

**RFP 2017-22 Salesforce Service Cloud Implementation Services  
Questions & Answers**

Number	RFP Reference/Section Title/Para/Page#	Bidder Question	Covered California Response
1.		What is the estimated cost of the Salesforce Service Cloud Implementation Services project?	See section 1.4 of the RFP
2.		Has the Department allocated funding for the Salesforce Service Cloud Implementation Services yet? If so, through which source (budget, CIP, state/federal grant etc)?	The implementation services are included in the proposed Covered California budget.
3.		When does the State anticipates the Salesforce contract to be executed?	The Service Contract is scheduled to be signed July 1 <sup>st</sup> per the key action dates in the RFP.
4.		Does the Department anticipate any <u>additional</u> professional or consulting services may be needed to accomplish this effort? (i.e. project planning/oversight, PM, QA, IV&V, staff augmentation, etc.)?	At this time, we don't anticipate any additional contracts. The bidders should include any additional services external from the contract which may be needed in the assumption portion of the response.
5.		Spoke to my legal department regarding the attached documents for the RFP response. They have asked me to reach out and see if we would be able to work off our company's TESA (technology enabled services agreement). The reason for the request is due to the nature of some of the documentation containing terms and conditions that are inapplicable to the services we offer.	Bidders should refer to RFP Section 1.10 3 which states that bidders should submit any modifications to changes to the contract they wish to negotiate.
6.		To help ensure the State gets the highest qualified team, can the qualifications listed in Section 2.1 Vendor Qualifications be satisfied by the collective team expertise with both the prime and partner experience?	Yes
7.		<b>Is being on site to perform all services a strict requirement?</b>  (Model Contract Exhibit A page 8 section E) <b>"The Contractor is required to perform all</b>	The nature of the business requires the Key Personnel to be primarily onsite. Any off-site work must be approved by the contract manager.

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		<p><b>services under this Agreement on site at Covered California, unless directed otherwise by the project representative listed in this Exhibit...”</b></p> <p>Our consulting approach involves a combination of primarily remote consulting and development.</p> <p><b>Please confirm whether we are eligible to perform the majority of services remotely?</b></p>	
8.	Section 2.1 Vendor Qualifications	We would like to ask Covered California to clarify its intent with Minimum Mandatory Vendor Qualifications numbers 1 and 2. Would a Vendor who has implemented Salesforce for a contact center with at least 500 seats, but where not all seats are licensed specifically for Salesforce Service Cloud be acceptable?	The requirement has been updated to reflect that a mixture of Service Cloud and other Salesforce products.
9.	RFP document and attachments	There is no mention of any SoX requirements. Are there any specific SoX requirements to be following during the implementation and/or to be met by the implemented Salesforce Service Cloud application?	There are none
10.	RFP document and exhibit A	We assume the User Acceptance Testing will be performed by Covered California team and bidder doesn't have to take this ownership	The bidder will be responsible for coordination and assisting with UAT
11.	RFP document – section 3.2.1	The customer interaction only talks about inbound/outbound calls and chat option. So, want to re-confirm that no other communication channels are in scope – such as Web, Email, SMS etc.	Email is in scope, this has been added to Exhibit A SOW D.C.10
12.	Exhibit A – Section D – 1 (9)	As part of the implementation, some changes may be needed to the existing integration points. Shall the bidder assume the efforts in the other applications in-scope OR will it be taken care by respective applications teams?	Yes, the bidders should assume the applications are in-scope
13.	Exhibit A – Section D – 1 (9)	For integrations between Salesforce Service Cloud and other applications, there may be built-in third-party connectors available. Is Covered California open to explore the connectors?	Yes

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14.	Exhibit A – Section D -12 (b)	Please confirm how many environments are licensed / in scope of the implementation.	Covered California will be procuring the Unlimited edition which includes 5 environments.																																										
15.	Exhibit A – Section D -8	What are the existing tools in use by Covered California for Data Integration and/or ETL processes?	We currently utilize Oracle EDQ for our Data Quality. If bidders suggest another product this should be included in the Technical Assumptions.																																										
16.		Would there be a preference given to WOSB or WBENC companies?	Please see RFP section 6 for preference programs																																										
17.		<p>We are a company in Colorado. Is it mandatory to have a California Corporation Number?</p> <p>If yes, can we register in California? Because currently we are not registered in California.</p>	<p>Yes, Covered California will verify if the Contractor is currently qualified to do business in California.</p> <p>Please refer to the California Secretary of State link: <a href="http://www.sos.ca.gov/business-programs/">http://www.sos.ca.gov/business-programs/</a></p>																																										
18.		How many users are going to access Salesforce? It will be great to have no. of users and their roles/profiles department wise.	<p>Covered California will be procuring 2,000 Service Cloud licenses. The break down of profile and counts are below:</p> <table border="1" data-bbox="1255 591 2039 1424"> <thead> <tr> <th data-bbox="1268 597 1352 623">Group</th> <th data-bbox="1793 597 1877 623">Count</th> </tr> </thead> <tbody> <tr><td data-bbox="1268 639 1352 665">_ HQ IT</td><td data-bbox="1982 639 2024 665">46</td></tr> <tr><td data-bbox="1268 678 1457 704">Appeals Project</td><td data-bbox="2003 678 2024 704">1</td></tr> <tr><td data-bbox="1268 717 1436 743">Appeals Team</td><td data-bbox="1982 717 2024 743">129</td></tr> <tr><td data-bbox="1268 756 1436 782">CCU KB Team</td><td data-bbox="1982 756 2024 782">16</td></tr> <tr><td data-bbox="1268 795 1520 821">Eligibility Operations</td><td data-bbox="2003 795 2024 821">4</td></tr> <tr><td data-bbox="1268 834 1352 860">Fresno</td><td data-bbox="1982 834 2024 860">388</td></tr> <tr><td data-bbox="1268 873 1520 899">HQ Communications</td><td data-bbox="2003 873 2024 899">2</td></tr> <tr><td data-bbox="1268 912 1499 938">HQ External Affairs</td><td data-bbox="2003 912 2024 938">3</td></tr> <tr><td data-bbox="1268 951 1499 977">HQ Legal Research</td><td data-bbox="2003 951 2024 977">4</td></tr> <tr><td data-bbox="1268 990 1436 1016">HQ Marketing</td><td data-bbox="1982 990 2024 1016">10</td></tr> <tr><td data-bbox="1268 1029 1415 1055">HQ OCP IFM</td><td data-bbox="1982 1029 2024 1055">11</td></tr> <tr><td data-bbox="1268 1068 1415 1094">HQ Ombuds</td><td data-bbox="2003 1068 2024 1094">9</td></tr> <tr><td data-bbox="1268 1107 1436 1133">Pinnacle - BO</td><td data-bbox="1982 1107 2024 1133">84</td></tr> <tr><td data-bbox="1268 1146 1415 1172">Pinnacle - SC</td><td data-bbox="1982 1146 2024 1172">76</td></tr> <tr><td data-bbox="1268 1185 1478 1211">Program Integrity</td><td data-bbox="2003 1185 2024 1211">3</td></tr> <tr><td data-bbox="1268 1224 1457 1250">Rancho Cordova</td><td data-bbox="1982 1224 2024 1250">191</td></tr> <tr><td data-bbox="1268 1263 1625 1289">Rancho Cordova - Back Office</td><td data-bbox="2003 1263 2024 1289">1</td></tr> <tr><td data-bbox="1268 1302 1751 1328">Rancho Cordova - Escalations Resolution</td><td data-bbox="1982 1302 2024 1328">26</td></tr> <tr><td data-bbox="1268 1341 1583 1367">Rancho Cordova - Hotline</td><td data-bbox="1982 1341 2024 1367">30</td></tr> <tr><td data-bbox="1268 1380 1604 1406">Rancho Cordova - QA Team</td><td data-bbox="1982 1380 2024 1406">28</td></tr> </tbody> </table>	Group	Count	_ HQ IT	46	Appeals Project	1	Appeals Team	129	CCU KB Team	16	Eligibility Operations	4	Fresno	388	HQ Communications	2	HQ External Affairs	3	HQ Legal Research	4	HQ Marketing	10	HQ OCP IFM	11	HQ Ombuds	9	Pinnacle - BO	84	Pinnacle - SC	76	Program Integrity	3	Rancho Cordova	191	Rancho Cordova - Back Office	1	Rancho Cordova - Escalations Resolution	26	Rancho Cordova - Hotline	30	Rancho Cordova - QA Team	28
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19.		What is the current version of Cisco Unified Intelligence Center CUIC? Assuming that APIs available with CUIC are compatible with Salesforce.	11.5.1						
20.		Data Migration: What are different sources from where data has to be migrated to CRM? What are probable entities for which data to be migrated	Currently the only data which will need to be migrated is from the existing Oracle CRM Solution						
21.		Could you please provide data volume for entities identified for Data Migration.	Currently there are 13,055,313 active contacts and 14,300,026 Incidents. Bidders should plan for roughly 12,000,000-14,000,000 contacts and 15,000,000 incidents needing to be migrated.						
22.	2.1.2 Min Qual - Three (3) years of maintaining Salesforce Service Cloud for a government or private entity which includes a contact center with at least 500 seats.	<p>In the Request for Proposal, on page 15, section 2.1 you refer to "2. Three (3) years of maintaining Salesforce Service Cloud for a government or private entity which includes a contact center with at least 500 seats."</p> <p>Very few System Integrators provide the ongoing Maintenance and Operations support for Salesforce implementations including call centers. Also, this requirement does not show up as a deliverable for the winner of the Request for Proposal to provide this as a service to CoveredCA as a service once the project is complete.</p> <p>Exhibit A (Standard Agreement) Section D 13 states: The Contractor shall provide onsite post go-live support for 60 days after the solution goes live to staff, which includes but not limited to the following: a. Tracking and resolving issues and defects as they arise. b. Tracking design gaps for future sprints.</p> <p>We would ask that you eliminate Mandatory Requirement 2.1 on page 15 of the Request for Proposal. This change would afford many more qualified participants responding to the CoveredCA Request for Proposal.</p>	Vendor MQ #2 has been removed						

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23.	3.2.2 Proposed functionality-  additionally, Salesforce Administration support is required to ensure system integrity	Please clarify this statement in 3.2.2	There is no clarification needed.
24.	3.2.2. Data migration  Covered California currently uses Oracle Integrated Cloud Services (ICS) to move data from Oracle's Eloqua product into a Microsoft SQL database. Covered California then uses DBAmp to load data into an existing implementation of Salesforce Sales Cloud for our agent support. This integration approach could be leveraged by Contractor, but Contractor is able to propose an alternative solution for the data conversion work.	Please share what data must be migrated.	This section does not state any data needing to be migrated.
25.	3.2.2. External systems  While the successful bidder will not be required to modify external systems, the successful bidder is expected to identify what services will be needed from external business or technical support teams, along with an estimate on when those services will be required for successful completion of this effort.	What are the current connectors for the 4 integrated systems - are they APIs?	Currently integration with CUIC and CalHEERS (Quick Sort) occur through APIs. Oracle Eloqua occurs through file extracts however Covered California is looking at integrating with Oracle ICS. Active Directory is a direct connection utilizing SAML.
26.		To ensure the State receives the most qualified and responsive proposals, will the State extend the proposal due date by two (2) weeks?	The key action dates have been adjusted to allow for submissions till <b>Tuesday, June 5<sup>th</sup> at 3pm</b>

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27.		To ensure the State receives the most qualified/competent candidate, will the State consider relaxing the requirements for the PM to remove the need for Service Cloud experience? Based on our experience on these types of projects, having the product-specific experience is not as crucial as having experience using Agile to implement a COTS system.	The state requires a vendor that has previous knowledge of Salesforce Service Cloud however the requirement for pure Service Cloud knowledge has been relaxed to include a mixture of service cloud and non-service cloud products
28.		To ensure the State receives the most qualified/competent candidate, will the State consider relaxing the requirements for the BA to remove the need for Service Cloud experience? Based on our experience on these types of projects, having the product-specific experience is not as crucial as having experience using Agile to implement a COTS system.	See answer 27
29.		Would the State be willing to adjust the payment milestones and percentages first FY based on the vendor's proposed implementation approach?	Bidders can adjust payment % which should be included in the response
30.		Would the State be willing to adjust the budget allocations across fiscal years based on the vendor's proposed implementation methodology?	No, the budget has been set and cannot be adjusted at this time.
31.		Has there previously been a vendor providing Salesforce related implementation services for the department? If so, can the State please provide details of this contract? Is it safe to assume that all software required for this implementation will be provided by the State?	The state has a sales cloud implementation provider, bidders may request additional details through the PRA process.  Yes, the state will provide all salesforce software needed. If any additional software is needed it should be included in the proposal.
32.	RFP-2017-22-Salesforce-Service-Cloud-Implementation-Services.pdf	RFP Section 4.2.2 indicates we are to update Exhibit A using track change. This is followed by "a. Understanding and Description of the tasks to be performed (Work Plan)". Please clarify what the bidder is supposed to address	4.2.2.a has been removed

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	<p>Page 27; Section 4.2.2 Updated Model Contract</p> <p>4.2.2 Updated Model Contract</p> <p>1. Using the Exhibit A – Scope of Work template, include revised Exhibit A with updated Scope of Work, using track changes.</p> <p>    a. Understanding and Description of the tasks to be performed (Work Plan).”</p> <p>Page 27; Section 4.3.1 Understanding and Approach</p> <p>4.3.1 Understanding and Approach This section of the bidder’s proposal shall include the following:</p> <p>1. Understanding of the project and objectives 2. Approach to implementation 3. Initial Workplan</p>	<p>related to “Understanding and Description of the tasks to be performed (Work Plan)”. This seems redundant with the proposal requirements under 4.3.1.</p>	
33.	<p>RFP-2017-22-Salesforce-Service-Cloud-Implementation-Services.pdf</p> <p>Page 19 and 20; Section 3.2.1 Current Functionality</p> <p>“Currently, the Oracle Service Cloud CRM (CRM Solution) is utilized by multiple business lines including: ...”</p>	<p>Section 3.2.1 describes 9 business lines (a through i) that currently use CRM. Is the current CRM implementation customized to handle specialized functionality / workflow distinct to each of these groups or is there a common implementation for all of these groups?</p>	<p>Each group/profile has its own implementation. There are shared fields and views however each group is treated separately.</p>

<p>34</p>	<p>RFP-2017-22-Salesforce-Service-Cloud-Implementation-Services.pdf</p> <p>Page 23; Section 3.5 Milestone Acceptance Criteria</p> <p>The proposal should break down the work required to decommission the existing solution into up to five (5) milestones estimated to be of similar size, complexity and value to Covered California. The remaining two (2) milestones will be reserved for the final “Go Live” event and the subsequent Post-Go Live Support for the first 45 days after “Go Live:”. It will be Covered California’s sole determination as to whether any tasks have been successfully completed and are acceptable.</p> <p>Exhibit A- Scope of Work.docx</p> <p>Page 1 and 2; Section D. General Scope or Tasks</p> <p>b. As part of the project plan, Contractor shall perform a Project Analysis that will constitute Milestone 0. Milestone 0: In collaboration with Covered California, Contractor shall create a Vision and Roadmap as part of the initial project planning processes. This sprint should consist of an initial estimate and planning cycle, an initial backlog</p>	<p>The SOW describes a definition of 4 equal Milestones in the burndown chart within Milestone 0. However, the RFP document describes up to 5 Milestones with 2 additional Milestones to cover Go Live and Post Go Live Support. Can you provide clarification?</p>	<p>Milestone 0 is part of the 5 milestones.</p>
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definition with features, epics, user stories, effort, and initial sprint estimates or burndown chart. Contractor shall propose a breakdown of the burndown chart into four (4) equal Milestones which will constitute Milestones 1 – 4. These Milestones are subject to Covered California's written approval. These milestones cannot be modified unless Covered California consents to the modification in writing.

c. Contractor shall complete the work required to decommission the Oracle Service Cloud CRM solution as identified in Milestone 0. From time to time, the work may shift or modify by mutual written agreement between Contractor and Covered California as the backlog / burndown chart is regularly groomed through the sprint process.

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35.	<p>Exhibit A - Scope of Work.docx</p> <p>Page 3; Section D. General Scope or Tasks</p> <p>3) The solution shall have the ability to use chat features in both English and Spanish</p>	<p>How is chat currently implemented and currently integrated with the current CRM solution?</p>	<p>Covered California currently uses Oracle Chat, for this implementation we will be switching to Salesforce out of the box chat.</p>																								
36.	<p>Exhibit A - Scope of Work.docx</p> <p>Page 3; Section D. General Scope or Tasks</p> <p>5) The solution shall have administrative capabilities to create, update, or modify standard fields such as call types and dispositions.</p> <p>6) The solution shall include a fully functioning Knowledge Base that provides the ability to publish articles for internal use, external use, or internal and external use.</p> <p>a. The solution shall allow for simple, role-based updating of Knowledge Base articles</p> <p>b. The solution shall provide the ability to rate the effectiveness of Knowledge Base articles by the user and report on that effectiveness</p>	<p>Can the State please provide metrics for the current knowledge base (e.g., videos, FAQs, tutorials, etc.) from a migration perspective?</p>	<p>All answers are text some containing links. Below is a break down by status:</p> <table border="1" data-bbox="1255 493 1766 964"> <thead> <tr> <th>Status</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Archive</td> <td>728</td> </tr> <tr> <td>CCU New</td> <td>319</td> </tr> <tr> <td>Draft Rev.</td> <td></td> </tr> <tr> <td>Coaching</td> <td>1</td> </tr> <tr> <td>Draft Review</td> <td>5</td> </tr> <tr> <td>In Review</td> <td>100</td> </tr> <tr> <td>Internal - Public</td> <td>271</td> </tr> <tr> <td>New Answer</td> <td>17</td> </tr> <tr> <td>Private</td> <td>21</td> </tr> <tr> <td>Public</td> <td>3</td> </tr> <tr> <td><b>Grand Total</b></td> <td><b>1465</b></td> </tr> </tbody> </table>	Status	Count	Archive	728	CCU New	319	Draft Rev.		Coaching	1	Draft Review	5	In Review	100	Internal - Public	271	New Answer	17	Private	21	Public	3	<b>Grand Total</b>	<b>1465</b>
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CCU New	319																										
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Draft Review	5																										
In Review	100																										
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New Answer	17																										
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37.	<p>Exhibit A - Scope of Work.docx</p> <p>Page 3; Section D. General Scope or Tasks</p>	<p>Can you provide an approximate number of reports (e.g., trend reports) and dashboards and their complexity in the Oracle CRM system?</p>	<p>There are currently custom 321 reports, most of which can be merged or eliminated. Most of the out of the box reports are not used. Minimal complexity as there are no external resources. Some are scheduled, some run Adhoc, and some are embedded</p>																								

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	<p>7) The solution shall include a robust reporting capability that allows the contact center and the enterprise to manage the service center workload, identify trends in types and quantities of calls, and allows both summary and detailed reporting using any structured data elements available in the solution.</p>		<p>within user dashboards. All are pulling data available from within CRM.</p>

<p>38</p>	<p>RFP-2017-22-Salesforce-Service-Cloud-Implementation-Services.pdf  Page 21; Section 3.2.1  Current Functionality</p> <p>The current Oracle CRM solution also has several existing integration points with other solutions. These existing integration points are expected to be replicated in the Salesforce Service Cloud CRM solution and include:</p> <ul style="list-style-type: none"> <li>a) Cisco Unified Intelligence Center (CUIC): Covered California's call center technologies are powered by CUIC on a hosted platform. The CRM solution integrates with CUIC to provide Computer Telephony Integration (CTI) through the use of screen pops. This includes Finesse which is used as the deskdop communication tool.</li> </ul> <p>Exhibit A - Scope of Work.docx</p> <p>Page 3; Section D. General Scope or Tasks</p> <ul style="list-style-type: none"> <li>9) The solution shall include existing integration points including: <ul style="list-style-type: none"> <li>a. CUIC Finesse for CTI (screen pops)</li> <li>b. CalHEERS for Quicksort and updates of contact records</li> </ul> </li> </ul>	<p>The RFP describes integration required with Cisco Unified Intelligence Center (CUIC), CalHEERS, Oracle Eloqua, and Active Directory. However, the SOW describes integration required with all systems from the RFP but also Data Quality Tools as well as reference to SharePoint and email. Can you clarify the systems that are in scope?</p>	<p>CUIC, CalHEERS, Eloqua, Active Directory, Email, SharePoint, Data Quality Tools are all in scope for this project.</p>
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- c. Eloqua for integration for marketing campaigns
- d. Data Quality Tools
- e. Covered California Active Directory for Single Sign-on

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39.	<p>RFP-2017-22-Salesforce-Service-Cloud-Implementation-Services.pdf</p> <p>Page 21; Section 3.2.1 Current Functionality</p> <p>c) Oracle Eloqua: Currently, integration with Eloqua occurs through file extracts, but this integration will be replaced in near future with an integration through Oracle Integrated Cloud Services (ICS). This integration supports marketing campaigns.</p>	What is the version of Oracle ICS?	18.2.3
40.	<p>RFP-2017-22-Salesforce-Service-Cloud-Implementation-Services.pdf</p> <p>Page 21; Section 3.2.1 Current Functionality</p> <p>c) Oracle Eloqua: Currently, integration with Eloqua occurs through file extracts, but this integration will be replaced in near future with an integration through Oracle Integrated Cloud Services (ICS). This integration supports marketing campaigns.</p>	What are the adapters available in your version of Oracle ICS?	Not relevant for bidder to provide a proposal.
41.	<p>RFP-2017-22-Salesforce-Service-Cloud-Implementation-Services.pdf</p> <p>Page 21; Section 3.2.1 Current Functionality</p> <p>Cisco Unified Intelligence Center (CUIC): Covered California's call center</p>	Is it expected the screen-pops will support multiple languages?	No, the screen pop should only be in English.

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	<p>technologies are powered by CUIC on a hosted platform. The CRM solution integrates with CUIC to provide Computer Telephony Integration (CTI) through the use of screen pops. This includes Finesse which is used as the desktop communication tool.</p>		
42.	<p>RFP-2017-22-Salesforce-Service-Cloud-Implementation-Services.pdf</p> <p>Page 21; Section 3.2.1 Current Functionality</p> <p>c) Oracle Eloqua: Currently, integration with Eloqua occurs through file extracts, but this integration will be replaced in near future with an integration through Oracle Integrated Cloud Services (ICS). This integration supports marketing campaigns.</p>	<p>Can you please provide the number and types of marketing campaign run each year?</p>	<p>20-25 marketing campaigns which span the customer journey across multiple channels and consist of coordinated and highly orchestrated touch points and targeted micro-campaigns.</p>
43.	<p>Exhibit A - Scope of Work.docx</p> <p>Page 3; Section D. General Scope or Tasks</p> <p>9) The solution shall include existing integration points including:</p> <ul style="list-style-type: none"> <li>a. CUIC Finesse for CTI (screen pops)</li> <li>b. CalHEERS for Quicksort and updates of contact records</li> <li>c. Eloqua for integration for marketing campaigns</li> <li>d. Data Quality Tools</li> </ul>	<p>Can you define the "Data Quality Tools" mentioned in the integration points as well as the expectation for the types of data to be integrated with these tools?</p>	<p>See Question 15</p>

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	e. Covered California Active Directory for Single Sign-on		
44.	<p>Exhibit A - Scope of Work.docx Page 1; Section Scope of Work</p> <p>A. Purpose The purpose of this Agreement is for Contractor to provide implementation and continued support of an enterprise, Salesforce Service Cloud Customer Relationship Management (CRM) system to replace the existing Oracle Service Cloud CRM application that serves as the backbone of customer service throughout Covered California. The Contractor shall be fully responsible for implementation and configuration of the Salesforce Service Cloud solution (hereafter referred to as the "solution"), in compliance with all specifications and requirements set forth in this Agreement. This includes all necessary integrations with existing software systems and any required data migration.</p>	For data migration, what are the types of data and volumes that are expected to be migrated to the new Salesforce solution (i.e. Contact, Incidents, etc.)?	See question 21
45.	<p>Exhibit A - Scope of Work.docx</p> <p>Page 1; Section Scope of Work</p>	Can you describe the current state of data cleanliness, including an approximate number or percentage of duplicate records?	Covered California is currently working on cleansing its Contact records and anticipates that the number of duplicates will be reduced from the number currently in production.



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	<p>A. Purpose  The purpose of this Agreement is for Contractor to provide implementation and continued support of an enterprise, Salesforce Service Cloud Customer Relationship Management (CRM) system to replace the existing Oracle Service Cloud CRM application that serves as the backbone of customer service throughout Covered California. The Contractor shall be fully responsible for implementation and configuration of the Salesforce Service Cloud solution (hereafter referred to as the "solution"), in compliance with all specifications and requirements set forth in this Agreement. This includes all necessary integrations with existing software systems and any required data migration.</p>		

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46	<p>RFP-2017-22-Salesforce-Service-Cloud-Implementation-Services.pdf</p> <p>Page 23; Section 3.5 Milestone Acceptance Criteria</p> <p>The remaining two (2) milestones will be reserved for the final “Go Live” event and the subsequent Post-Go Live Support for the first 45 days after “Go Live:”. It will be Covered California’s sole determination as to whether any tasks have been successfully completed and are acceptable.</p> <p>Exhibit A - Scope of Work.docx Page 4; Section D. General Scope or Tasks</p> <p>h. As part of the Contractor’s responsibility a change management and operational readiness plan must be drafted within the first two months of the project and finalized 60 days prior to go live.</p> <p>Page 8; Section 13. Post Go Live Support</p> <p>13. Post Go Live Support The Contractor shall provide onsite post go live support for 60 days, after the solution goes live to staff, which includes but not limited to the following:</p>	<p>The RFP document specifies 45 Days of Post Go Live Support and the SOW specifies 60 days. Can you provide clarification?</p>	<p>The RFP has been updated to reflect 60 days of post go live support.</p>

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48	<p>Exhibit A - Scope of Work.docx</p> <p>Page 6; Section Solution Security Standard</p> <p>6. Solution Security Standard</p> <p>The delivered solution must adhere to the Privacy and Security Requirements outlined in Exhibit D of this Agreement. In the case that baseline controls change during the period of the engagement; the delivered solution must meet the most current baseline controls and will be subject to updates as required by the Information Security Office.</p>	<p>Under the "Solution Security Standard" section of the SOW it is described that the delivered solution "will be subject to updates as required by the Information Security Office". Can you provide detail as to what type of updates can be expected and what types of updates have occurred in the past during in-flight projects?</p>	<p>Updates are unknown and if they arise Covered California will work with the selected vendor to implement.</p>
49.	<p>Exhibit A - Scope of Work.docx</p> <p>Page 7 and 8; Section 12. Knowledge Transfer</p> <p>12. Knowledge Transfer</p> <p>Contractor shall:</p> <p>g. Ensure successful completion of knowledge transfer to Covered California IT staff at the end of each sprint.</p>	<p>How many Covered California (IT and business) staff is expected to participate in end of each sprint knowledge transfer?</p>	<p>The selected vendor should plan on no more than 20 (mix of IT and Business) staff participating in the Knowledge Transfer</p>
50.		<p>Whether vendors can please have confidential discussions?</p>	<p>Per RFP section 1.13 Covered California may contact a bidder for clarification</p>
51.	<p>RFP document and attachments</p>	<p>Will there be any SOX requirements required while implementing the Salesforce Service Cloud?</p>	<p>See Question 9</p>

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52.	RFP document and exhibit A	Will User Acceptance Testing (UAT) will be performed by Covered California or the vendor?	See Question 10
53.	Section 2.2 Project Team Minimum Qualifications	<p>For the “Lead Conversion Developer/Analyst” the following is provided: The Lead Conversion Developer/Analyst shall have experience on at least two (2) projects converting or porting existing records and incidents into Salesforce Service Cloud. Each project shall have consisted of a conversion of a minimum of one million (1,000,000) records or incidents, and one of the two projects shall be in a lead capacity.</p> <p>We believe the state would be better served with a resource which has ACA data experience and with the source system (Oracle CS) rather than the target system of Salesforce Service Cloud. We would encourage the state to change this to the following:</p> <p>The Lead Conversion Developer/Analyst shall have experience on at least two (2) projects converting or porting existing records and incidents involving Affordable Care Act systems. In addition, the resources should have experience with Oracle CX or Salesforce Service Cloud. One of the project(s) shall have consisted of a conversion of a minimum of one million (1,000,000) records or incidents, and one of the two projects shall be in a lead capacity.</p>	Covered California will not be adjusting this MQ
54.	Section 2.2 Project Team Minimum Qualifications	For the “Lead Business Analyst” the following is provided: The Lead Business Analyst shall have three (3) years of experience gathering requirements or user stories, conducting gap analyses and preparing for business change on Salesforce Service Cloud for a government or private entity which includes a contact or service center with at least 500 seats using Agile methodology.	Covered California will not be adjusting this MQ

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		<p>We believe the state would be better served with a resource which has ACA data/application experience and with the source system (Oracle CS) rather than the target system of Salesforce Service Cloud. We believe this person would better be able to interpret what is currently being done and translate to Salesforce Service Cloud. We would encourage the state to change this to the following:</p> <p>The Lead Business Analyst shall have two (2) projects with experience gathering requirements or user stories, conducting gap analyses and preparing for business change on Salesforce Service Cloud or Oracle CX for a government or private entity which includes a contact or service center with one of which having at least 500 seats using Agile methodology.</p>	
55.	Section 3.2.1 Current Functionality	Please clarify that the scope of communication channels are; Web, Email, SMS, etc. The section seems to indicate that customer interaction is about inbound/outbound calls and chat option only.	See Question 11
56.	Exhibit A – Section D – 1 (9)	If changes are needed during implementation of existing integration points, should the vendor expect efforts with the other applications as part of the project scope or will each of the applications teams be responsible for the changes?	The vendor will be expected to work with the application teams
57.	Exhibit A – Section D – 1 (9)	Their might be 3 <sup>rd</sup> party integration tools/connectors available for Salesforce Service Cloud and other applications. Would Covered California be willing to discuss the use of any available tools/connectors?	Yes, see SOW D.4
58.	Exhibit A – Section D -8	Please provide a list of existing ETL and or data integration tools being used by Covered California.	See Question 15

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59.	Exhibit A – Section D -12 (b)	Please clarify how many environments are in scope or licensed by Covered California that will affect this project?	See question14
60.	RFP 1.10.2.b.1) Font size requirement	May fonts smaller than 12 points be used in figures and tables?	Yes
61.	RFP 4.2 Administrative Requirements	Attachments 6 to 10 are not listed in the Administrative Response sequence. Should we include these, as applicable, following Attachment 5?	Attachments 6-9 are related to preference programs and should be included if they are applicable to your response. Attachment 10 is required as noted on the attachment as is used as the proposal checklist.
62.	RFP 1.9 Proposal Volumes, 2.a. Cost Proposal must be sealed in a separate cover and 4.2.2 Updated Model Contract	Should the items listed in 4.2.2 Updated Model Contract (Exhibits A, B, B-1, and C) be considered in total to be the Cost Volume and packaged separately as such? If not, which documents should be included in the Cost Volume?	Items under 4.2.2.2 Costs should be packaged separately which includes Exhibit B, Exhibit B Attachment 1, and any cost assumptions
63.	RFP 1.9 Proposal Volumes, 2.b. The bidder shall document any assumptions it is making as it relates to the bidder's cost proposal and Exhibit B, Attachment 1	Should bidders include cost assumptions requested in this section at the end of the Exhibit B, Attachment 1 document?	Cost assumptions should be on its own page and not on Exhibit B Attachment 1.
64.	2.1 – Vendor Qualifications requirement 1	While many partner vendors have considerable experience implementing Salesforce Service Cloud for government and private entities that include contact center integration, very few will have experience with call centers over 500 seats. Will Covered California consider allowing vendors to include teaming partner experience that exceeds the 500 seat requirement?	See question 6
65.	2.1 – Vendor Qualifications requirement 2	While many partner vendors have considerable experience maintaining Salesforce Service Cloud for government and private entities that include contact center integration, very few will have experience supporting call centers over 500 seats. Will Covered California consider allowing vendors to include teaming partner experience that exceeds the 500 seat requirement?	Requirement 2 has been removed per question 22