

HBEX 27:
Print Fulfillment Services
 Final Response to Questions
 7/10/2013

No.	Question	Response
1	Who are the users of the portal? (Reference: Attachment 2-D, System Requirements, General)	The portal would be used by the community grantee organizations that are funded to do outreach and education on behalf of Covered California as well as private partner companies. It will also be used by grantees, assisters, and organizations who are part of our community outreach network
2	Please define standard functions vs. configuration. (Standard functionality generally requires client business rules for configuration.) (Reference: Attachment 2-D, System Requirements, General)	Standard functionality can be operational within two weeks of contract signing.
3	How soon after contract signing will business rules be provided? (Reference: Attachment 2-D, System Requirements, General)	Business rules will be established with the winning bidder through a series of requirements discussions.
4	How and to whom are orders billed? (Reference: Attachment 2-D, System Requirements, General)	Invoices should be sent monthly in arrears to the contact in Exhibit B (Attachment 2-C of the RFP).
5	Does the site need to display in multiple languages? (Reference: Attachment 2-D, System Requirements, General)	No, materials need to be printed in multiple languages. The site is only in English
6	Please describe the requirements for budgeting system workflow. (Reference: Attachment 2-D, System Requirements, R-4)	Covered California will establish specific budgets for account holders to use toward collateral purchases. Orders must decrement these budgets and the capability to approve both the budget and orders if needed is desired.
7	What is the purpose of the impound account? Will all shipping costs be billed to Covered CA? (Reference: Attachment 2-D, System Requirements, R-16)	The impound account is assumed for shipping costs. If the bidder has an alternate method for shipping costs, please provide.
8	What account data will be imported and exported? Is this user account information or order detail information? (Reference: Attachment 2-D, System Requirements, R-21)	Information such as order summaries, summaries by piece for tracking of collateral.
9	Are there Print On Demand pieces that will have variable imprint data supplied by the user? Does this conflict with the scenario assumption that states: Piece is stable - no edits or corrections expected? (Reference: Attachment 2-D, System Requirements, R-22)	No. print on demand pieces may require variable imprint. Please cost accordingly and reflect in assumptions.
10	Will these users be identified as distinct user groups? What level of access do they need to the digital access? E.g. Upload, Download, edit... (Reference: Attachment 2-D, System Requirements, R-26)	Yes there will be distinct user levels. Download, specify variable imprint data and print only. External users are not expected to upload or edit in the system.
11	Lanyard shows 3 x 4" and printed 4/4 on Endeavor cover. Is this intended to include a lanyard, badge holder and a printed badge/card? If just the lanyard and holder, what do the print specifications refer to? Is the lanyard itself printed or just plain? (Reference: Attachment 2-A, Print Specifications, #4)	Yes, the lanyard is printed and should include a lanyard, badge holder and printed badge. Please assume one color for lanyard print cost

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12	Do you have any other specifications on the pop-up canopy? Is there any printing on it? Are we correct that the paper specification shown does not apply? (Reference: Attachment 2-A, Print Specifications, #8)	Yes, you are correct, the paper specs do not apply to the pop-up tent. It is 10' X10' with a four color logo print.
13	Pull Up Screen - appears to be large format printing, one side on outdoor vinyl. Is that correct? Does it need any Velcro or other backing to fit the stand? Are we to provide pricing for the stands? (Reference: Attachment 2-A, Print Specifications, #12)	Yes, cost would include the stand as well. Please include quality and stand assumptions in the assumption response.
14	Sail/Flags – Are there any other specifications for this item such as finished size and stock? Is there any mounting hardware required? (Reference: Attachment 2-A, Print Specifications, #14)	The sail should be self standing. Please price the full cost for stand and sail.
15	Tablecloth – is there any particular material or type of cloth or weight? What color is the cloth? Will it actually print on both sides as indicated in the specs or is that in error? (Reference: Attachment 2-A, Print Specifications, #15)	The tablecloth would be printed on one side only. The weight recommended should be durable for heavy use at events.
16	Can you provide an artifact or description of the process flow outlining how we will interface with the Covered California order-entry system?	The bidders are expected to provide a Covered California branded order system which allows Covered California to specify the pieces and budgets available to account holders.
17	Is there a required or preferred method or technology of digital printing desired by Covered California?	No