No.	Page No.	Reference Number	Question	Response
1			Confirm that these are the new requirements and there will be no exceptions to these new requirements: a) Call Center Site is available to meet the needs of the Statement of Work and is located within California. b) Must have a Call Center Site located within the United States certify that all work performed pursuant to this RFP will be done by workers employed in the State of California.	Yes, the new requirements per the Addendum RFP section 2.1 number 2 and 6 are final with no exceptions
2			What Automated Call Distribution system is currently in use?	Cisco ICM Software provides the call distribution functionality for the Service Centers
3			How will calls be delivered to the vendor?	The centralized IVR can be used but we are looking for the vendor recommendations regarding the best solution (VoIP , The Voice Codec G.711 will be used for Voice bearer traffic)
4			Will the vendor need to transfer a call back to the HBE or other agencies?	Covered California does not anticipate calls being transferred.
5			Can the voice calls be supported at within a **work at home model** in the state of California?	Covered California current infrastructure doesn't support work at home model
6			Can we answer any of the calls in another state?	Please refer to the response for question 1
7			What is the first date to answer calls?	The date will be dependent upon contract execution date and training dates.
8			Will there be any volume outside of the enrollment period?	Covered California reserves the right to retain contractor services to assist with other related activities and projected embardked on by Covered California during the contract period, which could include providing inbound call support.
9			What is the call volume between 2/16/2015 through 11/14/15?	This question is not relevant to this RFP.
10			What is the data entry volume per day, per week, per month?	The RFP indicates the estimated monthly paper/document volume range as between 20,000 and 30,000 pieces.
11			What is the timeframe for new hire classroom training?	Training will last five days.
12			What is nesting/OJT training length? Will phone time be billable at production rates?	There is no nesting or OJT anticipated in this contract.
13			Is there a Trainer certification process?	No
14			Where will Train the Trainer be conducted?	At this time, it is anticipated that Covered California will conduct the same webinar training program for all vendor staff, including trainers.
15			Are training materials provided or with curriculum development be required by the supplier?	Covered California will supply webinar training and any necessary training materials to the Contractor(s).
16			Please provide and expected breakdown of the penalty/bonus plan including but not limited to performance metrics, quality metrics, staffing, AHT, and other any other service credit.	Please refer to RFP section 4.a. Quality of Work
17			Inbound or outbound? What percentage of the total inbound volume will require outbound call-backs?	We anticipate the bulk of the contractor's work will involve inbound calls. If key data entry work is assigned, there may be some outbound calls related to paper applications or verification forms and documents.
18			Are there required spans of control or can the supplier suggest the support structure model?	Please refer to RFP section 1. Staffing, item c.
19			Please provide historical call arrival patterns with a breakdown of talk, hold and talk time by 30 minute interval.	During the Baseline Period Covered California will work with the vendor to identify call patterns and statistical data for the volume of calls that the vendor will handle.
20			What is the inbound call service level by call-type/LOB? AHT?	Service level expectations will be defined based upon call type, arrival patterns and data entry rate in a collaborative process between the Contractor(s) and Covered California during the first 30 days of calls/key data entry work.
21			What levels of pre-employment testing/screening is required? Drug, Credit and/or Background checks?	Please refer to RFP section 1. Staffing, item 1.4.
22			Do any agents and support personnel require any special certification or degree of education?	Special certification is not required for agents and support personnel. Experienced professional staff is required for all areas.
23			Please define the billable hour. Will this be the standard payroll hour (60 minute hour) or the time the agent is logged into the ACD?	Billable hour is 60 minutes of vendor staff time logged on the Covered California ACD or 60 minutes of vendor staff time performing Covered California data entry work

No.	Page No.	Reference Number	Question	Response
24			What is the forecasting process? How many months in locked forecast and guidance will be shared? Which month will be locked and what will be maximum variance from guidance to lock volume?	During the Baseline Period Covered California will work with the vendor to identify and establish the forecasting process for the volume of calls that the vendor will handle.
25			What are the call recording requirements for voice and screen?	The System shall provide the functionality for Call Center staff to receive record and store an applicant's verbal attestation to application information and verbal signature to application data provided via the toll free number. 100% of the calls should be recorded
26			How long are calls retained on line?	It should be stored until the end of the contract then it will be transferred to covered California in appropriate searchable format
27			How long are calls stored off site?	It should be stored until the end of the contract then it will be transferred to covered California in appropriate searchable format
28			Can you provide the call volume by day for last year's enrollment period?	Please refer to estimated call volumes provided in section 3.8 Project Assumptions, items 9 and 10 for volumes relevant to this scope of work.
29			Did you use a third party vendor last year for call center services? If yes, who was the selected firm?	Not relevant for this scope of work
30			Can you provide access (either copy or link) to last year's training material?	Training material will be provided to the successful bidder comensurate with contract execution/training.
31			The RFP states a required staff of data entry operators for keying of paper forms. The RFP further states you expect 25-50 documents per day which could be handled by 1-2 employees. Can you estimate the number of staff you expect for this task?	The RFP indicates the estimated monthly paper/document volume range as between 20,000 and 30,000 pieces. Estimated data entry processing is 25-50 documents per day per person. The Contractor(s) will work with Covered California to determine staffing levels by work area (call center/data entry).
32			Can we bill for services rendered on a weekly basis after the completion of that week's activity?	No, once a month for services in arrears.
33			Can the state support SFTP (FTP over SSH) for secure data transmission?	Yes
34	4 and 7	1.1 and 1.9.9	These sections seem to be in conflict. Please verify that vendors may submit exceptions to the Model Contract for purpose of negotiation.	Yes
35	8 and 18	1.11 and 4.1	Under what circumstances will it be accepted if the vendor marks sections as confidential or proprietary?	In its response, bidder should identify its confidential and proprietary information that it believes is exempt from disclosure pursuant to a Public Records Act request. Generally, bid documents and written communications are exempt from public disclosure, but in certain situations, they may be disclosed. In those cases, Covered California will evaluate and protect from disclosure that bidder's information that is identified as confidential, proprietary information, or which falls under any other exception in the Public Records Act and other applicable laws.
36	10	3.1	RFP says "The purpose of this solicitation is to procure call center services during projected peak call volume periods of November 2014 through February 2015." However, the contract term is from October 7, 2014 through June 30, 2015. Will the Contractor be expected to provide call center services outside of November 2014-February 2015 as well? If so, which time periods?	The date will be dependent upon contract execution date and training dates. There is a forecasted need for vendor support beginning in October 2014 that could last until June 20, 2015.
37	12	3.3.A.2.a.1	Does the vendor just provide physical space or will the vendor need to provide a PC, telephone, network, email account, etc. for State staff?	Provisions for vendor staff include all of the referenced components. Provisions for state staff will be physical space only.
38	12	3.3.A.1.b	How will paper documents be presented to overflow staff for processing? Will there be an electronic image of the paper documents received that are distributed or will paper actually be shipped to the overflow contact center for processing? If paper will actually be shipped to the overflow contact center for processing, how many pieces of physical mail is the Contractor expected to process a month?	Physical mail will not be processed by the vendor. Documents to be processed will be presented electronically.
39	12	3.3.A.2.b	Please provide CA State specs or documentation on accessing the cloud-based systems referenced.	The state will provide the URL for the cloud-base systems
40	12	3.3.A.2.b.1	Are all of these systems web-based? Is the presentation layer for all of these systems a web-browser? If yes, is there a particular brand and/or version that is required?	All the systems are web-based ,IE 9 and newer version

No.	Page No.	Reference Number	Question	Response
41	12	3.3.A.2.b.1	Please provide the topics and duration of training webinars	A five-day training webinar will cover the call types mentioned in the RFP, systems (including CalHEERS and RightNow CRM) usage, key data entry for paper verifications/documents and paper applications, and will include modules on Introduction to Covered CA, Affordable Care Act, Eligibility for Individuals and Families Consumer Assistance and Plan Options.
42	13	3.3.A.2.b.4	Please provide the duration and delivery method for the Acceptable Use and Security Training.	Acceptable Use and Security training details will be provided to the successful vendor(s)
43	13	3.3.A.2.b.5	Will workstations that provide equivalent access to all required Covered California cloud-based technology, but don't exactly meet the specifications listed in this section, be acceptable	Yes, as long as it will not compromise the performance
44	13	3.3.A.5.a	Will Covered California provide train-the-trainer (TTT) in addition to providing training curriculum and assessment materials?	No
45	14	3.3.A.5.a	If the Covered California *does* provide TTT, what is the duration and how many Contract staff can attend?	N/A
46	14	3.3.A.5.b	Can it be assumed that any call center operations services offered outside of the Open Enrollment Period, defined to be from November 15, 2014 to February 15, 2015 in Section 3.8.7 of the RFP, will only be expected to operate Mondays—Fridays 8am-6pm and Saturdays 8am-5pm?	From October 7, 2014 through February 15, 2015, the Covered California Service Center hours are from 7:45 am to 9:30 pm Monday through Friday and 7:45 am to 7:00 pm on Saturdays.
47	14	3.3.A.5.b	This section says that the Contractor must provide staff to remain open for extended hours with 24 hour notice, but Section 3.8.2 notes that overtime rates won't be reimbursed under this agreement. If extended hours of operation are required, will the State agree to make an exception to the no overtime rates provision?	The contractor must follow FLSA policies and practices
48	14	3.3.A.5.c	Please clarify how the Contractor is to provide the Service Center desktop that is used by Covered California Service Centers.	The vendor should be providing the vendor staff with all the necessary infrastructure,PC,telephone,netwrok and SW for anyone physically located at the vendor location
			Will the Contractor be expected to perform any development or customization of the Service Center desktop used by Covered California Service Centers, or will the Contractor only need to install on its own computers the Service Center desktop when provided by Covered California?	The vendor should be providing the vendor staff with all the necessary infrastructure,PC,telephone,netwrok and SW for anyone physically located at the vendor location
			If the desktop expands to include other systems and technologies, will the Contractor be expected to reconfigure the desktop itself, or will Covered California provide an updated desktop for installation?	The vendor should be providing the vendor staff with all the necessary infrastructure,PC,telephone,netwrok and SW for anyone physically located at the vendor location
49	14	3.3.A.5.e	Will Covered California provide training materials and assessments for CalHEERS and CRM training?	Systems training will be covered in the five-day training webinar addressed in the response to question 41.
50	14	3.3.A.5.e	Will Covered California provide TTT for CalHEERS and CRM?	Please see response to question 44
51	14	3.3.A.5.e	Will Covered California provide the Contractor with training environments to use for training CalHEERS and CRM training?	Vendor staff will be trained on CRM and CalHEERS
52	14	3.3.A.5.e	If the Covered California *does* provide training environments are those environments accessible over the internet?	N/A
53	14	3.3.A.5.e	If the Covered California does provide training environments are there any restrictions to accessing the environments, such as a firewall, or number of simultaneous users?	N/A
54	14	3.3.A.5.e	Please provide CA State protocols as referenced.	All protocols will be provided to the successful bidder comensurate with contract execution/training.
55	14	3.3.A.5.k	How will the overflow vendor have access to the Covered California systems of record for tracking calls (volumes of calls and types of tasks)? If not, will the overflow vendor be expected to come up with an alternate method of tracking calls and data entry tasks to meet this reporting requirement?	The vendor will require to use Covered California CRM / ACD .The vendor should propose the best solution on how to access the tools .
56	14	3.3.A.5.k	Please define "detailed" reporting, specifically telephony data points. The requirement is not very specific regarding the data elements requested.	During a baseline period, Covered California will work with vendors to define telephony data points for reporting

No.	Page No.	Reference Number	Question	Response
57	15	3.4	What are the assigned deliverables? Will the last assigned deliverable be approved and completed on June 30, 2015 (the last day of the contract)?	Please see addendum. Covered California is expecting a single blended hourly rate (phone/data entry) to include direct costs of providing these services.
58	17	3.8.12	Please provide estimates of time to data enter by the type of document.	Please refer to section 3.8 Project Assumptions, item 12. Document types include but is not limited to paper applications, manual verifications and general correspondence. Processing time and
59	18	4.7.c	The bidder is instructed to include Exhibits C, D, E, and F (Attachment 2-E through H)… Attachment 2-H is title Exhibit G and there is no Exhibit F. Do we have the right Exhibits?	Yes, there is no Exhibit F in the Model Contract
60	19 and 20	4.3.1 and 4.3.6	Please clarify whether the assumptions in 4.3.1 are the same as those referenced in 4.3.6 and whether the 4 page limit in 4.3.1 can cross reference the assumptions that are found in the 4 page limit in 4.3,6.	4.3.1 assumptions are not the same as 4.3.6. The assumptions in 4.3.6 have to do with understanding and approach only.
61	20	4.3.7	How is the understanding of the statement of work description in Attachment 2-B the same or different than the response to 4.3.1—Understanding and Approach?	There is no difference. The response should include the scope of work as understood by the bidder.
62	20	4.3.7	Does the work plan and additional information get incorporated into the edited version of Attachment 2-B? Is there a page limit?	Yes, it will be included in the final agreement. There is no page limit for the work plan.
63	21	4.3.7 and Attachment 2-B	Does the State intend the for the bidder to paste the entire Scope of Work (RFP Section 3) into Section A of Attachment 2-B, Exhibit A and describe how we will perform each item in the Statement of Work using track changes?	Yes.
			Where in Exhibit A does the State intend the vendor to describe how they will perform the tasks in the Statement of Work and where should the work plan for each task be placed?	
64	21	4.3.7 Attachment 2-C and Attachment 2-D	Please clarify the payment type and methodology for this contract—Attachment 2-D appears to be a cost per deliverable; Attachment 2-C (Exhibit B) appears to be a time and materials cost but there is a comment in the margin that implies the requirement needs to be changed.	Hourly billable in arrears based on 60 minutes of vendor staff time logged on the Covered California ACD or 60 minutes of vendor staff time performing Covered California data entry work
			Will payment be based upon a fixed fee for a set of deliverables, cost reimbursement plus fee, or price per hour?	Payment will be based on price per hour
			If price per hour, how will the number of billable hours be calculated? Additionally, is the state looking for a single hourly rate loaded with all project costs, or multiple hourly rates covering each resource dedicated to the project?	Billable hour is 60 minutes of vendor staff time logged on the Covered California ACD or 60 minutes of vendor staff time performing Covered California data entry work. Covered California is expecting a single blended hourly rate (phone/data entry) to include direct costs of providing these services.
65	21	4.3.7	Should the cost per hour for additional work be shown in Attachment 2-D or elsewhere?	
66	21	4.3.7.1	Please clarify what is meant by the "primary task."	Phone tasks and Data entry tasks
67	22	5.3	Please clarify the weight for Past Projects Completed—is it 20%?	20%
68	25	5.4	Please clarify whether the grand total cost is the sum of each deliverable's cost in Attachment 2-D or some other calculation.	Please see Addendum.
69			**Respondent's Minimum Qualifications**	
			Call Center Site is available to meet the needs of the Statement of Work and is located within California.	Please refer to the response for question 1
			Must have a Call Center Site located within the United States certify that all work performed pursuant to this RFP will be done by workers employed in the State of California.	Please refer to the response for question 1
			Since this is a new requirement after the initial RFP was published. Can you share that you would NOT entertain any call center locations outside the state of California?	Please refer to the response for question 1

No.	Page No.	Reference Number	Question	Response
70			**Statement of Work, Section 1, Staffing**: The requirements indicate a need for between 200 and 600 FTEs. Is this the total number needed to the support the program? If so, and if multiple contractors are selected, is there a minimum number of FTEs that will be supplied by any one contractor? For example, if 2 contractors are selected, will Covered CA guarantee a minimum number of FTEs or percentage of work from each contractor? If so, what is that minimum?	Yes, it is the total number of staff needed to support the program during the peak period. If multiple contractors are selected Covered California will work with the vendors to establish minimum/maximum staffing levels by vendor.
71			**Statement of Work, Section 3.8, Facilities:** The requirements state that "the vendor must provide the capability to access Covered CA Automated Call Distribution functions in order to distribute calls…" Does this mean that Covered CA is handling all call distribution to the agent level across the enterprise? Please identify the ACD system used and describe connectivity requirements at the contractor site.	Cisco ICM Software provides the call distribution functionality for the Service Centers, The centralized IVR/ACD can be used but we are looking for the vendor recommendations regarding the best solution .
72			**Statement of Work, Section 5, Tasks and Responsibilities:** The requirements state that "the Contractor shall align the vendors' workforce management plans to the Covered California Command Center workforce management forecast and scheduling requirements". Please identify more specifically the type of data and format the contractor can expect. For example, shall the contractor expect a high level volume forecast against which a detailed schedule will be built? How much detail will the forecast have? Will the data be hourly, daily, or some other level of granularity? How far in advance will the forecast be distributed to the contractor?	During a baseline period, Covered California will work with vendors to adjust resources and schedules to cover the anticipated volumes. For those vendors selected, Covered California will provide a 30 day, 60 day and 90 day enterprise level volume forecast on a monthly basis and review with the all internal and vendor Service Centers. Selected vendors will build their resource schedules based on projected volumes and collaboration with the Command Center. The vendor may also receive daily insights that look ahead to the following day and ahead 7 business days to help better adjust and fine tune resource schedules to anticipated volumes
73			**Statement of Work, Section 5, Tasks and Responsibilities:** The requirements state that "The Contractor shall provide detailed reporting of all work activities (volume of calls and data entry) on a daily, weekly, monthly basis. Staffing and service level reporting shall be provided on a weekly and monthly basis." If the systems are provided by Covered CA, will the contractor be pulling this data directly from these systems, or is a reconciliation of Covered CA data and contractor data required?	Yes the vendor will be pulling directly from the systems. No reconciliation required. Exony Reporting System will be used for providing the reports and for IEX Workforce Management Software for forecasting
74			**RFP 2014-04 Call Center Support Service, Section 1.2 Key Action Dates**: Can we submit the email copy on the prescribed due date and submit the printed copies and CD by Monday, September 22?	No.
75			**Statement of Work Section 2. Facilities b. 5.** 100% voice and screen recording must be captured, what is the required retention period requested for call/screen recordings?	It should be stored until the end of the contract then it will be transferred to covered California in appropriate searchable format
76			**Statement of Work Section 1. Staffing 4. b.** Will Covered CA share the work flow and processes for the Key Data Operators? Example: do paper applications get shipped directly to the vendor for processing or are they converted to digital format and processed electronically via a shared work flow?	Processes and work flows for key data operations will be provided to the successful bidder(s) during training.
77			**Statement of Work Section 1. Staffing 4. b.** Is there a separate training curriculum for the Key Data Operators or do they follow the 5 day training for customer service?	They will be trained via the five-day webinar detailed in the response to question 41.
78			**Statement of Work Section 1. Staffing 4. d.** Will Covered CA share the content of their training curriculum? Example: Do the 5 days cover customer service skills?	Please see response to question 41.
79			**Statement of Work Section 4. Quality of Work a.** In addition to service level expectations listed in section 4 are there other performance measures Covered CA would like to monitor? Example: Call recordings evaluated to customer experience forms or customer triggered surveys after interactions?	Covered California will consider "value add" functionality that will improve productivity and/or customer experience.

No.	Page No.	Reference Number	Question	Response
80			How will calls be delivered e.g. TDM, VoIP (SIP or H.323 and what codec is used e.g. G711 or G729)?	VoIP , The Voice Codec G.711 will be used for Voice bearer traffic
81			Who will own and deliver the circuits between Convergys' Data Center(s) and your Data Center(s)? For example, Convergys can extend our MPLS to your Data Center and provide all needed hardware e.g. firewalls, IDPs, routers etc and essentially own the delivery and ongoing maintenance and monitoring of the circuit.	Cisco ICM Software provides the call distribution functionality for the Service Centers, The centralized IVR/ACD can be used but we are looking for the vendor recommendations regarding the best solution .
82			How will Convergys agents access your applications e.g. internet, VPN, Citrix, VM Ware?	Internet and VPN
83			What is the bandwidth requirement per user?	The vendor should estimate the appropriate bandwidth per user based on the user usage pattern that allowed him/her to perform work essential duties
			a. Do the training webinars include viewing of videos?	Yes
84			Are there any specific security requirements in addition to HIPAA?	Basic Security and Privacy training will be provided
85			Is PCI-compliance required?	No
86			**Statement of Work section 2. Facilities b. 5.** Are there any other work station requirements such as dual monitors or minimum hard drive space?	Dual monitors , the vendor staff should not store any information on the desktop (No hard drive space for vendor staff)
87			Are call center staff and Key Data Operators able to perform both roles interchangeably depending on volumes? Example: During peak call volumes Key Data Operators could assist with inbound phone calls.	Yes
88			The RFP (section 2.1) mentions that the center is to be located within California. Would Covered California be opposed to having a service center elsewhere within the borders of the United States as long as all service levels/criteria are met?	Please refer to the response for question 1
89			Would Covered CA be opposed to a bid that entails workers outside the State of CA, but within the borders of the United States?	Please refer to the response for question 1
90			Is it right to assume that in Section 3.8: Points 9,11 & 12 relate to the overall projected volume and not for one single vendor?	Section 3.8, points 9 - 12 represent the overall project volume
91	9	2.1	The Respondent's Minimum Qualifications indicates a requirement to meet Government Code section 1043; Criminal Background Checks. It is our understanding that in addition to the criminal background check, government statute(s) also require all individuals who have access to consumer data must also receive fingerprint clearance. Please confirm.	Per the Government Code in section A.1.a.4 requires both background checks and fingerprinting
92			What is the phone system that is currently used by Covered California?	Cisco Unified IP Phone 8961 Standard VoIP phone
93			What are the specific phone system requirements?	Cisco Unified IP Phone 8961 Standard VoIP phone
94			When will the call center be expected to take live calls?	Please see response to question 7.
95			Please provide a copy of the Acceptable Use Policy.	The Acceptable Use Policy will be provided to the successful bidder(s) .
96	4	1.2	What time are the Proposals due to Covered CA? Only a date was listed in the Key Action Dates section.	September 19, 2014 at 5PM Pacific Time
97	21	4.3.7.1	May the contractor add rows to the Cost Worksheet, as appropriate to identify costs for separate skillsets?	Yes.
98	6	1.7	Is it acceptable to place the proposal (Master and Copies) in a removable 3-Ring binder	Yes.
99		3.5		
100	15 and 18	and	Please confirm that the contract is Time and Materials based with a contract maximum of $14 million and bidders will be paid based on the rates included in the bid price up to the total contract maximum of $14 million.	Please see addendum. Covered California is expecting a single blended hourly rate (phone/data entry) to include direct costs of providing these services. Detailed information will be required during contract negotiations.
101		3.1		
102	19	4.3.4	Can Covered California please confirm that the proposal must include the completed "Staff Experience Summary Form" (Attachment 1-D) and a resume for each proposed key staff personnel? If yes, please confirm that the forms are not included in the 4 page limit for this section of the proposal.	The Staff Experience form is for "key" personnel that will be managing or implementing the project, not for all staff. This is not part of the page count minimum.
103	Attachment 1	Attachment 1-I	Is it acceptable to place the Bidder Declaration form in the Administrative Requirements section as the 8th item along with the other forms?	Yes.
104				The centralized IVR/ACD can be used but we are looking for the vendor recommendations regarding
105				

No.	Page No.	Reference Number	Question	Response
106	13	3.3.A.2.b	Will Covered CA maintain a Primary IVR and/or load balancing processes to route to contractor ACD systems?	
107				
108				
109				
110				
111	13	3.3.A.2.b	Can Covered CA explain the access to Covered CA ACD system? And how it interfaces with the requirement for the vendor to host its own IVR application?	The centralized IVR/ACD can be used but we are looking for the vendor recommendations regarding the best solution (VoIP , The Voice Codec G.711 will be used for Voice bearer traffic)
112				
113				
114	11	3.3 A.1. a.1.	With the different types of calls that will be taken, are there multiple existing skills that calls will be routed in to or do all calls route to one queue?	During the Baseline Period Covered California will work with the vendor to identify call types and routing patterns.
115				
116			Is there an expectation to establish voicemail boxes and, if voicemail boxes are required, return voicemails?	No
117	page 14	3.3.A.5.e	How will the vendor receive the calls from Covered Ca.? Will the calls be routed to the vendor from the Covered Ca. 800 line? Are the calls overflow from the Cover California existing Call Centers?	The centralized IVR/ACD can be used but we are looking for the vendor recommendations regarding the best solution
118				
119	page 13	3.3.A.5	Are Key Data Entry Staff required to maintain the same working hours as the call center?	Yes
120				
121				
122	page 15	3.3.A .5.k	Does Covered CA provide the automated tool for reporting? If not, will Covered CA provide a format for Contractor self-reports?	No , covered California will provide the format .
123	page 12	7a.3.3.2	What are the record retention requirements for call recording?	It should be stored until the end of the contract then it will be transferred to covered California in appropriate searchable format
124	21	4.3.7	Please clarify instruction to section 4.3.7, that the bidder will provide an updated Statement of Work using the tasks identified in Section 3 using track changes on Attachment 2-B.	Bidder will provide a statement of work in Exhibit A of the Model Contract using the scope provided in the RFP. If bidder makes changes to the scope in their proposal, they will use Track Changes.
125				
126				
127				

No.	Page No.	Reference Number	Question	Response
128	12	3.3.A.2	Will Covered CA desktop/technology support staff and Covered CA Service Center staff or consultants have the same workstation/PC requirements as the Call Center\Data Entry Staff?	There are no desktop/technology requirements for the Covered California support staff. The requirement is to provide physical space only for the Covered California support staff.
129				
130	15	3.3.A.5.h	Will call center agents be assisting applicants to complete Covered CA Enrollment Applications?	No
131	22	5.3	Please confirm past projects completed should be 20% and not 10%.	20%
132			What is the expected "go live" date for the service center?	November 3, 2014
133			What is the brand name of the cloud based call center the state is utilizing?	CRM Oracle RightNow
134			What is the brand name of the technology currently used to handle the screen capture interface with your call center technology?	NICE screen logger