

**RFP 2019-25 – HCM Implementation
Questions and Answers**

QUESTION	Section	ANSWER
1. What are the rules around offshore? Are there any restrictions for developing the overall solution (integration + training) offshore?	General Question	Contractors are required to perform work on site.
2. Is the expectation that the contractor will develop all training materials, or will the Covered CA team partner in the development?	Exhibit A - Section E	See Scope of Work Section F. Contractor is responsible for training material such as configurations, screen shots, job aids, business processes, and any other materials that will assist Covered California University create a training curriculum.
3. Our OCM leads have extensive delivery experience in their domain but may not have the Covered CA certification requirements (e.g., PMP certified, PROSCI, ACMP, or APGM). Will Covered CA consider waiving these certification requirements in lieu of industry and delivery experience?	RFP 3.1 Project Team Minimum Qualifications	Yes, Covered California will waive the certification requirement for the OCM Lead. Addendum reflecting this change will be released.
4. Please clarify the definition/scope of “business process documentation” (i.e., high-level workflows that guide end-users through the new system, or detailed process design visuals that outline decision points).	Exhibit A - Section F	Covered California will require high-level workflows that guide end-users through the new system, detailed process design visuals that outline decision points, and any other materials that will assist Covered California University create a training curriculum.
5. Will you confirm the exact Workday SKU's that were purchased to support this implementation?	Exhibit A - Section C	California SLP PKG-9-HCM (Without Recruitment) for 1400 users.
6. Will you provide us with the number of users that will be using Time Tracking? (i.e. are all 1,400 users identified in the RFP?)	Exhibit A - Section C.3	All 1400 users will be using Time Tracking.

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7. Who enters worker time today?	Exhibit A - Section C.1	The employees enter their own time on their individual timesheets. HR Personnel Specialists enter the time worked for each employee into SCO.
8. How many internal users (Recruiters, Managers, etc) will access Workday recruiting?	Exhibit A - Section C.4	Covered California will not be using Workday Recruiting.
9. How many Learning courses are in your catalog?	Exhibit A - Section C.3	There are approximately currently 30 courses in Covered California's Absorb LMS catalog.
10. How many pieces of Learning content do you have from external providers such as Skillsoft, Open Sesame, Lynda.com?	Exhibit A - Section C.3	Covered California does not have any external learning content.
11. If you have an existing Learning Management System (LMS), what is your LMS footprint?	Exhibit A - Section C.3	Covered California currently uses Absorb LMS. All 1400 users access at least 1 of the 30 courses for mandatory training.
12. Will you provide us with your business process calendar as well as an outline for the following: Compensation Review, Performance Review Process, Open Enrollment, Open Enrollment effective date, Year-end Close.	General Question	All of the As-Is Business Process details will be provided with the User Stories at the start of the contract.