

RFP 2015-08
Call Center Services
 Final Response to Questions
 9/4/15

Question #	RFP Section	Page #	RFP Text	Question	Answer
1	3.3.7.g Projects Tasks, Facilities	17, 18	<p>g) To the extent that parties mutually agree in order to provide services under the contract, at the Covered California Project Management Team's advance request, the Contractor staff may be required to perform call center work at the following locations:</p> <p>i. Sacramento Area Facility 10877 White Rock Road Rancho Cordova, CA 95670</p> <p>ii. Contra Costa County Site 2500 Bates Avenue Concord, CA 94520</p> <p>iii. Fresno Area Facility 7201 N Palm Avenue Fresno, CA 93711.</p>	Would Covered California consider a call center located outside the state of California to support this program?	As indicated in Section 3.3 paragraph 2, "The Contractor shall provide staff and facilities in the greater Sacramento, California area..."
2				Is the three weeks of training billable to Covered California?	Yes
3				Is there an amount of time that Covered California has in mind for orientation and is it billable?	No, and no. However, the orientation needs to be completed prior to Covered California training.

RFP 2015-08
Call Center Services
 Final Response to Questions
 9/4/15

4				What is the definition of "initial hiring wave"	The first 600 staff. Does not include attrition after training and qualifying for the floor or other work.
5				In order to utilize the maximum SB points and the DVBE points, would a total of 30% have to be subcontracted to a SB and DVBE?	No. Per the chart in Section 5.2: DVBE Participation 5% or Over = 15 points DVBE Participation 4% to 4.99% inclusive = 12 points DVBE Participation 3% to 3.99% inclusive = 9 points DVBE Participation 2% to 2.99% inclusive = 6 points DVBE Participation 1% to 1.99% inclusive = 3 points For Small Business Preference: Bidders must be certified by California as a small business or must commit to subcontract at least 25% of the net bid price with one or more California Certified Small Businesses (CCSB). Certification must be obtained no later than 5:00 p.m. on the bid due date.

RFP 2015-08
Call Center Services
 Final Response to Questions
 9/4/15

6				In section 3.h of the RFP what is the definition of "ramp up costs"?	Ancillary training costs which may include headsets, flip charts, binders, re-produced information, pens, note pads, other.
7				If a person passed the fingerprinting and background for last year's open enrollment do they need to do another before being hired?	Yes.
2	1.2, 3.1, 3.8.8, 3.8.9, 3.9	Multiple	Contract Dates are conflicting throughout the RFP:	It appears that contract/operational dates are conflicting throughout the RFP. Please confirm the dates for:	
			1.2 Estimated Term Dates: September 28, 2015 through March 31, 2016	Contract Execution Date: by September 28, 2015	Estimated contract execution date September 28, 2015. This is the goal.
			3.1 The purpose of this solicitation is to procure call center services (voice, chat, and data entry) during the projected peak call volume periods of November, 2015 through February, 2016.	Operations Start Date (first calls are taken): October 15, 2015	Support will be needed throughout the life of the contract, however the peak call periods with the highest staffing needs runs from November-February.
			3.8.8 Renewal Period: October 15, 2015 to November 1, 2015	Base Term End Date: March 31, 2016	Please see above answer.

RFP 2015-08
Call Center Services
Final Response to Questions
9/4/15

			3.8.9 Open Enrollment Period: November 2, 2015 to January 31, 2016	Optional Extension through: January 31, 2017	The length of any contract extension cannot be speculated on at this time.
			3.9 Covered California may, at its sole discretion, extend the term of the contract to continue services through the 2016 open enrollment period through a formal amendment.		Please see above answer.
	1.5	5	Bidder's Questions	Will Covered California release the company names for questions submitted regarding this RFP?	No.
6	3.3.6.d	16	(d)"...quality evaluation monitoring procedures will be in place to ensure SCRs are delivering services in accordance with approved protocols."	In order for vendors to accurately plan and cost for quality activities, will Covered California provide current QA criteria for monitoring of services to which the Contractor will be expected to adhere?	Yes.
9	3.3.7.d	17	(d) The Contractor shall provide training rooms that can hold up to twenty-five (25) students per room.	These requirements appear to strictly limit training room spaces to a maximum of 25 students. Because of the need to quickly ramp up to a total of 600 FTEs, will training room spaces which accommodate larger numbers of students also be acceptable?	No. The only other option would be to add additional training rooms and additional trainers for each room. For each additional training room there is a minimum of two trainers per room.

RFP 2015-08
Call Center Services
 Final Response to Questions
 9/4/15

10	3.3.7.e	17	e) During the initial hiring waive of up to six hundred (600) staff, Contractor shall provide one permanent and two temporary training rooms; each room with a maximum of twenty-five (25) students per class;	Can the vendor increase the number of temporary training rooms to accommodate the initial hiring waive of up to six hundred (600) staff?	See response above. For each new training room we would need the vendor to supply a minimum of 2 additional trainers.
12	3.3.9.ee	22	The Contractor shall provide the following technology to be used by Contractor staff to access Covered California cloud-based technology: Dell Optiplex workstations with two - 22 inch LED monitors for access to the hosted Oracle RightNow CRM and CalHEERS system. The Contractor's Dell Optiplex workstations will contain at least 4GB RAM and minimum Intel i5 processor. The Contractor will purchase and install Microsoft Office 2010 for each agent workstation. All workstations will be configured for Internet Explorer Version 9, or such other upgraded version as required;	Reference to specific brand/manufacturer of the computer system which must be used. Will Covered California consider alternate brands/ manufacturers for computer systems which meets all RAM, processor, and other system requirements?	Yes.
15	4.3.3.1	34	Resumes	Please confirm that Resumes are not included in the page limit (4 pages) as stated in 4.3.3 Engagement Team Qualifications.	Resumes are not included in the 4 page limit

RFP 2015-08
Call Center Services
 Final Response to Questions
 9/4/15

16	5.2 & 6.	35 & 38	Evaluation Criteria & Preference Programs	Can a vendor propose to sub-contract with a company that meets both small business (SB) and Disabled Veteran Business Enterprise (DVBE) requirements and be eligible for both sets of preference points?	Yes.
17	5.2 & 6.	35 & 38	Evaluation Criteria &	Can the state confirm that the vendor must sub-contract 25% of total contract value to a DVBE to get the full 15 points of credit?	No. Per the chart in Section 5.2: DVBE Participation 5% or Over = 15 points DVBE Participation 4% to 4.99% inclusive = 12 points DVBE Participation 3% to 3.99% inclusive = 9 points DVBE Participation 2% to 2.99% inclusive = 6 points DVBE Participation 1% to 1.99% inclusive = 3 points
			Preference Programs	Can the state similarly confirm that the vendor must sub-contract 5% of the total contract value to an SB to get the full 15 points of credit?	Per Section 6.1: Small Business Preferences: Bidders claiming the preference must be certified by California as a small business or must commit to subcontract at least 25% of the net bid price with one or more California Certified Small Businesses (CCSB). Certification must be obtained no later than 5:00 p.m. on the bid due date.

RFP 2015-08
Call Center Services
 Final Response to Questions
 9/4/15

		Pg. 1 Exhibit B, Section A.2.	Exhibit B, Section A2 indicates that Covered California agrees to pay the Contractor for said services at the flat rate of \$12,000,000. Was it the intention of Covered California that the \$12,000,000 amount should have been left blank for the Contractor to insert their proposed cost?	Yes.
		Pg.1 Exhibit B Section A.2.	Exhibit B, Section A2 outlines a proposed flat rate of \$12,000,000. Would Covered California consider providing an average number of FTEs for pricing purposes? Providing an average FTE number will allow Covered California to make an equitable comparison of price proposals amongst all competing vendors. Inaccurate assumptions about the monthly variations in call volumes and FTEs throughout the term of the Contact may have a significant impact on the proposed flat rate, resulting in a possible negative impact on Covered California's ability to meet service levels within budget parameters.	Yes.

RFP 2015-08
Call Center Services
 Final Response to Questions
 9/4/15

		Pg.1	Exhibit B Section A.2.	Exhibit B, Section A2 outlines a proposed flat rate of \$12,000,000. Would Covered California consider inclusion of a price per staffed hour in addition to the proposed flat rate price?	Yes. Program suggests amending Exhibit B to reflect an hourly option.
		Pg.1 2	Exhibit A Section C.7.h	Please clarify back-up generator requirement. Is the generator to support network and server equipment only, or is the generator required to support production workstations as well?	The back-up generator, at a minimum, must support the network and server equipment to allow a graceful shutdown.
		Pg.5	Exhibit A Section C.3.	Will all training be instructor led or conducted via interactive webinar or a combination of the two?	The courses are instructor led with some time in LMS taking eLearning courses.
		Pg.1 6	Exhibit A Section C.9	If training will be conducted using an interactive webinar, what is the requirement for bandwidth per attendee?	There will be no webinar courses in order to train new employees.
		Pg.1	Exhibit A Section C.9.e	If training will be conducted using an interactive webinar, will attendees require headset with voice capabilities?	SCRS should have headsets in order to take the LMS courses or any additional courses in the LMS they are required to take
		Pg.1 9	Exhibit A Section C.9.ee	Will Covered California allow dual 20" monitors as a suitable alternative to 22" monitors?	Yes.

RFP 2015-08
Call Center Services
Final Response to Questions
9/4/15

		Pg.6	Section 1.7	Is it acceptable to place the proposal (Master and Copies) in a removeable 3-Ring binder?	Yes.
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