

RFP 2022-21 Workday Human Capital Management Questions and Answers Response

No.	Bidder Questions	Covered CA - Responses
1	Are specific projects/enhancements already identified and slated for this initiative?	No, the team will be comprised of an agile team that will review and prioritize their backlog.
2	When was the initial implementation completed? Were any modules and/or key features released after the initial implementation?	2021. No modules were released after implementation.
3	To what degree have new features from the prior Workday releases been adopted?	All features have been deployed and leveraged.
4	Has an end-user adoption assessment or organizational change management activities been conducted? If so, what key themes have emerged?	Yes, change management was completed as part of the initial implementation.
5	Are there expectations for time allocation between support (e.g. working tickets) vs. enhancement? And is it the same for functional and technical incidents?	The team will work agile so tickets and enhancement will be prioritized by the product owner.
6	How does the current team structure supporting Workday HCM for Covered California look like?	Agile team comprised of Information Technology and Human Resources staff.
7	Can Covered California specify the hours of operation for the Contractor?	Monday – Friday, 8am-5pm
8	Is there a ticketing tool to manage incidents and enhancement requests?	DevOps
9	Does Covered California allow for offshore or non-U.S. Citizens to support the work specified within the Scope of Work?	No
10	Can Covered California please provide historical ticket volumes with severity levels (if applicable)? If historical ticket volume is not available, how many expected end-users and super-users are expected?	Currently this is not being tracked. There are approx. 1400 end users and 8 super users.
11	Is there an established change control process and release management procedure?	Yes
12	Does Covered California have a Workday tenant management plan? If so, can Covered California share the plan?	No

RFP 2022-21 Workday Human Capital Management Questions and Answers Response

13	Is there a current backlog for reports, integrations and configuration items?	Yes
14	Do we have any use case identified for PRISM to start using the product?	Yes
15	How many Integrations are currently in production? Is it possible to get a breakup of the type (Outbound/Inbound EIBs, connectors, customized Studios) per integration/interface?	Approximately 6 integrations, all are Outbound/Inbound EIBs
16	Can you provide us the number of custom reports that are being maintained by the team?	Approximately 750 reports
17	With reference to the end-user troubleshooting, can Covered California clarify if the contractor shall be responsible for Tier 1 support?	Contractor is expected to provide support as required
18	What is the expectation of Covered California to transition existing / in-flight tickets to the Contractor upon award?	It is expected that the contractor will work hand and hand with the Covered California Workday admins and developers for each release.
19	Are there existing service level or performance agreements the contractor is expected to adhere to?	No, SLA will be defined upon onboarding contractor.
20	Due to the 4th of July holiday and to ensure Covered California receives quality responses, would you consider extending the RFP Questions and Proposal due dates three to five business days?	As the Q&A period has passed the Question and Answer period cannot be adjusted. Due to the need to have an executed contract as soon as possible, we will not be adjusting the proposal due date.