In reference to Area 7 of the Scope of Work (Local Stakeholder Outreach and Communication on page 24-25), can the State please clarify whether this will be limited to DR-4652 or for future disasters as well?

A16: Currently we are focusing on DR 4652 but there is potential to be used towards future disasters as well.

Q17: Can the State clarify whether it will be making a single or multiple awards for this procurement?

A17: There will be one single award for this procurement.

Q18: Responses to written questions are scheduled to be released at 5:00 p.m. MST on December 14th. This allocates 2 business days before the deadline for bidders to integrate potential changes from answers to questions into proposal responses. Would the State consider extending the proposal submission deadline to allow bidders adequate time to address and integrate changes from Q&A?

A18: Due to the immediate need for and importance of the current situation, an extension on the current deadline cannot be granted.

Q19: Page 21 states that a Proposal Summary may be included with the Technical Proposal. Does the State have a preference where this summary appears within the structure of the Technical Proposal?

A19: There is no preference on where this summary appears.

Q20: The proposal outline presented on page 20 does not appear to align with the response requirements presented on pages 31-34. Please clarify which order proposers should follow.

A20: The requirements listed on pages 31 -34 should be included in the following C.1.F.3 - Technical Proposal

Q21: In which section shall the requirements introduced in section “2. Staff Experience and Capabilities” (page 32) be included in the proposal structure presented on page 20?

A21: Staff Experience and Capabilities should be included in the following C.1.F.3 - Technical Proposal

Q22: In which section shall the requirements introduced in section “3. Mandatory Approach and Specification” (page 32) be included in the proposal structure presented on page 20?

A22: Mandatory Approach and Specification should be included in the following C.1.F.3 - Technical Proposal

- Q23: In which section shall the requirements introduced in section “4. Desirable Approach and Specification” (page 33) be included in the proposal structure presented on page 20?
- A23: Desirable Approach and Specification should be included in the following C.1.F.3 - Technical Proposal
- Q24: The Organizational Reference Questionnaire states that forms must be submitted by 12/16, while the RFP instructions state that the forms must be submitted by 12/19. Please confirm which date governs.
- A24: Questionnaires will be accepted until 12/19/22 by 4 pm MST.
- Q25: The RFP states, “NO LATER THAN TUESDAY, DECEMBER 19, 2022”. Is the deadline Monday, December 19, 2022, or Tuesday, December 20, 2022
- A25: The deadline is Monday December 19, 2022 by 4 pm MST.
- Q26: The New Mexico Preferences clause on page 18 says that the New Mexico Preferences will not apply because expenditures include federal funds. The Evaluation Point Table on page 34 shows the award of a possible 10 points for New Mexico Preferences, and the description of the preferences on page 36 indicates up to 10% of total points are available for New Mexico Preferences. Will New Mexico please clarify whether the points are available or not and amend the RFP?
- A26: NMSA 1978, § 13-1-21 (as amended), Section J. states that, “*This section shall not apply when the expenditure includes federal funds for a specific purchase*”. DHSEM’s interpretation is that this is for services rendered and not a purchase, therefore, New Mexico Preferences will apply. Please replace Section 32. New Mexico Preferences with the following:

32. New Mexico Preferences

To ensure adequate consideration and application of §13-1-21, NMSA 1978 (as amended), Offerors **must** include a copy of their preference certificate with their proposal. Certificates for preferences must be obtained through the New Mexico Department of Taxation & Revenue <http://www.tax.newmexico.gov/Businesses/in-state-veteran-preference-certification.aspx>.

A. New Mexico Business Preference

A copy of the certification must accompany Offeror’s proposal.

B. New Mexico Resident Veterans Business Preference

A copy of the certification must accompany Offeror’s proposal.

DHSEM shall not award a business both a resident business preference and a resident veteran business preference.

- Q27: The table on page 7 shows that the deadline to submit written questions is 5:00 pm on December 9, 2022. The explanation says 12:00pm MST/MDT on December 9, 2022. We are assuming that the table is correct.

A27: Due to the typographical error, we will honor the December 9, 2022 - 5:00pm deadline.

Q28: The text in the first paragraph on page 19 states that “electronic files that exceed 10mb may be submitted as multiple uploads” with specifications. The text in Technical Proposals and Cost Proposals on pages 19 and 20 states, “electronic files that exceed 50mb may be submitted as multiple uploads” with specifications. Please clarify the system file transfer size limit for email submissions NM wishes.

A28: Due to DHSEM’s email attachment file size limitations, please replace the following on Pages 19 and 20:

1. Technical Proposals

One (1) ELECTRONIC upload must be organized in accordance with **Section III.C.1. Proposal Format**. All information for the Technical Proposal **must be combined into a single file/document for uploading**. EXCEPTION: Single electronic files that exceed 10mb may be submitted as multiple uploads, which must be the least number of uploads necessary to fall under the 10mb limit. The Technical Proposals **SHALL NOT** contain any cost information.

Confidential Information: If Offeror’s proposal contains confidential information, as defined in Section I.F.6 and detailed in Section II.C.8, Offeror **must submit two (2) separate ELECTRONIC technical files:**

- A. One (1) ELECTRONIC version of the requisite proposals identified in Section III.B.1.a above as **unredacted** (def. Section I.F.38) versions for evaluation purposes; and
- B. One (1) **redacted** (def. Section I.F.27) ELECTRONIC for the public file, in order to facilitate eventual public inspection of the non-confidential version of Offeror’s proposal. Redacted versions **must** be clearly marked as “REDACTED” or “CONFIDENTIAL” on the first page of the electronic file;

2. Cost Proposals

One (1) ELECTRONIC upload of the proposal containing **ONLY** the Cost Proposal. All information for the cost proposal must be combined into a single file/document for uploading. EXCEPTION: Single electronic files that exceed 10mb may be submitted as multiple uploads, which must be the least number of uploads necessary to fall under the 10mb limit

Any proposal that does not adhere to the requirements of this Section and Section III.C.1 Proposal Content and Organization may be deemed non-responsive and rejected on that basis.

Q29: There are references to sections in the clause “Confidential Information file, per Section II.B.1.a.i or Section II.B.2.a.i” that do not exist. Can NM please clarify?

A29: The section is on page 19 under III.B.1.a. or III.B.2.a

Q30: Traditionally, FEMA often estimates 5-10% of total applicants in a DR will benefit from disaster case management. This is the number FEMA uses to help states build budgets for the DCM application. Is the total applicant population of 4,358 survivors, indicated in the RFP, representative of FEMA’s estimated number to be served DR-4652-NM DCM? Or, should the budget be based on FEMA’s DCM guidance that 5-10% of the total applications received expect to have a disaster case manager assigned to them?

- A30: Due to the nature of this event, the State requests that every registered survivor receives some form of DCM. We understand that not all 4,358 survivors will require the same amount of case management across the board and expect the need to be a smaller amount.
- Q31: The selected vendor may, at the discretion and direction of the State, provide resources to prepare for, respond to, recover from, and mitigate against past, current, and future natural or human caused disasters or emergencies. Please further define the resources offeror needs to provide.
- A31: Offeror will need to be able to support the State in the phases of Response, Recovery, and Mitigation for past, current, and future disasters.
- Q32: The anticipated initial and immediate mobilization is estimated to be approximately 10 FTEs. Does this apply to the DCMP?
- A32: DCMP should be accounted for in the initial mobilization of approximately 10 FTE.
- Q33: Offerors can download the RFP in an electronic format by accessing the Department of Homeland Security website at: <https://www.nmdhsem.org/active-procurement/> This link currently does not provide information about this RFP. Is there another link or when will the link include the information.
- A33: The above link address is truncated. The correct advertised website is: <https://www.nmdhsem.org/active-procurement-opportunities/>
- Q34: The Offeror need only submit one single electronic copy of each portion of its proposal (Technical and Cost) as outlined below. EXCEPTION: Single electronic files that exceed 10mb may be submitted as multiple uploads, which must be the least number of uploads necessary to fall under the 10mb limit. Separate the proposals as described below into separate electronic files for submission. Can the total of uploads exceed 10 mb?
- A34: A single upload cannot exceed 10 mb, however, the sum of the multiple uploads can exceed 10 mb. To ensure we receive all submissions, please include in the subject line: **X of XX** to confirm we receive all submission files from the Offeror.
- Q35: Offeror's staff will complete an Intake Form with prospective Clients and complete the processes outlined below. Will the specifications for the intake forms be defined by DHSEM?
- A35: Currently the form is being revised and the selected vendor will be expected to have input on the final forms.
- Q36: *Offerors must complete the Cost Response Form in APPENDIX D. Costs will be based on Time and Materials (T&M) fee structure. Hourly rates for personnel will be fully burdened and inclusive of all direct and indirect costs such as travel, lodging, meals and incidental expenses, printing, parking, interest, etc. Any materials, systems, licensing, or other costs will be passed through with no more than 10% mark-up by Offeror. Are these items required to be listed separately on the budget?*
- A36: Offerors completing the Cost Response Form, should acknowledge that materials, systems, licensing, or other costs will be passed through with no more than 10% mark-up. DHSEM will require the Awarded Contractor upon submitting invoices to DHSEM for items identified above, the Awarded Contractor will be required to provide invoices received for said items as supporting documentation to verify and confirm the 10% markup.

Q37: After the award, does the Offeror have the flexibility to add additional staff positions as needed to achieve program objectives, such as Cost Construction Analysts, HR Director, Functional Needs Coordinator, Compliance and Data manager, and Training Specialists.

A37: In coordination and discussion with the State, there is potential for additional staff.

Q38: Are there specifications for the database platform used to collect, store, analyze, and report data?

A38: The system should be all encompassing and be able to process data from all federal systems. This should be a turn key solution that can fully show a survivor's disaster reimbursements, unmet needs, and a recovery plan for filling in those gaps.

Q39: Is it the intent of DHSEM to issue a NTP for Disaster Case management immediately after the award of the RFP to Offeror?

A39: Following the award of the RFP, both a Purchase Order and the Contract, similar to the Draft Contract in Appendix C, will be executed. Once the Awarded Vendor obtains the two executed documents, then services shall begin.

Q40: What is the caseload ratio of the number of survivors to case managers?

A40: Due to the nature of this event, the State requests that every registered survivor receives some form of DCM. We understand that not all 4,358 survivors will require the same amount of case management across the board and expect the need to be a smaller amount (around 5-10% of the 4,358).

Q41: Will there be a need for direct financial assistance that the offeror will need to manage?

A41: At this time there is no anticipation for direct financial assistance that the offeror will need to manage.

Q42: Will there be a requirement to have a core team in place prior to the NTP?

A42: A Core team will need to be in place as soon as possible. Once the Awarded Vendor obtains both a Purchase Order and executed Contract, a timeline can be discussed with the State.