

**RFP 2024-18: Certification Technical Support  
Questions and Answers**

<b>No.</b>	<b>Bidder Questions:</b>	<b>Covered CA - Response:</b>
1.	What are the primary business drivers for issuing this RFP?	To have the technical support services of a Contractor with the system capability to collect on-line certification application data submissions for individual product offerings of Qualified Health Plan (QHP) and Qualified Dental Plan (QDP) Issuers for both the Individual marketplace and Covered California for Small Business (CCSB) marketplace for upcoming Certification cycles, yearly and quarterly submissions and produce a multi range of reports for evaluation.
2.	Can we please have details regarding the IT/System landscape at Covered California?	The current contractor uses a web-based application that is not connected/integrated with any of Covered California's IT systems. It is a separate system that was developed by the current contractor, and technical support is managed by the current contractor.
3.	Can you please share the current support team structure for IT support at Covered California?	The current contractor uses a web-based application that is not connected/integrated with any of Covered California's IT systems. It is a separate system that was developed by the current contractor, and technical support is managed by the current contractor.
4.	Are all the key resources required to work on-site, or remote work is an option?	Remote work is an option and available for calls during 8:00am – 5:00pm PT for any conference calls.
5.	Is Covered California good with offshore resources providing support?	Refer to RFP 2024-18, Section 6.4 Programs for Non-Small Businesses with Subcontractors.
6.	Can you please share the Current and To-be landscape details?	The current system was built, is owned, and maintained by the current contractor. A new contractor would need to build, host, and maintain the system as described in the RFP.

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7.	Are systems currently hosted on-premise or on Cloud?	The current system was built, is owned, and maintained by the current contractor. A new contractor would need to build, host, and maintain the system as described in the RFP.
8.	Does Covered California plan to select a single vendor or multiple vendors for this RFP?	Covered California plans to select one vendor.
9.	Is this a new RFP or there are any incumbents?	We currently have a contract in place for these services and will expire 6/30/2025. We are required to go out to bid for a new contract. Therefore, RFP 2024-18 is being released with a new anticipated Contract Term of 7/1/2025 to 6/30/2028.
10.	If there are incumbents can we have the names and if possible a copy of their past contract with Covered California?	<p>In accordance with state law exempting applicable Covered California information from disclosure under the PRA (GC Section 100508):</p> <p>If a proposer wishes to file a PRA request for a copy of the records, they are free to do so via the PRA process. Relevant information regarding how and where to submit such a request is located on the Covered California website at:</p> <p><a href="https://www.coveredca.com/newsroom/public-records-act-guidelines">https://www.coveredca.com/newsroom/public-records-act-guidelines</a></p> <p>(Note: website address and content are subject to change).</p>
11.	What factors are driving Covered California to evaluate another provider instead of the incumbent provider for these services?	The current contract for these services is expiring and we are required to go out to bid for a new contract.

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12.	Our company is certified as an MBE NSMDC. Are we good to suffice requirements for DBE/MBE/SBE etc. if there are any?	There are no SB/DVBE participation requirements under this Contract. However, there are incentive, and preference points available for qualifying bidders (see RFP Section 6. Preference and Incentive Programs). In order for bidders to receive the SB/DVBE Preference, bidders must be registered with the Department of General Services Office of Small Business and Disabled Veteran Business Enterprise Services (OSDS). For more information about certifying with OSDS, you can visit their website here: <a href="https://www.dgs.ca.gov/PD-OSDS">https://www.dgs.ca.gov/PD-OSDS</a> .
13.	Is any preference given to local vendors or SB/DVBE certified bidders?	Yes. The proposer must be certified by the Department of General Services (DGS) Office of Small Business and DVBE Services (OSDS). Refer to RFP Section 6. Preference and Incentive Programs for details.
14.	Do we need to submit with the proposal any details/resumes for the key people who will be working with Covered California?	Project Team members must meet the required minimum qualifications outlined in RFP 2024-18, sections 2.1 Project Team Minimum Qualifications, and provide documents outlined in 4.3.3 Project Team Qualifications and 4.3.3.1 Resumes.
15.	Do you need complete resume or summary only for the key people?	Project Team members must meet the required minimum qualifications outlined in RFP 2024-18, sections 2.1 Project Team Minimum Qualifications, and provide documents outlined in 4.3.3 Project Team Qualifications and 4.3.3.1 Resumes.

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16.	What kind of business license is Covered California looking for within the state of California? It would be great if you can please provide the details.	Per RFP 2024-18 section 1.11. 6, “As required by California law, Proposer organizations must be in good standing and qualified to do business in California at the time of submitting a proposal and, if selected by Covered California, during the entire term of the contract. If the Proposer organization is incorporated, the Proposer’s status with the California Secretary of State (SOS) must be Active...” Additionally, RFP 2024-18 section 1.11. 6, ““Doing business” is defined in California Revenue and Taxation Code section 23101 as actively engaging in any transaction for the purpose of financial or pecuniary gain or profit. Although there are some statutory exceptions to taxation, rarely will a corporate contractor performing within the State not be subject to the franchise tax.”
17.	Please share details regarding customizations and interfaces.	Covered California is looking for technical support services of a Contractor with the system capability to collect on-line certification application data submissions. The customizations and interfaces are to be developed and managed by Contractor to provide services outlined in Exhibit A – Scope of Work.
18.	How will the billing be done for this project - milestone, deliverable, of phase billing?	Refer to Model Contract Exhibit B – Budget Detail and Payment Provisions and Exhibit B, Attachment 1 – Cost Worksheet.
19.	Is there a specific format for submitting the pricing/cost? Do we need to give hourly rates for specific people/titles who will be working on the project. Or should we give flat fixed fee for the project?	Refer to Model Contract Exhibit B – Budget Detail and Payment Provisions and Exhibit B, Attachment 1 – Cost Worksheet.

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20.	In Attachment 6, Required Administrative Documents, given we are a foreign corporation incorporated in other state, what do we have to submit for "Proof of Active status with the California SOS (Current Certificate of Status or copy of Entity Detail page from SOS Business Search)"?	California Secretary of the State Certificate of Status.
21.	What exactly do we submit in Attachment 7 GenAI form? What model, version and product owner information has to be provided there?	Refer to the instructions outlined in GenAI Reporting and Factsheet from (STD 100) (Attachment 7) and provide responses accordingly. If you are not utilizing any software containing GenAI technology, model, service, or system, then you can mark "No" in Section 2. Page 3 of the STD 1000 form provides additional information about the instructions for how to complete this form.
22.	In Section 2.1 Project Team Minimum Qualifications, do we need to have past experience in RFP service industry meaning we have supported some customer in past 5 years with their RFP solicitation process, RFP design and management? How is it related to the scope of this RFP?	To clarify, the requirement is for a minimum of five years of experience in setting up solicitation applications that encompass large amounts of data and tools to assist with evaluation, reporting, and maintenance of project work.