RFO 2014-01:

Saas LMS

Final Response to Questions 07/18/2014

No.	Question	Response
1	I have received the RFO for California Health Benefit Exchange's SaaS LMS system. We have a question for clarification. On page 1, it states "Responses to this RFO must be submitted in a single .pdf via electronic mail, clearly labeled to the department contact noted below:"	Either format is acceptable.
	On page 4, it states "This RFO requires Bidder(s) to submit a final phase proposal(s) that shall contain all required Administrative and Technical Attachments and Exhibits and submitted in a sealed envelope/container when shipped to Covered California by the dates and times shown in Section 2. Key Dates. The sealed package must be plainly marked with the (1) RFO number and title, (2) firm name and address, and (3) must be marked with "DO NOT OPEN", as shown in the following example: Our interpretation is that we have the option of submitting our response either in a single .pdf via email OR printed based on the instructions on page 4. Can you please validate that we have an electronic option and a printed option for submission?	
2	Can you please confirm the delivery instructions? On the cover page of the PDF document, it says we should send a single pdf by email, but Section 6 requests four sets of hard copies and a CD-ROM.	Either format is acceptable.
3	Can I get the Word format of the RFO?	Yes, if requested.
4	Does Covered California require two or three references?	Two references
5	Where can we find the Model Contract and General Terms and Conditions in order to note exceptions?	The General Terms and Conditions have been added to the solicitation website.
6	When does Covered California plan to go live with a new Learning Management System? Are there related events that dictate or could change this desired schedule?	The plan is to migrate to the selected system by January 1, 2015. There is a dependency on migrating user data into the selected system, but no related events.
7	How does Covered California plan on getting users registered or loaded into the new LMS?	We expect to have a migration plan included in the implementation plan of the new system. Ideally this will be an automated download/upload process

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How much data will be coming over from the existing LMS? Is there current transcript data coming into the new system and if so, how many years? Will the new LMS be required to integrate with system(s) related to where learning content is being purchased or developed from? Is a content integration needed? Where is learning content currently coming from? Does Covered CA need the ability to manage certificates for some or all users? Is a virtual classroom needed? Is WebEx, Adobe Connect, or other like services needed for virtual trainings? If so, is an integration needed? Why is Covered California replacing the existing system? What length of time does the \$350,000 budget cover? Example: Year 1 costs, 3 years of a user license? Does this budget include both technology and implementation fees? What length of time does the \$350,000 budget cover? Example: Year 1 costs, 3 years of a user license? Does this budget include both technology and implementation fees? The training strategy is to convert to eLearning for the majority of the users. System integration to other systems. The loaded individually by each developer. The LMS is intended to be a stand alone system without integration to other systems. The loaded individually by each developer. The LMS is intended to be a stand alone system without integration to other systems. The loaded individually by each developer. The LMS is intended to be a stand alone system without integration to other systems. The loaded individually by each developer. The LMS is intended to be a stand alone system without integration to other systems. The loaded individually by each developer. The LMS is intended to be a stand alone system without integration to other systems. The loaded individually by each developer. The LMS is intended to be a stand alone system without integration to other systems. The loaded individually by each developer. The LMS is intended to be a stand alone system without integration to be stand alone system without integration to each system systems.	No.	Question	Response
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RFO 2014-01:

Saas LMS

Final Response to Questions 07/18/2014

No.	Question	Response
20		The budget covers the implementation fees and licenses for up to 40,000 users for the period of
	Can you tell me if the \$350,000 max is meant to be over a 5-year subscription or	9/1/14 to 12/31/15. Implementation will occur from 9/14 - 12/14, and actual user access will be
	Initial Year cost only?	from 1/1/15 - 12/31/15
21	Does Covered California require technical support via help desk for all users or just	Just administrators
	administrators?(Pg. 11 Addendum 1)	
22	Where in the Bidder's offer would Covered California like to see responses to the	Placed within your proposal before Attachment B
	items in Attachment A?	
23		Q1: 67
	On Page 3 - It is our understanding that Covered CA is looking to migrate both	Q2: Between 2.1-14.4 MB Average 7.4
	content and User information from the current LMS (Meridian Global) to the new	Q3: 9.5
	LMS. The cost for these type endeavors can be difficult to estimate without more	
	information. Could you please provide additional information with regard to the	
	content? Helpful information would include - total number of SCORM files,	
	average size/length of file, and total Gigabytes of Content file to be migrated.	
24		Q1: yes
	On Page 3 - With regard to Item 5 in Key Dates - if selected to demo, will the	Q2: The date has not been determined but we will attempt to give you as much advance notice as
	vendor interviews occur simultaneously with the Demo? By what date will demo	possible
	candidates be identified/notified? We certainly would love to reach this step and	Q3: Prior to the demo we will provide scenarios and examples that we would want to see
	would like as much notice as possible to make travel arrangements. Also, will it be	
	possible to obtain sample data or more specific examples for demo purposes?	The hardest server the implementation for each linear of the many to the control of
25	On Page 4 and in Context of Page 12 Worksheet - What term does the contract that is not to exceed \$350,000.00 cover? Is that Year 1 only or a longer term? Or is that	The budget covers the implementation fees and licenses for up to 40,000 users for the period of
	the total cost not to exceed per year (subscription)?	9/1/14 to $12/31/15$. Implementation will occur from $9/14 - 12/14$, and actual user access will be from $1/1/15 - 12/31/15$
26	the total cost not to exceed per year (subscription):	ves
	On Page 5 it states RFO Response Categories should be in a searchable text format.	yes
	Is it acceptable to leave the completed Respondent Workbook in Excel?	
-	On Page 6 - Probably our biggest question/concern - Item 9 refers to a model	The Scope of Work is Attachment A
	contract, a Scope of Work in Section 3 and a General Terms and Conditions	The General Terms and Conditions have been added to the solicitations website.
	provided in Attachment 2. We don't know where any of this information is. Can you	The Selicial Terms and Conditions have been added to the Solicitations website.
	please clarify where I can find this information. Are there other attachments (e.g.	
	Attachment 1?) that we are missing? It seems we may not have received all the	
	information? Please clarify.	
28		Please refer to www.dgs.ca.gov for information on Preference Programs.
	On Page 8 regarding Preference Programs - Can you please provide the criteria by	
	which a vendor would need to document qualification as a Small Business?	
29	On Page 8 and subsequently Page 14 regarding References - Page 8 states two (2)	Two references
	references should be included while Page 14 states to submit three(3). Please clarify	
	the correct number.	

RFO 2014-01:

Saas LMS

Final Response to Questions 07/18/2014

No.	Question	Response
	On Page 11, I wanted to clarify what is meant by COTS. Does this mean Commercial Off The Shelf? If so what, if any, provision would there be for customization work needed?	Yes - commercial off the shelf. Customization work would need to be factored into the implementation/annual license costs not to exceed \$350,000
	On Page 12 - Referring to question 3 above as well. What is the difference between "Initial Year Cost" and "Option Year One Cost"? Our pricing model includes Annual Subscription (X) plus 1-Time Setup Cost (Y) so year 1 is "X+Y" and all remaining years are simply "X". So again we would like greater clarification around the term and not to exceed expectations.	The budget covers the implementation fees and licenses for up to 40,000 users for the period of 9/1/14 to 12/31/15. Implementation will occur from 9/14 - 12/14, and actual user access will be from 1/1/15 - 12/31/15
32	Is it possible to get pages 12-14 sent to me in a Word Doc?	Yes, if requested.
	We would just like to confirm that the \$350,000 cap on the total cost of the impending contract is meant to apply only to the anticipated contract term of 9/1/14 to 12/31/15, and not to the option years two through five.	yes
	Please clarify the number of references needed? Section 15.A states that two (2) references are needed, but Attachment C states that three (3) references are needed.	Two references
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