

REQUEST FOR INFORMATION

Financial Management Services for
Veteran Directed Care Program
RFI# 22-624-2000-01504



STATE OF NEW MEXICO

Aging & Long-Term Services Department
Consumer Elder Rights Division (CERD)
2550 Cerrillos Rd
Santa Fe, NM 87507

Friday, February 4, 2022

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I. INTRODUCTION

A. Purpose of this Request for Information (RFI)

The purpose of this RFI is to gather information regarding financial management services for the Veteran Directed Care Program of the Consumer and Elder Rights Division (CERD) of ALTSD. All stakeholders are encouraged to respond whether they intend to respond to any additional solicitations that may be issued. Comments from the public at large are also invited.

We may follow-up the receipt of written responses with a meeting(s) to solicit additional information. Please feel free to share this RFI with anyone you believe may be interested.

B. General Background

The New Mexico Aging & Long-Term Services Department is seeking comprehensive Financial Management Services, to support of ALTSD referred & approved Veteran Directed Home and Community Based Services. Contractor must provide timely payments for veteran's expenditures. The contractor must have its own existing Accounting System Interface. Contractor serves as the Financial Management Services and must pay hired veteran's workers and process payment through their accounting systems. Contractor must set up an Employer Identification number (EIN) for veterans who will directly hire her/his own direct care worker. Contractors will establish veterans as an employer and process workers information to include payroll services. Contractor will ensure accounting of debit/credit activity in individual participants accounts. Contractor automatically deducts required state and federal taxes, issue w-2 or FICA refund as applicable. FMS sends detailed spending reports to veteran & ALTSD/ADRC. The Contractor will be responsible for the timely payment of goods and services for each veteran through the FMS bi-weekly. The contractor must bill ALTSD/NMVDC for services rendered either immediately after caregiver pay date or the month thereafter. Contractor must provide detailed monthly account summary to ALTSD/ADRC to include all items required by ALTSD. Specifications for these services are to include (but not limited to) the following:

Fiscal Employer Agent (F/EA) and Payroll

- Perform all functions of Fiscal Employer Agent on behalf of the Participant/Employer including filing Internal Revenue Service (IRS) selected tax forms on behalf of individuals.
- Have a system for obtaining and retiring either a FEIN or EIN for each individual it represents and for maintaining copies of appropriate forms regarding such requests.
- Have a system for preparing and submitting appropriate IRS tax forms for each individual it represents.
- Have a system in place providing vendor authorization with the IRS to communicate on the individual's behalf. When the agent no longer represents them, documentation must be implemented and communicated to IRS.
- A system to pay workers in compliance with Federal and State Department of Labor wage and hour rules on a semi-monthly pay schedule.
- Collect and process all workers' semi-monthly timesheets.
- Process all reimbursement requests.
- Will process all judgments, garnishments, tax levies or any related holds on an employee's funds as may be required by local, state, or federal laws.

- Have a system for withholding and filing IRS forms regarding FICA deductions. Refund FICA when applicable.
- A system for withholding and paying all applicable State and Federal taxes for employees.
- **The ability to pay the Veteran participants up front and bill the agency.**
- A system for setting up and processing workers' direct deposits.
- Will have written policies and procedures to address all payroll systems and any other system the agent uses.
- Will have internal controls designed to ensure that all payroll procedures are operated and managed as described in the policies and procedures.

Enrollment

- Establish and maintain an enrollment packet that contains information about the agent's services and operations, Federal and State forms the individual must complete, sign, and return to the agent to use agent services.
 - The required enrollment packet will include program forms and information (employee application, fact sheets, provider qualifications, individual provider, applicable Individual Support Procedures, and other information ALTSD deems necessary).
- Have policies and procedures for preparing, distributing, collecting, and processing information contained in the individual enrollment packet.
- Have internal controls to monitor the preparation, distribution, collection, and processing of information contained in the individual enrollment packet.
- A system to produce employment packets for the worker which contain all the required forms, information, applications, agreements and consent documents needed to enroll the worker.
- A system to collect, process, and maintain the required documentation from individuals and workers to process payroll for workers.
- Obtain and provide workers compensation insurance for all workers in accordance with State law, paid for by the participant budget funds as part of employer cost.

Management of Individual Budget Funds

- A system to receive, document, file, and maintain each authorized individual's budget.
- A system in place to receive and disburse individuals' ALTSD budget funds and track budget funds received, disbursed and any remaining balances for each individual budget and in the aggregate.
- Will process all non-labor related invoices, including payment to vendors as specified (according to the Authorized Budget) by the individuals and/or their representatives, if applicable.
- Have policies and procedures for receiving and disbursing individuals' Department of Veteran's Affairs budget funds and tracking individuals' budget funds received, disbursed, and any remaining balances for each individual and in the aggregate.
- Have internal controls in place to monitor the receipt and disbursement of budget funds and any remaining balances for each individual.
- A system to verify that the service/support/product billed for is in the approved budget prior to making payment.

End of Year Tax Process

- A system for preparing and distributing IRS Forms for individual workers per IRS instructions for agents and maintaining the relevant documentation in the FMS' files.

- Written policies and procedures for preparing and distributing and meeting all federal tax reporting requirements.
- Internal controls to monitor the federal end of year tax process.

Customer Service

- FMS will have a customer service mechanism to respond to calls from individuals and their representatives, vendors, and workers regarding issues such as withholdings and net payments, lost or late checks, reports and other documentation received from the awarded vendor, or other questions regarding their services or payment of labor and non-labor related expenses.
- Establish a statewide toll-free number for individuals, their representatives, and their workers to contact or make other reasonable accommodations for clients. A Customer Service representative will be available between the hours of 8:00 am and 5:00 pm MST Monday through Friday. When the representative is unavailable, voice messaging capacity will be available.
- Calls will be returned within one (1-2) working days from the time the message is recorded or letter of inquiry is received.
- A fax machine and secure email communication will be available twenty-four hours each day.
- Have the ability to communicate effectively with individuals who have a variety of disabilities.
- Develop policies and procedures that emphasize the application of the philosophy of participant directed services and being culturally sensitive in all business practices to communicate effectively with a diverse population of participants of all ages and with a variety of needs, disabilities, and chronic conditions.
- Provide periodic information to families as changes occur in procedures, reporting or systems.

Records

- Maintain other records and information as required, including, but not limited to:
 - Copies of phone logs
 - Summaries of complaints with resolutions noted
 - Verification of individuals' payment of FICA, FUTA/SUTA
 - Federal (if requested) and State income tax and wages in compliance with Federal and State DOL rules and in the form and manner prescribed by state agency staff.

C. Category Specific Background/Status

Currently the agency has a contract for services in place. The Agency seeks to gather information that was not known in the past in order to see what new innovative services might be possible and give a fair and equitable opportunity to all vendors to provide that information. ALTSD is seeking information so that an RFP can be written, advertised, and awarded prior to the current contract expiring in October 2022.

D. RFI Manager

The Aging & Long-Term Services Department has designated the following person responsible for the conduct of this RFI:

Marlene Acosta, Chief Procurement Officer
Aging and Long-Term Services Department
2550 Cerrillos Rd.
Santa Fe, NM 87505
Phone: (505) 469-0311
E-Mail: marlene.acosta@state.nm.us

“Request for Information” (RFI) means all documents, including those attached or incorporated by reference, used for requesting information or recommendations through a structured, non-binding process from a specific target audience or the general public.

“Request for Proposals” (RFP) means all documents, including those attached or incorporated by reference, used for soliciting proposals.

“FMS” means Financial Management System.

“FICA” means Medicare and Social Security taxes and federal income tax withholding.

“FUTA” means Federal Unemployment Tax Act.

“SUTA” means State Unemployment Tax Act.

“FEIN” means Federal Employer Identification Number.

“EIN” means Employer Identification Number.

“DOL” means Department of Labor.

“ALTSD” means Aging & Long-Term Services Department.

“CERD” means Consumer and Elder Rights Division.

“ADRC” means Aging & Disability Resource Center.

“NMVDC” means New Mexico Veteran Direct Care.

“Agent” means individual that is working for the awarded individual.

II. CONDITIONS GOVERNING THE RFI

A. Sequence of Events

<u>Action</u>	<u>Responsible Party</u>	<u>Due Dates</u>
1. Issue RFI	ALTSD	February 4, 2022
2. Acknowledgement of Receipt	Potential Respondents	February 15, 2022
3. Deadline for Questions	Potential Respondents	February 18, 2022
4. Response to Questions	RFI Manager	February 25, 2022
5. Submission of RFI	Respondents	March 8, 2022
6. Oral Presentations	Respondents	March 16, 2022
7. Finalization of RFI	RFI Manager/Agency	April 7, 2022

B. Explanation of Events

1. Release of RFI

This RFI is being issued on the date indicated in the sequence of events, above, by the Aging & Long-Term Services Department.

2. Acknowledgement of Receipt

The Acknowledgement of Receipt form in Appendix A will be used to indicate the respondent's intent to participate in and respond to this RFI. The acknowledgement of Receipt form should be received by 5:00 p.m. Mountain Daylight Savings Time (MDST) on the date indicated in the Sequence of Events, above by Emailing to Marlene Acosta, CPO at marlene.acosta@state.nm.us.

3. Deadline for Questions

Questions regarding this RFI must be submitted in writing, by e-mail, to the RFI Manager and must be received by 5:00 p.m. Mountain Daylight Savings Time (MDST) on the date indicated in the Sequence of Events, above.

4. Response to Questions

Written responses to questions shall be provided to those companies that have returned the Acknowledgement of Receipt form by the date indicated in the Sequence of Events, above.

5. Submission of RFI

All Offeror Proposals must be received for review and evaluation by the RFI Manager Designee **No Later Than 3:00 pm Mountain Standard Time on Tuesday, March 8, 2022, via Mail. Proposals received after this deadline will not be accepted.** The date and time of receipt will be recorded on each proposal. Proposals must be addressed and delivered to the RFI Procurement Manager at the following Address:

Marlene Acosta, Chief Procurement Officer

RFI Manager

RFI# 22-624-2000-01504 “Financial Management Services, Veteran’s Program”

2550 Cerrillos Rd.

Santa Fe, NM 87505

Proposals must clearly indicate “**RFI # 22-624-2000-01504 Financial Management Services, Veterans Program**”. Proposals must be submitted by mail (UPS, USPS, FEDEX, or any other type of courier). Fax, Email, or any other electronic means **will not be accepted as official submission.**

6. Oral Presentations

Offerors may be required to present their proposals to the Evaluation Committee. The RFI Manager will schedule the time for each offeror’s presentation. All offeror’s presentations will be via a virtual TEAMS MEETING to those that submit a proposal. Each presentation will be limited to one (1) hour in duration. RFI Manager will need all names, titles and Email addresses for those who wish to participate in the Oral Presentation.

7. Finalization of RFI

The RFI will be finalized and at this time determined the procurement process to proceed with.

C. General Requirements

Submission of a response constitutes and acceptance of, and consent to the following General Requirements:

1. No Obligation

This RFI in no manner obligates ALTSD, the State of State of New Mexico, or any of its agencies to the issuance of an RFP or to the eventual rental, lease, or purchase of any services or items of tangible personal property that may be described implied or proposed.

2. Governing Law

This RFI and any subsequent RFP that may be issued by ALTSD, or any other agency of the State of New Mexico, shall be governed by the laws of the State of New Mexico.

3. Clarifications

All requests for clarifications should be directed to the RFI manager.

4. Basis for Response

Only information supplied by the RFI Manager in writing, whether on paper or electronically, or in this RFI should be used in the preparation of responses.

5. Response Preparation Cost

Any cost incurred by the respondent in the preparation, transmittal or presentation of any response or material submitted in the response to this RFI will be borne solely by the respondent.

6. Use of Information

The State of New Mexico reserves all rights available to it by law. If an RFP or other types of solicitation results from this RFI, respondents to this RFI are hereby notified that all information, documentation, and any specific content or approaches included in this RFI will be analyzed, may appear in various reports, and may be used in the resulting solicitation. Therefore, do not submit any copyrighted, proprietary, or confidential information. The State of New Mexico cannot guarantee the confidentiality of the information submitted.

7. Eligibility to Participate in Subsequent Procurement

If the State of New Mexico decides to issue an RFP, or other form of solicitation, those parties who choose to respond to this RFI, as well as those parties who choose not to respond to this RFI, will be eligible to participate in that procurement.

8. Ownership of Materials

Ownership of all data, material and documentation originated and submitted to the State of New Mexico, pursuant to the RFI, shall belong exclusively to the State of New Mexico and be subject to public inspection in accordance with the New Mexico Open Records Act.

9. Unsolicited Proposals

Unsolicited proposals addressing any or aspects of the RFI, or any similar project, will not be accepted and returned to sender.

10. Acceptance

The State of New Mexico reserves the right to reject responses that arrive late or do not meet all of the specified requirements.

III. RESPONSE FORMAT AND ORGANIZATION

A. Number of Responses

Respondents may submit only one (1) response to the RFI.

B. Number of Copies

Respondents shall provide three (4) paper copies of their response.

C. Response Format

Each respondent's response should include a letter of transmittal identifying the submitting organization and the organization's point of contact. Response should be typewritten on standard 8 ½" x 11" paper and placed within an appropriately sized binder.

The respondent's response to this RFI should be organized in the following format:

1. Letter of Transmittal
2. Response to RFI Requirements
3. Other Supporting Materials/Documentation

D. Page Limit

Respondents are requested to limit their responses to fifty (50) pages, not counting the letter of transmittal or any supporting or other pre-printed materials that may be provided.

E. Electronic Copy of Response

Respondents should include an electronic version of their narrative response in an editable form, (not in PDF format.) MS WORD format is preferred. Only a single copy of the electronic submittal is needed.

IV. REQUIREMENTS

A. General Information

It is **STRONGLY** recommended that anyone considering responding to this RFI complete and return the Acknowledgement of Receipt Form at Appendix A in order to receive any updates, as they may arise. However, return of the Acknowledgement of Receipt Form is **NOT** required for submitting a response to this RFI.

B. General Responses Requested

Respondents are requested to respond to the following questions in narrative form. Additional supporting information may be provided as attachments and may be referenced from the narrative response as appropriate. Respondents are invited to provide additional information as they deem appropriate. We recognize that respondents may have different areas of expertise and interest

1. Do you have a service that is implemented?
2. What, if any experience do you have with Veteran's Programs, Veteran's needs, and financial management services in those areas?
3. Can you provide support services for your service? What is the cost?
4. Do you have a product/service that has or is currently being used by another state? What states?
5. Is your product capable of supporting an open-ended number of participants?

6. Does your product/service have the capability to customize output forms?
7. Does your product/service interface with the U.S. Department of Veteran Services?
8. Will the product you provide be updated? What is the cost?

C. Category Specific Responses

[No category specific responses are requested. Potential respondents are encouraged to provide information supporting questions they feel we should have asked but did not ask related to the services they provide.]

APPENDIX A

Acknowledgement of Receipt Form

AGING & LONG-TERM SERVICES DEPARTMENT REQUEST FOR INFORMATION
Financial Management Services for Veterans Program
RFI 22-624-2000-01504

OFFEROR/VENDOR NAME: _____

OFFEROR/VENDOR ADDRESS: _____

OFFEROR/VENDOR CONTACT PERSON: _____

CONTACT PERSON PHONE #: _____

CONTACT PERSON E-MAIL: _____

Return of this form acknowledges receipt by the Offeror/Vendor of the above referenced RFI.
Please indicate below your planned actions regarding this RFI:

_____ We will submit a response to the RFI by the response deadline.

_____ We will not submit a response.

SIGNATURE: _____ DATE: _____

This form should be received no later than Tuesday, February 15, 2022, at 5:00 pm **Mountain Daylight Savings Time**. Please email to:

Marlene Acosta, Chief Procurement Officer
RFI Manager
ALTSD
E-Mail: marlene.acosta@state.nm.us