

**RFP 2020-03 – Chatbot, Web Support and Development
Questions and Answers**

#	Question	Response
1.	How many people are you looking for?	We are looking for enough resources to meet the stated scope in the RFP. We are projecting the need for 1.25 FTEs.
2.	The requested responsibilities can be effectively delivered by engaging individuals with specialized skills. Can we submit more than one person?	The only key staff is for a “Lead Chatbot Developer” the staff submitted for that role must meet the MQs.
3.	In the case where we have more than one person, can we have one of them as the full-time and the other ones as part-time?	Yes.
4.	Considering the prevailing pandemic situation, will there be a possibility to work remotely?	Yes, however the staff must be local to the Sacramento region to return to the office once the pandemic ends.
5.	Is user authentication needed to communicate with the chatbot?	At this time user authentication is not required. Through future sprints there may a desire to put the chat bot behind user authentication to assist consumers.
6.	Are the data sets already set or available for LUIS? Is it the vendor’s scope to train LUIS?	The chat bot is currently using LUIS. The vendor may be expected to continue to train using LUIS.
7.	Is there a need for the bot to pull backend data? for example, through API calls or DB?	Yes.
8.	Would you be open to a non-US based vendor completing this work? Do you have a preference towards domestic vendors?	The staff must be local to the Sacramento region.
9.	Can you confirm the total number of Monthly Hours in your Exhibit B, Attachment 1 – Cost Worksheet? Is it indeed 40 hours for an entire month? The amount of hours in that column doesn’t seem correct given the annual not to exceed amount of \$330,000.00 in Section 1.5 Contract Amount in the RFP.	The worksheet is a template which can be adjusted to meet the vendors submission. The yearly amount cannot go over \$330,000.00
10.	Can you please tell us the name of the Vendor who have developed the existing Chatbot solution and website for Covered California?	KPMG LLP

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11.	Is there any vendor who is currently providing support for the existing Chatbot and website? If so, will they be bidding on this project?	Cannot provide names of vendors intending to bid.
12	Exhibit B, Attachment 1 – Cost Worksheet Will resources be limited to the hours identified by task, or can these change based on the needs of the project?	The tasks can change based on the needs.
13	Exhibit B, Attachment 1 – Cost Worksheet Are the hours allocated by task for estimating and evaluation purposes only? If not, what leeway is there is reallocating hours across tasks?	See answer to question 9.
14	Exhibit B, Attachment 1 – Cost Worksheet Would Covered CA please confirm whether the estimated hours are per week or per month?	Per Month, see answer to question 9 for further clarification.
15	pg. 7 1.9 Format of Proposals Sequentially number the pages in each section and clearly identify each section in the order requested. Please confirm if the entire bid's page numbers should be sequentially numbered, or if each section's pages should be sequentially numbered? I.e. start at page 1 for Section 2, start at page 1 again for Section 3, etc.	Sequentially number the pages in each section to correspond to that Section (clearly identifying the section, i.e. Administrative Requirements, Understanding and Approach, Corporate Qualifications, etc.)
16	pg. 8 1.9 Format of Proposal, Subsection 3 Model Contract with Exhibits All Model Contract changes or exceptions must be included in the proposal package at the time of submission. Please confirm if no necessary changes are made, does the model contract still need to be submitted with the proposal package?	Yes, please include the Model Contract; notating that you have no suggested changes and approve the Model Contract as is.

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17	<p>pg.14 2.1 Project Team Minimum Qualifications The Lead Chatbot Developer shall have a minimum of two (2) years of experience with Microsoft Bot Framework, Microsoft CosmosDB, and Language Understanding (LUIS)</p> <p>Would Covered California be willing to expand qualification #3 to include “2 years’ experience with MS Bot/LUIS, Google Bot/Speech or AWS Bot/Lex platforms?</p>	No, Covered California uses LUIS and needs a developer with experience with LUIS.