

**Request for Proposal for Document Imaging and Verification Solutions (RFP# 2016-19)**  
**Responses to Bidder Questions and Change Requirements**

#	RFP Document	Section #	Question	State Response
Q1.	Contract, Exhibit A	Attachment 1	In reference to Exhibit A, Attachment 1, Requirement 13, can Covered California provide the number of forms per category (federal, state, and other Covered California forms) and the unique fields across these forms?	The Covered California Acceptable Administrative Documentation provided in the Bidder's Library provides a comprehensive listing of federal and state forms.
Q2.	Contract, Exhibit A	Attachment 1	In reference to Exhibit A, Attachment 1, Requirement 18, it is our understanding that the imaging solution will only provide a trigger to create the Oracle BPM task. Can Covered California please confirm that the tasks, workflows and verification screens are set up in Oracle BPM and that it is not in scope of the imaging solution?	Uploaded images will be captured by the new solution and after determining the type of document (e.g., driver's license, passport, etc.), extract the needed data elements. With the needed data extracted, the solution will then request consumer data from CalHEERS and then determine if the data matched and satisfied the verification need. If satisfied, the solution will send a return message to CalHEERS indicating the match and CalHEERS will continue forward with the application process. If not satisfied, the solution would create a task in Oracle BPM for a representative to review and if necessary contact the consumer.

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Q3.	Contract, Exhibit A	Attachment 1	In reference to Exhibit A, Attachment 1, Requirement 23, we assume that the existing scanning solution has the capability for purging and destroying the scanned documents and that any documents or associated meta data that is stored temporarily by the new imaging solution will be removed by the new imaging solution based on the rules set by Covered California. Can Covered California please confirm?	Yes. The existing vendor's scanning solution will be responsible for purging and destroying scanned documents and the document imaging and verification solution will purge and destroy captured data once it has been transferred to CalHEERS.
Q4.	Contract, Exhibit A	Attachment 1	In reference to Exhibit A, Attachment 1, Requirement 35, our proposed solution will allow the user to add a note to an image as an imprint to the image. Will this satisfy the requirement?	Requirements #35 states that the solution must allow a user to add a note to an image, not how it must be done.
Q5.	Contract, Exhibit A	Attachment 1	In reference to Exhibit A, Attachment 1, reporting requirements, what is the number of users who will need access to reports and dashboards?	Requirement #31 requires the contractor to provide access and capacity for 50 concurrent users.
Q6.	RFP	3.2	In reference to Section 3.2, does Covered California have data on the total number of pages for the 1.7 million documents scanned in 2015 (or an average number of pages per document)?	Covered California is unable to provide a breakdown by page. Currently, all documents received per envelope are compiled into a single PDF. The average number of pages varies from 1 to over 30.
Q7.	RFP	3.2	In reference to Section 3.2, does Covered California have data on the total number of documents submitted in 2016?	The total number of documents received in 2016 was 1.8 Million.

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Q8.	RFP	3.2	Can Covered California share the average YoY growth in the number of pages over the next three years (or number of documents)?	Covered California does not have a growth projection for the number of documents expected to be received in 2017, 2018, 2019. However, based on the increase in the number of enrollments, it is expected that the number of documents received will also increase.
Q9.	RFP	4.5.2.2	In reference to Section 4.5.2.2, Solution Overview, Covered California has indicated that the bidder must also present its plan and recommendation for solution hosting. For the benefit of Covered California, will you ask all vendors to submit pricing for both on-premise and cloud solutions?	No. Bidders will not be required to submit pricing for both on-premise and cloud solutions.
Q10.	RFP	4.5.2.2	In reference to Section 4.5.2.2, Solution Overview, does Covered California have an estimate for the on-premise hosting fees? If not, how would a vendor provide and include hosting fees for an on-premise solution?	No. Covered California does not have an estimate for on-premise hosting fees. Covered California is open to a range of hosting options which include the solution being hosted at a contractor-provided data center.
Q11.	RFP	4.5.2.2	In reference to Section 4.5.2.2, Solution Overview, the RFP states, "The bidder must also present its plan and recommendation for solution hosting." We assume that all vendors should call out the hardware, software, and hosting cost as part of the cost form and those will be for DDI and M&O and it will be inclusive of the \$2,475,000. Can Covered California please confirm our understanding?	Yes. A bidder's solution hosting costs should be captured as part of the Design, Development, and Implementation of Solution line item in Exhibit B, Attachment 1, Cost Worksheet and it is inclusive of the overall contract value.

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Q12.	RFP	5.4.1.6	<p>It is our belief that Covered California will get more qualified bids if there is an opportunity for vendors to work with Covered California on select contract terms. In many parts of the RFP, Covered California has indicated that there will be no changes or conditions attached to the general contract provided in this RFP. For example, RFP Section 5.4.1.6 – page 30: “The evaluation of the Contract is pass/fail. The evaluation team will validate that the contract exhibits are included and that they do not contain exceptions. Failure to include contract materials or providing a response that is incomplete may result in the bidder’s proposal being deemed nonresponsive.” In the past, Covered California has allowed vendors to provide specific language to mutually discuss and amend select contract terms. Will you be open to doing that in this RFP?</p>	<p>No. Per RFP Section 1.7, Bidder’s Questions and Request to Change requirements, a bidder may request to change requirements which includes contract terms.</p>
Q13.	RFP	6.1	<p>In reference to Section 6.1, Page 32, with regard to Small Business and DVBE incentives and evaluation, the RFP states, “The incentive is applied in determining the lowest monetary bid or best value by reducing the qualified bidder’s price by the amount of the incentive as computed on the lowest price submitted by a responsive bidder. This reduction is applied solely for evaluation purposes.” Given that each line item in cost has a different evaluation weighting, to which item(s) will the incentive reduce?</p>	<p>The incentive will apply to the total cost score. Please refer to Addendum #1.</p>

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Q14.	RFP	3.2	Is CA Health Benefit Exchange open to an on premise solution?	Yes.
Q15.	RFP	3.2	<p>Please explain the extent to which you would like this solution to integrate with the current Oracle ECM.</p> <p>a. Will all documents, upon completed validation, be archived in the Oracle ECM system?</p> <p>b. At what points in the process will updated need to be pushed to the Oracle ECM solution?</p>	<p>Yes. All documents will be stored in the Oracle ECM which is maintained by CalHEERS.</p> <p>Uploaded images will be captured by the new solution and after determining the type of document (e.g., driver's license, passport, etc.), extract the needed data elements. With the needed data extracted, the solution will then request consumer data from CalHEERS and then determine if the data matched and satisfied the verification need. If satisfied, the solution will send a return message to CalHEERS indicating the match and CalHEERS will continue forward with the application process. The image and meta data would be transferred to the Oracle ECM in CalHEERS at that time.</p>
Q16.	RFP	3.2	What capture tool is CA Health Benefit Exchange currently using? How is it being used?	Covered California's existing scanning vendor scans and stores mailed documents. The images are transferred and stored in the Oracle ECM which is maintained by CalHEERS.
Q17.	RFP	3.2	Is the Oracle ECM system on premise or hosted?	The Oracle ECM is hosted by CalHEERS and Accenture.
Q18.	RFP	3.2	Are there other applications CA Health Benefit Exchange wishes to integrate with? Please explain the extent of these integrations.	As described in Section 3.2, Purpose, the solution is expected to interface will CalHEERS and Oracle BPM.

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Q19.	RFP	3.2	What is considered an acceptable success rate for document verification?	In September 2016, Covered California released Request for Information (RFI) 2016-15. The RFI respondents stated acceptable success rate for document verification is approximately 60-90 percent. However, Covered California recognizes that the success rate depends on the type of form, image quality and configuration.
Q20.	NA	NA	Please provide representative samples of the various document types (with redacted data where necessary)	The Covered California Acceptable Administrative Documentation provided in the Bidder's Library provides a comprehensive listing of federal and state forms. Due to the number of documents allowed to be submitted, vendors are encouraged to research the different acceptable document types.
Q21.	NA	NA	Without the need to name vendors/products, please share key insights Covered California attained from the RFI responses.	Information acquired through the RFI process is reflected in the RFP and statement of work.
Q22.	NA	NA	Without the need to name vendors/products, please share any aspects, feature and capabilities that Covered California learned about from the RFIs that it felt would be required in a solution.	Information acquired through the RFI process is reflected in the RFP and statement of work.
Q23.	NA	NA	Without the need to name vendors/products, please share any aspects, feature and capabilities that Covered California learned about from the RFIs that it felt would be nice to have in a solution.	Information acquired through the RFI process is reflected in the RFP and statement of work.

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Q24.	NA	NA	Without the need to name vendors/products, please share any aspects, feature and capabilities that Covered California learned about from the RFIs that it felt would not be a fit.	Information acquired through the RFI process is reflected in the RFP and statement of work.
Q25.	NA	NA	Can you provide a specific list of document types that are acceptable to submit for verification?	The Covered California Acceptable Administrative Documentation provided in the Bidder's Library provides a comprehensive listing of federal and state forms.
Q26.	NA	NA	Does Covered California prefer a solution hosted on premise or hosted in the cloud. Do you have a preference of hosting location?	Covered California is open to a range of hosting options which include the solution being hosted at a contractor-provided data center.
Q27.	Contract, Exhibit D	NA	Regarding Exhibit D - Additional Provisions are any terms negotiable?	Per RFP Section 1.7, Bidder's Questions and Request to Change requirements, a bidder may request to change requirements which includes contract terms.
Q28.	Contract, Exhibit D	Section 4	In Exhibit D - Section 4 Item 3 of Liquidated Damages the requirements states that "The solution shall have no less than two (2) errors per 10,000 for applicant matches executed through the batch process". How is the term Error Defined?	An error is when an image is matched to the wrong applicant.
Q29.	Contract, Exhibit D	Section 4	In Exhibit D - Section 4 Item 1 of Liquidated Damages the requirements states that "the solution shall ensure a two (2) second response time for images accepted through a web portal". How is the term Error Defined?	The term error is not used in this requirement.

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Q30.	NA	NA	The scope of work describes that consumers will be able to upload (via a mobile application or desktop) a verification document. Will the consumer user interface for desktop be added to an existing Portal or a new portal address?	CalHEERS has an existing upload page. If this page cannot be optimized to allow for upload via mobile device, the vendor may be required to develop a mobile application for accepting documents. The selected vendor would also interface with the existing upload page in CalHEERS as well as the existing scanning vendor's image transfer process.
Q31.	NA	NA	How many external users?	Applicants for Covered California and those re-enrolling are considered external users. Currently, Covered California serves over one million consumers. Actual numbers may fluctuate from year to year.
Q32.	NA	NA	How many internal users?	Requirement #31 requires the contractor to provide access and capacity for 50 concurrent users.
Q33.	NA	NA	Does Covered California expect the system to manage the user credentials and authentication or is the expectation to leverage components in the existing infrastructure?	Yes.
Q34.	NA	NA	What is the expected start date for this engagement?	April 10, 2017
Q35.	NA	NA	Can a blended approach with offsite development and operations, but onsite analysis, training, and testing services meet Covered California needs?	Per Contract Exhibit A, Standard Agreement, Section E, Reporting Headquarters Location, the contract is required to perform all services on site unless directed otherwise. A blended approach is subject to approval by Covered California.



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Q36.	NA	NA	Has Covered California identified any current or upcoming projects or changes that may add risk to this project (e.g. Covered California resource availability, Covered California organizational changes, planned changes to infrastructure, etc.)?	No.
Q37.	NA	NA	Under mutually beneficial conditions, would Covered California consider partial work to be performed away from Covered California facilities but located within the US?	Per Contract Exhibit A, Section E, Reporting Headquarters Location, the contract is required to perform all services on site unless directed otherwise. A blended approach is subject to approval by Covered California.
Q38.	NA	NA	How many environments does Covered California plan to utilize for the Document Images and Verification Solution?	Requirement #123 in Attachment 1, Statement of Work, defines the required solution environments.
Q39.	NA	NA	<p>Please confirm the response structure for this RFP</p> <p>Should all response should be place either in an attachment or an exhibit?</p> <p>Can you provide the Word version of all PDF attachments and exhibits; converting / saving the PDFs as Word documents are not converting cleanly?</p> <p>What portions make up Administrative and Technical Proposal?</p> <p>What portions make up Cost Proposal?</p> <p>Should all responses fall into an attachment or exhibit?</p> <p>Should each attachment be a separate Tab?</p> <p>Should each exhibit be a separate Tab?</p>	<p>Please review RFP Section 4, Proposal Response Format and Content, for details on how to prepare the response.</p> <p>The MS Word version for applicable attachments is available of the solicitations page.</p>

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Q40.	RFP	1.4	Does Covered California intend for the 'maintenance and operations' portion of the contract to cover software maintenance and support? If so, what level of support is required?	Yes. Contract Exhibit B, Attachment 1, Cost Worksheet, defines the scope of maintenance and operations.
Q41.	RFP	3.7	What are the current manual verifications required today?	The Covered California Acceptable Administrative Documentation provided in the Bidder's Library provides a comprehensive listing of federal and state forms.
Q42.	RFP	3.7	How long does the average overall application process take today?	The time that it takes for an applicant to complete an application can vary based on the number of household members as well as having all necessary documents available. If an applicant needs to submit a verification document, it must be received and verified within 90 days per current regulations.
Q43.	RFP	2.2	Can a single qualified person fill two key roles?	Per RFP Section 2.2, Covered California is seeking a project team not an individual.
Q44.	NA	NA	Is the solution responsible for virus scanning of uploaded files? Are the software costs to be included in this proposal?	Yes. Yes.
Q45.	NA	NA	Please provide expected annual capture volume.	The total number of documents received in 2016 was 1.8 Million. Covered California does not have projections for future years.
Q46.	NA	NA	Please provide the image count of the 1.7 million documents mailed or the average image count per mailed document.	Covered California is unable to provide a breakdown by page. Currently, all documents received per envelope are compiled into a single PDF. The average number of pages varies from 1 to 30.

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Q47.	NA	NA	Please provide the expected annual document and image counts of documents to be faxed into the solution.	Covered California does not have projections on document submissions by method for future years.
Q48.	NA	NA	Please provide the expected annual document and image counts of documents to be uploaded into the solution via a mobile application of desktop.	Covered California does not have projections on document submissions by method for future years.
Q49.	NA	NA	The solution is expected to interface with the Novitex scanning system to obtain mailed images/documents. Please provide available options for integration to enable us to calculate the resources necessary to complete the work effort.	The solution is expected to interface with CalHEERS. The existing scanning vendor's solution also interfaces with CalHEERS.
Q50.	Contract, Exhibit A	Attachment 1	Is the solution expected to hook into existing Covered California CalHEERS portals and/or Apple and/or Android apps? Will Covered California resources modify those objects to call the solution processes to manage the capture of the images?	Requirement #1 states that the solution shall capture documents via a desktop, mobile device or tablet. CalHEERS has an existing upload page. If this page cannot be optimized to allow for upload via mobile device, the vendor may be required to develop a mobile application for accepting documents. The selected vendor would also interface with the existing upload page in CalHEERS as well as the existing scanning vendor's image transfer process.
Q51.	Contract, Exhibit B	A.1.	Is the maximum amount payable under this Agreement inclusive of the maintenance and operations costs for the three years? Does that also include the optional additional two years?	Yes, the amount payable includes the three years of maintenance and operations. It does not include the optional years.

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Q52.	Contract, Exhibit D	C.4.	Are the amounts for liquidated damages and performance standards negotiable?	No. Per RFP Section 1.7, Bidder's Questions and Request to Change requirements, a bidder may request to change requirements which includes contract terms.
Q53.	Contract, Exhibit A	Attachment 1	In reference to Exhibit A - Attachment 1, how do you want each vendor to respond to the mandatory requirements? Shall vendors add an additional column to Exhibit A, Attachment 1 and state how each of the mandatory requirements are met (assuming this would be beyond any existing page limits)?	Please review RFP Section 4, Proposal Response Format and Content, for details on how to prepare the response.
Q54.	Contract, Exhibit A	Attachment 1	In reference to Exhibit A - Attachment 1; Requirements 20, 21, 23, can Covered California please confirm that the document images are exported to the ECM solution and the storage, retention and archiving of the documents is managed by the existing Covered California's ECM platform?	Yes. All documents will be stored in the Oracle ECM which is maintained by CalHEERS. Uploaded images will be captured by the new solution and after determining the type of document (e.g., driver's license, passport, etc.), extract the needed data elements. With the needed data extracted, the solution will then request consumer data from CalHEERS and then determine if the data matched and satisfied the verification need. If satisfied, the solution will send a return message to CalHEERS indicating the match and CalHEERS will continue forward with the application process. The image and meta data would be transferred to the Oracle ECM in CalHEERS at that time.

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Q55.	Contract, Exhibit A	Attachment 1	In reference to Exhibit A - Attachment 1; Requirement 24, we assume that the scope includes the purging and destroying of the scanned images in temporary storage of the imaging solution during the transformation process. Can Covered California please confirm that the physical documents purging and destroying is handled by the scanning solution provider, Novitex?	The existing document scanning solution will be responsible for purging and destroying scanned documents and the document imaging and verification solution will purge and destroy captured data once it has been transferred to CalHEERS.
Q56.	Contract, Exhibit A	Attachment 1	In reference to Exhibit A - Attachment 1; Requirements 167, 168, 169, it is our assumption that the potential use case to send emails will be notifying state users when they have a BPM task to follow up on. Can you provide sample use cases of the communication through branding templates to consumers?	This information will be a decision item during JAD sessions. However, Covered California's current position is that if a verification item processed by the solution cannot be verified or is inconsistent with the application data, it will create a BPM task for manual verification and follow up with the consumer.
Q57.	Contract, Exhibit A	Attachment 1	In reference to Exhibit A - Attachment 1; Requirements 167, 168, 169, we assume the SMTP server will be provided by Covered California to enable the email communication for the users in the imaging process. If there is already a BPM work queue creation, does Covered California want additional email notification?	For the scope of this project the vendor will be responsible for creating a task that will trigger an existing BPM workflow. The vendor will not need to create a new workflow.

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Q58.	NA	NA	In the main body of the RFP, it mentions that documents received by mail or fax will be processed by the solution. This requirement is not mentioned in Exhibit A. Will Covered California's existing fax and email solutions be capable of depositing an electronic copy of the email attachment or fax into a folder accessible by the solution?	Documents received by mail or fax will be processed by Covered California's existing document scanning solution. Per Requirement #8, the vendor will be responsible for accepting documents captured by the existing scanning vendor's solution.
Q59.	Contract, Exhibit A	Attachment 1	In reference to Exhibit A - Attachment 1; Requirements 44, 49 and 51, we believe the timelines specified in the training requirements, such as no less than 90 days before implementation, is too aggressive for a short implementation project. Can we suggest that vendors are asked to provide training 30 days prior to implementation and training material is shared 15 days prior to training?	Covered California will not change the timeframes. Please note that the 90-day training period is for training-for-trainers. This timeframe will allow Covered California training personnel to prepare any training for effected staff.
Q60.	Contract, Exhibit D	Section C	In reference to Exhibit D - Additional Provisions; Section C, Point 4. Sub-Bullet 3, we assume the error per applicant match is when an image is attached to the wrong applicant (assuming data in document is correct). Not able to find match due to clarity of document or creating a manual queue is not considered an error.	This is correct. An error is when an image is matched to the wrong applicant.
Q61.	Contract, Exhibit D	Section C	In reference to Exhibit D - Additional Provisions; Section C, Point 4. Sub-Bullet 4, please clarify what is application match execution error in host-to-host or online process.	An error is when an image is matched to the wrong applicant.

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Q62.	Contract, Exhibit A	Attachment 1	In reference to Exhibit A, Requirement 129, we are assuming that the modification of the existing Oracle ECM system is outside the scope of this RFP. Please confirm.	Yes. The bidder would not be responsible for modifying the existing Oracle ECM.
Q63.	RFP	3.2	In reference to Exhibit A, Section 1.8 and RFP page 12, we are assuming that existing Covered California solutions will be responsible for all content ingestion including scanned documents, email, and fax. Please confirm. Also clarify in what format documents will be provided to verification solution (e.g., PDF, TIF, JPEG, MS Office, etc.).	The existing solution will be responsible for documents received by fax and mail. Currently, Covered California does not accept emailed documents.  When documents are faxed or received the images create a PDF. When a consumer uploads documents via the CalHEERS portal, he/she is able to upload PDF, all image types, DOC, PPT, XLS, etc.
Q64.	Contract, Exhibit A	Attachment A	(A.1.1) We assume that the creation, implementation and integration of a mobile solution is outside the scope of this RFP, please confirm.	Requirement #1 states that the solution shall capture documents via a desktop, mobile device or tablet.  CalHEERS has an existing upload page. If this page cannot be optimized to allow for upload via mobile device, the vendor may be required to develop a mobile application for accepting documents. The vendor would also interface with the existing upload page in CalHEERS as well as the existing scanning vendor's image transfer process.

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Q65.	Contract, Exhibit A	Attachment A	(A.1.1) We assume that the modification of existing Web Portal is outside the scope of this RFP. There are several questions pertaining to the existing web portal. We are assuming that existing Web Portal will be modified by the Covered CA to provide for collection of images that will be sent to the Proposed Solution for processing. Please confirm.	The consumer would use the existing CalHEERS upload page and the solution is expected to interface with this.
Q66.	Contract, Exhibit A	Attachment A	(A.1.47) In our experience, state agencies can leverage existing investments in server infrastructure, virtualization, operating systems, database licensing and staff expertise to reduce the total cost of new solutions. For this reason the majority of new customers select an on premise deployments. Can the State make use of its existing investments to provide solution hosting? If not, please confirm that internet connectivity and network infrastructure will be provided by Covered Ca to reach or connect to an externally hosted solution.	Per RFP Section 4.5.2.2, the bidder is required to present its plan and recommendation for solution hosting. Per Requirement #47, the Contractor will supply all hardware, software, connectivity, other equipment and licenses required for the solution.
Q67.	NA	NA	General: Please confirm the total number of pages that will be processed through the solution. Double sided images are considered 2 pages.	Covered California is unable to provide a breakdown by page. Currently, all documents received per envelope are compiled into a single PDF. The average number of pages varies from 1 to over 30.
Q68.	Contract, Exhibit A	Attachment 1	(A.1.section3) For the Reporting Section, how many users will need access to reports?	Requirement #31 requires the contractor to provide access and capacity for 50 concurrent users.



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Q69.	Contract, Exhibit A	Attachment 1	(A.1.129) It is our assumption that you will leverage an existing investment in a Content Management solution for managing and retaining content related to this solution. Please confirm and provide details about the ECM solution to be used.	Yes. All documents will be stored in the Oracle ECM which is maintained by CalHEERS. Uploaded images will be captured by the new solution and after determining the type of document (e.g., driver's license, passport, etc.), extract the needed data elements. With the needed data extracted, the solution will then request consumer data from CalHEERS and then determine if the data matched and satisfied the verification need. If satisfied, the solution will send a return message to CalHEERS indicating the match and CalHEERS will continue forward with the application process. The image and meta data would be transferred to the Oracle ECM in CalHEERS at that time.
Q70.	Contract, Exhibit A	Attachment 1	(A.1.129) There are several questions that appear to be meant for the management of content inside an ECM system. Please confirm that the ECM functionality is outside of the scope of this project.	Yes. The bidder would not be responsible for modifying the existing Oracle ECM.
Q71.	Contract, Exhibit A	Attachment 1	(A.1.8 and RFP page 12) Please validate that Novitex and/or other existing state solutions will be responsible for all content collection including scanned documents, email, and fax.	The existing scanning vendor's solution will be responsible for documents received by fax and mail. Currently, Covered California does not accept emailed documents.

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Q72.	NA	NA	(General) In our experience it is in the best interest of the state to allow exception to some contract terms and conditions to ensure that all qualified vendors have an opportunity to propose the best solution for state agency consideration. Will Covered CA allow some negotiations?	No. Per RFP Section 1.7, Bidder's Questions and Request to Change requirements, a bidder may request to change requirements which includes contract terms.
Q73.	NA	NA	(LD in general) While we understand Covered CA needs to address timely problem resolution. The resolution options would be different with on premise and hosted solutions. While the provided remedies in the RFP seem difficult to track and identify ownership of issues, to better address Covered CA concerns we respectfully request liquid damages become a negotiated topic.	No. Per RFP Section 1.7, Bidder's Questions and Request to Change requirements, a bidder may request to change requirements which includes contract terms.
Q74.	Contract, Exhibit A	E	Exhibit A - Scope of Work.pdf, 1. Section E. Reporting Headquarters Location states; "The Contractor is required to perform all services under this Agreement on site at Covered California, unless directed otherwise by the project representative listed in this Exhibit. Will Covered California consider the use of secure remote access (VPN access, remote desktops, etc.) and off-site work efforts for technical solution development?	A blended approach is subject to approval by Covered California.
Q75.	Contract, Exhibit A	Attachment 1	Exhibit A, Attachment 1 - Statement of Work.pdf, 1. Section 1 Image Capture and Verification - Are functional requirements 1-7 associated with uploads only (smart device or web portal)?	Yes.

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Q76.	Contract, Exhibit A	Attachment 1	Section 1 Image Capture and Verification, Requirement 8 - What is the underlying image format used for the Novitex PDF (bitonal, grayscale, color, 200 DPI, 300 DPI, etc.)?	Images are turned in to PDF Version 1.4 (Acrobat 5.x) with 300 DPI, black and white. They also meet the following security requirements: Standard PDF/A-1B ISO Name: ISO 19005-1.
Q77.	Contract, Exhibit A	Attachment 1	Section 1 Image Capture and Verification, Requirement 13 - Covered California needs to be more specific on the number of data extraction fields. Can Covered California provide a specific list of priority document types and number of fields for each document type? Or alternatively specify a fixed number of document types and total fields for OCR extraction?	The Covered California Acceptable Administrative Documentation provided in the Bidder's Library provides a comprehensive listing of federal and state forms. Due to the number of documents allowed to be submitted, vendors are encouraged to research the different acceptable document types.
Q78.	Contract, Exhibit A	Attachment 1	Section 1 Image Capture and Verification, Requirement 17 - Will manual data extraction or verification be performed in a downstream system?	Yes.
Q79.	Contract, Exhibit A	Attachment 1	Section 1 Image Capture and Verification, Requirement 20 – How are verification documents currently saved and accessed?	The existing solution saves scanned images as a PDF and is accessible via a URL to internal users. The links and other data are maintained in a SharePoint list which is also used to assign out work to staff.  Covered California will be implementing Oracle BPM to eliminate the need for a SharePoint list or manual assignments.

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Q80.	Contract, Exhibit A	Attachment 1	Section 6 Maintenance and Operations, Requirement 57 - What is the scope of Operations tasks? Can Covered California provide more detail on anticipated Operations tasks? For example, does it include verification document manual data indexing (see requirement 19)?	Contract Exhibit B, Attachment 1, Cost Worksheet, defines the scope of maintenance and operations.
Q81.	Contract, Exhibit A	Attachment 1	Section 10 Technical Requirements, Requirement 127 - This requirement specifies 2 million images, while other RFP documents state 1.7 million documents per year. Can Covered California confirm the average images per verification document?	The 1.7 million refers to the 2015 volume. The reference to 2.0 million in Requirement #127 refers to capacity.
Q82.	RFP	4.5.2.2	Recommendation for solution hosting???	Covered California is open to a range of hosting options which include the solution being hosted at a contractor-provided data center.
Q83.	NA	NA	Can we include a USB thumbdrive instead of a CD-ROM?	No. The International Standards Organization (ISO) used by Covered California prohibit this.
Q84.	NA	NA	What are the typical document lengths? You mentioned 2M images, so does that include the variable length of each document?	Currently, all documents received per envelope are compiled into a single PDF. The average number of pages varies from 1 to 30.
Q85.	Contract, Exhibit A	Attachment 1	Q1: What are the mobile device or tablet platform requirements? (Windows, iOS, Android, Amazon, Web, others)	The solution should support the most commonly used platforms including but not limited to Windows, iOS, Android, and others.
Q86.	Contract, Exhibit A	Attachment 1	Q3: What type of messaging will the user need to receive? Is CoveredCA expecting this to be transaction during their upload session or afterwards, through SMS or Email, or Paper Mail? Please elaborate.	Yes. Covered California expects this transaction to be conducted during the upload session.

#	RFP Document	Section #	Question	State Response
Q87.	Contract, Exhibit A	Attachment 1	Q20: Our understanding is the Imaging system will send all documents to CalHEERS. Are you looking for online access for the documents outside of CalHEERS, such as the Imaging system, for 7 years?	Yes.
Q88.	Contract, Exhibit A	Attachment 1	Q21, 22: Our understanding is the Imaging system will send all documents to CalHEERS. Are you looking for archive access for the documents outside of CalHEERS, such as the Imaging system, for 3 years?	Yes.
Q89.	Contract, Exhibit A	Attachment 1	Q28, 29: Our understanding is the Imaging system will send all documents to CalHEERS. Are you looking for access for the documents outside of CalHEERS, such as the Imaging system, for search and retrieval?	Yes.
Q90.	Contract, Exhibit A	Attachment 1	Q40: You ask for up to 20 additional reports. Since each vendor may propose a different reporting package, how will you know the exactly # of reports that need to be additionally customized? It is possible it could be more, or less than 20. Can you confirm how you would approach this scenario as it would effect proposal pricing.	Covered California will determine the reports it wishes to be created when reviewing the vendor's reporting package. The scope of this requirement is limited to 20 additional reports.
Q91.	Contract, Exhibit A	Attachment 1	Q43: Can you please elaborate on this requirement. Is CoveredCA looking for both manual and automated ways of aborting? It would be helpful to understand the use case.	Covered California expects that the ability to cancel or terminate a report be provided. This would be done in instances when the query was incorrect, looping or taking too long.

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Q92.	Contract, Exhibit A	Attachment 1	Q123: Can you please provide the # of users and volumes required for each of the NON-Production and DR environments? This impacts pricing proposals.	Requirement #31 requires the contractor to provide access and capacity for 50 concurrent users.
Q93.	Contract, Exhibit A	Attachment 1	Q147: Can you elaborate on the process being used today so we understand if there are synergies that can be repurposed?	Each Covered California system and tools must be MARS-E compliant individually. Security measures are not repurposed.
Q94.	Contract, Exhibit A	Attachment 1	Can you elaborate on the use case be addressed here.	The purpose of Requirement #154 is to inform the consumer that the solution has not timed out but is taking longer than expected to capture an image.
Q95.	Contract, Exhibit D	Section 4	Liquidated Damages on Q1: How will this be measured? Will the user be watching and reporting or are you looking for another means of measurement? How does this take into account uncontrollable factors such as bandwidth and other issues related to infrastructure not under the contractors control?	Covered California will conduct system monitoring and review relevant reports.
Q96.	Contract, Exhibit D	Section 4	Liquidated Damages on Q2: How is it determined who's at fault for the if CoveredCA host the solution?	Covered California will consider the nature of the outage and causes when determining if liquidated damages must be assessed.
Q97.	Contract Exhibit D	Section 4	Liquidated Damages on Q3 and Q4: What constitutes an error? There needs to be defined terms of what an error is. How is it determined who's at fault for the application match error?	An error is when an image is matched to the wrong applicant.

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Q98.	Contract Exhibit D	Section 4	Liquidated Damages on Q5: What is the defined triage process and how does CoveredCA plan on reporting such outtages? When does the clock start ticking? And if it happens minutes before the end of a business day, is the assumed resolution to be within 1 hour of the next business day?	Covered California and the vendor will work jointly to develop the initial reporting and triage process. Damages would be assessed after the first full hour after the problem was initially reported regardless of time since the solution must be operational 24 hours per day, seven days per week (Requirement 155).