

Change Management Consulting for Enrollment Functionality Improvements

Final Response to Questions

5/7/2014

No.	Question	Response
1	Has Covered California performed any high level assessments of the changes for the upcoming open enrollment? If yes, please share the relevant details.	Covered California has a number of change requests and baseline scope to be completed to prepare for OE. The details will be shared with the successful bidder.
2	Please describe activities under post Go-live support , as part of changes management, under the section 3.3.	These activities include developing processes for Service Center representatives and other staff to complete processing applications for coverage and verification from consumers.
3	Please clarify the following task found in the RFP Section 1.7 and 1.8, p. 6):These sections refer to a date and time when proposals are due and/or rejected if late. Addendum 1 shows the proposals due date is May 14, 2014 but states no specific time. Shall bidders assume 4p.m.?	Proposals are due May 14, 2014 at 4pm to 1601 Exposition Blvd., Sacramento, CA 95815.
4	Please clarify the following task found in the RFP Section 2.1.p.8 Item #1-7): Do all minimum requirements need to be met by proposed individuals, or can they be met collectively by the proposed team?	Minimum requirements can be met collectively by the proposed team.
5	Please clarify the following task found in RFP Section 3.1, pp. 10-11): Because Accenture is responsible for the development and implementation of new OE functionality, are they precluded from bidding on the RFP?	Since neither Accenture nor Solutions West were involved in suggesting the work in the SOW of this RFP nor in setting any of the requirements, they are eligible to bid.
6	Please clarify the following task found in RFP Section 3.1, pp. 10-11 2 2nd paragraph Accenture is responsible for the development and implementation of new OE functionality, are they precluded from bidding on the RFP?	Since neither Accenture nor Solutions West were involved in suggesting the work in the SOW of this RFP nor in setting any of the requirements, they are eligible to bid.
7	Please clarify the following task found in RFP Section 3.1. p. 11, 3rd paragraph): The RFP states that Covered California is seeking a consulting firm to "confirm requirements for system and business changes for next Open Enrollment (OE), and to facilitate design sessions to drive these changes to documentation for other vendors to implement." Please confirm that this is not system design documentation, but process design in order to generate training documentation.	This is system design; not training documentation.
8	Please clarify the following task found in RFP Section 3.1. p. 11, 4th paragraph): The first sentence states that "Requirements, Design, Development, Unit Test, System Test, User Acceptance Test, Performance and Regression test must all be completed in order for the changes to be implemented." Is the expectation that the consultant perform these activities? Or only monitor them to completion as they relate to change management activities?	These are responsibilities of the System Integrator, not the consultant.

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9	Please clarify the following task found in RFP Section 3.1.p.11The second sentence states that "Training and change management materials need to be created based on the completed, new functionality." Is the expectation that these materials are also communicated and delivered to staff? Or will the Covered CA training team or management deliver the materials to staff?	It is the expectation that the materials are communicated to staff. Staff will then deliver the materials to relevant parties.
10	Please clarify the following task found in RFP Section 3.3, p 12 Item 2.a):Please clarify that the "deployment plan for new application(s)" is related to change management and training, not deployment activities related to the development, test, or supporting infrastructure.	That assumption is correct.
11	Please clarify the following task found in RFP Section 3.8, p 14 Item # 2):Please confirm that travel outside the Sacramento region is not required for this contract.	Travel outside of the Sacramento region is not required for this contract. No travel is reimbursable under this agreement.
12	Please clarify the following task found in RFP Section 3.10, p 14 Item 2nd paragraph):Please clarify the intent of the first sentence that states "The Contractor may invoice Covered California only after the successful completion and acceptance of the candidate." Should the last word be "deliverable" instead?	Yes.
13	Please clarify the following task found in RFP Section 5.3, p. 20 Item 1-4):The evaluation areas listed appear to map to the required proposal response sections in section 4.3, except for the "Model Contract Response" described in section 4.3.7. Please clarify if a response to 4.3.7 is required for the proposal, or is required during project start-up when the awarded vendor will have access to more documentation and resources.	The Model Contract Response is not evaluated. However, if there are exceptions to the Model Contract, Covered California would like this as part of the bidder's response.
14	Please clarify the following task found in Attachment 2-B, Exhibit A Section D.7):The content of this section (items a-c) appear to be related to a different scope of work. If they do pertain to this RFP, please clarify how	Attachment 2-B, Exhibit A Section D.7 is not part of this agreement.
15	Please clarify the following task found in Attachment 2-B, Exhibit A Section D.7): This requirement states that "the contractor will develop and provide actuarial related ad hoc reports as deemed appropriate and necessary by the State." Please clarify why actuarial reports would be required for this effort. And if so, if they must be performed by a CPA.	Attachment 2-B, Exhibit A Section D.7 is not part of this agreement.

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16	This requirement states that "the contractor will develop and provide actuarial related ad hoc reports as deemed appropriate and necessary by the State." Please clarify why actuarial reports would be required for this effort. And if so, if they must be performed by a CPA.	Attachment 2-B, Exhibit A Section D.7 is not part of this agreement.
17	Section 5.3 of the RFP states that the Disabled Veteran Business Enterprise (DVBE) preference ranges from three to 15 points, out of a total possible score of 1,000 points. Section 6.2 refers to a five percent DVBE preference. What is the actual DVBE preference for this RFP, and how will it be calculated?	DVBE is calculated as a percentage of the cost points.
18	Section 5.3 of the RFP states that the Disabled Veteran Business Enterprise (DVBE) preference ranges from three to 15 points, out of a total possible score of 1,000 points. Section 6.2 refers to a five percent DVBE preference. What is the actual DVBE preference for this RFP, and how will it be calculated?	DVBE is calculated as a percentage of the cost points.
19	To date, SolutionsWest, Inc. has provided organizational change management, new system deployment planning, and training for the CalHEERS project. Is SolutionsWest eligible to bid on the RFP?	Since neither Accenture nor Solutions West were involved in the suggesting the work in the SOW of this RFP nor in setting any of the requirements, they are eligible to bid.
20	To what extent will the winning bidder be the overall project manager for system changes for the next Open Enrollment (OE)?	The winning bidder will participate in managing overall system changes for open enrollment. Staff will hold the primary responsibility. Contractor will report to staff.
21	To what extent will the winning bidder be responsible for developing detailed business requirements for system and business changes for the next OE?	The winning bidder will be responsible to facilitate staff process of developing requirements and design for system and business changes.
22	To what extent will the winning bidder be responsible for developing detailed technical requirements for system and business changes for the next OE?	The winning bidder will be responsible to facilitate staff process of developing requirements and design and technical requirements for system and business changes.
23	To what extent will the winning bidder be overseeing systems change control management (e.g., application update approvals, Change Control Board) activities?	The winning bidder will not oversee CCB activities. Winning bidder assists staff in developing change requests and supports staff in explaining change requests at CCB meetings as needed.
24	How does Covered California plan to integrate the winning bidder's work with any internal or external developers/system integrators?	Winning bidder's work products are part of the input of requirements for the existing SI vendor. All change requests will go through the existing CR process. In that manner, the work is integrated into the existing processes.
25	Section 3.3 identifies project tasks, including Project Management Services and Change Management Services. Item 2.c includes documenting "current business processes resulting from the implementation." To what extent are the existing system's current business processes documented?	It is correct to assume for the purposes of this bid that no documentation is currently available.

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26	Per Section 3.1, page 11 states that "Covered California is looking for consulting firm with strong expertise in project and change management to quickly confirm Covered California's requirements for system and business changes for next Open Enrollment (OE), and to facilitate design sessions to drive these changes through to documentation for other vendors to implement." Can the State clarify what level of requirement gathering or visioning has already been completed related to this scope of work?	Initial visioning and requirements have been developed. By the time this bid is awarded, a vision for OE will likely have been completed and at least some of the requirements will have been initially drafted. The winning bidder will need to quickly understand the vision and pick up with completing the requirements.
27	Per Section 3.1 Background page 11 the importance of and compacted timeframe for Development, Unit Test, System Test, User Acceptance Test, Performance and Regression is referenced. Can the State clarify the expected role, if any, the successful bidder have in these phases of the SDLC for the various applications?	The winning bidder will need to manage the project in the context of the SDLC (System Development Life Cycle). This includes assisting the business owners in meeting the timelines to allow the SDLC to continue on schedule.
28	Section 3.3, Project Tasks, P 2. It is our understanding that currently FDGS is engaged in release management and PCG is involved in high level visioning for future enhancements and releases. Considering these additional scopes of work, can the State please clarify the reasoning for procuring the scope of services included in CA HBE RFP 2013-16?	The role of FDGS in release management continues. The winning bidder interacts with the release management process by bringing change requests through that process.
29	Section 3.3.1, Project Tasks, states that the successful vendor "will serve as subject matter expert for development of training materials for new application". Can the State clarify whether the successful bidder will author or advise the development of the training materials needed to be created based on the completed, new functionality?	The winning vendor will author, as well as guide others authoring, training materials needed.
30	<p>Are the terms and conditions negotiable for all of the following exhibits or only applicable to specific exhibits?</p> <p>Exhibit A – Scope of Work Exhibit B – Budget Detail and Payment Provisions Exhibit C – General Terms and Conditions Exhibit D – Special Terms and Conditions Exhibit E-Additional Provisions</p> <p>For the exhibits where the terms are negotiable, are vendors expected to redline and call out the exceptions for each of the exhibits when we submit our RFP response package? Or do vendors redline the exhibits at a later stage (for example when the vendor has been short listed)?</p>	If there are exceptions to the Model Contract, Covered California would like this as part of the bidder's response.

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31	Could a bidder propose a portion of the work?	No, Covered California is seeking a bidder to perform the entire scope of work.
32	Is Covered California open to a staffing resource model where staff may live outside the Sacramento area, but the vendor accepts full responsibility for travel expenses to/from the Covered California site and commits to be onsite regularly?	Yes.
33	What was the rationale for not having a small business preference?	Small business preference is included as part of the cost points.
34	What time is the proposal due on May 14, 2014?	Proposals are due May 14, 2014 at 4pm to 1601 Exposition Blvd., Sacramento, CA 95815.
35	Is there an incumbent?	There is not an incumbent for this scope of work.
36	Is the incumbent eligible to bid on this RFP?	N/A
37	Can the proposals be hand delivered?	Yes.