

**RFP 2021-10 Ergonomics
Questions and Answers**

#	Question	Answer
1.	We are a Washington-based company with a Master Business license here. Can you confirm that this disqualifies us?	Proposers must be active with the California Secretary of the State to do business in California. Refer to RFP Section 1.11
2.	In addition to the scope identified in the RFP, is Covered California interested in software assisted ergonomic assessment approach that the vendor can introduce?	No, we are not interested in software assessment at this time.
3.	Are the majority of assessments facilitated for individuals working out of a home office? As such, would the contractor be required to visit home offices?	More than half of the evaluations will be for people working from home. Refer to RFP section 2.1.c and Exhibit A section D, #7.
4.	Is it required that the contractor is housed at the Sacramento office?	No, the contractor would not be 'housed' out of Sacramento, but we would only be interested in paying travel expenses when traveling out of Sacramento because most of our employees are here.
5.	Is there an ability to facilitate virtual assessments in a greater number as predicted on Exhibit B if the contractor is not located in Sacramento?	Virtual assessment is welcome, but each situation is unique and some may require in-person assessment or equipment adjustment.
6.	Are report templates in use or could the selected vendor create their own? If there are templates, are you able to share these?	The department does not have a standard template. Prior vendors have used their own, but we could work with the vendor on a mutually agreeable template if desired.
7.	Is the overall budget for services a fixed rate at \$25,000? Based on Humanscale's travel and meal standard rates, is it possible for these rates to be expanded upon?	We are unable to reimburse travel except at the state rates listed in the Exhibit.
8.	You mention in Attachment A Scope of Work, the contractor can use 'sample equipment' for fitting, but cannot sell any equipment to Covered California. Does this mean that all	A vendor can recommend equipment, but all purchasing must be handled through the state procurement processes to

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	recommended equipment must be funded by the individual receiving the evaluation or does Covered California cover the cost of recommended equipment?	ensure fair bidding. The department pays for the equipment.
9.	Can you please provide us an example of a reasonable accommodation?	An example might be someone who has arthritis and needs a new mouse/keyboard setup. Another example might be someone who has a tailbone sensitivity and needs a special chair which would require individualized measurements.
10.	How much time do you anticipate needing to resolve a reasonable accommodation?	The ergonomic evaluation needs to take place as soon as possible so that we can make modifications and ensure that the employee has the tools they need to do their job.
11.	Will you award this RFP to one vendor or multiple vendors?	We will award this RFP to one vendor.
12.	In the Exhibit B you note 52 reasonable accommodations evaluations. Is this the total number of all Service requests (onsite and telephone) or are there other additional types of evaluations expected?	We estimate there would be about 52 total evaluations per year among all of our staff.
13.	Is travel expenses to be included in the \$25,000 budget or separate from the \$25,000 budget?	If you plan on charging travel expenses outside the Sacramento area, then it would be included.