

**STATE PURCHASING DIVISION  
OF THE  
GENERAL SERVICES DEPARTMENT  
AND  
CORRECTIONS DEPARTMENT  
REQUEST FOR PROPOSALS (RFP)**

**Offender Management System Replacement Project  
Offeror Questions and Responses**



17-770-2500-5317  
Issue Date: July 18, 2016  
Date: August 15, 2016  
Due Date: September 9, 2016



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## Offender Management System Replacement Project

Question #	RFP Section	RFP Page #	Question	Answers
1	IV-B TECHNICAL SPECIFICATIONS 1. Organizational Experience	47	<p>"The RFP states that "all work related to this project must be conducted within the United States". In the definitions section, "project" is defined as:</p> <p><b>"Project"</b> means a temporary process undertaken to solve a well-defined goal or objective, with clearly defined start and end times, a set of clearly defined tasks, and a budget. The project terminates once the project scope is achieved and project acceptance is given by the project executive sponsor.</p> <p>We'd like to understand the scope of "all work related to this project", given that the definition is process-oriented. For example:</p> <p>If a project manager answers emails or conducts conference calls while travelling outside the United States, would this violate the requirement?</p>	<p>What is intended for the scope of the comment "all work related to this project must be conducted within the United States" is that the NMCD wants to prevent communication issues and potential lags in the completion of deliverables inherent in off-shore ventures in vastly different time zones (greater than 4 hours). It is not intended to dictate all work occur in the U.S. Any key staff members assigned to the project should be able to communicate and complete project tasks in such a way as to not cause delays based on location.</p> <p>To answer the specific questions posed:</p> <p>If a project manager answers emails or conducts conference calls while travelling outside the United States, would this violate the requirement?</p>



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			<p>If software components answering to the RFP are COTS products coded in whole or in part by programmers working outside the United States, would this violate the requirement?"</p>	<p>No, this would not violate the requirement.</p> <p>If software components answering to the RFP are COTS products coded in whole or in part by programmers working outside the United States, would this violate the requirement?" This would not necessarily violate the requirement. Each submission should outline the implementation approach you propose to meet NMCD's requirements. Any core product that was previously and completely coded is not NMCD's primary concern. However, any specific configuration and customization would need to meet the agency's specific needs as outlined above.</p>
2	III-B-1 Hard Copy Responses	24 of 256	<p>1. Technical Proposals</p> <p>NMCD requires one original and 5 copies. Does this apply only for the unredacted version or it also applies to the redacted version?</p>	<p>Only 1 hard copy of the redacted proposal is necessary. If submitting a redacted proposal please label the hard copy as such. However, we will need one original and 5 copies of the unredacted version.</p>



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3	Appendix I	Tabs General and Mandatory	<p>In the General Tab, the requirement below (G.10) is prioritized as Conditional, yet it is listed under MR.13 of the Mandatory Tab. Can NMCD please specify if this requirement is mandatory?</p> <p>Requirement: The system should have the ability to track requests for information including which NMCD documents were released (requests from AG, attorneys, prosecutors, law enforcement, offender or family member, IPRA requests, etc.).</p>	The requirement G.10 listed should be prioritized as Conditional. MR.13 will be removed as a Mandatory requirement.
4	Appendix I	Tabs General and Technical	<p>Requirement G.15 is marked as essential in the general section, but what appears to be the same requirement in the Technical section (T.28) is marked as non-mandatory. Can NMCD please confirm?</p>	The general requirement, G.15 supersedes the technical requirement T.28.
5	Appendix I	Tab General	<p>Can NMCD specify what requirements G.35 to G.38 are pertaining to? Offenders or users?</p>	Offenders.



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6	Appendix I	Tab Technical	Regarding Requirements T.27 and T.28, can NMCD explain the difference between purge and expunge?	What is intended is the same: to mark records for deletion by authorized personnel.
7	Appendix I	Tab Mandatory	Can NMCD provide more details around NMCD-established performance metrics referred to in Requirement MR. 372?	These metrics would include both performance measures and outcomes, such as average standard caseload per officer, and percentage of absconders apprehended. Although this is specifically listed under Community Supervision, the intent is to be able to have this functionality across the system, to include other metrics such as 36-month recidivism rates, on-time releases, percentage of positive drug-test outcomes, number of inmate assaults on inmates with serious injury, number of inmate assaults on staff, and others. The desire is to be able to capture and persist these performance metrics based on time periods defined by the agency.



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8	Appendix I	Tab 2. Sentence & Time Accounting	Can NMCD please provide Prioritization for Requirement STA.13?	The STA.13 requirement is Essential.
9	Appendix I	Tab 3. Classification	Should Requirement CL.3 be disregarded or is there information missing?	The CL.3 requirement was moved to MR.108, as a Mandatory requirement; therefore, CL.3 should be disregarded.
10	Appendix I	Tab 17. Community Supervision	Regarding requirements CS. 56 and CS. 57 Can NMCD specify these interactions are with what exactly? What offender activity will need to be done remotely through IVR?	The intention of these requirements is to provide the ability for low-level offenders to conduct monthly check-in/offender reporting in some automated fashion without needing to meet with a probation/parole officer. We are looking to the vendor to propose methods for accomplishing this, to include, but not limited to, the IVR example provided.
11	Appendices I and K	Tab 16. Release and Discharge of Appendix I,	Regarding requirements RD. 46 and RD. 47 These requirements seem to suggest that offeror is required to develop an	There could be some overlap between these two areas, but the intention of RD.46 and RD.47 was to provide the ability for users of the system to enter



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		Appendix K p.178	interface to law enforcement agencies (conditional requirement), whereas items 17 and 18 of Appendix K seem to suggest that these same interfaces will be developed by NMCD (tier 3). Can you please clarify?	data, such as arrest and hold data, and the intention of the interface is to provide/share data with other public safety entities. Additionally, Appendix K.17 and 18 is marked as a Tier 3 request, which the agency desires to complete internally after knowledge transfer occurs.
12	Appendix I	Tab General	Regarding Requirements G.66 and G.67, can NMCD provide further explanation on these 2 requirements, to get a better understanding.	General requirements G.66 and G.67 fall under the category of Electronic Document Management, and are both prioritized as conditional. As such, the functionality referenced is applicable to a workflow scenario in the context of a document management system. If such functionality is available, NMCD would like for the system to track the ownership of the document as it moves through a defined document workflow. G.66 speaks to this directly, that each document or record have a custody of ownership beginning at record/document creation. G.67 extends ownership



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				tracking through any transfer of ownership that may occur during the workflow process, resulting in a stored comprehensive history of system users who have “owned” the record at one point or another.
13	General		How many employees are in the NMCD and the private prisons? Can a breakdown be provided by facility and major division (e.g. APD, PPD etc.)?	<p>NMCD has 2447 authorized FTE, of which there are approximately 1900 filled.</p> <p>Central Office, Gara Administration - 171 PNM – 438 CNMCF – 403 RCC – 64 SNMCF – 300 SCC – 76 WNMCF – 132 PPD Field Offices – 309</p> <p>Data for private prisons is not available at this time.</p> <p>However, the desire is for the Offerors to include enterprise licensing in the firm fixed price. So,</p>





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				although this information may be interesting from a training perspective, it should not be taken into consideration when pricing the OMS licenses.
14	IV. SPECIFICATIONS A. Detailed Scope of work	37-38 of 256	Can NMCD confirm if the Offeror is expected to provide end-user training to the pilot users, all end users and the users at the private prisons?	The Offeror is expected to provide training for the identified pilot sites, T4T (Train the trainer) training for identified NMCD trainers and training material for use for NMCD to complete training statewide during implementation.
15	Appendix I	166	In the OMS Requirements Matrix spreadsheet, is the comments column optional?	The Offeror Response is required, per OMS Requirement Matrix worksheet tab 1: Table of Contents, Requirements/Capabilities Response Indicators. The Comments field is optional; however, if a comment is necessary to support your answer to whether you can meet NMCD's requirement, it should be completed.



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16	I.B	1	Is there a module implementation order preference, or is NMCD looking for vendor recommendation?	We would like vendor recommendations for this, but this will be finalized in contract negotiations.
17	I.E	5,6	Are there instances in the RFP where the term “should” also indicates a mandatory item or factor?	The terms ‘may’, ‘can’, ‘should’, ‘preferably’ or ‘prefers’ indicates a desirable or discretionary item or factor. The terms ‘must’, ‘shall’, ‘will’, ‘is required’ or ‘are required’ indicates a mandatory item or factor. Any variance from this is not intended and the above definitions should be used.
18	III.C.1	25	Where does the OMS Requirements Matrix belong in the Technical Proposal?	Section III, C.1, letter F, Response to Technical Specifications.
19	IV.C.2	51,52	Will requirements for Performance Surety Bond be based on satisfaction of mandatory requirements?	A Surety Bond will be required at the award phase and must be provided to the State immediately upon execution of the Contract.
20	General		Do you have an approved budget for the initial purchase and the annual	There is an approved multi-year budget; the approach to



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			costs? Please explain how you intend to fund the initial purchase and also the annual costs.	implementation will depend on the cost responses from the Offerors.
21	General		What is the desired timeframe for implementation start and completion?	Again, implementation approach is largely depended upon Offeror responses and cost. However, we expect that Offerors will include a phased approach that will enable the NMCD to gain incremental value from the proposed OMS throughout its implementation.
22	General		Due to the complexity of what the State is requiring, and due to answers to questions not being provided until after August 12, will the State grant a 30-day extension?	This will be considered and, if granted, will be communicated to any and all Offerors that submitted their Authorization Form.
23	General		Have you evaluated or viewed any other vendor's products? If yes, please provide.	Yes. The agency conducted an RFI in the summer of 2015 and had the opportunity to review 5 products based on their responses: Abilis, Business and Decision, Capita, Marquis, Tribridge.



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24	General		How many databases will need to be converted?	One database is envisioned as mentioned in the RFP, an Informix database behind our current CMIS, with approximately 1400 tables.
25	A.Detailed Scope of Work 3.Ongoing Maintenance and Support	45	How many users will be using the software? The State claims that at least 1,500 simultaneous users must be supported, but does not indicate the total number of users who be using the system.	The request in the RFP was for the Offeror to include in their firm-fixed price an unlimited enterprise licensing. The words ‘simultaneous’ or ‘concurrent’ were used for the purpose of system performance.
26	I. Introduction C. Scope of Procurement	2	The State seems to desire a locally hosted and maintained virtual server environment, is this correct? Is the State open to a vendor-hosted solution?	Yes, it is our desire that the application be an on premise solution in a virtual server environment. At this point, a hosted or cloud-based solution is not being considered.
27	C. Business Specifications 2. Performance Surety Bond	51 and 69	Will the Performance Surety Bond be required? How will it be calculated? Is the State aware that each Responder will need to know the specifics of this Bond’s requirements before submitting a Response, and will also incorporate	Yes it will be required at time of Award. Surety Bonds are calculated on a percentage of the total cost of the proposed product. Offeror must concur in their proposal to provide a Surety Bond at time of award.



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			their cost for this Surety Bond in their pricing?	
28	C. Business Specifications  6. Resident Business or Resident Veterans Preference	53	Will the State please explain how these two preferences will be factored into evaluation and scoring of Respondents' proposals?	As noted in the RFP, Resident Businesses are given a 5 point increase to their overall score. Resident Veterans Preference will receive a 10,8,or 7 point increase based on Offeror's prior years' revenue as identified in page 53(6.B).
29	Appendix J: Reports List	167 - 174	By our count, there are 35 Tier 1 and 2 Interfaces listed in Appendix J. If given our Data Dictionary and using SQL Server Reporting Services (SSRS), will the State desire to develop any of these reports listed using its own resources?	This question refers to RFP Appendix J: Reports list, but mentions interfaces in the actual question; we interpret this question to be about reports, not interfaces. As such, both Tier 1 and 2 reports should be included in Offeror's firm fixed price. It is the desire of the NMCD to receive knowledge transfer from the Offeror, and NMCD IT staff would continue report development with the Tier 3 reports, as outlined in the RFP.



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30	Appendix K: Interface List	175 - 181	By our count, there are 22 Tier 1 and 2 Interfaces listed in Appendix K. If given an API and Training, will the State desire to develop any of these interfaces listed using its own resources?	Both Tier 1 and 2 interfaces should be included in Offeror's firm fixed price. It is the desire of the NMCD to receive knowledge transfer from the Offeror, and NMCD IT staff would continue interface development with the Tier 3 interfaces, as outlined in the RFP.
31	General		What is the funding source for this effort?	Legislative Special Appropriation
32	General		What is the estimated cost for this effort	We request that you propose the cost for your product. We reserve the right not to disclose our budget for this project.
33	General		Who is the technical contact or project manager?	The project effort will consist of a multi-disciplinary team, with specific personnel determined at the point of the project kickoff.
34	General		What other systems will the OMS need to integrate with? A.) Which vendor provides the system?	The answer to this question is in the RFP, Appendix K: Interface List, pages 175-181.



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35	General		It was originally thought the Department would build this system in-house; why did the Department decide to release a solicitation instead?	While an internal development approach with agency personnel was historically used, this model was not effectively addressing the changing needs of the agency end-users in a timely fashion.
36	General		What are the 17 modules for the OMS?	These are outlined in Appendix I: OMS Requirement Matrix, separated with a tab for each module. These modules may also be referenced in the 17 functional areas espoused by CTA.
37	Appendix I: OMS Requirements Matrix	Table of Contents (first tab)	Please confirm that a response of “F”, “C”, or “T” will be considered compliant with the mandatory requirements listed in the Requirements Matrix spreadsheet.	It is our expectation that any mature OMS solution would include all mandatory items that the NMCD has required, and thus expects an answer of “S” to our mandatory requirements. If a response of “C” or “T” is given on a mandatory requirement, please outline the approach this will be accomplished without additional cost to NMCD. A



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				response of “F” or “N” will not be considered compliant for any mandatory requirement. NMCD does reserve the right to waive mandatory requirements per Section II.C.19, Right to Waive Minor Irregularities.
38	General		Please confirm that NMCD plans to allow Parole Board users access to the solution to manage their processes such that NMCD and the Parole Board would share a single fully integrated solution that allowed for docket preparation, recording of parole hearing results, review violation reports, record revocation hearing results etc.	Yes, confirmed. It is the vision of the agency to provide a fully integrated solution shared by the NMCD and the NM Parole Board for the functionality outlined.
39	9. Grievances: To-Be	Page 136	There are references to the ability of an offender to submit grievances electronically implying offender access to kiosks/workstations. Please expand on the network, hardware and software currently in place to enable offender access and confirm whether NMCD	NMCD is currently working with our commissary provider to provide kiosks for offenders. It is our vision that we would be able to integrate functionality in the OMS solution with this vendor, as outlined in Appendix K: Interface List.





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			would like responders to include the introduction/expansion of such functionality as part of the proposed base solution or as a value add.	
40	General		Would NMCD allow for a response that includes additional existing value add options that are available in a single integrated solutions such as Electronic Health Records, Food Service etc.?	The two specific examples provided, Electronic Health Records and Food Service are out of scope for this procurement. Any other value add options may be outlined as an attachment to the proposal, but must not be included in the cost, and will not be evaluated or scored as part of this RFP.
41	General		Please provide a list of current NMCD institutions and their inmate populations.	Total inmate count – As of August 12, 2016, 7102 (does not include offsite counts and transport) PNM - 814 CNMCF - 1195 RCC - 339 SCC - 78 SNMCF - 752



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				<p>WNMCF - 256          NMWCF (private women's) - 723          OCPF (private) - 611          NENMDF (private) - 540          LCCF (private) - 1220          GCCF (private) - 574</p>
42	General		Please provide a list of current Parole Field Offices and the total number of Parole Officers.	There are 42 PPD field offices. The number of staff at the PPD Field Offices is 309 filled positions of 394 FTE.
43	<p>IV.          SPECIFICATIONS          A. Detailed Scope of work</p>	31-32 of 256	On pages 31-32 (#2 - OMS Implementation) of the RFP, NMCD states a preference for an "NMCD-wide implementation of the OMS capabilities within two to three years of contract execution." Is the Agency open to an implementation model which would deliver all required OMS capabilities across all NMCD operations on a timeline which would be less than two years from contract execution?	The approach to implementation will be largely dependent upon the Offeror's proposal. NMCD is not inherently opposed to an implementation period less than the two to three years defined, assuming that all business requirements and functionality outlined has been provided, and that the NMCD can provide adequate staffing for an accelerated project schedule.



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44	IV. SPECIFICATIONS A. Detailed Scope of work  Appendix D, Cost Response Form	31-32 of 256 46 of 256 94 of 256	We seek clarification on the expected length of contract term. <ul style="list-style-type: none"><li>• On pages 31-32 (#2 - OMS Implementation) of the RFP, NMCD states a preference for an "NMCD-wide implementation of the OMS capabilities within two to three years of contract execution."</li><li>• On page 46 (#3 Ongoing Maintenance and Support (Post-implementation); sub pt. 4, Service Level Agreement), the document states "The NMCD anticipates that the contract resulting from this RFP will begin on or about 1/31/2017 for a term of four years to expire approximately 1/30/2021."</li><li>• On page 94 (Appendix D, Cost Response Form, #4 OMS Maintenance and Support), the document states: "Provide costs for annual maintenance and support of the OMS in Table 4. Include costs for each year from Year One through Year Ten."</li></ul>	The length of the initial contract term is four years, which is the maximum amount allowed by NM procurement law for a Professional Services contract. It is our hope that we can fully implement a new OMS solution within two to three years of contract execution. The request for costs for annual maintenance and support is requested to understand the total cost of ownership of the solution over a 10-year timeframe, and to prepare for anticipated budget increases in future fiscal years. It is not intended to procure maintenance and support for the entire 10 year period as part of any contract resulting from this procurement. The total cost of maintenance and support should be based on the four-year contract term outlined. Ongoing support and maintenance after year four would be
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			Does the Agency anticipate issuance of a contract to cover the period of project implementation, and a subsequent contract, perhaps supported by a separate procurement process, for ongoing support and maintenance once the solution is fully accepted and in production?	conducted through a separate procurement process.
45	Appendix I	166	<p>There are some very similar requirements in the OMS Requirements Matrix. The Prioritization of some of these requirements seem to conflict:</p> <ul style="list-style-type: none"> <li>• SC.7 (Essential) is similar to SEC.66 (Conditional)</li> <li>• SC.8 (Essential) is similar to SEC.56 (Conditional)</li> <li>• SC.9 (Essential) is similar to SEC.67 (Conditional)</li> <li>• STG.4 (Conditional) is similar to MR.219 (Mandatory)</li> </ul> <p>Should a distinction be made between these requirements that would lead them to have different prioritizations?</p>	<p>SC.7 is Essential because it is very important to NMCD to be able to create a transportation schedule within the OMS. SEC.66 is Conditional because we would also like to be able to track both the vehicle capacity and transportation route, although this specific requirement is not essential.</p> <p>SC.8 and SEC.56 should both be considered an Essential requirement.</p>



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				<p>SC.9 and SEC.67 are unique requirements and are prioritized correctly.</p> <p>MR.219 outlines the mandatory requirement to maintain STG assignment requests, while STG.4 indicates a conditional workflow process to open/assign a request review of potential STG involvement.</p>
46	Appendix I	166	In this OMS Requirement Matrix spreadsheet, requirement CL.3 is blank. Should we ignore this row?	This requirement was moved to MR.108, as a Mandatory requirement and should be disregarded.
47	Appendix I	166	In the OMS Requirement Matrix spreadsheet, what is the Prioritization for requirement STA.13?	The STA.13 requirement is Essential.
48	Appendix I	166	In the OMS Requirement Matrix spreadsheet, requirement TA.13 makes reference to the “new inmate banking	We are working with our commissary provider to provide this new system but the specific system is unknown at this time. We expect the Offeror’s



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			system.” To which new system does this refer?	system to be able to interface with all the systems indicated in Appendix K.
49	General		We understand that your 7,500 inmates are spread across six state-run and five privately operated facilities. What are the vendors for the five privately operated facilities? Are we to assume the five privately operated facilities will use the new OMS system?	Geo Group CCA (Corrections Corporation of America) MTC (Management and Training Corporation). Yes, all private facilities contracted with NMCD will be using the new OMS.
50	T.3 The COTS OMS should support SQL Server.	Excel Document Technical Tab Appendix I	Would the state entertain an offer using another database technology, and in particular Oracle?	In Appendix I: OMS Requirements Matrix, Technical tab T.2 and T.3, outline the desire to utilize a SQL database backend and are prioritized as Essential requirements. While these two requirements are not mandatory, any ability for Offerors to meet NMCD’s specific requirements will be taken into consideration in the evaluation process.



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51	RC.1 The system should have the ability to store offender finger prints	Excel Document Reception and commitment Tab Appendix I	Can NMDC confirm if they use an existing biometric provider/technology such as LiveScan and if so is it the expectation to replace this or interface to it.	In Appendix K: Interface List, #9, NM Dept. of Public Safety— Automated Fingerprint Identification System (AFIS), identifies the AFIS system as a Tier 1 interface between the COTS OMS and the AFIS system hosted by DPS. The expectation of this requirement is to interface to that system.
52	RC.42 The system should have the ability to record testing results for education, aptitude, substance abuse, and general psychometric exams.	Excel Document Reception and commitment Tab Appendix I	Is there a requirement to interface to state or local education providers to collect this data?	There is not a requirement to interface with local education providers. The intent of this requirement is to record assessment testing results from these areas and store those results in the OMS. The OMS core solution should have the ability to create assessment tests and store the assessment results. Additionally, as outlined in Appendix K: Interface List, #38, Correctional Offender Management Profile for



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				Alternative Sanctions (COMPAS), there is a Tier 1 interface requirement between the COTS OMS and Compas, our current offender assessment tool.
53	STA.22 The system should have the ability to provide standard and parameter driven reporting capabilities to meet NMCD's Sentence Calculation business needs.	Excel Document Sentence and Time Accounting Tab Appendix I	Does NMCD require a sentence calculation engine that allows for super user configuration of the calculations by means of a graphical user interface?	The STA.22 requirement refers to the ability to provide for the reporting needs of the end-user. Our understanding of the question seems to align more with STA.23. As such, the STA.23 requirement refers to the ability to "add, change or depreciate good time accounting rules by date range, based on changing legislation". This requirement is not intended to provide this access to super users in the end-user community, but rather IT staff. Therefore, while providing an ability to make these changes in the back end of the application is an Essential





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				requirement, making these changes via a graphical user interface, is not.
54	General CM.1 The system should have the ability to review and update offender programmatic needs, and manage the overall case management plan while under incarceration or supervision.	Excel Document Case Management Tab Appendix I	Does NMCD operate a priority ranking report for the allocation of inmates to programming needs?	Yes, NMCD currently uses the Compas assessment tool to assess and rank an offender's needs, and for case management. With the interface outlined in Appendix K: Interface List, 38, Correctional Offender Management Profile for Alternative Sanctions (COMPAS), the desire is to provide a mechanism to store both assessments and prioritized assessed needs, and basic case plan information into the OMS, based on data interfaced from the Compas assessment tool.
55	P.64 The system should have the ability to maintain pay rate changes.	Excel Document Appendix I Programs Tab	Does NMCD maintain different pay profiles for inmates dependent upon their, security classification, work levels and length of incarceration?	Yes, NMCD maintains unique pay profiles for inmates based on their specific assigned job/job level.



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56	Section 13 Property	Excel Document Appendix I	Does NMCD have a need for recording and storing the offender property in property locations and recording these location within the oms?	Yes.
57	Section 14 Trust Accounting	Excel Document Appendix I	Would NMCD entertain an offer that included a best of breed, third party inmate trust accounting module, which is seamlessly integrated to the OMS solution ?	NMCD does envision the possibility that Inmate Trust will be a separate application, as outlined in Appendix K: Interface List #1, Inmate Trust—Commissary and Banking System (Keefe). The mandatory requirements in this functional area must either be met within the OMS core solution, or through a seamlessly integrated, third-party application at no additional cost to NMCD.
58	V.2 The system should have the ability for potential visitors to submit an application in an automated way,	Excel Document Appendix I - Visitation Tab	Does NMCD currently have an external visitation website that allows visitors to register for visitation?	No.



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	including but not limited to: online, via phone, or through a kiosk.			
59	General Question	General Question	<p>It is understood that the NMDC are requiring data from the legacy OMS application to be migrated into the new OMS. Could the state define the volume( is it the current 125,000 offender records?), cleanliness and format that this data shall be in for migration? Does NMDC expect to have an active participation in this process?</p>	<p>The volume of records to be migrated would be based on the current 125,000 offender records across approximately 1400 data tables, currently stored in an Informix database. As with any system in place for more than 16 years, NMCD expects a certain amount of data anomalies/opportunities for data cleaning and transformation prior to loading. During the review/data cleansing process, there could potentially be data that NMCD determines not to migrate. NMCD does expect to be an active participant in this process.</p>



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60	General Question	General Question	Could the NMDC provide a rough figure for named users that would be required for the OMS software?	<p>NMCD has 2447 authorized FTE, of which there are approximately 1900 filled.</p> <p>Central Office, Gara Administration - 171 PNM – 438 CNMCF – 403 RCC – 64 SNMCF – 300 SCC – 76 WNMCF – 132 PPD Field Offices – 309</p> <p>Data for private prisons is not available at this time.</p> <p>However, the desire is for the Offerors to include enterprise licensing in the firm fixed price, not a named user model. So, although this information may be interesting from a training perspective, it should not be taken into consideration when pricing the OMS licenses.</p>
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61	General Question	General Question	Typically training is performed on a train the trainer basis, to this end, could the NMDC give a rough figure for the number of super users that would require training?	NMCD envisions utilizing a train the trainer approach, and would expect approximately 10% of the system users to be included in the train the trainer sessions. Additionally, the Offeror would be required to provide all training at the identified pilot sites.
62	Main RFP document section IV, 6.  (Resident Business or Resident Veterans Preference)	Page #53	If the prime contractor elects to leverage a sub-contractor which meets either the New Mexico Business Preference or New Mexico Resident Veterans Business Preference, would the prime contractor submitting the bid receive the preference percentages outline in the section?	The Offerors' home-based office must reside in New Mexico to qualify for the Resident Business or Resident Veterans preference. Sub-contractors do not qualify for either preference.
63	General		Is there a preference on a software license-based model versus a software subscription-based model?	NMCD's preference is an enterprise licensed-based model.
64	C. Business Specifications	51 and	Will the Surety Bond be calculated on the life of the product with a software-subscription-based model?	The Surety Bond should be calculated based on initial implementation costs, not future



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	2. Performance Surety Bond	69		maintenance, support, or ongoing license subscription costs.
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