

#	Document	Section #	Question	Covered California Response
Q1.	RFP	N/A	Please confirm the business working days and hours for the requested solution.	Normal business hour are 8:00am - 5:00pm PST Monday – Friday, except for State holidays. The System business hours are 7:00am – 8:00pm PST Monday – Saturday. However, the system shall be available 24x7.
Q2.	N/A	N/A	Please let us know if CoveredCA will grant an extension if an appropriate request is required.	A three (3) week time extension has been granted. Please see Addendum #2 RFP – 1.2 Key Action Dates.
Q3.	RFP	4.5.2.2 Solution Overview	Please help us understand why a hosting solution confirmation is being requested. It appears the RFP is asking for an On-Premise solution. If we are unable to provide a hosted solution offering, how does this impact our proposal? (Exhibit A, Attachment 1 - SOW, Requirement 94)	Covered California has removed the option for vendors to host the solution.
Q4.	RFP	4.5.2.2 Solution Overview	It should be recognized that SLA's change with Hosting and On-Premise. The RFP appears to be written for On-Premise, with reasonable SLA's pertaining to an On-Premise solution. If a hosted solution is being requested, we do not believe the SLA's match that of a hosted solution. Please elaborate on this concern. (Exhibit A, Attachment 1 - SOW, Requirement 94)	Covered California has removed the option for vendors to host the solution.
Q5.	Exhibit A, Attachment 1	Requirement 1-3	Per the RFP document, portal and mobile are not part of the initial delivery of the solution. We recognize that information will come in through a batch process from Portal, but the solution will not have direct integration at this time with directly uploaded consumer data. Please elaborate and/or clarify this require to ensure a proper response.	Currently consumers may submit document via Mail, Fax, and Upload. See diagram in RFP Section 3.3.

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Q6.	Exhibit A, Attachment 1	Requirement 5-7	Can you please clarify what is meant here? Is this simply making sure that the extracted data from any document is linked as metadata to the document as it is sent to ECM system?	Requirements 5-7 require the solution to identify the document type, index, and classify. These are used both for ECM as well as the solution being procured.
Q7.	Exhibit A, Attachment 1	Requirement 13	Can you please clarify what is meant here? Is this simply making sure that the extracted data from any document is linked as metadata to the document as it is sent to ECM system?	This is correct.
Q8.	Exhibit A, Attachment 1	Requirement 30	How will this be scored within the overall proposal? It's impossible to know how much time and effort would be required to generate potential future reports. Please elaborate and direct on the best way to provide information for this requirement.	Vendors are encouraged to make an assumption on the hours per report for cost and include these with the Cost assumptions.
Q9.	Exhibit A, Attachment 1	Requirement 91	Can you elaborate on Covered CA's Edge browser plan? If all of the other browsers listed are supported, will this be considered a "show stopper"?	Covered California has removed Edge from its required list of browsers. Since edge is still new and is not widely used, Covered California would assume that vendors and solutions will work with edge in the future.
Q10.	Exhibit A, Attachment 1	Requirement 96	Please elaborate on this requirement. Are you stating that, although currently being requested for an On-Premise solution, we should be able to move the solution directly over to a hosted solution? How will you evaluate this requirement given the best solution may always be to have an On-Premise solution.	Covered California has removed the option for vendors to host the solution.
Q11.	Exhibit A, Attachment 1	Requirement 115	This question seems to be out of place as it does not appear the Web Portal is in place as it relates to the delivery of the solution (per RFP document, portal information will be batched and sent to solution). Please confirm the expectation of this requirement.	This requirement is related to State employee users accessing the procured document verification solution.

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Q12.	Exhibit A, Attachment 1	Requirement 127	Please elaborate on the 24x7 need. How will the system be used during off business hours (Requirement 129)? What SLA's apply if there is an unscheduled system outage outside of the business hours (Requirement 129)? Also refer to Exhibit D, B(4)(3).	The CalHEERS System will send over images and files outside of normal business hours (7am-8pm Monday – Saturday). The CalHEERS application is available to consumers 24x7 and it is expected that the Document Verification Solution is also available.
Q13.	Exhibit A, Attachment 1	Requirement 129	Will this be standard business hours for the duration of the project? Are you able to provide a business schedule where holidays and flex days will be observed?	Requirement 129 provides Tier 2 help desk support for when the project goes live. Covered California observes most State Holidays however during Renewal and Open Enrollment (October – February) Covered California staff and contractors work observed State Holidays. Once in contract and prior to the solution going live Covered California will be able to provide any holidays or off hours when the vendor would not be responsible for providing Tier 2 phone support.
Q14.	Exhibit A, Attachment 1	Requirement 139	Per the RFP document, the solution will not have direct integration at this time with directly uploaded consumer data. How does CoveredCA see this requirement being fulfilled within the solution?	Requirements 139, 140, 141 have been removed.
Q15.	Exhibit A, Attachment 1	Requirement 140	Per the RFP document, the solution will not have direct integration at this time with directly uploaded consumer data. How does CoveredCA see this requirement being fulfilled within the solution?	Requirements 139, 140, 141 have been removed.

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Q16.	Exhibit A, Attachment 1	Requirement 144-155	We understand the request here is Mandatory but Optional. The RFP states a mobile and Portal solution is desired, but will go through CalHEERs at this time. Although we understand the details of this requirement section, can you elaborate on the end goal? Is it to have an estimate on pricing and options? If so, will the pricing associated with be judged independently from the overall cost being proposed?	It is Covered California's goal to have a mobile interface/portal for consumers to upload documents and receive real time feedback of clearing Conditional Eligibility. If the vendor is able to provide a mobile interface/portal they are encouraged to provide the costing for this. The cost will be scored in accordance with RFP Section 5.3 for a maximum of 40 points/4% of total score. If Covered California chooses to implement the mobile interface/portal we will use the cost provided in the RFP Response for the Change Order Request.
Q17.	Exhibit D	Provision B(4)(3)	These time frames appear to be different than what is stated in the RFP document for operational hours. Please elaborate and/or clarify on the official business working days and hours and when the system should be available.	The hours noted in Exhibit A, Attachment 1, Requirement 129 have been updated to reflect what is showing in Exhibit D Provision B(4)(3). Exhibit D Provision B(4)(3) has also been updated to clarify business days are Monday – Saturday.
Q18.	N/A	N/A	Whether companies from Outside USA can apply for this? (like, from India or Canada)	RFP 1.10.2 Business in Good Standing states both domestic and foreign (those incorporated outside of California) corporations must be in good standing with California Secretary of State, Franchise Tax Board and Board of Equalization in order to be qualified to do business in California.

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Q19.	N/A	N/A	Whether we need to come over there for meetings?	Refer to Exhibit A – E (Reporting Headquarters Location) Upon award the vendor and Covered California will agree to work location and what meeting must occur in person vs remote. Vendors are also encouraged to include any assumptions for reporting to Covered California Headquarters i.e. Vendor will only be on site 3 days per week and available via Phone and Email 2 days per week.
Q20.	N/A	N/A	Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)	MARSE does not explicitly address the tasks that are needed (related to RFP response, design documentation, etc. outside the US; however, the control itself references that outsourcing of information system services outside the continental U.S. must be authorized by the CIO of CMS. If the selected vendor would like to pursue this Covered California will work with them to seek approval from CMS.
Q21.	N/A	N/A	Can we submit the proposals via email?	RFP 1.8 Submission of Proposals states that faxed or electronic submissions will not be accepted.
Q22.	N/A	N/A	Can you confirm the volume of documents expected to be processed/extracted from? (Either monthly or yearly.)	Covered California receives approximately 2,000,000 documents per year. The solution is expected to automate the top 75% of documents received ~1.5million documents annually.

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Q23.	N/A	N/A	What is the expected document growth each year? (Volume increase in number or percentage.)	Covered California has continually received around 2,000,000 documents annually and expects to receive the same amount of documents going forward.
Q24.	N/A	N/A	Is the data to be extracted expected to be machine printed or handwritten or both?	Covered California receives documents that are both printed and handwritten and the solution is expected to be able to read and extract both. Some images may contain both handwritten and printed items.
Q25.	N/A	N/A	Is any table extraction expected?	The solution will not need to do any external table extractions.
Q26.	N/A	N/A	Are the 25 users mentioned, expected to be the Indexers/validators?	The 25 users will be admin and indexers/validators. The non admin users may go in to “teach” the system if we notice that certain documents are not being recognized that should be.
Q27.	N/A	N/A	Can you confirm that paper scanning will be done in existing applications and is outside the scope of this Document Imaging and Verification RFP?	All existing scanning solutions will continue to be handled by the existing vendor and is out of scope for this RFP.
Q28.	RFP	1.2 Key Action Dates	Because of the time needed for a thorough and complete review of the RFP and General IT Terms and Conditions, as well as the necessary time needed to gather references and address any clarifications that may be required, in order to put together the best and most complete response to this RFP, we are requesting a three-week extension of the RFP Due Date to August 25, 2017.	A three (3) week time extension has been granted. Please see Addendum #2 RFP – 1.2 Key Action Dates.

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Q29.	RFP/ Attachment 10	2.1 Vendor Qualification/ Bidder Qualifications (Page 1 of 19)	Will Covered California please confirm that proposed Vendor Qualifications may be Government or Private Sector experience? It is listed in the RFP Section 2.1, Vendor Selection, under the Minimum Qualifications for a bidder as: “1. Five (5) years of demonstrated experience implementing and maintaining document imaging solutions for a government or private entity that processes over one million pages per year”, yet on the Attachment 10, Bidder Qualifications Form, it states: “Five years of demonstrated experience implementing and maintaining document imaging solutions for a government entity that processes over one million pages per year.”	Attachment 10 has been updated to include Private Sector Experience.
Q30.	Attachment 11	Staff Qualification Form: Project Manager (Page 3 of 19)	Will Covered California please confirm that the proposed Project Managers may have Government or Private sector experience? It is listed in RFP Section as “The Project Manager shall have five (5) years of experience implementing and maintaining document imaging solutions that process over one million pages per year.”, but on the Staff Qualifications Form: Project Manager, it states that the Minimum Qualifications as, “The Project Manager shall have five years of experience implementing and maintaining document imaging solutions for a government entity that processes over one million pages per year.”	Attachment 10 has been updated to include Private Sector Experience.
Q31.	RFP	4.3 Copies Required	Will Covered California please consider allowing the submission of just 1 HARDCOPY marked “MASTER” and 9 CD ROMS or USBs , each containing a digital copy? This will greatly improve the efficiency of final production.	Covered California will not be able to adjust RFP 4.3, vendors must submit 1 hardcopy marked “MASTER” 9 additional hard copies marked copies and 1 CD-ROM of all documents. Covered California Information Security Standards do not allow vendors to submit USB drives.

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Q32.	RFP	4.4 General Format Instructions	To better enable proposal production efficiency, please confirm that a person authorized to bind the proposing entity may use an electronic document signature software such as EchoSign/Adobe Sign.	Yes, vendors may Utilize Electronic Signature for proposals. Vendors that use Electronic Signature should include the Certification/History for the Signature for verification. Upon execution of the agreement, a wet signature is required on the Std. 213 (standard agreement).
Q33.	Attachment 15 - 17	Staff Reference Form: Project Manager; Technical Lead; and Lead Business Analyst; Pages 11 thru 19	Since in many instances, companies and employers are reluctant (due to risk of litigation, etc.) to provide details regarding an employees or consultant’s performance, will Covered California please remove this requirement from the RFP?	Covered California requires that the staff reference forms be submitted.
Q34.	RFP	5.4.1.4.3 Staff Qualifications Form & 5.4.1.4.5 Staff Reference Forms	Since in many instances, companies and employers are reluctant (due to risk of litigation, etc.) to provide details regarding an employee’s or consultant’s performance, may we provide the Staff Reference forms and Staff Qualifications Forms upon project/contract award by Covered California? Or will Cover California change this requirement to simply require the name and contact information of two bona fide professional references who will <i>only</i> be contacted prior to project start date?	See Question 33.
Q35.	Attachment 1	N/A	Will Covered CA grant permission for Offerors to correct the RFP number from 2016-33 to 2017-01 to reflect the “Document Imaging and Verification Solutions” proposal?	Change has been reflected on addendum #2.
Q36.	Attachment 3	N/A	The link provided on Attachment 3 is no longer available. Will the Government provide Offerors with the form or correct link? www.fppc.ca.gov/index.php?id=500 states “Page Not Found”	The updated link is www.fppc.ca.gov/Form700.html and has been reflected on addendum #2.

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Q37.	Attachment 5	N/A	Will the Government grant permission for Offerors to correct the RFP number from 2016-33 to 2017-01 to reflect the “Document Imaging and Verification Solutions” proposal?	Change has been reflected on addendum #2.
Q38.	Attachment 5	N/A	Will Offerors have the opportunity to redline Attachment 5, i.e., Section 4. Contracts for Legal Services \$50,000 or More- Pro Bono Requirement; Section 6. Sweatfree Code of Conduct; etc. are not services applicable to this solicitation.	Vendors will have the opportunity to redline sections on Attachment 5 for services that are not applicable.
Q39.	Model Contract	N/A	<p>As per RFP Section 4.5.6 Contract, Offerors are encouraged, “as part of its response, changes or exceptions to the Model Contract that it wishes to negotiate.” Will the Government provide Offerors editable Microsoft Word versions of the following documents?</p> <ul style="list-style-type: none"> - Exhibit A - Scope of Work - Exhibit A, Attachment 1 – Statement of Work - Exhibit B - Budget Detail and Payment Provisions - Exhibit B, Attachment 1 – Cost Worksheet (Separate Sealed Envelope) - Exhibit C - IT General Terms and Conditions - Exhibit D - Additional Provisions - Exhibit E - Privacy and Security Requirements - Exhibit F – Marketing and Branding Guidelines 	Yes, Covered California has included a copy of all document in Word format in Addendum #2.

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Q40.	N/A	N/A	Is FIPS 140 compliance required at go-live, and if so, how heavily is this criteria weighted when evaluating RFP submissions? . While we are confident that, when utilized as intended, the encryption and security protocols in our software meet the highest standards, it is not FIPS 140 compliant. We have committed to achieving a FIPS 140-2 compliant solution in our next release, resulting in the ability to deploy our solution in a FIPS compliant environment, to be released in 2018. Would the project’s timeframe allow for your consideration of our solution?	The solution must be FIPS 140 compliant prior to go-live.
Q41.	N/A	N/A	Would Covered California consider a proposed solution that includes the possibility of replacing numerous applications with a platform solution if it is agreed that this approach will simplify for Covered California the overall solution and it’s architecture?	Vendors should show they understand the scope and approach to the RFP. If the vendor has any other proposed solutions they are encouraged to include it in the assumptions section of the RFP Response.
Q42.	RFP	1.2 Key Action Dates	We request a two-week extension. Most people took the week of July 4th off. We also need to get evaluations for staff references and this will take time to get evaluation forms completed by the references, signed and sent back to the office for inclusion in the proposal. Your consideration of our request is appreciated.	A three (3) week time extension has been granted. Please see Addendum #2 RFP – 1.2 Key Action Dates.
Q43.	RFP	1.4 Contract Amount	Contract Amount indicates the responses should not exceed \$2,375,000.00 in total costs. Is the total cost to include the initial term of the contract from September 1, 2017 through June 30, 2020? Is the expected \$325,000 per year amount for maintenance and operations part of this total not to exceed amount?	That is correct.
Q44.	RFP	1.5 Contract Term	The contract term indicates the contract start date to be September 1, 2017; is there an expected go live date for the system to be implemented?	Covered California plans on having the solution live prior to Renewal and Open Enrollment 2018 – October 1, 2018.

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Q45.	RFP	3.2 Purpose	The purpose indicates that Covered California shall own the solution. Can Covered California please expand upon what they desire to own if the vendors' software is proprietary?	Vendors should ensure that any proprietary software has been marked as such. Covered California will require the vendor to have a Software Escrow agent; requirements 156 & 157 have been added. Covered California would own any custom configuration or coding along with any configuration documents.
Q46.	RFP	3.2.1 Current Process	The current process indicates that mailed and faxed document by consumers are processed by a third party mail processing vendor. Who is that vendor and where are they located?	Covered California's CalHEERS Mail Vendor is Novitex and they are located in Rancho Cordova, CA.
Q47.	RFP	3.3 Proposed Services and System	What type of mail/scanning system will be used by the third party mail processing vendor? If the proposer offers an alternative will Covered California consider it? What type of fax solution is being used by the third party mail processing vendor? If the proposer offers an alternative will Covered California consider it? Is Covered California interested in an integrated fax solution as part of the proposed solution?	Novitex uses a proprietary software for Mail/Fax. Mail and Fax replacement solutions are out of scope for this RFP.
Q48.	RFP	3.3 Proposed Services and System	What image formats will the image files be formatted that are sent to the solution from CalHEERS?	Novitex sends all documents received to CalHEERS in a PDF Format. Consumers are able to upload documents in multiple formats including but not limited to: PDF, all image types, and all office file types. Consumers generally upload documents using PDF or image file types.

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Q49.	RFP	3.3 Proposed Services and System	Paragraph 6 indicates that Covered California intends to host the solution at one of the State's data centers. Yet the second sentence says the vendor should be prepared to provide the required hardware and connectivity for its solution. In Section 4.5.2.2 states the bidder must also present its plan and recommendation for solution hosting and in Exhibit A, Attachment 1, item 94 indicates as a mandatory the Contractor's solution shall be hosted by Covered California; with item 96 indicating that the Contractor should be prepared to optionally host the solution. Is Covered California looking for hosted solution or on premise? Or both? If both, should the vendor provide separate pricing models for a vendor hosted solution and a Covered California on premise solution?	Covered California has removed the option for vendors to host the solution.
Q50.	RFP	4.3 Copies Required	Will a thumb drive be an acceptable storage device for the digital copy of the proposal?	Covered California Information Security Office does not allow bidders to submit copies of the proposal via USB thumb drive. Bidders must provide a digital copy via CD-ROM.
Q51.	RFP	N/A	Is Covered California looking for hosted solution or on premise? Or both? If both, should the vendor provide separate pricing models for a vendor hosted solution and a Covered California on premise solution?	Covered California has removed the option for vendors to host the solution.
Q52.	RFP	3.3 Proposed Services and System	Will the vendor be responsible for developing the web services noted in the diagram on page 18 of the RFP, or will Covered California develop these web services?	See Exhibit A – Attachment 1 – Requirement 137. The vendor will be responsible for developing and implementing real-time web service
Q53.	Exhibit A, Attachment 1	Requirement 1	Should the vendor expect that any verification document that is received via desktop, mobile device or tablet will be converted to an image prior to sending to the vendor's solution?	No, the solution will receive documents how they are received by CalHEERS.

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Q54.	Exhibit A, Attachment 1	Requirement 4	Should the vendor's solution expect to accept both images and PDF's from the existing Novitex solution?	No, Novitex only sends over PDFs to CalHEERS.
Q55.	Exhibit A, Attachment 1	Requirement 6	The list of requirements in this section implies that Covered California is expecting the vendor to perform operations of performing document imaging and verification services. Will Covered California personnel operate and perform the verification services, or is the vendor?	The requirement is expecting the solution to automatically index the type of verification. If the solution is not able to verify the Manual Verification Document the Document will then be manually verified by Covered California Staff outside of the Solution.
Q56.	Exhibit A, Attachment 1	Requirement 104	This requirement states 2,000,000 images per year. Please provide a breakdown of volume by Average Day and Peak Day. What percentage of the volume is faxed, scanned, and consumer portal uploads?	Depends on Open Enrollment May-Nov average volume ~1500 per day, Peak Day ~3000 per day Dec-April average per day ~5000, peak day ~20,000 30%-faxed 70%-scanned
Q57.	Exhibit A, Attachment 1	Requirement 135	Please describe the details of the Web Service API for connection to CalHEERS and Oracle BPM?	Vendors will not be responsible for connecting to BPM. Once CalHEERS receives the response that the verification could not be confirmed CalHEERS will then be responsible for creating the task.
Q58.	Exhibit A, Attachment 1	Section 11 Consumer Upload Page	Is the Consumer Upload Page intended to replace the existing consumer portal described on Page 13 of the RFP?	Yes

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Q59.	Exhibit A, Attachment 1	Section 11 Consumer Upload Page	Is the mobile upload feature described here the same as the Mobile Direct Upload described in the RFP Page 13? Should the vendor propose a Mobile App?	Requirements for the Consumer Upload Page are Mandatory Optional - Covered California is looking for vendor to propose a mobile friendly upload page that would replace the existing consumer upload page in CalHEERS this could include an I Frame that directs to the upload page. Covered California is not currently interested in a mobile application for consumers to upload documents.
Q60.	N/A	N/A	Does Covered California currently use Active Directory for authentication and permissions? Is the vendor allowed to integrate with Active Directory for authentication?	Covered California requires vendors's to contract via ADFS.
Q61.	N/A	N/A	Does Covered California currently support virtual server implementation, including VMware?	Covered California only supports Hper-V at this time.
Q62.	Exhibit A, Attachment 1	Requirement 104	Under requirement 104 it states, "The Contractor shall design, manage, and monitor the capacity of the solution at a minimum for: a. Processing and storing two (2) million images per year b. Supporting 25 users" What is the distribution of activity throughout the year?	Covered California's peak time for enrollment is October – February. Consumers that are determined Conditionally Eligible have 90 days to submit documentation. Vendors should assume that peak time is October – May.
Q63.	RFP	4.5.6 Contract	Please provide the word documents for all exhibits to allow vendor to document bidder changes and exceptions in track changes.	Covered California has included a copy of all document in Word format in Addendum #2.

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Q64.	RFP	4.5.2.5 Approach to Implementation	<p>Please clarify the date by which Covered California expects the solution to be live. It currently states 2017 Open Enrollment, which starts on November 1st 2017, for the 2018 OE period. If the contract start date is September 1st 2017, it only gives 2 months for full implementation and go live, which seems unreasonable and will not permit vendors to bid. We recommend that Covered California allows proposing vendor to define go-live timeline and put due date prior to 2018 open enrollment (starting November 1, 2018).</p> <p>This also contradicts requirements 38 and 40 as defined in Statement of Work 07.03.17.pdf, which requires training to start 45 days prior to implementation, and training documents to be submitted 45 days prior to start of training. With the current timeline, this would be prior to project start date.</p>	This has been updated to 2018 Renewal and Open Enrollment which starts October 2018.
Q65.	Exhibit A, Attachment 1	Requirement 1	Please confirm that the capturing of the images of documents from desktop, mobile device or tablet is currently available and the service of document verification of these documents is the only scope in the initial phase. If upload functionality doesn't exist, can we please mark this requirement as Optional?	CalHEERS currently provides consumers the ability to upload documents.
Q66.	Exhibit A, Attachment 1	Requirement 5-7	What specifically is meant by identify, index and classify? In order to ensure consistency in terminology, please clarify if there is a difference in Covered California's understanding between identify and classify?	See Question #6.

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Q67.	Exhibit A, Attachment 1	Requirement 9-10	<p>Please confirm that the scope of 25 document is limited to CA documents or US passport within that document type. For example, foreign passports can have multiple variations and any distinct variation will be counted as a separate document type and increase scope exponentially for limited value.</p> <p>Covered California should focus to automate variations that provide 75% of that document type and not automating all variations.</p>	Vendors are encouraged to put any assumptions related to the number of documents associated with each document types in the assumption section of their RFP Responses.
Q68.	Exhibit A, Attachment 1	Requirement 13	Please confirm that the scope is to ensure that the extracted data from any document is linked as metadata to the document as it is sent to ECM system?	See question #7.
Q69.	Exhibit A, Attachment 1	Requirement 30	If the data sources / lookup information is in CalHEERS system, can Covered California provide the reporting tool in use so that these custom reports can be developed	CalHEERS uses OBIEE for reporting. For the scope of the project the solution should use its own reporting tools as all reports will be based on what the solution has done.
Q70.	Exhibit A, Attachment 1	Requirement 34	To enable the email notifications of reports, can Covered California provide the SMTP services through existing outlook (/ other mail server)?	Yes
Q71.	Exhibit A, Attachment 1	Requirement 38 and 40	Requires training to start 45 days prior to implementation, and training documents to be submitted 45 days prior to start of training. With the estimated term start date in Key Action Dates, this would be prior to project start date.	See Question # 64 – The go live date has been updated.
Q72.	Exhibit A, Attachment 1	Requirement 91	Edge browser is not supported and compatible with most industry leading Imaging platforms. Please remove the need to support the Edge browser.	See Question #9.
Q73.	Exhibit A, Attachment 1	Requirement 96	Although this is an optional requirement, it contradicts with the other requirement of on premise solution. Please clarify.	See Question #49.

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Q74.	Exhibit A, Attachment 1	Requirement 98	All the imaging & document verification software will be provided by the imaging and verification solution. Since hosting will be provided by Covered California, we are assuming that hardware, OS licenses, database license and email server are provided by Covered California.	Covered California will pay for all Server/SQL software licenses. The vendor must provide all imaging and document verification software.
Q75.	Exhibit A, Attachment 1	Requirement 139-141	The creation of plan and html email template branding, and providing a web-based mechanism for system administrators to apply email branding templates, is typically a function of an enterprise document and forms platform, and not an imaging verification solution. Given that meeting this requirement will require additional product(s) to be introduced in the solution, we recommend removing these requirements from the imaging verification solution scope, or adding these requirements as optional.	These requirements have been removed.
Q76.	RFP	2.2 Key Staff and Staff Qualifications	Minimum qualifications specify set years of experience for the Key Staff. Would a combination of projects/initiatives with a time total meeting or exceeding the requirement be acceptable?	Yes, that is acceptable. Vendors may use as many projects as needed to meet the Minimum Qualifications.
Q77.	RFP	3.3 Proposed Services and System	This section states, "Image files (which may contain multiple images) captured via fax and mail by the existing document scanning solution will be sent via batch from CalHEERS to the solution."	No question was asked.
Q78.	Exhibit A	Section E - Reporting Headquarters Locations	This section 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?"	Yes, Covered California will consider staff working offsite. Covered California has made the assumption that developers, programmers, and other technical staff will be off site.

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Q79.	Exhibit A, Attachment 1	Requirement 1-2	We assume the functionality of this requirement will be dependent on CalHEERS capabilities or the implementation of the Consumer Upload Page functionality. Can you further clarify the scope of the requirement under the base contract?	See question #65.
Q80.	Exhibit A, Attachment 1	Requirement 3	Does Covered California consider documents acceptable if documents have folded edges, but all critical data are legible and the document type can be confidently identified?	Yes, as long as it is still legible and the information can be used for verification.
Q81.	Exhibit A, Attachment 1	Requirement 11	Does Covered California consider the addition of 10 forms as part of the Monthly Maintenance and Operations cost?	The additional 10 forms per year are part of Maintenance and Operations Cost.
Q82.	Exhibit A, Attachment 1	Requirement 24	Exhibit B Attachment 1 specifies 50 users. Please clarify.	Exhibit B Attachment 1 – Cost Worksheet has been updated to 25 users.
Q83.	Exhibit A, Attachment 1	Requirement 27	We assume the scope of the history of data changes is restricted to Document Verification and Imaging Solution. Please confirm or provide further clarification of the history scope.	That is correct.
Q84.	Exhibit A, Attachment 1	Requirement 96	Given the fact that the CA Dept. of Technology has contracted to make public cloud services available to State departments, that those environments have FedRAMP High authority to operate (ATO) certifications, and that those network connections can be made extensions of the State’s CGEN network, is there any reason why Covered California workloads could not run in one of those two public cloud environments, and if there is a reason or reasons, what are they, and what are the underlying statutory requirements that make them so?	Covered California does have an Azure Government Cloud and is FEDRAMP Certified. We look to the vendors recommendation if we run your application on premise or in the cloud.

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Q85.	Exhibit A, Attachment 1	Requirement 144	Does Covered California have specified or preferred approach for the Consumer Upload Page to authenticate the consumer who accesses the page? Is the authentication going to be OAuth, SAML, Certificate, or Security Token provided by CalHEERS, or is there going to be a separate login page? Please confirm.	We would expect a security token to be passed from CalHEERS to the Solution to authenticate the consumer.
Q86.	Exhibit A, Attachment 1	Requirement 144	If there is going to be separate login page, how will the Consumer be authenticated? Will the login page include Captcha verification to ensure that it is a human who is trying to login to the system?	See Question #85.
Q87.	Exhibit A, Attachment 1	Requirement 144	Will the Consumer Upload Page employ workflow rules to be followed to send and store the uploaded image to ECM? Or will uploaded documents be handled and delivered by CalHEERS?	The solution would need to pass the image to CalHEERS after verification.
Q88.	Exhibit A, Attachment 1	Requirement 145	What is the maximum size of the file that should be allowed to upload? Are there file size limits imposed by CalHEERS or the ECM system? What message should be displayed to the consumer when they upload a file which exceeds the maximum file size?	Maximum document size is 10MB for CalHEERS. Maximum document size is 10MB for ECM system. Error Message: 1.The following are acceptable file formats: Excel, Word, PowerPoint, JPEG, JPG, TIFF, PDF, RTF. 2. File size cannot be greater than 10 MB.
Q89.	Exhibit A, Attachment 1	Requirement 145	Are there any restriction on the type of files that are allowed to be uploaded? Are there file format limits imposed by CalHEERS or the ECM system?	The following are acceptable file formats: Excel, Word, PowerPoint, JPEG, JPG, TIFF, PDF, RTF by CalHEERS upload functionality or ECM system. One of the following supported file types should be uploaded: doc, docx, rtf, xls, xlsx, ppt, pptx, jpeg, jpg, tif, pdf

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Q90.	Exhibit A, Attachment 1	Requirement 145	Is the consumer restricted to upload only 1 document at a time or can the consumer upload more than 1 document at a time?	1 document at a time for each upload.
Q91.	Exhibit A, Attachment 1	Requirement 145	Does Covered California anticipate any policy or usability issues with requiring Consumers to group image pages into distinct documents?	Covered California would prefer that consumers are able to upload images as they have them. Covered California would need additional information in regards to this if it moves forward with implementing the consumer upload page.
Q92.	Exhibit A, Attachment 1	Requirement 146	Re-capture should be allowed only on the images which is not readable or need to allow for even readable? Should the existing image be replaced or the new image to be saved as a different version?	The original image would need to be kept and transferred to CalHEERS for retention purposes.
Q93.	Exhibit A, Attachment 1	Requirement 148	If the consumer can upload more than 1 file at a time, should the consumer be asked for confirmation for saving the files once or for each file separately?	See Question #91.
Q94.	Exhibit A, Attachment 1	Requirement 148	Should the system allow the user to delete the uploaded images?	Once the consumer passes the image to the solution the images must be retained in CalHEERS following Covered California retention policy. Once confirmed for submission the image must be retained.
Q95.	N/A	N/A	Is Covered California looking for a responsive web application which works in mobile devices and tablets or are they looking for mobile apps in addition to the web application?	Covered California is looking for Mobile Responsive Web Page.

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Q96.	N/A	N/A	What key changes were made between the last RFP and this one? (this will save us from having to compare word by word side by side)	Covered California updated the scope, made the portal mandatory optional, defined that Covered California is hosting the solution, and updated the General Terms and Conditions to the IT General Terms and Conditions.
Q97.	N/A	N/A	What products has Covered CA seen demos of leading up until this point?	<p>Covered California completed Market Research including meeting with research firms including Gartner. Covered California also reached out to the vendor community to better understand solutions available.</p> <p>After RFP 2016-19 was cancelled, Covered California invited feedback from vendors that participated in the Q&A and Request to Change Requirements. As a result, Covered California met with 5 vendors.</p>
Q98.	N/A	N/A	What companies has Covered CA spoken to and/or received RFI, RFP or other related correspondence from leading up until this point?	<p>Covered California completed Market Research including meeting with research firms including Gartner. Covered California also reached out to the vendor community to better understand solutions available.</p> <p>After RFP 2016-19 was cancelled, Covered California invited feedback from vendors that participated in the Q&A and Request to Change Requirements. As a result, Covered California met with 5 vendors.</p>

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Q99.	N/A	N/A	How was the total budget established?	The budget was established through a RFI 2016-004.
Q100.	N/A	N/A	How was the maintenance budget established?	The budget was established through a RFI 2016-004.
Q101.	N/A	N/A	The RFP description makes reference to a verification process. The process will match data extracted from eligibility documents against documents. Please confirm that this is your intent.	The RFP is seeking a solution that will verify extracted data to data supplied from CalHEERS.
Q102.	N/A	N/A	Please confirm annual image volumes and provide the peak period volumes, i.e. open enrollment timeline volumes per day/week/month	See Question #21 and 22.
Q103.	Exhibit A, Attachment 1	Requirement 3	Our solution considers any recognition failure due to folded edges, the same as illegible items and will send it through to a verifier to resolve. Please describe why you need a distinction with folded edge detection vs. illegible recognition issues?	If a document has folded edges, the verification document is still valid. We would prefer for the solution to provide a reason for not being able to detect the image.
Q104.	Exhibit A, Attachment 1	Requirement 4	This requirement along with the diagram (RFP Document Imaging and Verification Solution on page 18). It looks like there is a duplication of process in Novitex and Vendor swim lanes, as the new solution may include integrated email and fax import. Please explain where Novitex stops and the classification/recognition engine picks up.	We are not seeking for the solution to integrate email and fax import. Novitex will continue to scan mail and fax documents.
Q105.	Exhibit A, Attachment 1	Requirement 13	Please clarify the intent of the requested requirement "The solution shall link extracted data to the verification document?"	See Question #7.
Q106.	Exhibit A, Attachment 1	Requirement 14	What is the version of your existing Oracle ECM solution?	We are currently using version 11.1.1.8.

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Q107.	Exhibit A, Attachment 1	Requirement 15	Note that there may be a five business day retention period until purge of documents. That is estimated to be 35.5K documents in queue. Estimate is based on 2015 number form page 15. Has the number changed?	That is a correct estimation and assumption.
Q108.	Exhibit A, Attachment 1	Requirement 17	Is this only a report that includes dates and Metadata that includes the date uploads, etc.? Please clarify metadata that is required for retention.	Metadata will be required, this is a design question that will be addressed after award of contract.
Q109.	Exhibit A, Attachment 1	Requirement 18	This requirement appears very similar to 15. What are the information security requirements of Color Capture? Please confirm if there a requirement to maintain documents in color?	Requirement 18 is not related to Color Capture. This requirement is that the purge must comply with Covered California's Information Security Standards.
Q110.	Exhibit A, Attachment 1	Requirement 20	Is the standard you are referring to a hardware or software standard. We are aware of ANSI/AIIM MS44-1988 (R1993) which refers to hardware standards. Please clarify.	The standards we are referring to are contained in the California Code of Regulations in Title 2.Division 7.Chapter 15. Trustworthy Electronic Document or Record Preservation. The link and description of this code can be found on the California Secretary of State website at: http://www.sos.ca.gov/administratio/n/regulations/current-regulations/technology/trustworthy-electronic-document-or-record-preservation/
Q111.	Exhibit A, Attachment 1	Requirement 21	Which documents need to be scanned at 300 DPI vs. 200DPI?	Requirement 21 has been removed.

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Q112.	Exhibit A, Attachment 1	Requirement 25	Please provide an estimate of the number of users per day/hour of day that may need to access the upload portal?	Currently it is estimated that the number of users will stay at 25. This requirement is related to internal users not users accessing the upload portal.
Q113.	Exhibit A, Attachment 1	Requirement 26	Our assumption is that this requirement refers to the browser that is used to run the software platform. Please clarify?	This requirement is for the user interface and not the browser.
Q114.	Exhibit A, Attachment 1	Requirement 27	Is it acceptable to expose this data in a report? Our assumption is that this is a reporting function request. Please clarify if you are looking for a report that shows the original field value vs. the changed field value?	This is a design question and will be addressed once the successful vendor is awarded the contract.
Q115.	Exhibit A, Attachment 1	Requirement 28 (b)	Is there any interest in automating the matching/data aggregation functionality?	The function of the RFP is to automate the verification process including matching through an OCR solution.
Q116.	Exhibit A, Attachment 1	Section 3 Reports	Are there reporting requirements that may contain data elements outside of the document scanning and matching process?	No
Q117.	Exhibit A, Attachment 1	Requirement 32	Are you referring to the completion of document classification, recognition and operator verification process as workflow? If not, please describe what you mean by workflow? Does this report data need to be real time accessible so that service representatives can report on status?	Workflow is related to the verification matching that is housed in the solution. The solution should be real time and also allow for on demand for past date ranges.
Q118.	Exhibit A, Attachment 1	Requirement 33	Please clarify exact requirement, i.e. is the question is it possible to stop a report that is being compiled from completing? What workflow is being referred to in this question?	The first statement is complete. Workflow is related to the verification matching that is housed in the solution.
Q119.	Exhibit A, Attachment 1	Requirement 35 (a)	How many user groups are there?	There may be up to 5 main user groups.

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Q120.	Exhibit A, Attachment 1	Requirement 43	How long after implementation does this requirement apply? Is it for the duration of the contract or a longer period?	This is for the duration of the contract.
Q121.	Exhibit A, Attachment 1	Requirement 44 (b)	Is the expectation that our service will be provided as a scanning outsource or Software that you run on your system?	We are seeking a solution that will run as a software.
Q122.	Exhibit A, Attachment 1	Requirement 50	Which documents are required specifically?	See Requirement #69 & #77.
Q123.	Exhibit A, Attachment 1	Requirement 87	What does all software and other equipment mean? Can we assume that this means we are hosting the solution?	The requirement is related to all other possible software or equipment that may be needed for the solution to be operational. Covered California will be hosting the solution see requirement 94.
Q124.	RFP	1.2 Key Action Dates	Is the due time on the date the proposal is to be submitted 5:00pm Pacific Time on the due date? Please verify.	Please see Addendum #2 RFP - Key Action Dates.