

RFP 2016-14 – Live Scan Fingerprinting Services Questions and Answers

#	Question	Response
1.	<p>Referring to Request for Proposal, page 15, section 3.2., “Purpose”.</p> <p>a. The purpose as stated in the RFP is “Contractor will provide Live Scan fingerprint imaging services locations statewide throughout California sufficient to meet the requirements of the Enrollment Assistance Program.”</p> <p>i. Is there an estimate of the volume of live scan applicants to be processed?</p> <p>ii. Will the live scan requests be received in a cycle (some months will have a greater demand than other months)?</p> <p>iii. Do you anticipate having a greater volume of live scan requests in certain areas of California?</p>	<p>*These estimates does not include state employee live scans (HR).</p> <p>**January - March does not include Certified Enrollment Counselors and Plan Based Enroller fingerprints.</p> <p>***Not all fingerprints have been entered yet; therefore, this is a low estimate.</p> <p>i. Approximately 80-250 from January to September, and from October-December the numbers go up to about 500-700.</p> <p>ii. Yes, before open enrollment and during open enrollment (October-December) demand increases significantly.</p> <p>iii. The greatest volume will be in Sacramento.</p>
2.	<p>Billing and Budget Questions</p> <p>a. We understand Covered California requests us to prepare the cost worksheet for the amount to be billed per year, as shown on Exhibit B, attachment 1. The display on Exhibit B, Attachment 1 is at a very high level.</p> <p>i. Is covered California expecting us to bill per scan or on an hourly wage of the operator performing the scan, or some combination of both? We are asking for clarification because:</p> <p>1. In Exhibit A on page 3 of 7, #11 the contract states: This invoice shall be submitted electronically to Covered California no more frequently than monthly. Covered California will then pay the Contractor for the Live Scan fees.</p> <p>2. Reviewing the contract, there is a requirement for the live scan operators to prove their experience by submitting a resume to Covered California. Covered California having the ability to review staffs resume (experience) gives us the impression we should be billing for the expertise of staff in additional to the scanning fees.</p>	<p>a. Exhibit B, Attachment 1, cost worksheet may be customized.</p> <p>1. Yes, we expect to be billed per scan.</p> <p>2. We do not need resumes for live scan operators. We are requesting resumes from management.</p>