

RFP 2022-06 – Salesforce and MuleSoft Services

Questions and Answers

No.	Bidder Questions:	Covered CA - Response:
1.	Is there an incumbent currently or recently providing all or portions of the services sought after in this RFO? Is the incumbent allowed and/or encouraged to respond?	There is currently a vendor supporting Salesforce M&O. The incumbent is allowed to submit a proposal to this RFP.
2.	A blend of local (California) and off-shore resources provides important benefit to value (services, cost) and productivity (24x7). Is this model acceptable?	Yes.
3.	Please describe the number and scope of API integrations.	Covered California would partner with the selected vendor to identify the scope of API integrations needed to support business operations.
4.	<p>Regarding Proposer Qualifications, #3 (below), it is our understanding that Experience Cloud was previously named Community Cloud (prior to 2021), to confirm is it acceptable for the experience to include a combination of Community Cloud and Experience Cloud totaling 6 years? This question also refers to the Lead Architect minimum qualifications, also stated as 6 years of Experience Cloud – please confirm if the combination of Community and Experience Cloud is sufficient.</p> <ul style="list-style-type: none"> • “A minimum of six (6) years of demonstrated experience developing and maintaining Salesforce Experience Cloud for a government or private entity with at least 5,000 external users”. 	Yes, Community Cloud and Experience Cloud will be treated as equivalents for purposes of evaluating minimum qualifications.
5.	<p>Exhibit A - Scope of Work - Pages 6, 7, Section D. General Scope or Tasks, 8) Staff Availability</p> <p>c. If Contractor cannot fill either a full-time or non-full-time position within thirty (30) calendar days after receiving Covered California’s written request, all future invoices will be subject to a 10% holdback. The holdback will continue until requested positions are filled and approved in writing by Covered California. Covered California will release the holdback once the requested position has been filled. Covered California will work in good faith with Contractor to select proposed staff to fill a position. Covered California anticipates that Contractor must fill the below positions during the term of this Agreement. Covered California may request</p>	<p>The only resources that are required to be onshore are:</p> <ul style="list-style-type: none"> • Project Manager • Lead Architect • Lead Developer <p>All other resources can be a mixture of onshore and/or offshore. No offshore staff will be required.</p>

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	<p>additional positions throughout the term of this Agreement.</p> <ul style="list-style-type: none"> • Project Manager • Lead Architect • Lead Developer • Onshore Developer/Configurator • Onshore Marketing Cloud Lead • Onshore MuleSoft Developer • Offshore Salesforce Developer/Configurator • Offshore MuleSoft Developer) <p>Question: This would appear to make us think that the two offshore staff are required. Can you please clarify if offshore staff is in fact a mandatory requirement?</p>	
6.	<p>Main RFP RFP 2022-14 Salesforce and Mulesoft Systems - Page 5, 1.5 Contract Amount and 1.6 Contract Amendment</p> <p>1.5 Contract Amount Proposal submissions shall not exceed \$4,500,000.00 in total proposed costs. Proposals that exceed this amount will not be considered for selection. It is expected that the approved funding for the contract will not exceed approximately \$1,500,000.00 per year for the term of the contract, including any extensions of the term. Funding is subject to annual budget approval by the Covered California Board of Directors. If full funding does not become available, Covered California may terminate or amend the contract to reflect reduced funding and reduced deliverables. 1.6 Contract Amendment Covered California may, at its sole discretion, extend the term of the contract for two (2) additional one (1) year terms. The total number of contract years shall not exceed five (5) years.</p> <p>Question: For clarification would the total of the initial agreement be \$4.5 million with the possibility of two additional years at \$1.5 million per year?</p>	<p>Correct, the initial term cannot exceed \$4,500,000. We anticipate that funding will not exceed \$1,500,000 per year. This applies to optional years, which cannot exceed \$1,500,000 per year.</p>
7.	<p>Exhibit A - Scope of Work Page 7, Section D.General Scope or Tasks, 9) System Performance and Reliability</p> <p>1) System Performance and Reliability Contractor must ensure that the performance of Salesforce and MuleSoft systems remains within the following standards</p> <ul style="list-style-type: none"> a. 99.95% uptime b. < 2.5-second page load time when measured using "Experience Page Time" 	<p>While uptime is managed by Salesforce, the system integrator will ensure that the system functions properly and does not adversely impact day-to-day activities. If there is downtime, the system integrator will work with Salesforce to troubleshoot the underlying issue.</p> <p>Page load time, Org Health, Octane, and AppExchange Versions can be managed and improved and/or harmed by modifications to the system.</p>

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	<p>c. >= 90% Org Health Check when using the Salesforce Standard Baseline</p> <p>d. Octnae Score >30,000 when measured using Salesforce Performance Test</p> <p>e. Installed AppExchange packages are no more than one (1) release behind what is publicly available</p> <p>Question: This is something that is established by both MuleSoft and Salesforce as these are cloud based technologies. Can you please clarify the role the SI would play in this?</p>	
8.	<p>Exhibit A - Scope of Work - Pages 6, 7, Section D.General Scope or Tasks, 8) Staff Availability</p> <p>c. If Contractor cannot fill either a full-time or non-full-time position within thirty (30) calendar days after receiving Covered California’s written request, all future invoices will be subject to a 10% holdback. The holdback will continue until requested positions are filled and approved in writing by Covered California. Covered California will release the holdback once the requested position has been filled. Covered California will work in good faith with Contractor to select proposed staff to fill a position. Covered California anticipates that Contractor must fill the below positions during the term of this Agreement. Covered California may request additional positions throughout the term of this Agreement.</p> <ul style="list-style-type: none"> • Project Manager • Lead Architect • Lead Developer • Onshore Developer/Configurator • Onshore Marketing Cloud Lead • Onshore MuleSoft Developer • Offshore Salesforce Developer/Configurator • Offshore MuleSoft Developer) <p>Question: The RFO document indicates only one MuleSoft Developer is required, but this section lists both an Onshore MuleSoft Developer and an Offshore MuleSoft Developer. Can you please clarify how many MuleSoft Developers are required?</p>	<p>Covered California does not specifically require the MuleSoft developer to be onshore or offshore. Covered California anticipates that the MuleSoft Developer will perform a minimum of twenty (20) hours of service per month. Covered California may ask for additional hours as needed. These services can be performed onshore or offshore.</p>
9.	<p>Exhibit A - Scope of Work - Agile Development and Team Management (Page 3)</p>	

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	<p>How will vendor perform the following duties related to agile development and team management:</p> <p>Question: The document indicates the contractor will perform Agile dev duties. Will vendor be using internal Jira account or will Cover California provide its own Agile system?</p>	<ul style="list-style-type: none"> • We do not understand the question as phrased and, therefore, cannot provide a response. • The contractor will use Covered California's Azure DevOps
10.	<p>Exhibit A - Scope of Work - Agile Development and Team Management (Page 3)</p> <p>Participate in weekly sprint demos to demonstrate the planned functionality to ensure the user story has been correctly developed.</p> <p>Question: Sprint Demos will be performed at the end of the Sprint, depending on how long the sprint is (typically between 2-4 weeks long)</p>	<p>Currently the team runs monthly sprints and provides demos on a weekly basis. Demos can also be canceled if stories aren't ready.</p>
11	<p>Exhibit A 9. System Performance and Reliability – Page 7</p> <p>Question: What are the current values on the dimensions below for System Performance and Reliability</p> <ul style="list-style-type: none"> • uptime (%) • page load time when measured using "Experience Page Time" (sec) • Org Health Check when using the Salesforce Standard Baseline • Octane Score when measured using Salesforce Performance Test <p>Number of Installed AppExchange packages that are no more than one (1) release behind what is publicly available</p>	<ul style="list-style-type: none"> • Uptime: 99.9% • Page Load Time: 1.28s Case, 0.63s Account, 1.96s Contact • Org Health: 90% • Octane: 70,000 • AppExchange Packages: Unknown – this is a new requirement and analysis hasn't been completed on all installed apps
12	<p>Exhibit B - Attachment 1</p> <p>Question: The Cost Worksheet lists out hourly rates for resources. Elsewhere the document mentions invoicing may occur only after the acceptance of the contract deliverables. Can you help clarify if this is a time and materials contract or deliverables based? If deliverables based, please clarify the deliverables on which invoicing and payment will be made.</p>	<p>The model contract is structured as a time and materials contract. The selected contractor will bill in arrears for services rendered and be paid in accordance with the hourly rates identified in Exhibit B, Attachment 1.</p>
13	<p>Exhibit A - Section D.2</p> <p>Question: Describe the current backlog of work and are there any major enhancements expected during the term of the contract?</p>	<p>The backlog is constantly being updated. During every quarter, we complete a prioritization process to outline anticipated work for the upcoming quarter.</p> <p>We are unable to describe the current backlog since it frequently changes. The Proposer should assume the backlog consists of existing and new feature enhancements</p>

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14	<p>Exhibit A - Section D.2</p> <p>Question: What is the existing ticket count by month? For both defects and enhancements.</p>	<p>The backlog is constantly being updated. During every quarter, we complete a prioritization process to outline anticipated work for the upcoming quarter.</p> <p>We are unable to describe the current backlog since it frequently changes.</p>
15	<p>Exhibit A - Section D.2</p> <p>Question: Is the proposed team expected to provide DevOps and release management?</p>	<p>Yes.</p>
16	<p>Exhibit A - Section D.2</p> <p>Question: What is the process for testing and who is responsible for each type of testing?</p>	<p>Each Developer/Configurator is responsible for testing their user story. It is then tested by a peer. If the contractor completed the initial build and that build is tested by contractor staff, Covered California will then test it an additional time prior to being staged for UAT and production deployment.</p>
17.	<p>Exhibit A - Section F – Page 9</p> <p><u>Reporting Headquarters Location</u> states:</p> <p>Question: The Contractor is required to perform all services under this Agreement on site at Covered California, unless directed otherwise by the project representative listed in this Exhibit.</p> <p>That is not consistent with the RFP. Can you please confirm the selected Proposer will perform all services remotely unless directed otherwise by Covered California. Some onsite meetings may be required.</p>	<p>Refer to Exhibit A – Section A</p> <p>“Contractor will perform all services remotely unless directed otherwise by Covered California. Some onsite meetings may be required.”</p> <p>Section F is Covered California’s standard contracting language. Covered California’s project representative will direct the selected contractor to perform all services remotely with some exceptions where onsite meetings will be necessary.</p>
18.	<p>Attachment 10 – Page 1</p> <p><u>Proposer Qualifications Form</u></p> <p>Question: is the incumbent able to reference their current work at Covered California?</p>	<p>Yes.</p>
19.	<p>Attachment 11-15 – page 4</p> <p><u>Staff Qualifications Form:</u></p> <p>Question: is the incumbent able to reference their current work at Covered California?</p>	<p>Yes.</p>
20.	<p>Exhibit A - Scope of Work – Page 9</p> <p>Reporting Headquarters Location indicates "The Contractor is required to perform all services under this Agreement on site at Covered California". However, RFP section 3.2 states "The</p>	<p>See response to Question 17.</p>

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	<p>selected Proposer will perform all services remotely unless directed otherwise by Covered California. Some onsite meetings may be required."</p> <p>Question: Please provide clarity on the expected location of the work performed.</p>	
21.	<p>General</p> <p>Question: Can Covered California provide the estimated monthly volume of M&O tickets / defects that would be handled by this team?</p>	<p>Covered California is unable to provide this information at this time. The team capacity will be determined based on the number of resources which will be used to calculate the velocity once the team begins configuration and development activities</p>
22	<p>Exhibit A - Scope of Work – Page 7</p> <p>Question: Please provide more clarity on the information in Section 9 (System Performance and Reliability). Are these standards related to system performance or release performance?</p>	<p>Both.</p>
23	<p>Number of users that are currently using the Salesforce system today?</p>	<p>Internal: Sales and Service Cloud: 2850 MuleSoft: 5 Admin/Developers Marketing Cloud: 15</p>
24	<p>Is it safe to assume that the system is required to outreach 20 + MM unique individuals?</p>	<p>Yes</p>
25	<p>May we access the bidder library?</p>	<p>There isn't a bidder's library for this solicitation.</p>
26	<p>Is it possible to share the implementation partner?</p>	<p>Sales/Service: Slalom Consulting Marketing: Slalom Consulting MuleSoft: Salesforce/MuleSoft Services</p>
27	<p>Are there any specific constraints on location of the staffing? For example, what percentage of the resources must be onshore vs offshore.</p>	<p>The only resources that are required to be onshore are:</p> <ul style="list-style-type: none"> • Project Manager • Lead Architect • Lead Developer <p>All other resources can be a mixture of onshore and/or offshore.</p>