

RFO 2014-41:
Business Process Management Support
 Final Response to Questions on Addendum 3
 07/22/2015

No.	Question	Response
1.	RFP Section 2.1 states that “the individual identified... must have the following skills.” Given the scope and budget of this project, please confirm that Covered California is expecting a team.	Confirmed. Covered California is expecting a team. The referenced sentence in the RFO should read: “The individuals identified in this Statement of Work must have the following skills...”
2.	What artifacts and documentation are available from prior BPM contracts?	Existing artifacts and documentation include business processes, project plans, project charters, and risk/issue logs. These documents will be made available to the successful Vendor at the start of the engagement.
3.	To what extent is there existing “as-is” business process documentation?	Various business processes exist. As indicated in Section 3.4.A, the selected Vendor will be required to complete a gap analysis to determine the need for additional business processes.
4.	Who will be the Project Sponsor and Project Manager for Covered California?	The project sponsor and project manager are to be determined.
5.	Are Covered California subject matter experts available for this project, and approximately what percentage of time?	This engagement is designed to support the business areas listed in Section 3.4.A. It will be the responsibility of the selected Vendor to determine an approach to supporting each business area in an efficient manner that meets the needs of each area.
6.	The Key Action Dates indicate award the week following proposal submission. Will interviews be scheduled for that week?	The Key Action Dates indicate two weeks between proposal submission and award. Interviews may be conducted during the weeks of August 3 rd and August 10 th .
7.	What are the high-level deliverables of the Project Management team? Are these typical PMBOK type deliverables related to project management like <i>Project Management Plan, Scope Management Plan, Scope Document, Schedule Management Plan, Schedule, etc.</i>	Deliverables will be based on the tasked identified in Section 3.4.A.
8.	On page 14 of the RFP Section 3.4.A.2 mentions about deliverables and work products. Will the Vendor Project Managers expected to create work products like business process models, process diagrams, process descriptions, etc	Yes.

RFO 2014-41:
Business Process Management Support
Final Response to Questions on Addendum 3
07/22/2015

9.	Will the project management services also be required for the technical implementation, after the Business Processes are defined and documented?	Yes.
10.	Who will be involved for entire initiative from Covered California organization, its vendors and management? Please describe their roles and responsibilities.	Section 3.4.A. lists the business areas that are to be supported through this engagement. Within each area, the selected Vendor may be assigned to work with management, staff and/or their vendors. These individuals will provide inputs to the BPM vendor
11.	Is there any preferred Business Process Reengineering methodologies like Six Sigma, Kaizen, Kanban, etc that is current used within Covered California organization?	Bidders should propose any methodologies they believe are appropriate to meet the goals of this engagement.
12.	Are there current incumbents who are providing these services?	Yes.