

**RFP 2025-19: Microsoft 365 and Related Cloud Services Development, Administration, and Support**  
**Questions and Answers**

**Contents**

Questions about Current Operations, Systems, and Practices ..... 2

Questions about On-Site Work vs. Remote Work..... 27

Questions about expectations for contractors ..... 30

Questions about completing Exhibit B, Attachment 1 Cost Worksheet ..... 46

Questions about Exhibit D, Privacy Requirements, and offshore resources ..... 53

Questions about RFP and Submissions ..... 57

Questions about Scope of Work and Work authorizations..... 60

Billing and Invoicing Questions ..... 67

Questions about Redlines ..... 68

User Support and Help Desk Questions..... 69

Background Check Questions ..... 75

Questions about Incumbent Vendor and Knowledge Transfer..... 76

## Questions about Current Operations, Systems, and Practices

| No. | Bidder Questions:                                                                                                                                                                                                                                    | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.  | Is there an established Microsoft 365 or Power Platform Center of Excellence (CoE) team currently operating within Covered California?                                                                                                               | Covered California is not providing additional detail regarding its current internal Microsoft 365 or Power Platform governance structure or team organization through this Q&A. Proposers should assume the awarded contractor will be expected to work within Covered California governance and approval processes and provide recommendations, documentation, and operational support consistent with the RFP and applicable Work Authorizations |
| 2.  | Center of Excellence (CoE): Does Covered California currently operate a Power Platform CoE, and does the Contractor have responsibility for operating or evolving it?                                                                                | Proposers should assume the awarded contractor will be expected to work within Covered California governance and approval processes and provide recommendations, documentation, and operational support consistent with the RFP and applicable Work Authorizations. Detailed current-state governance artifacts, committee structures, and approvals are not being further enumerated in this Q&A.                                                  |
| 3.  | Does Covered California currently maintain a Power Platform Center of Excellence (CoE) with established governance processes, and has a defined governance standard or SOP been put in place regarding Application Lifecycle Management (ALM) today? | Proposers should assume the awarded contractor will be expected to work within Covered California governance and approval processes and provide recommendations, documentation, and operational support consistent with the RFP and applicable Work Authorizations. Detailed current-state governance artifacts, committee structures, and approvals are not being further enumerated in this Q&A.                                                  |
| 4.  | Is there an existing Power Platform Center of Excellence (CoE) or Community of Practice (CoP), and what governance gaps are they looking to address?                                                                                                 | Proposers should assume the awarded contractor will be expected to work within Covered California governance and approval processes and provide recommendations, documentation, and operational support consistent with the RFP and applicable Work Authorizations. Detailed current-state governance artifacts, committee structures, and approvals are not being further enumerated in this Q&A.                                                  |

| No. | Bidder Questions:                                                                                                                                                                                                               | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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| 5.  | Are there existing Microsoft 365, Power Platform, Azure, Entra ID, Defender, and Purview governance standards, architecture review boards, naming conventions, DLP policies, and ALM practices that the contractor must follow? | Covered California is not providing additional detail through this Q&A regarding its current internal governance standards, review processes, naming conventions, security configurations, data loss prevention controls, or application lifecycle management practices for Microsoft 365, Power Platform, Azure, Entra ID, Defender, Purview, or related services. Proposers should assume the awarded contractor will be required to work within Covered California's applicable governance, security, privacy, approval, and operational requirements, and to provide recommendations, documentation, configurations, and support consistent with the RFP, the resulting contract, and applicable Work Authorizations. |
| 6.  | What existing governance standards, approval workflows, architecture review boards, and policy baselines already exist for Microsoft 365 and Power Platform?                                                                    | Proposers should assume the awarded contractor will be expected to work within Covered California governance and approval processes and provide recommendations, documentation, and operational support consistent with the RFP and applicable Work Authorizations. Detailed current-state governance artifacts, committee structures, and approvals are not being further enumerated in this Q&A.                                                                                                                                                                                                                                                                                                                        |
| 7.  | How is Power Platform governed today, including environments, connector policies, custom connectors, premium connectors, app ownership, and orphaned flows?                                                                     | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations.                                                                                                                                                                                                                                                                                                                             |
| 8.  | Are there any existing architecture standards, governance frameworks, or naming conventions that the selected contractor will be required to follow?                                                                            | Proposers should assume the awarded contractor will be expected to work within Covered California governance and approval processes and provide recommendations, documentation, and operational support consistent with the RFP and applicable Work Authorizations. Detailed current-state governance artifacts, committee structures, and approvals are not being further enumerated in this Q&A.                                                                                                                                                                                                                                                                                                                        |

*Questions about Current Operations, Systems, and Practices*

| No. | Bidder Questions:                                                                                                                                                                                                                                                                                            | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                        |
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| 9.  | Is Azure DevOps or GitHub currently integrated into the Power Platform environment for application lifecycle management and deployment pipelines?                                                                                                                                                            | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations. |
| 10. | What is the current footprint of Power Platform (apps, flows, environments)?                                                                                                                                                                                                                                 | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations. |
| 11. | What major Microsoft 365 workloads are currently in scope (e.g., Teams, SharePoint, Exchange, Power Platform, Purview)?                                                                                                                                                                                      | Covered California is not providing detailed security configuration, exception, incident, or monitoring inventories in this Q&A. Proposers should address security, compliance, monitoring, and governance capabilities at the level required by the RFP and applicable Work Authorizations.                                                                                                  |
| 12. | To support consistent effort estimation, can Covered California provide current-state metrics for the Microsoft 365 environment, including the number of tenants and licensed users, the approximate inventory of Power Platform solutions and SharePoint sites, and typical monthly support request volume? | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations. |
| 13. | Are there existing Power Platform environments, model-driven apps, Power Apps, Power Automate flows, Power BI workspaces, Power Pages sites, and Dataverse instances that will require support from day one?                                                                                                 | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations. |

*Questions about Current Operations, Systems, and Practices*

| No. | Bidder Questions:                                                                                                                                                                                 | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                             |
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| 14. | Approximately how many current Power Apps, Power Automate flows, Power BI assets, Power Pages sites, and model-driven applications are in scope for support or enhancement?                       | Proposers should assume the awarded contractor will be expected to work within Covered California governance and approval processes and provide recommendations, documentation, and operational support consistent with the RFP and applicable Work Authorizations. Detailed current-state governance artifacts, committee structures, and approvals are not being further enumerated in this Q&A. |
| 15. | How many Power Platform environments exist today, and how are they structured (Dev/Test/Prod)? Are there any environments with Dynamics 365 installed?                                            | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations.      |
| 16. | Approximately how many Power Apps (canvas and model-driven) are in production, and what is their overall support maturity (ownership, documentation, SLAs)?                                       | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations.      |
| 17. | Approximately how many Power Automate flows (cloud and desktop/RPA) and what is the scale and criticality of existing cloud/RPA flows, and are there known performance or reliability challenges? | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations.      |

| No. | Bidder Questions:                                                                                                                                                                                                                                                                                                                                                                                                     | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                             |
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| 18. | What is the current Power BI and data architecture maturity (centralized datasets, self-service BI, data pipelines), and what are the biggest challenges?                                                                                                                                                                                                                                                             | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations.      |
| 19. | Approximately how many Power Apps, Power Automate flows, and Power BI reports are currently in production?                                                                                                                                                                                                                                                                                                            | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations.      |
| 20. | Provide a high-level profile of the current Microsoft 365 environment, including the number of Microsoft 365 tenants, total users, licensed users, guest/external users, administrative accounts, SharePoint Online sites/site collections, and Power Platform assets - Number of environments, Power Apps, Power Automate flows, Power BI workspaces, Power Pages, and model-driven applications currently in scope? | Proposers should assume the awarded contractor will be expected to work within Covered California governance and approval processes and provide recommendations, documentation, and operational support consistent with the RFP and applicable Work Authorizations. Detailed current-state governance artifacts, committee structures, and approvals are not being further enumerated in this Q&A. |
| 21. | We need to understand Current Environment Inventory for Power Platform as provided below. Kindly share us numbers.<br>Number of environments?<br>Number of Apps?<br>Number of Flows?<br>Number of Power Pages?                                                                                                                                                                                                        | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations.      |

| No. | Bidder Questions:                                                                                                                                                                                                                             | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                        |
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| 22. | Is there an inventory or catalog of custom-developed Power Apps or SharePoint applications that will immediately transition to the selected contractor for support?                                                                           | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations. |
| 23. | Can Covered California provide the estimated annual or monthly volume of Microsoft 365 support requests, enhancement requests, Power Platform changes, SharePoint/Teams requests, and integration support needs expected under this contract? | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations. |
| 24. | What is the size and structure of Covered California's current internal team supporting Microsoft 365 and Power Platform today, and is the intended engagement model fully outsourced, co-managed, or advisory-augmented?                     | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations. |
| 25. | Are there existing model-driven applications requiring ongoing enhancement?                                                                                                                                                                   | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations. |

| No. | Bidder Questions:                                                                                                                                                                                                                                                                                                                                                                                                                          | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                        |
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| 26. | Can Covered California provide any available workload and resource planning assumptions, including anticipated annual labor hours, historical support volumes, expected Work Authorization frequency, and estimated distribution of effort across support, enhancement, advisory, governance, security, Power Platform, and project-based activities to assist proposers in developing staffing, resource utilization, and pricing models? | Covered California is not providing detailed security configuration, exception, incident, or monitoring inventories in this Q&A. Proposers should address security, compliance, monitoring, and governance capabilities at the level required by the RFP and applicable Work Authorizations.                                                                                                  |
| 27. | Are there any business-critical Power Platform applications or services that require dedicated support coverage or defined service levels?                                                                                                                                                                                                                                                                                                 | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations. |
| 28. | Please provide inventory of existing Microsoft 365 Platform applications and solutions that will transition to contractor support. This will help us in effort estimation. We need count of, SharePoint Sites Power Apps Power Automate Flows Power Pages Azure Function Apps Logic Apps Teams Apps Custom SPFx Components                                                                                                                 | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations. |
| 29. | Which specific third-party systems currently integrate with Covered California's Microsoft 365 or Power Platform environments?                                                                                                                                                                                                                                                                                                             | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations. |

| No. | Bidder Questions:                                                                                                                                                                                      | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                        |
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| 30. | Integration with Microsoft 365: Are there existing integrations between Azure services and Microsoft 365 (e.g., Power Platform, SharePoint, Teams, identity-driven applications)?                      | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations. |
| 31. | Can the client provide the list of enterprise systems that currently integrate or are expected to integrate with Microsoft 365 and Power Platform so proposers can size integration effort accurately? | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations. |
| 32. | What are the primary systems and APIs integrated with Power Platform today, and are there standards governing integrations?                                                                            | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations. |
| 33. | What are the key enterprise systems currently integrated with Power Platform, and are there any planned integrations within the contract period?                                                       | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations. |

| No. | Bidder Questions:                                                                                                                                                                                                                                                                                      | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                             |
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| 34. | Please provide a high-level overview of key integrations between Microsoft 365, Power Platform, Azure services, and other enterprise applications. Are there any business-critical integrations currently supported or planned during the contract term?                                               | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations.      |
| 35. | What ITSM/ticketing platform does Covered California currently use for IT service requests and incidents, and would the Contractor be expected to integrate with it or provide a separate service portal?                                                                                              | Covered California is not providing detailed security configuration, exception, incident, or monitoring inventories in this Q&A. Proposers should address security, compliance, monitoring, and governance capabilities at the level required by the RFP and applicable Work Authorizations.                                                                                                       |
| 36. | What ITSM/ticketing platform is currently used for service requests and incident management?                                                                                                                                                                                                           | Covered California is not providing detailed security configuration, exception, incident, or monitoring inventories in this Q&A. Proposers should address security, compliance, monitoring, and governance capabilities at the level required by the RFP and applicable Work Authorizations.                                                                                                       |
| 37. | We need to understand "Migration Scope". Could you please help us with your answers for below scenarios with count and approach if you have decided anything?<br>Tenant-to-Tenant?<br>File Shares → SharePoint?<br>SharePoint On-Prem → Online?<br>Exchange → EXO?<br>Legacy Systems → Power Platform? | Proposers should assume the awarded contractor will be expected to work within Covered California governance and approval processes and provide recommendations, documentation, and operational support consistent with the RFP and applicable Work Authorizations. Detailed current-state governance artifacts, committee structures, and approvals are not being further enumerated in this Q&A. |
| 38. | Is there an established enterprise Dataverse data model or common schema strategy across applications?                                                                                                                                                                                                 | Proposers should assume the awarded contractor will be expected to work within Covered California governance and approval processes and provide recommendations, documentation, and operational support consistent with the RFP and applicable Work Authorizations. Detailed current-state governance artifacts, committee structures, and approvals are not being further enumerated in this Q&A. |

| No. | Bidder Questions:                                                                                                                                                               | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                        |
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| 39. | Are there current or planned Power Pages implementations, and what are the primary external user scenarios, security requirements, and ADA requirements?                        | Covered California is not providing detailed security configuration, exception, incident, or monitoring inventories in this Q&A. Proposers should address security, compliance, monitoring, and governance capabilities at the level required by the RFP and applicable Work Authorizations.                                                                                                  |
| 40. | Does Covered California currently utilize Microsoft 365 GCC (Government Community Cloud) or GCC High licenses, or are standard commercial licenses utilized?                    | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations. |
| 41. | What is the total headcount of Covered California's M365 tenant users (both internal employees and external partners) requiring support?                                        | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations. |
| 42. | Tenant Size & Complexity: Can Covered California provide details on the current Microsoft 365 environment (number of users, tenants, environments, and major workloads in use)? | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations. |
| 43. | How many tenants and environments are currently in use?                                                                                                                         | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations. |

*Questions about Current Operations, Systems, and Practices*

| No. | Bidder Questions:                                                                                                                                                       | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                        |
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| 44. | How many Microsoft 365 tenants are currently in use or planned to be configured, and are those tenants commercial, GCC, GCC-High, or Non-Profit licensing environments? | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations. |
| 45. | How many Microsoft 365 tenants are currently managed by Covered California?                                                                                             | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations. |
| 46. | What Microsoft 365 licensing model is currently in use (E3, E5, GCC, GCC High, etc.)?                                                                                   | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations. |
| 47. | Please provide the current number of Microsoft 365 licensed users, active mailboxes, and supported identities within the environment.                                   | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations. |

| No. | Bidder Questions:                                                                                                                                                                                                                                                         | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                             |
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| 48. | Please identify the Microsoft licensing tiers currently deployed, including Microsoft 365 E3, E5, GCC, GCC High, Power Platform licenses, Copilot licenses, and any other major Microsoft cloud licensing in scope of this engagement.                                    | Covered California is not providing additional Copilot/AI product-by-product deployment counts, use-case prioritization, or adoption volumes in this Q&A. Proposers should address Microsoft Copilot and related AI capabilities consistent with the RFP, state assumptions clearly, and account for applicable governance, privacy, security, and risk-assessment requirements.                   |
| 49. | How many Microsoft 365 tenants are currently within scope of this engagement?                                                                                                                                                                                             | Proposers should assume the awarded contractor will be expected to work within Covered California governance and approval processes and provide recommendations, documentation, and operational support consistent with the RFP and applicable Work Authorizations. Detailed current-state governance artifacts, committee structures, and approvals are not being further enumerated in this Q&A. |
| 50. | We need to understand Current Environment Inventory for Microsoft 365 as provided below. Kindly share us numbers.<br>Number of M365 tenants?<br>Single tenant or multi-tenant?<br>GCC, GCC High, or Commercial?<br>Number of licensed users?<br>Number of external users? | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations.      |
| 51. | Approximately how many Microsoft 365 users will be supported under this contract?                                                                                                                                                                                         | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations.      |

| No. | Bidder Questions:                                                                                                                                                                                 | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                        |
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| 52. | How many Microsoft 365 tenants are currently managed by Covered California?                                                                                                                       | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations. |
| 53. | What Microsoft 365 licensing model is currently in use (e.g., M365 E3, E5, GCC)?                                                                                                                  | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations. |
| 54. | Does Covered California primarily administer endpoints through Intune, group policy, sscm etc.?                                                                                                   | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations. |
| 55. | What operating systems and platforms need support? Windows OS, Windows Server, Linux, Mac OS, iOS, Android? Does that support require OS level operations or platform and administrative support? | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations. |

| No. | Bidder Questions:                                                                                                                                                                                      | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                             |
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| 56. | Does that include Windows OS, Mac OS, iOS, Android, Windows OS and Linux?                                                                                                                              | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations.      |
| 57. | Can the client identify which Microsoft 365 and related cloud services are currently in production today, which are planned during the term, and which should be priced only as optional future scope? | Proposers should assume the awarded contractor will be expected to work within Covered California governance and approval processes and provide recommendations, documentation, and operational support consistent with the RFP and applicable Work Authorizations. Detailed current-state governance artifacts, committee structures, and approvals are not being further enumerated in this Q&A. |
| 58. | Please provide current estimates for monthly and annual support ticket volumes related to Microsoft 365 administration, support, development, and enhancement activities.                              | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations.      |
| 59. | Does Covered California currently use a ticketing or ITSM platform for intake, prioritization, SLA tracking, and reporting? If yes, should the contractor use that system?                             | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations.      |

| No. | Bidder Questions:                                                                                                                                                  | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                        |
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| 60. | Does Covered California currently utilize internal or third-party service providers for helpdesk or IT operations, and how are responsibilities currently divided? | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations. |
| 61. | Please provide the current service-level requirements, including response and resolution targets expected under this engagement.                                   | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations. |
| 62. | How are Microsoft 365 security alerts monitored today across Defender, Entra ID, Exchange, SharePoint, Teams, OneDrive, and Power Platform?                        | Covered California is not providing detailed security configuration, exception, incident, or monitoring inventories in this Q&A. Proposers should address security, compliance, monitoring, and governance capabilities at the level required by the RFP and applicable Work Authorizations.                                                                                                  |
| 63. | Is Microsoft Defender fully deployed and actively monitored, or is it currently licensed but only partially configured?                                            | Covered California is not providing detailed security configuration, exception, incident, or monitoring inventories in this Q&A. Proposers should address security, compliance, monitoring, and governance capabilities at the level required by the RFP and applicable Work Authorizations.                                                                                                  |
| 64. | What is the current maturity level of Microsoft Purview, DLP policies, and related governance controls?                                                            | Covered California is not providing detailed security configuration, exception, incident, or monitoring inventories in this Q&A. Proposers should address security, compliance, monitoring, and governance capabilities at the level required by the RFP and applicable Work Authorizations.                                                                                                  |

| No. | Bidder Questions:                                                                                                                                                                                                                             | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                           |
|-----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 65. | What Microsoft Purview capabilities are currently in use for sensitivity labels, DLP, retention, eDiscovery, audit, or compliance reporting?                                                                                                  | Covered California is not providing detailed security configuration, exception, incident, or monitoring inventories in this Q&A. Proposers should address security, compliance, monitoring, and governance capabilities at the level required by the RFP and applicable Work Authorizations.                                                                                     |
| 66. | Please provide a high-level overview of the Microsoft 365 security and compliance capabilities currently in use, including Conditional Access, MFA, DLP, Purview, Defender, Information Protection, Retention Policies, and related controls. | Covered California is not providing detailed security configuration, exception, incident, or monitoring inventories in this Q&A. Proposers should address security, compliance, monitoring, and governance capabilities at the level required by the RFP and applicable Work Authorizations.                                                                                     |
| 67. | Copilot & AI Scope: Is there an expected roadmap or current deployment of Microsoft Copilot that the Contractor will be responsible for supporting or expanding?                                                                              | Covered California is not providing additional Copilot/AI product-by-product deployment counts, use-case prioritization, or adoption volumes in this Q&A. Proposers should address Microsoft Copilot and related AI capabilities consistent with the RFP, state assumptions clearly, and account for applicable governance, privacy, security, and risk-assessment requirements. |
| 68. | What is the current status of Microsoft Copilot adoption (pilot, limited, enterprise-wide)?                                                                                                                                                   | Covered California is not providing additional Copilot/AI product-by-product deployment counts, use-case prioritization, or adoption volumes in this Q&A. Proposers should address Microsoft Copilot and related AI capabilities consistent with the RFP, state assumptions clearly, and account for applicable governance, privacy, security, and risk-assessment requirements. |
| 69. | Access Governance: What level of identity governance is currently implemented (e.g., Conditional Access, Privileged Identity Management, access reviews)?                                                                                     | Covered California is not providing detailed security configuration, exception, incident, or monitoring inventories in this Q&A. Proposers should address security, compliance, monitoring, and governance capabilities at the level required by the RFP and applicable Work Authorizations.                                                                                     |

| No. | Bidder Questions:                                                                                                                                                                              | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                        |
|-----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 70. | What existing integrations are there today with Microsoft Entra? Are there third party dependencies that require support outside of the Enterprise App or App registrations?                   | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations. |
| 71. | Do you have a current Entra ID architecture or identity design that covers admin roles, conditional access, MFA, guest access, app registrations, and emergency access accounts?               | Covered California is not providing detailed security configuration, exception, incident, or monitoring inventories in this Q&A. Proposers should address security, compliance, monitoring, and governance capabilities at the level required by the RFP and applicable Work Authorizations.                                                                                                  |
| 72. | How are privileged administrator accounts managed today? For example, do you use separate admin accounts, privileged access workflows, access reviews, or just-in-time access?                 | Covered California is not providing detailed security configuration, exception, incident, or monitoring inventories in this Q&A. Proposers should address security, compliance, monitoring, and governance capabilities at the level required by the RFP and applicable Work Authorizations.                                                                                                  |
| 73. | Are there any known MFA or conditional access exceptions for executives, vendors, service accounts, legacy applications, or external users?                                                    | Covered California is not providing detailed security configuration, exception, incident, or monitoring inventories in this Q&A. Proposers should address security, compliance, monitoring, and governance capabilities at the level required by the RFP and applicable Work Authorizations.                                                                                                  |
| 74. | Are there any prior audit findings, security incidents, access issues, failed workflows, configuration gaps, or compliance concerns that we should consider while defining the proposal scope? | Covered California is not providing detailed security configuration, exception, incident, or monitoring inventories in this Q&A. Proposers should address security, compliance, monitoring, and governance capabilities at the level required by the RFP and applicable Work Authorizations.                                                                                                  |

| No. | Bidder Questions:                                                                                                                                                           | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                           |
|-----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 75. | What specific Microsoft Copilot capabilities, licensing assumptions, use cases, and governance responsibilities should be included in scope at contract start?              | Covered California is not providing additional Copilot/AI product-by-product deployment counts, use-case prioritization, or adoption volumes in this Q&A. Proposers should address Microsoft Copilot and related AI capabilities consistent with the RFP, state assumptions clearly, and account for applicable governance, privacy, security, and risk-assessment requirements. |
| 76. | Which Microsoft Copilot licenses are currently deployed?                                                                                                                    | Covered California is not providing additional Copilot/AI product-by-product deployment counts, use-case prioritization, or adoption volumes in this Q&A. Proposers should address Microsoft Copilot and related AI capabilities consistent with the RFP, state assumptions clearly, and account for applicable governance, privacy, security, and risk-assessment requirements. |
| 77. | Which Microsoft Copilot products are currently licensed, piloted, or planned for deployment during the contract period?                                                     | Covered California is not providing additional Copilot/AI product-by-product deployment counts, use-case prioritization, or adoption volumes in this Q&A. Proposers should address Microsoft Copilot and related AI capabilities consistent with the RFP, state assumptions clearly, and account for applicable governance, privacy, security, and risk-assessment requirements. |
| 78. | Have Microsoft Copilot licenses been deployed or procured? If yes, please provide the current number of licensed users and any planned future Copilot adoption initiatives. | Covered California is not providing additional Copilot/AI product-by-product deployment counts, use-case prioritization, or adoption volumes in this Q&A. Proposers should address Microsoft Copilot and related AI capabilities consistent with the RFP, state assumptions clearly, and account for applicable governance, privacy, security, and risk-assessment requirements. |
| 79. | Please provide available operational volumetrics, including historical or estimated volumes for incidents, service requests, problems, enhancements, and major incidents.   | Covered California is not providing detailed security configuration, exception, incident, or monitoring inventories in this Q&A. Proposers should address security, compliance, monitoring, and governance capabilities at the level required by the RFP and applicable Work Authorizations.                                                                                     |

| No. | Bidder Questions:                                                                                                                                                                                                                                                                                 | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 80. | Can we get a high level summary or list of Covered California systems and integrations that will need support outside of the core M365 and Azure tools and features? Are there any specific internal tools or systems that need direct management and support outside of the M365, Azure portals? | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations.                                                                                         |
| 81. | Which third-party enterprise applications currently integrate with the Microsoft 365 environment?                                                                                                                                                                                                 | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations.                                                                                         |
| 82. | Please provide the current SharePoint On-Premises footprint, including the number of farms, site collections, content databases, total content volume, and business-critical applications/custom solutions that are part of the hybrid environment.                                               | Covered California is not providing additional detail through this Q&A regarding its current SharePoint on-premises or hybrid environment inventory, including specific counts, content volumes, or internal application/custom-solution architecture details. Proposers should base their proposals on the requirements of the RFP and clearly identify any assumptions regarding hybrid-environment support, legacy SharePoint support, migration scope, or modernization services. |
| 83. | Can the client share current environment scale metrics such as tenant count, user count, mailbox count, SharePoint footprint, Teams usage, and ticket volumes by work type?                                                                                                                       | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations.                                                                                         |

| No. | Bidder Questions:                                                                                                                                                                    | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                        |
|-----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 84. | Approximately how many SharePoint Online sites are currently supported?                                                                                                              | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations. |
| 85. | Are there any existing architectural diagrams, system inventories, integration maps, or environment documentation that will be shared with the awarded contractor during onboarding? | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations. |
| 86. | Monitoring & Observability: What tools and processes are currently used for monitoring Azure workloads (e.g., Azure Monitor, Log Analytics, SIEM integrations)?                      | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations. |
| 87. | Existing Documentation: What documentation currently exists for the environment, and what level of documentation is expected to be maintained by the Contractor?                     | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations. |

| No. | Bidder Questions:                                                                                                                                                                                                                                                        | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                        |
|-----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 88. | Can Covered California provide any historical spend, staffing levels, incumbent team size, or resource utilization information associated with the current Microsoft 365 support environment to assist bidders in developing realistic staffing and pricing assumptions? | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations. |
| 89. | Environment Segmentation: Are environments separated (e.g., dev, test, production), and how are deployments managed across these environments?                                                                                                                           | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations. |
| 90. | We need to understand Current Environment Inventory for Azure as provided below. Kindly share us numbers.<br><br>Number of subscriptions?<br>Subscription strategy?<br>Landing zone architecture?<br>Current IaC approach?                                               | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations. |
| 91. | Are there known challenges or gaps with the current model?                                                                                                                                                                                                               | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations. |

| No. | Bidder Questions:                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                             |
|-----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 92. | RFP 2025-19 mentions support for a "Microsoft 365 Platform" that may include a "SharePoint Hybrid" environment. To properly scope the migration, integration, and architectural work, can Covered California please elaborate on the current state of their environment? Specifically, what is the volume of data (in TB), the number of users, and the complexity of their existing on-premise and cloud systems, including any legacy SharePoint on-premise environments? | Proposers should assume the awarded contractor will be expected to work within Covered California governance and approval processes and provide recommendations, documentation, and operational support consistent with the RFP and applicable Work Authorizations. Detailed current-state governance artifacts, committee structures, and approvals are not being further enumerated in this Q&A. |
| 93. | How is your Microsoft 365 tenant currently structured and governed across production, test, sandbox, and departmental environments?                                                                                                                                                                                                                                                                                                                                         | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations.      |
| 94. | Which Microsoft 365, Power Platform, or Azure-based workflows are business-critical, and are they documented with owners, dependencies, support contacts, and recovery steps?                                                                                                                                                                                                                                                                                               | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations.      |
| 95. | Azure Workloads: What types of workloads are currently hosted in Azure (e.g., web applications, APIs, integrations, background services)?                                                                                                                                                                                                                                                                                                                                   | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations.      |

| No.  | Bidder Questions:                                                                                                                                                                                                                                                  | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                             |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 96.  | Can Covered California please share an export of Microsoft incidents from the Microsoft support portal for the last 12-months along with the contract termination date for your Microsoft Unified Support contract?                                                | Covered California is not providing detailed security configuration, exception, incident, or monitoring inventories in this Q&A. Proposers should address security, compliance, monitoring, and governance capabilities at the level required by the RFP and applicable Work Authorizations.                                                                                                       |
| 97.  | Please confirm whether the Exchange environment is fully Exchange Online or whether any Exchange hybrid/on-premises components remain in scope.                                                                                                                    | Proposers should assume the awarded contractor will be expected to work within Covered California governance and approval processes and provide recommendations, documentation, and operational support consistent with the RFP and applicable Work Authorizations. Detailed current-state governance artifacts, committee structures, and approvals are not being further enumerated in this Q&A. |
| 98.  | Change Management Approach: What processes or frameworks does Covered California currently use to manage organizational or technology changes?                                                                                                                     | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations.      |
| 99.  | Please provide a high-level overview of the Azure services currently in scope for administration, support, development, or integration activities (e.g., Azure Functions, Logic Apps, API Management, Azure SQL, Storage Accounts, App Services, Key Vault, etc.). | Proposers should assume the awarded contractor will be expected to work within Covered California governance and approval processes and provide recommendations, documentation, and operational support consistent with the RFP and applicable Work Authorizations. Detailed current-state governance artifacts, committee structures, and approvals are not being further enumerated in this Q&A. |
| 100. | Azure Utilization Scope: To what extent is Azure currently utilized within Covered California (e.g., application hosting, integrations, automation, identity services)?                                                                                            | Proposers should assume the awarded contractor will be expected to work within Covered California governance and approval processes and provide recommendations, documentation, and operational support consistent with the RFP and applicable Work Authorizations. Detailed current-state governance artifacts, committee structures, and approvals are not being further enumerated in this Q&A. |

*Questions about Current Operations, Systems, and Practices*

| No.  | Bidder Questions:                                                                                                                                                                                                                                                                                                           | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                             |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 101. | Azure Security Posture: What security controls are currently in place for Azure resources (e.g., Defender for Cloud, security baselines, monitoring)?                                                                                                                                                                       | Covered California is not providing detailed security configuration, exception, incident, or monitoring inventories in this Q&A. Proposers should address security, compliance, monitoring, and governance capabilities at the level required by the RFP and applicable Work Authorizations.                                                                                                       |
| 102. | Are there existing Azure architecture standards, integration standards, or approved platform patterns that contractors will be required to follow?                                                                                                                                                                          | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations.      |
| 103. | Subscription Structure: Can Covered California describe the current Azure subscription and resource organization model (e.g., number of subscriptions, management groups, environment separation)?                                                                                                                          | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations.      |
| 104. | What is the current application lifecycle management (ALM) approach (manual, pipelines, Azure DevOps/GitHub), and are standardized pipelines in place? Is there an established Change Management process to enforce ALM?                                                                                                    | Proposers should assume the awarded contractor will be expected to work within Covered California governance and approval processes and provide recommendations, documentation, and operational support consistent with the RFP and applicable Work Authorizations. Detailed current-state governance artifacts, committee structures, and approvals are not being further enumerated in this Q&A. |
| 105. | We need to understand "DevOps Expectations". Could you please help us with your answers for below scenarios with count and if Is Azure DevOps currently used? Do you use GitHub Enterprise as well for code management? What are CI/CD standards being followed? Are you following any specific Release management process? | Covered California is not providing detailed current-state inventories, tenant counts, licensing counts, architectural diagrams, support volumes, or platform-specific asset counts as part of this Q&A. Proposers should rely on the RFP and this Q&A, clearly state any assumptions, and propose a scalable approach that can be refined during onboarding and through Work Authorizations.      |

*Questions about Current Operations, Systems, and Practices*

| No.  | Bidder Questions:                                                                                                                                                                                                                                                                                                                                                         | Covered CA - Response:                                                                                                                                                                                                                                                                    |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 106. | What is the current Power Platform operating model (centralized IT, citizen developer-driven, hybrid IT/Citizen Developer)?                                                                                                                                                                                                                                               | Covered California is not providing additional legacy SharePoint hybrid/on-premises inventories, migration volumes, or modernization backlog details in this Q&A. Proposers should base their response on the RFP and identify any assumptions regarding hybrid or modernization support. |
| 107. | Share high-level overview of the current identity architecture, including whether Entra ID is cloud-only or hybrid, whether Entra Connect/Azure AD Connect is deployed, the approximate number of Active Directory forests/domains, and any significant identity dependencies that may impact Microsoft 365 administration, support, or future modernization initiatives. | Covered California is not providing additional legacy SharePoint hybrid/on-premises inventories, migration volumes, or modernization backlog details in this Q&A. Proposers should base their response on the RFP and identify any assumptions regarding hybrid or modernization support. |

Questions about On-Site Work vs. Remote Work

| No.  | Bidder Questions:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                                                 |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 108. | Can Covered California clarify the percentage of remote vs. on-site work expected for this team, or is 100% remote delivery fully acceptable?                                                                                                                                                                                                                                                                                                                                                                | Work may be performed remotely or in a hybrid manner as needed to meet contract requirements; onsite presence may be required for meetings, workshops, knowledge transfer, or other requested activities. The primary Covered California onsite location is 1601 Exposition Boulevard, Sacramento, California 95815. Proposers should include any necessary onsite support and travel within their fully loaded rates. |
| 109. | Are services expected to be delivered remote, onsite, or hybrid?                                                                                                                                                                                                                                                                                                                                                                                                                                             | Work may be performed remotely or in a hybrid manner as needed to meet contract requirements; onsite presence may be required for meetings, workshops, knowledge transfer, or other requested activities. The primary Covered California onsite location is 1601 Exposition Boulevard, Sacramento, California 95815. Proposers should include any necessary onsite support and travel within their fully loaded rates. |
| 110. | The RFP's evaluation heavily weights the "Project Team Qualifications". Could Covered California provide insight into the preferred on-site vs. remote work model for the proposed team? Section 3.5 of the RFP notes Contractor work hours should align with Covered California's 8:00 AM – 5:00 PM schedule. Understanding the expectation for physical presence at the Sacramento headquarters (1601 Exposition Boulevard) versus remote work will be critical for staffing plan and resource allocation. | Work may be performed remotely or in a hybrid manner as needed to meet contract requirements; onsite presence may be required for meetings, workshops, knowledge transfer, or other requested activities. The primary Covered California onsite location is 1601 Exposition Boulevard, Sacramento, California 95815. Proposers should include any necessary onsite support and travel within their fully loaded rates. |
| 111. | What percentage of work is anticipated to be performed onsite at the Sacramento office, and are fully remote staff acceptable for some or all roles?                                                                                                                                                                                                                                                                                                                                                         | Work may be performed remotely or in a hybrid manner as needed to meet contract requirements; onsite presence may be required for meetings, workshops, knowledge transfer, or other requested activities. The primary Covered California onsite location is 1601 Exposition Boulevard, Sacramento, California 95815. Proposers should include any necessary onsite support and travel within their fully loaded rates. |

| No.  | Bidder Questions:                                                                                                                                                                        | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                                                 |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 112. | Will work be primarily remote, onsite, or hybrid, and how much onsite presence at the Sacramento headquarters should proposers assume for pricing?                                       | Work may be performed remotely or in a hybrid manner as needed to meet contract requirements; onsite presence may be required for meetings, workshops, knowledge transfer, or other requested activities. The primary Covered California onsite location is 1601 Exposition Boulevard, Sacramento, California 95815. Proposers should include any necessary onsite support and travel within their fully loaded rates. |
| 113. | Can Covered California clarify the expected onsite versus remote staffing mix, including whether any named roles must be dedicated, local, or regularly onsite?                          | Work may be performed remotely or in a hybrid manner as needed to meet contract requirements; onsite presence may be required for meetings, workshops, knowledge transfer, or other requested activities. The primary Covered California onsite location is 1601 Exposition Boulevard, Sacramento, California 95815. Proposers should include any necessary onsite support and travel within their fully loaded rates. |
| 114. | What percentage of work is expected to be onsite, remote, or hybrid?                                                                                                                     | Work may be performed remotely or in a hybrid manner as needed to meet contract requirements; onsite presence may be required for meetings, workshops, knowledge transfer, or other requested activities. The primary Covered California onsite location is 1601 Exposition Boulevard, Sacramento, California 95815. Proposers should include any necessary onsite support and travel within their fully loaded rates. |
| 115. | For planning and pricing purposes, can Covered California provide an estimate of expected onsite meeting frequency, workshop requirements, and any minimum onsite staffing expectations? | Work may be performed remotely or in a hybrid manner as needed to meet contract requirements; onsite presence may be required for meetings, workshops, knowledge transfer, or other requested activities. The primary Covered California onsite location is 1601 Exposition Boulevard, Sacramento, California 95815. Proposers should include any necessary onsite support and travel within their fully loaded rates. |

| No.  | Bidder Questions:                                                                                                                                                                                                                                                                                                                                                                                            | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                                                 |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 116. | Please clarify the level of on-site presence Offerors should assume for Sacramento headquarters, including whether support is expected only as needed, on regularly scheduled days, or full-time for one or more roles. Please also confirm whether Offerors may propose a fully remote delivery model for pricing purposes, or whether pricing should include anticipated travel and on-site support costs. | Work may be performed remotely or in a hybrid manner as needed to meet contract requirements; onsite presence may be required for meetings, workshops, knowledge transfer, or other requested activities. The primary Covered California onsite location is 1601 Exposition Boulevard, Sacramento, California 95815. Proposers should include any necessary onsite support and travel within their fully loaded rates. |
| 117. | Will services be performed remotely, onsite, or in a hybrid model? If hybrid, what is the expected onsite frequency?                                                                                                                                                                                                                                                                                         | Work may be performed remotely or in a hybrid manner as needed to meet contract requirements; onsite presence may be required for meetings, workshops, knowledge transfer, or other requested activities. The primary Covered California onsite location is 1601 Exposition Boulevard, Sacramento, California 95815. Proposers should include any necessary onsite support and travel within their fully loaded rates. |
| 118. | What are the primary work locations where contractor personnel may be required onsite?                                                                                                                                                                                                                                                                                                                       | The primary Covered California office location is 1601 Exposition Boulevard, Sacramento, California 95815.                                                                                                                                                                                                                                                                                                             |
| 119. | Can the work be performed remotely, either fully or in a hybrid capacity?                                                                                                                                                                                                                                                                                                                                    | Work may be performed remotely or in a hybrid manner as needed to meet contract requirements; onsite presence may be required for meetings, workshops, knowledge transfer, or other requested activities. The primary Covered California onsite location is 1601 Exposition Boulevard, Sacramento, California 95815. Proposers should include any necessary onsite support and travel within their fully loaded rates. |

## Questions about expectations for contractors

| No.  | Bidder Questions:                                                                                                                                    | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                                           |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 120. | Is the expectation for dedicated named resources or a flexible/shared resource model?                                                                | Proposers should propose the staffing model they believe best supports the scope, using the required roles in Exhibit B, Attachment 1 and any additional roles they deem necessary. Work is expected to be governed through the contract scope and applicable Work Authorizations, and personnel changes remain subject to the reassignment/substitution provisions in Exhibit A, Section G and RFP Section 2.3. |
| 121. | Does Covered California expect the contractor to provide after-hours or 24x7 support for critical Microsoft 365, Azure, or Power Platform incidents? | Proposers should propose the staffing model they believe best supports the scope, using the required roles in Exhibit B, Attachment 1 and any additional roles they deem necessary. Work is expected to be governed through the contract scope and applicable Work Authorizations, and personnel changes remain subject to the reassignment/substitution provisions in Exhibit A, Section G and RFP Section 2.3. |
| 122. | What level of resource continuity is required across the contract term?                                                                              | Proposers should propose the staffing model they believe best supports the scope, using the required roles in Exhibit B, Attachment 1 and any additional roles they deem necessary. Work is expected to be governed through the contract scope and applicable Work Authorizations, and personnel changes remain subject to the reassignment/substitution provisions in Exhibit A, Section G and RFP Section 2.3. |
| 123. | Does support include custom Power Platform applications and integrations, or only platform-level services?                                           | Proposers should propose the staffing model they believe best supports the scope, using the required roles in Exhibit B, Attachment 1 and any additional roles they deem necessary. Work is expected to be governed through the contract scope and applicable Work Authorizations, and personnel changes remain subject to the reassignment/substitution provisions in Exhibit A, Section G and RFP Section 2.3. |

| No.  | Bidder Questions:                                                                                                                                                                                                                                                                                                            | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                                           |
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| 124. | What expectations does Covered California have regarding team structure, scalability, and continuity of resources over the course of the engagement?                                                                                                                                                                         | Proposers should propose the staffing model they believe best supports the scope, using the required roles in Exhibit B, Attachment 1 and any additional roles they deem necessary. Work is expected to be governed through the contract scope and applicable Work Authorizations, and personnel changes remain subject to the reassignment/substitution provisions in Exhibit A, Section G and RFP Section 2.3. |
| 125. | For proposal estimation, what assumptions should be made regarding expected weekly support demand, planned project workload, business hours, remote/on-site/hybrid delivery, after-hours restrictions, travel reimbursement, staffing continuity, and responsibilities retained by Covered California versus the Contractor? | Proposers should propose the staffing model they believe best supports the scope, using the required roles in Exhibit B, Attachment 1 and any additional roles they deem necessary. Work is expected to be governed through the contract scope and applicable Work Authorizations, and personnel changes remain subject to the reassignment/substitution provisions in Exhibit A, Section G and RFP Section 2.3. |
| 126. | Is there flexibility to adjust resourcing over the contract term?                                                                                                                                                                                                                                                            | Please refer to Exhibit A, Section G or Request for Proposal Section 2.3 - Reassignment of Personnel for specific requirements for substitute personnel.                                                                                                                                                                                                                                                         |
| 127. | Should pricing reflect fixed staffing or a flexible consumption model?                                                                                                                                                                                                                                                       | Proposers should propose the staffing model they believe best supports the scope, using the required roles in Exhibit B, Attachment 1 and any additional roles they deem necessary. Work is expected to be governed through the contract scope and applicable Work Authorizations, and personnel changes remain subject to the reassignment/substitution provisions in Exhibit A, Section G and RFP Section 2.3. |
| 128. | Does Covered California expect the contractor to provide a fixed weekly baseline staffing level, or should staffing be proposed as flexible on-demand capacity governed through work authorizations and approved priorities?                                                                                                 | Proposers should propose the staffing model they believe best supports the scope, using the required roles in Exhibit B, Attachment 1 and any additional roles they deem necessary. Work is expected to be governed through the contract scope and applicable Work Authorizations, and personnel changes remain subject to the reassignment/substitution provisions in Exhibit A, Section G and RFP Section 2.3. |

| No.  | Bidder Questions:                                                                                                                                                                                                                            | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                                           |
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| 129. | Given the \$500K/year funding ceiling, is Covered California open to a scalable staffing/delivery model that flexes with available funding, and if so, should Cost Proposal pricing reflect the full contract ceiling or an annual run-rate? | Proposers should propose the staffing model they believe best supports the scope, using the required roles in Exhibit B, Attachment 1 and any additional roles they deem necessary. Work is expected to be governed through the contract scope and applicable Work Authorizations, and personnel changes remain subject to the reassignment/substitution provisions in Exhibit A, Section G and RFP Section 2.3. |
| 130. | If funding is reduced or reprioritized during the term, does Covered California expect a corresponding reduction in staffing, service levels, scope, or deliverable volume?                                                                  | Proposers should propose the staffing model they believe best supports the scope, using the required roles in Exhibit B, Attachment 1 and any additional roles they deem necessary. Work is expected to be governed through the contract scope and applicable Work Authorizations, and personnel changes remain subject to the reassignment/substitution provisions in Exhibit A, Section G and RFP Section 2.3. |
| 131. | When providing percentage allocation by person for the full term, should proposers assume fixed staffing throughout the contract or a variable staffing model that ramps by phase and work authorization?                                    | Proposers should propose the staffing model they believe best supports the scope, using the required roles in Exhibit B, Attachment 1 and any additional roles they deem necessary. Work is expected to be governed through the contract scope and applicable Work Authorizations, and personnel changes remain subject to the reassignment/substitution provisions in Exhibit A, Section G and RFP Section 2.3. |
| 132. | Does Covered California anticipate dedicated full-time resources for this contract, or does it expect resources to be assigned on a part-time, as-needed basis through individual Work Authorizations?                                       | Proposers should propose the staffing model they believe best supports the scope, using the required roles in Exhibit B, Attachment 1 and any additional roles they deem necessary. Work is expected to be governed through the contract scope and applicable Work Authorizations, and personnel changes remain subject to the reassignment/substitution provisions in Exhibit A, Section G and RFP Section 2.3. |

| No.  | Bidder Questions:                                                                                                                                                                                                                                                                                       | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                                           |
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| 133. | Can Covered California confirm the expected split between project-based professional services work and steady-state managed services support across the contract term?                                                                                                                                  | Proposers should propose the staffing model they believe best supports the scope, using the required roles in Exhibit B, Attachment 1 and any additional roles they deem necessary. Work is expected to be governed through the contract scope and applicable Work Authorizations, and personnel changes remain subject to the reassignment/substitution provisions in Exhibit A, Section G and RFP Section 2.3. |
| 134. | If the candidates become unavailable at the time of contract award, can we replace them with equally or more qualified resources?                                                                                                                                                                       | Yes, please refer to Exhibit A, Section G or Request for Proposal Section 2.3 - Reassignment of Personnel for specific requirements for substitute personnel.                                                                                                                                                                                                                                                    |
| 135. | Will this engagement primarily operate as staff augmentation, managed services, or project-based delivery?                                                                                                                                                                                              | Proposers should propose the staffing model they believe best supports the scope, using the required roles in Exhibit B, Attachment 1 and any additional roles they deem necessary. Work is expected to be governed through the contract scope and applicable Work Authorizations, and personnel changes remain subject to the reassignment/substitution provisions in Exhibit A, Section G and RFP Section 2.3. |
| 136. | How many resources are anticipated for the project team, and is there an expected staffing structure or key roles that should be included?                                                                                                                                                              | Please refer to Exhibit B, Attachment 1, Cost Worksheet for key roles to be included. Additional staff may be proposed by adding additional lines to Exhibit B, Attachment 1.                                                                                                                                                                                                                                    |
| 137. | Will Covered California provide estimated labor hours or an assumed staffing mix per labor category for Proposers to use in calculating the total cost proposal? If not, please describe how cost proposals will be normalized for scoring, given that Proposers may assume differing levels of effort. | Proposers should propose the staffing model they believe best supports the scope, using the required roles in Exhibit B, Attachment 1 and any additional roles they deem necessary. Work is expected to be governed through the contract scope and applicable Work Authorizations, and personnel changes remain subject to the reassignment/substitution provisions in Exhibit A, Section G and RFP Section 2.3. |

| No.  | Bidder Questions:                                                                                                                                                                                                       | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                                           |
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| 138. | What responsibilities will remain with Covered California's internal IT teams versus transitioning to the Contractor?                                                                                                   | Covered California is not providing additional Copilot/AI product-by-product deployment counts, use-case prioritization, or adoption volumes in this Q&A. Proposers should address Microsoft Copilot and related AI capabilities consistent with the RFP, state assumptions clearly, and account for applicable governance, privacy, security, and risk-assessment requirements.                                 |
| 139. | For application development, integration, security, governance, and operational support, what scope boundaries does Covered California expect between contractor responsibilities and internal client responsibilities? | Proposers should assume the awarded contractor will be expected to work within Covered California governance and approval processes and provide recommendations, documentation, and operational support consistent with the RFP and applicable Work Authorizations. Detailed current-state governance artifacts, committee structures, and approvals are not being further enumerated in this Q&A.               |
| 140. | Which Microsoft 365 workloads are expected to be fully owned by the Contractor versus Covered California?                                                                                                               | Proposers should propose the staffing model they believe best supports the scope, using the required roles in Exhibit B, Attachment 1 and any additional roles they deem necessary. Work is expected to be governed through the contract scope and applicable Work Authorizations, and personnel changes remain subject to the reassignment/substitution provisions in Exhibit A, Section G and RFP Section 2.3. |
| 141. | Who is responsible for prioritizing requests across support, enhancements, and projects?                                                                                                                                | Proposers should propose the staffing model they believe best supports the scope, using the required roles in Exhibit B, Attachment 1 and any additional roles they deem necessary. Work is expected to be governed through the contract scope and applicable Work Authorizations, and personnel changes remain subject to the reassignment/substitution provisions in Exhibit A, Section G and RFP Section 2.3. |

| No.  | Bidder Questions:                                                                                     | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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| 142. | Is there an established change control or governance board that reviews requests?                     | Proposers should assume the awarded contractor will be expected to work within Covered California governance and approval processes and provide recommendations, documentation, and operational support consistent with the RFP and applicable Work Authorizations. Detailed current-state governance artifacts, committee structures, and approvals are not being further enumerated in this Q&A.                                                                                                                                                                       |
| 143. | Is the Contractor expected to establish, enhance, or operate within an existing governance framework? | The Contractor should assume it will operate within Covered California's existing governance framework and will also be expected to support its continued enhancement and maturation as needed under the RFP and applicable Work Authorizations. The RFP contemplates governance and operational support, support and enhancement of the existing Microsoft 365 Platform, and delivery of recommendations regarding the Platform's use, evolution, and optimization. Proposers should identify any assumptions regarding governance responsibilities in their proposals. |
| 144. | Are there defined governance committees or stakeholder groups?                                        | "Covered California is not providing additional detail through this Q&A regarding specific internal governance committees or stakeholder groups. Proposers should assume the awarded Contractor will be expected to work within Covered California's applicable governance and approval processes and coordinate with Covered California technical staff and other relevant stakeholders as needed under the RFP and applicable Work Authorizations.                                                                                                                     |

| No.  | Bidder Questions:                                                                                                                                               | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| 145. | Who currently approves tenant-level configuration changes, security policy changes, Power Platform changes, and access-related changes?                         | Covered California is not providing additional detail through this Q&A regarding specific internal approvers for tenant-level configuration changes, security policy changes, Power Platform changes, or access-related changes. Proposers should assume the awarded Contractor will be expected to coordinate such activities closely with Covered California technical staff and Covered California's representative, as applicable, in performing configuration, administration, security, governance, and operational support under the RFP. Proposers should identify any assumptions regarding approvals, stakeholder involvement, or dependencies in their proposals |
| 146. | What reporting cadence is expected (weekly, monthly, executive reporting)?                                                                                      | The RFP does not establish a fixed reporting cadence such as weekly, monthly, or executive reporting. Proposers should assume the awarded Contractor will be expected to maintain open and regular communication with Covered California, promptly communicate potential problems or issues, document configurations, changes, processes, and procedures, and support ongoing coordination and knowledge transfer with Covered California technical staff. Proposers may describe any recommended reporting cadence, format, and stakeholder audience in their proposals, subject to refinement through the resulting contract and applicable Work Authorizations.          |
| 147. | Are service reviews or governance meetings required?                                                                                                            | Governance cadence and participation expectations will vary by activity and may be established or adjusted during the contract term, as appropriate.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 148. | What governance cadence does Covered California expect for service reviews, backlog reviews, CAB participation, KPI reporting, and executive steering meetings? | Please refer to question 147.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 149. | Are there defined service level agreements (SLAs) for response and resolution?                                                                                  | Performance measures and reporting expectations will be established as appropriate and defined in the applicable Work Authorization.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

*Questions about expectations for contractors*

| No.  | Bidder Questions:                                                                                                                                                            | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                                           |
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| 150. | Are there any mandatory Service Level Agreements (SLAs) or Key Performance Indicators (KPIs) that will be used to measure contractor performance?                            | Please refer to question 149.                                                                                                                                                                                                                                                                                                                                                                                    |
| 151. | Can Covered California provide additional information on the expected monthly volume of admin service requests and complex enhancement tasks?                                | Proposers should propose the staffing model they believe best supports the scope, using the required roles in Exhibit B, Attachment 1 and any additional roles they deem necessary. Work is expected to be governed through the contract scope and applicable Work Authorizations, and personnel changes remain subject to the reassignment/substitution provisions in Exhibit A, Section G and RFP Section 2.3. |
| 152. | What are the expected weekly or monthly workload volumes (e.g., requests, enhancements, incidents)?                                                                          | Workload volumes may vary based on Covered California's evolving needs and will be defined through applicable Work Authorizations.                                                                                                                                                                                                                                                                               |
| 153. | What level of roadmap or strategic planning is expected from the Contractor?                                                                                                 | Roadmap and strategic planning support may be considered as appropriate and defined through an applicable Work Authorization.                                                                                                                                                                                                                                                                                    |
| 154. | What expectations does Covered California have for the development and ongoing maintenance of a Concept of Operations (ConOps) for Microsoft 365 and related cloud services? | Development and ongoing maintenance of a ConOps may be considered as appropriate and defined through an applicable Work Authorization.                                                                                                                                                                                                                                                                           |
| 155. | Does Covered California expect any on-premise SharePoint migration to SharePoint Online under this scope of work, or is the environment already 100% cloud-native?           | The current scope includes SharePoint Online services. Any additional SharePoint-related activities, including migration, may be identified and defined through an applicable Work Authorization.                                                                                                                                                                                                                |
| 156. | What KPIs will be used to measure Contractor performance?                                                                                                                    | Please refer to question 149.                                                                                                                                                                                                                                                                                                                                                                                    |
| 157. | Should the ConOps include defined use cases, service catalogs, and operational playbooks for ongoing platform evolution?                                                     | Covered California may consider use cases, service catalogs, and operational playbooks as appropriate. Specific content and expectations may be discussed and defined during the contract term.                                                                                                                                                                                                                  |

| No.  | Bidder Questions:                                                                                                                                                                                                                                                                                                                                          | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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| 158. | Based on the Scope of Work, Covered California envisions a partner providing ongoing platform operations, governance, and enhancement services. Are there any additional service expectations that should be considered beyond these core areas?                                                                                                           | Ongoing platform operations, governance, enhancement, collaboration, and knowledge transfer with Covered California staff represent the core scope. Additional related services may be identified and defined in the applicable Work Authorization.                                                                                                                                                                                                                                              |
| 159. | What expectations exist for proactive identification of risks, issues, and optimization opportunities within the environment?                                                                                                                                                                                                                              | The Contractor is expected to proactively identify and communicate applicable risks, issues, and optimization opportunities, with the specific scope and approach defined in the applicable Work Authorization.                                                                                                                                                                                                                                                                                  |
| 160. | The RFP requires the Contractor to provide a "comprehensive concept of operations outlining the recommended use, evolution, and optimization of Microsoft 365 Platform products and services". Can Covered California define the specific acceptance criteria and the expected format for this strategic deliverable?                                      | The RFP defines the expected subject matter of this strategic deliverable, but it does not establish a separate fixed template or detailed acceptance criteria. The deliverable will be subject to Covered California's review and acceptance under the resulting contract, and format and level-of-detail expectations may be further clarified through the contract and applicable Work Authorizations. Proposers should describe their proposed approach and assumptions in their responses." |
| 161. | The Scope of Work describes an "Advisory Services, Planning, and Best Practices" function as consultative. Does Covered California have a preference for how this advisory role is operationalized (e.g., a dedicated "Microsoft Technical Architect" as seen in similar government contracts, a rotating advisory board, or a specific point of contact)? | Covered California does not have a preferred operating model for advisory services. Proposers should recommend an approach they believe best fits Covered California's needs and explain the rationale. Covered California reserves the right to modify the approach during the contract term.                                                                                                                                                                                                   |
| 162. | Is the comprehensive concept of operations expected as an initial one-time deliverable, a periodically updated roadmap, or an ongoing advisory function throughout the contract?                                                                                                                                                                           | Proposers should assume the awarded contractor will be expected to work within Covered California governance and approval processes and provide recommendations, documentation, and operational support consistent with the RFP and applicable Work Authorizations. Detailed current-state governance artifacts, committee structures, and approvals are not being further enumerated in this Q&A.                                                                                               |

| No.  | Bidder Questions:                                                                                                                                                                                                                                        | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                           |
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| 163. | Can Covered California provide additional details regarding expectations for architecture, governance, roadmap planning, concept of operations development, and advisory services, including expected deliverables and cadence?                          | Covered California is not providing additional details regarding these expectations in this Q&A. Any applicable requirements will be defined in the RFP and applicable Work Authorization.                                                                                                                                                                                       |
| 164. | What level of documentation, runbooks, and knowledge transfer is expected as part of ongoing operations?                                                                                                                                                 | Required documentation and knowledge-transfer deliverables will be defined in the applicable Work Authorization.                                                                                                                                                                                                                                                                 |
| 165. | What minimum documentation deliverables, runbooks, architecture diagrams, SOPs, and knowledge-transfer artifacts are required for acceptance?                                                                                                            | Please refer to question 164.                                                                                                                                                                                                                                                                                                                                                    |
| 166. | If the proposed service uses Microsoft Copilot, automation, or AI-assisted operational tooling, how does Covered California want proposers to distinguish embedded platform capabilities from separate GenAI solution components in the risk assessment? | Covered California is not providing additional Copilot/AI product-by-product deployment counts, use-case prioritization, or adoption volumes in this Q&A. Proposers should address Microsoft Copilot and related AI capabilities consistent with the RFP, state assumptions clearly, and account for applicable governance, privacy, security, and risk-assessment requirements. |
| 167. | Adoption & Training Expectations: What level of involvement is expected from the Contractor in supporting user adoption, enablement, or training initiatives?                                                                                            | The Contractor may support user adoption, enablement, or training initiatives, with the specific responsibilities defined in the applicable Work Authorization.                                                                                                                                                                                                                  |
| 168. | To what extent is the Contractor responsible for integrations and issues involving third-party systems connected to Microsoft 365?                                                                                                                       | The Contractor may be involved in integrations and issues involving third-party systems connected to Microsoft 365, with the specific responsibilities defined in the applicable Work Authorization.                                                                                                                                                                             |

| No.  | Bidder Questions:                                                                                                                                                                                                                                                                                                                                                                    | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                             |
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| 169. | We have seen the Copilot requirement and notes. This is a wider development and support scope. Hence, could you please let us know which are product/focus areas for you? If all, please give us insights or % ratio of development/implementation plan for below. M365 Copilot Copilot Studio Copilot for Security GitHub Copilot Custom Agents Declarative Agents Graph Connectors | Covered California is not providing additional Copilot/AI product-by-product deployment counts, use-case prioritization, or adoption volumes in this Q&A. Proposers should address Microsoft Copilot and related AI capabilities consistent with the RFP, state assumptions clearly, and account for applicable governance, privacy, security, and risk-assessment requirements.                   |
| 170. | Are there defined use cases or departments prioritized for Copilot?                                                                                                                                                                                                                                                                                                                  | Covered California is not providing additional Copilot/AI product-by-product deployment counts, use-case prioritization, or adoption volumes in this Q&A. Proposers should address Microsoft Copilot and related AI capabilities consistent with the RFP, state assumptions clearly, and account for applicable governance, privacy, security, and risk-assessment requirements.                   |
| 171. | Should bidders assume that custom Copilot Studio agents, custom connectors, plugins, grounded knowledge solutions, and AI-powered business process solutions are in scope, in addition to the core Copilot capabilities and licensing assumptions referenced above?                                                                                                                  | Covered California is not providing additional Copilot/AI product-by-product deployment counts, use-case prioritization, or adoption volumes in this Q&A. Proposers should address Microsoft Copilot and related AI capabilities consistent with the RFP, state assumptions clearly, and account for applicable governance, privacy, security, and risk-assessment requirements.                   |
| 172. | What Copilot Studio or AI Builder use cases are prioritized, and what governance, compliance, or data protection constraints must be enforced (specific to Copilot Studio)?                                                                                                                                                                                                          | Proposers should assume the awarded contractor will be expected to work within Covered California governance and approval processes and provide recommendations, documentation, and operational support consistent with the RFP and applicable Work Authorizations. Detailed current-state governance artifacts, committee structures, and approvals are not being further enumerated in this Q&A. |

| No.  | Bidder Questions:                                                                                                                                                                                                                                                                           | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                           |
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| 173. | Does the GenAI Risk Assessment apply to Microsoft-native Copilot services?                                                                                                                                                                                                                  | Covered California is not providing additional Copilot/AI product-by-product deployment counts, use-case prioritization, or adoption volumes in this Q&A. Proposers should address Microsoft Copilot and related AI capabilities consistent with the RFP, state assumptions clearly, and account for applicable governance, privacy, security, and risk-assessment requirements. |
| 174. | If Microsoft Copilot is already enabled or planned, has the organization reviewed oversharing risks across SharePoint, Teams, OneDrive, mailboxes, labels, and permissions?                                                                                                                 | Covered California is not providing additional Copilot/AI product-by-product deployment counts, use-case prioritization, or adoption volumes in this Q&A. Proposers should address Microsoft Copilot and related AI capabilities consistent with the RFP, state assumptions clearly, and account for applicable governance, privacy, security, and risk-assessment requirements. |
| 175. | AI / Advanced Services in Azure: Is Covered California exploring or utilizing Azure-based AI services (e.g., Azure OpenAI, Cognitive Services) that may require support?                                                                                                                    | Any Azure-based AI service support requirements, if applicable, will be defined in the applicable Work Authorization.                                                                                                                                                                                                                                                            |
| 176. | Are there any planned SharePoint Server, SharePoint Hybrid, legacy workflow, or legacy application modernization initiatives, or other major Microsoft 365, Power Platform, Copilot, or Azure initiatives, that bidders should include in their planning assumptions for the contract term? | Covered California is not providing additional Copilot/AI product-by-product deployment counts, use-case prioritization, or adoption volumes in this Q&A. Proposers should address Microsoft Copilot and related AI capabilities consistent with the RFP, state assumptions clearly, and account for applicable governance, privacy, security, and risk-assessment requirements. |
| 177. | Can Covered California provide an initial list of Microsoft 365, Power Platform, Azure, and Copilot initiatives anticipated during the initial contract term, and which of these cloud services are currently considered strategic priorities for new development efforts?                  | Covered California is not providing additional Copilot/AI product-by-product deployment counts, use-case prioritization, or adoption volumes in this Q&A. Proposers should address Microsoft Copilot and related AI capabilities consistent with the RFP, state assumptions clearly, and account for applicable governance, privacy, security, and risk-assessment requirements. |

| No.  | Bidder Questions:                                                                                                                                                                                                                                                          | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                                           |
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| 178. | Does Covered California anticipate SharePoint Hybrid or SharePoint On-Premise support during the contract term? If yes, what version and what approximate level of support is expected?                                                                                    | Any SharePoint Hybrid or SharePoint On-Premise support requirements, if applicable, will be defined in the applicable Work Authorization.                                                                                                                                                                                                                                                                        |
| 179. | For SharePoint hybrid environments, what legacy on-premises components, integrations, or dependencies are still in scope at contract start?                                                                                                                                | Covered California is not providing additional Copilot/AI product-by-product deployment counts, use-case prioritization, or adoption volumes in this Q&A. Proposers should address Microsoft Copilot and related AI capabilities consistent with the RFP, state assumptions clearly, and account for applicable governance, privacy, security, and risk-assessment requirements.                                 |
| 180. | Share what would be the future state of the SharePoint Hybrid environment (Full SharePoint Online or long-term Hybrid), what hybrid features are currently in use, and whether any existing SharePoint on-premises farms require upgrades to the latest supported version. | Covered California is not providing additional Copilot/AI product-by-product deployment counts, use-case prioritization, or adoption volumes in this Q&A. Proposers should address Microsoft Copilot and related AI capabilities consistent with the RFP, state assumptions clearly, and account for applicable governance, privacy, security, and risk-assessment requirements.                                 |
| 181. | Are there any legacy SharePoint On-Premises applications planned for migration?                                                                                                                                                                                            | Proposers should propose the staffing model they believe best supports the scope, using the required roles in Exhibit B, Attachment 1 and any additional roles they deem necessary. Work is expected to be governed through the contract scope and applicable Work Authorizations, and personnel changes remain subject to the reassignment/substitution provisions in Exhibit A, Section G and RFP Section 2.3. |

| No.  | Bidder Questions:                                                                                                                                                       | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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| 182. | Responsibility Boundaries: What level of responsibility is expected from the Contractor for Azure security operations (e.g., monitoring, remediation, hardening)?       | The nature and extent of any Azure security operations responsibilities will be defined in the applicable Work Authorization. Proposers should propose the staffing model they believe best supports the scope, using the required roles in Exhibit B, Attachment 1 and any additional roles they deem necessary. Work is expected to be governed through the contract scope and applicable Work Authorizations, and personnel changes remain subject to the reassignment/substitution provisions in Exhibit A, Section G and RFP Section 2.3.     |
| 183. | Operational Ownership: Is the Contractor expected to provide operational support for Azure-hosted applications and services, or only advisory and enhancement services? | The nature and extent of any operational, advisory, or enhancement services will be defined in the applicable Work Authorization. Proposers should propose the staffing model they believe best supports the scope, using the required roles in Exhibit B, Attachment 1 and any additional roles they deem necessary. Work is expected to be governed through the contract scope and applicable Work Authorizations, and personnel changes remain subject to the reassignment/substitution provisions in Exhibit A, Section G and RFP Section 2.3. |
| 184. | Line-of-Business Applications: Are there key business applications or systems hosted in Azure that the Contractor will be expected to support or integrate with?        | Any business applications or systems requiring support or integration will be identified in the applicable Work Authorization. Proposers should propose the staffing model they believe best supports the scope, using the required roles in Exhibit B, Attachment 1 and any additional roles they deem necessary. Work is expected to be governed through the contract scope and applicable Work Authorizations, and personnel changes remain subject to the reassignment/substitution provisions in Exhibit A, Section G and RFP Section 2.3.    |

| No.  | Bidder Questions:                                                                                                                                                                                        | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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| 185. | Are there defined governance structures or decision-making frameworks in place for Microsoft 365 and Azure services?                                                                                     | Proposers should assume the awarded contractor will be expected to work within Covered California governance and approval processes and provide recommendations, documentation, and operational support consistent with the RFP and applicable Work Authorizations. Detailed current-state governance artifacts, committee structures, and approvals are not being further enumerated in this Q&A.                                                                                                                                                 |
| 186. | Governance Model: Are there established governance controls for Azure (e.g., naming standards, policies, cost management, tagging standards)?                                                            | Proposers should assume the awarded contractor will be expected to work within Covered California governance and approval processes and provide recommendations, documentation, and operational support consistent with the RFP and applicable Work Authorizations. Detailed current-state governance artifacts, committee structures, and approvals are not being further enumerated in this Q&A.                                                                                                                                                 |
| 187. | Are there defined expectations or constraints regarding the evaluation, adoption, and ongoing support of newly released Microsoft 365 and Azure services during the contract term?                       | Any expectations or constraints regarding newly released Microsoft 365 and Azure services will be defined in the applicable Work Authorization. Proposers should assume the awarded contractor will be expected to work within Covered California governance and approval processes and provide recommendations, documentation, and operational support consistent with the RFP and applicable Work Authorizations. Detailed current-state governance artifacts, committee structures, and approvals are not being further enumerated in this Q&A. |
| 188. | Does Covered California expect the successful contractor to perform Azure governance, architecture reviews, security assessments, cost optimization reviews, or cloud modernization planning activities? | The scope of any Azure governance, architecture, security, cost optimization, or modernization activities will be defined in the applicable Work Authorization.                                                                                                                                                                                                                                                                                                                                                                                    |
| 189. | Deployment & DevOps Practices: Are there existing DevOps or CI/CD practices in place for Azure-based solutions (e.g., Azure DevOps, GitHub Actions)?                                                     | Information regarding existing DevOps and CI/CD practices for Azure-based solutions is not being provided in this Q&A.                                                                                                                                                                                                                                                                                                                                                                                                                             |

| No.  | Bidder Questions:                                                                                                                                                   | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                                           |
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| 190. | Azure Roadmap: Are there planned initiatives to expand Azure usage (e.g., new application development, modernization, AI services)?                                 | Covered California is not providing additional Copilot/AI product-by-product deployment counts, use-case prioritization, or adoption volumes in this Q&A. Proposers should address Microsoft Copilot and related AI capabilities consistent with the RFP, state assumptions clearly, and account for applicable governance, privacy, security, and risk-assessment requirements.                                 |
| 191. | Workload Variability: Does Covered California anticipate significant variability in Azure workload demands over the contract term?                                  | Proposers should propose the staffing model they believe best supports the scope, using the required roles in Exhibit B, Attachment 1 and any additional roles they deem necessary. Work is expected to be governed through the contract scope and applicable Work Authorizations, and personnel changes remain subject to the reassignment/substitution provisions in Exhibit A, Section G and RFP Section 2.3. |
| 192. | Cost Management Expectations: What expectations exist for the Contractor in managing or optimizing Azure consumption and cost?                                      | Proposers should propose the staffing model they believe best supports the scope, using the required roles in Exhibit B, Attachment 1 and any additional roles they deem necessary. Work is expected to be governed through the contract scope and applicable Work Authorizations, and personnel changes remain subject to the reassignment/substitution provisions in Exhibit A, Section G and RFP Section 2.3. |
| 193. | Identity Architecture: Is Entra ID (Azure Active Directory) the primary identity provider, and are there additional identity providers or federated systems in use? | Proposers should propose the staffing model they believe best supports the scope, using the required roles in Exhibit B, Attachment 1 and any additional roles they deem necessary. Work is expected to be governed through the contract scope and applicable Work Authorizations, and personnel changes remain subject to the reassignment/substitution provisions in Exhibit A, Section G and RFP Section 2.3. |

## Questions about completing Exhibit B, Attachment 1 Cost Worksheet

| No.  | Bidder Questions:                                                                                                                                                                                                                         | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                  |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 194. | For the required table of hours per week by person for the entire contract term, should hours reflect named individuals only, role-based placeholders, or a blended phased staffing plan?                                                 | Covered California is not providing estimated labor hours, FTE assumptions, or role-by-role effort distributions as part of Exhibit B, Attachment 1. Proposers should include the required roles in the Cost Worksheet, may add additional labor categories as needed, and provide fully loaded hourly rates based on their proposed staffing approach. |
| 195. | Please confirm whether Covered California will provide a Project Manager for this engagement, or whether Offerors should include a Project Manager in the proposed delivery team and pricing in Exhibit B, Attachment 1 - Cost Worksheet. | No, a project manager will not be provided. Proposers should include the required roles in the Cost Worksheet, may add additional labor categories as needed, and provide fully loaded hourly rates based on their proposed staffing approach.                                                                                                          |
| 196. | Is there an anticipated staffing level or estimated Full-Time Equivalent (FTE) requirement for this engagement?                                                                                                                           | Covered California is not providing estimated labor hours, FTE assumptions, or role-by-role effort distributions as part of Exhibit B, Attachment 1. Proposers should include the required roles in the Cost Worksheet, may add additional labor categories as needed, and provide fully loaded hourly rates based on their proposed staffing approach. |
| 197. | Is this expected to be a full-time engagement?                                                                                                                                                                                            | Covered California is not providing estimated labor hours, FTE assumptions, or role-by-role effort distributions as part of Exhibit B, Attachment 1. Proposers should include the required roles in the Cost Worksheet, may add additional labor categories as needed, and provide fully loaded hourly rates based on their proposed staffing approach. |
| 198. | How many key personnel roles does Covered California expect the contractor to propose, and are there mandatory certifications required for each proposed team member?                                                                     | Please refer to Exhibit B, Attachment 1, Cost Worksheet for key roles to be included. Please refer to the Request for Proposal Section 2.1 Project Team Minimum Qualifications for required qualifications.                                                                                                                                             |
| 199. | Must each minimum qualification in Section 2.1 be met by a single named individual, or may the qualifications be satisfied collectively across the proposed project team? May one individual satisfy multiple qualification areas?        | The Project Team Minimum Qualifications listed in Request for Proposal Section 2.1 may be satisfied collectively across the proposed project team. One individual may satisfy multiple qualification areas.                                                                                                                                             |

| No.  | Bidder Questions:                                                                                                                                                                                                                                                                                                                                                                                                | Covered CA - Response:                                                                                                                                                                                                                                                                                                                         |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 200. | Does Covered California require any specific certifications for proposed key personnel beyond the minimum experience requirements stated in Section 2.1?                                                                                                                                                                                                                                                         | Only the requirements listed in Request for Proposal, Section 2.1 Project Team Minimum Qualifications, are required. There are additional desirable qualifications listed in Request for Proposal, Section 2.2 Project Team Desirable Qualifications, however they are not mandatory requirements.                                             |
| 201. | Should the minimum qualification experience thresholds be met by specific named individuals in fixed roles, or can they be satisfied collectively across the proposed team?                                                                                                                                                                                                                                      | Please refer to Question 199.                                                                                                                                                                                                                                                                                                                  |
| 202. | Please clarify if the minimum qualifications addressed in Section 2.1 must be fulfilled at the company level or if they are required for the individual candidates proposed?                                                                                                                                                                                                                                     | Please refer to Question 199.                                                                                                                                                                                                                                                                                                                  |
| 203. | Under Section 2.1 Project Team Minimum Qualifications on Page 15 of the RFP, please confirm whether the stated experience requirements may be satisfied collectively by the proposed project team, rather than by each individual resource, and whether multiple resources may be combined to meet the required years of experience for a specific qualification.                                                | Please refer to Question 199.                                                                                                                                                                                                                                                                                                                  |
| 204. | Section 6 of the RFP outlines scoring preferences for Small Business (SB) and Disabled Veteran Business Enterprise (DVBE) participation. Given the broad technical requirements, does Covered California have any expectations or guidance on how subcontracting should be structured for a technical project of this nature?                                                                                    | This RFP does not require Proposers to meet a minimum SB, MB, or DVBE participation percentage or goal. Participation in these programs is optional. However, if non-SB Proposers use subcontractors, they are encouraged to subcontract with SBs, MBs, and DVBEs.                                                                             |
| 205. | The RFP and SOW discuss personnel substitution and the necessity of a designated Project Representative. Should a key subcontractor be unable to perform their duties, what is Covered California's expectation regarding a potential rate increase for a substitute, given that the negotiated rate cannot exceed the contract rate? This addresses the financial risk associated with staffing the engagement. | Covered California and the Contractor shall negotiate the hourly rate of any substitute personnel to the contract. The hourly negotiated rate shall be dependent, in part, on the experience and individual skills of the proposed substitute personnel; however, the negotiated rate shall not exceed the hourly rate stated in the contract. |

| No.  | Bidder Questions:                                                                                                                                                                                                                                                                                                                                                                    | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                  |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 206. | If Covered California expects Offerors to provide estimated hours or total costs with the proposal, please clarify whether those estimates should cover the full Exhibit A scope or only the advisory, assessment, transition, governance, documentation, and knowledge transfer activities described in the Work Authorization.                                                     | Covered California is not providing estimated labor hours, FTE assumptions, or role-by-role effort distributions as part of Exhibit B, Attachment 1. Proposers should include the required roles in the Cost Worksheet, may add additional labor categories as needed, and provide fully loaded hourly rates based on their proposed staffing approach. |
| 207. | How should fluctuating workload demand be accounted for in the proposal?                                                                                                                                                                                                                                                                                                             | Covered California is not providing estimated labor hours, FTE assumptions, or role-by-role effort distributions as part of Exhibit B, Attachment 1. Proposers should include the required roles in the Cost Worksheet, may add additional labor categories as needed, and provide fully loaded hourly rates based on their proposed staffing approach. |
| 208. | The RFQ references an hourly billing model. Would the CoveredCA be open to considering a managed services pricing structure based on a fixed monthly fee tied to an agreed level of effort each month, regardless of actual monthly usage, provided the scope, assumptions, and included services are clearly defined?                                                               | Covered California is using hourly rates as a billing model, Please refer to Exhibit B, Attachment 1 Cost Worksheet, for more information.                                                                                                                                                                                                              |
| 209. | Are labor categories predefined, or may vendors propose their own? Is there an estimated number of hours for each labor category?                                                                                                                                                                                                                                                    | Proposers may propose additional labor categories.                                                                                                                                                                                                                                                                                                      |
| 210. | The Cost Worksheet (Exhibit B, Attachment 1 - Cost Worksheet) requests fully loaded hourly rates without stated hours. Please clarify the estimated annual hours, pricing term, and expected distribution of effort across the listed labor categories, if available, so Offerors can prepare comparable pricing, and Covered California can evaluate vendor responses consistently. | Covered California is not providing estimated labor hours, FTE assumptions, or role-by-role effort distributions as part of Exhibit B, Attachment 1. Proposers should include the required roles in the Cost Worksheet, may add additional labor categories as needed, and provide fully loaded hourly rates based on their proposed staffing approach. |
| 211. | If an Offeror wants to remove any default labor category provided by Covered California from Exhibit B, Attachment 1 - Cost Worksheet, is that permitted?                                                                                                                                                                                                                            | Default labor categories located in Exhibit B, Attachment 1 Cost Worksheet, shall not be removed unless replaced with categories equal or greater in scope and skill than the categories removed.                                                                                                                                                       |

*Questions about completing Exhibit B, Attachment 1 Cost Worksheet*

| No.  | Bidder Questions:                                                                                                                                                                                                                                                                                                                                                                             | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                     |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 212. | We understand that additional labor categories may be added to Exhibit B, Attachment 1 - Cost Worksheet. Please confirm whether any additions or deletions to the Cost Worksheet must be made with Track Changes enabled.                                                                                                                                                                     | Additions to Exhibit B, Attachment 1 Cost Worksheet, do not need to be made in track changes.                                                                                                                                                                                                                                                                                              |
| 213. | Please clarify whether the Total Contract Amount: \$ (Not to Exceed) should be based on the initial three-year term only, or on the full five-year potential term including the optional two-year amendment period. Please also confirm that this interpretation should be applied consistently to Exhibit B, Attachment 1 - Cost Worksheet and Attachment 1 - Proposal Cover Page, Item #13. | The total contract amount reflected on Exhibit B, Attachment 1 Cost Worksheet, should only include the initial contract term. It is expected that the approved funding for the contract will not exceed approximately \$500,000.00 per year for the term of the contract, including any extensions of the term. Amendments cannot exceed the amount or rates set by Contractor's proposal. |
| 214. | Does the \$2.5M budget apply only to the initial three-year contract term, or does it include the two optional extension years as well?                                                                                                                                                                                                                                                       | The \$2,500,000.00 budget applies to the contract term and optional extension years. It is expected that the approved funding for the contract will not exceed approximately \$500,000.00 per year for the term of the contract, including any extensions of the term.                                                                                                                     |
| 215. | If estimated hours are required at proposal submission, please identify near-term and long-term backlog items, enhancement requests, roadmap initiatives, Microsoft feature changes, licensing impacts, deprecations, or newly procured cloud services that should be considered in the proposal response.                                                                                    | Covered California is not requesting estimated hours as part of Exhibit B, Attachment 1.                                                                                                                                                                                                                                                                                                   |
| 216. | If estimated hours are required at proposal submission, please describe how Power Platform environments, DLP policies, connectors, solution ownership, development standards, ALM, testing, deployment, source control, release approvals, and Center of Excellence practices are managed today, and which of these areas are expected to be supported or improved by the Contractor.         | Covered California is not requesting estimated hours as part of Exhibit B, Attachment 1.                                                                                                                                                                                                                                                                                                   |

*Questions about completing Exhibit B, Attachment 1 Cost Worksheet*

| No.  | Bidder Questions:                                                                                                                                                                                                                                                                                                                                    | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                  |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 217. | If estimated hours are required at proposal submission, please provide, if available, a current inventory or summary of business-critical Power Apps, Power Automate flows, Power BI assets, Power Pages, model-driven apps, Dataverse environments, connectors, owners, user base, and support status.                                              | Covered California is not requesting estimated hours as part of Exhibit B, Attachment 1.                                                                                                                                                                                                                                                                |
| 218. | If estimated hours are required at proposal submission, please identify which Azure services support Microsoft 365, Power Platform, integrations, automation, reporting, or application hosting today, including Azure Functions, Logic Apps, Azure SQL, Storage, API Management, automation jobs, subscriptions, resource groups, and environments. | Covered California is not requesting estimated hours as part of Exhibit B, Attachment 1.                                                                                                                                                                                                                                                                |
| 219. | If estimated hours are required at proposal submission, please identify line-of-business systems, CRM/case management platforms, data repositories, APIs, middleware, custom connectors, or vendor-managed platforms that integrate with Microsoft 365, Azure, or Power Platform, and indicate which integrations are business critical.             | Covered California is not requesting estimated hours as part of Exhibit B, Attachment 1.                                                                                                                                                                                                                                                                |
| 220. | Are there estimated labor hours by role available to assist vendors in preparing cost proposals?                                                                                                                                                                                                                                                     | Covered California is not providing estimated labor hours, FTE assumptions, or role-by-role effort distributions as part of Exhibit B, Attachment 1. Proposers should include the required roles in the Cost Worksheet, may add additional labor categories as needed, and provide fully loaded hourly rates based on their proposed staffing approach. |
| 221. | If estimated hours are required at proposal submission, please identify which Microsoft Copilot capabilities are currently enabled or planned, which user groups or business use cases are targeted, and what adoption, governance, security, or operational support expectations should be considered in the proposal.                              | Covered California is not requesting estimated hours as part of Exhibit B, Attachment 1.                                                                                                                                                                                                                                                                |

| No.  | Bidder Questions:                                                                                                                                                                                                                                                                                                                                                                              | Covered CA - Response:                                                                   |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|
| 222. | If estimated hours are required at proposal submission, please identify any migrations, content transformations, application migrations, data mapping/transformation activities, or platform modernization initiatives planned or anticipated during the contract term, including estimated source systems, volumes, complexity factors, constraints, and acceptance criteria where available. | Covered California is not requesting estimated hours as part of Exhibit B, Attachment 1. |
| 223. | If estimated hours are required at proposal submission, please summarize the SharePoint Online, OneDrive, and any SharePoint Hybrid footprint, including business-critical sites, major content repositories, external sharing use, custom solutions, storage volumes, and known modernization needs.                                                                                          | Covered California is not requesting estimated hours as part of Exhibit B, Attachment 1. |
| 224. | If estimated hours are required at proposal submission, please describe the current Entra ID and identity architecture, including user, contractor, vendor, partner, and guest identity lifecycle; synchronization or federation dependencies; Conditional Access; MFA; RBAC; privileged access; access reviews; and application registrations/service principals.                             | Covered California is not requesting estimated hours as part of Exhibit B, Attachment 1. |
| 225. | If estimated hours are required at proposal submission, please summarize current Microsoft Defender, Microsoft Purview, DLP, sensitivity labeling, retention, eDiscovery, audit/logging, monitoring, and security/compliance center configurations, including which capabilities are actively operated versus only configured.                                                                 | Covered California is not requesting estimated hours as part of Exhibit B, Attachment 1. |

| No.  | Bidder Questions:                                                                                                                                                                                                                                                                                                            | Covered CA - Response:                                                                   |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|
| 226. | If Covered California expects Offerors to estimate labor hours or total costs at proposal submission, please provide or make available current architecture diagrams, configuration exports, solution inventories, runbooks, process documents, known-issue logs, prior support materials, and any known documentation gaps. | Covered California is not requesting estimated hours as part of Exhibit B, Attachment 1. |

Questions about Exhibit D, Privacy Requirements, and offshore resources

| No.  | Bidder Questions:                                                                                                                                                                                                                                                                                                                                            | Covered CA - Response:                                                                              |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|
| 227. | Can services be performed by contractor personnel who are non-U.S. residents, and are offshore and/or nearshore resources permitted to participate in solution development, configuration, architecture, testing, documentation, or deployment activities, provided all security, privacy, background screening, and contractual requirements are satisfied? | All individuals who require access to production tenants must be located in the United States.      |
| 228. | Does Covered California have any requirements regarding the percentage of work that must be performed by U.S.-based personnel, and if offshore/nearshore resources are permitted, are there any restrictions based on role or data access level?                                                                                                             | All individuals who require access to production tenants must be located in the United States.      |
| 229. | Does Covered California have any preferences or constraints regarding use of specialized subcontractors for niche Microsoft capabilities, even though participation percentages are optional?                                                                                                                                                                | Subcontractors are required to adhere to the same requirements as Contractor personnel.             |
| 230. | Is Covered California open to an offshore-blended delivery model, and are there any data residency or US-only staffing restrictions?                                                                                                                                                                                                                         | No, all individuals who require access to production tenants must be located in the United States.  |
| 231. | Are there any restrictions regarding offshore or nearshore resources supporting the environment?                                                                                                                                                                                                                                                             | Yes, all individuals who require access to production tenants must be located in the United States. |
| 232. | Please confirm whether resources located outside the United States are permitted for this engagement, or whether all Contractor resources must be based within the continental United States.                                                                                                                                                                | No, all individuals who require access to production tenants must be located in the United States.  |
| 233. | Is offshoring allowed for this project?                                                                                                                                                                                                                                                                                                                      | No, all individuals who require access to production tenants must be located in the United States.  |

| No.  | Bidder Questions:                                                                                                                                                                           | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                             |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 234. | Will Covered California provide government-furnished equipment (laptop, VPN, software access) to contractor personnel?                                                                      | Contractor personnel should assume Covered California-furnished laptops or virtual PCs will be required to perform this work. Additional provisioning details, including access and onboarding logistics, will be coordinated with the awarded proposer.                                                                                                                                           |
| 235. | What is the expected Tier 1, Tier 2, and Tier 3 support model and division of responsibilities?                                                                                             | Proposers should assume applicable privacy, security, data-handling, logging, privileged-access, and background-check requirements in the RFP and related exhibits apply to this engagement. If contractor personnel handle Personally Identifiable Information and/or data, that information cannot be stored using offshore resources; proposers should also review Exhibit D, Privacy Addendum. |
| 236. | For new development, we would like to understand if there is any specific Accessibility standards required like WCAG 2.1 AA / Section 508 / California State Standards. Please let us know. | Proposers should assume applicable federal and state accessibility requirements apply to in-scope solutions and deliverables, and they should describe how their approach will meet those requirements.                                                                                                                                                                                            |
| 237. | Is the Contractor expected to support audits and compliance reviews?                                                                                                                        | Yes. The contractor should assume participation in applicable security audits, compliance reviews, governance assessments, and related remediation or documentation activities may be required where relevant to the awarded scope and Work Authorizations.                                                                                                                                        |
| 238. | Will Covered California require the contractor to participate in security audits, compliance reviews, or annual governance assessments as part of the engagement?                           | Yes. The contractor should assume participation in applicable security audits, compliance reviews, governance assessments, and related remediation or documentation activities may be required where relevant to the awarded scope and Work Authorizations.                                                                                                                                        |
| 239. | What identity, security, and compliance functions are expected to be fully operated by the contractor versus provided as advisory support to Covered California staff?                      | Proposers should assume applicable privacy, security, data-handling, logging, privileged-access, and background-check requirements in the RFP and related exhibits apply to this engagement. If contractor personnel handle Personally Identifiable Information and/or data, that information cannot be stored using offshore resources; proposers should also review Exhibit D, Privacy Addendum. |

| No.  | Bidder Questions:                                                                                                                                                                                                                                                                                                                                                                          | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 240. | From Security Responsibilities perspective, we would like to understand our scope of involvement. We believe your team will define the requirement and we will need to configure/setup. Or, Will we be responsible for below and you are approver? Conditional Access design? Defender policies? Purview governance? DLP? Insider Risk? Information Protection? Compliance investigations? | Proposers should assume applicable privacy, security, data-handling, logging, privileged-access, and background-check requirements in the RFP and related exhibits apply to this engagement. If contractor personnel handle Personally Identifiable Information and/or data, that information cannot be stored using offshore resources; proposers should also review Exhibit D, Privacy Addendum.                                                                  |
| 241. | Can the client clarify any data residency, PHI/PII handling, logging, privileged access, or background-check requirements that should materially influence solution design or staffing?                                                                                                                                                                                                    | Proposers should assume applicable privacy, security, data-handling, logging, privileged-access, and background-check requirements in the RFP and related exhibits apply to this engagement. All individuals who require access to production tenants must be located in the United States. All data must remain in the United States.                                                                                                                              |
| 242. | Does the in-scope Microsoft 365/Power Platform environment store, process, or transmit Federal Tax Information (FTI) subject to IRS Publication 1075 safeguarding requirements, and if so, what background investigation, access control, and audit logging standards must Contractor personnel meet?                                                                                      | No, FTI is not in scope.                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 243. | Which federal, State, Covered California, privacy, accessibility, records retention, acceptable use, ACA/CA-ACA, or other compliance requirements must be reflected in the Contractor's Microsoft 365, Azure, Power Platform, security, operational support, and deliverable approach?                                                                                                     | Proposers should assume applicable privacy, security, data-handling, logging, privileged-access, and background-check requirements in the RFP and related exhibits apply to this engagement. If contractor personnel handle Personally Identifiable Information and/or data, that information cannot be stored using offshore resources; proposers should also review Exhibit D, Privacy Addendum. The applicable framework is ARC-AMPE based on NIST 800-53 rev 5. |

| No.  | Bidder Questions:                                                                                                                                        | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 244. | Are there specific federal or state-level security frameworks (such as MARS-E or CA-FIPS) that dictate security requirements for this specific contract? | Proposers should assume applicable privacy, security, data-handling, logging, privileged-access, and background-check requirements in the RFP and related exhibits apply to this engagement. If contractor personnel handle Personally Identifiable Information and/or data, that information cannot be stored using offshore resources; proposers should also review Exhibit D, Privacy Addendum. The applicable framework is ARC-AMPE based on NIST 800-53 rev 5. |
| 245. | What governance and compliance requirements are expected for AI usage?                                                                                   | Yes. AI usage, including Microsoft-native Copilot capabilities where applicable, should be assumed to remain subject to Covered California governance, privacy, security, and risk-assessment requirements.                                                                                                                                                                                                                                                         |
| 246. | What compliance frameworks must be supported (e.g., CJIS, HIPAA, state regulations)?                                                                     | Proposers should assume applicable privacy, security, data-handling, logging, privileged-access, and background-check requirements in the RFP and related exhibits apply to this engagement. If contractor personnel handle Personally Identifiable Information and/or data, that information cannot be stored using offshore resources; proposers should also review Exhibit D, Privacy Addendum.                                                                  |

## Questions about RFP and Submissions

| No.  | Bidder Questions:                                                                                                                                                                                                                                                                                                                                                                                                                                  | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 247. | Are there any evaluation priorities not obvious from the scoring matrix, such as public-sector experience, transition risk, managed services maturity, or Copilot strategy, that proposers should emphasize?                                                                                                                                                                                                                                       | Covered California will evaluate proposals based on the criteria stated in the RFP and does not intend to apply separate, unstated evaluation priorities beyond the published scoring framework. Proposers should focus on clearly demonstrating their understanding of the Scope of Work, the quality of their proposed approach, the relevance and strength of their team and corporate experience, and the similarity of their past projects to the services requested under this RFP. |
| 248. | Are there any major operational or technical challenges that Covered California is seeking to address through this procurement?                                                                                                                                                                                                                                                                                                                    | Proposers should align their responses to the evaluation criteria and scope stated in the RFP. Covered California is not identifying additional hidden evaluation priorities, undisclosed technical challenges, or separate high-priority legacy tasks beyond the solicitation materials.                                                                                                                                                                                                 |
| 249. | Please confirm whether resumes are excluded from the proposal page limit (§4.3.3.1 of the RFP), and whether any separate page limit applies to individual resumes or the overall resume section.                                                                                                                                                                                                                                                   | Resumes are excluded from the Proposal page limit.                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 250. | Please confirm whether the STD 213 form must be submitted with the proposal response. Our understanding is that certain fields, including start/end dates, dollar amount, agreement number, and related details, can only be completed during contract execution. If so, may Offerors leave these fields blank and submit an unsigned copy with the proposal, with the fully completed and signed STD 213 form incorporated at contract execution? | No, the STD 213, Agreement Summary is not required to be submitted with the Proposal response. The STD. 213 will be signed by the winning Proposer.                                                                                                                                                                                                                                                                                                                                       |
| 251. | Do we have to submit live or sample resumes for this project?                                                                                                                                                                                                                                                                                                                                                                                      | Proposers should align their responses to the evaluation criteria and scope stated in the RFP. Covered California is not identifying additional hidden evaluation priorities, undisclosed technical challenges, or separate high-priority legacy tasks beyond the solicitation materials.                                                                                                                                                                                                 |

| No.  | Bidder Questions:                                                                                                                                                                                                                                                                                                  | Covered CA - Response:                                                                                                                                                                                                                                                                    |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 252. | Please let us know if we have to submit named resumes?                                                                                                                                                                                                                                                             | Yes, the Proposer shall submit resumes for the proposed key personnel.                                                                                                                                                                                                                    |
| 253. | Is the technical approach required with the proposal response?                                                                                                                                                                                                                                                     | Yes, the technical approach is required as part of the Proposal submission.                                                                                                                                                                                                               |
| 254. | Would the Agency consider a two-week extension to the proposal submission deadline?                                                                                                                                                                                                                                | Covered California will not be issuing an extension on this solicitation.                                                                                                                                                                                                                 |
| 255. | Because the selected proposal is incorporated by reference into the contract, does the client want proposers to separate binding committed deliverables from illustrative examples or optional accelerators in their response?                                                                                     | Proposers should align their responses to the evaluation criteria and scope stated in the RFP. Covered California is not identifying additional hidden evaluation priorities, undisclosed technical challenges, or separate high-priority legacy tasks beyond the solicitation materials. |
| 256. | Would Covered California prefer examples that emphasize Microsoft 365 managed operations, application development, regulated-public-sector experience, or a balanced mix of all three?                                                                                                                             | Proposers should align their responses to the evaluation criteria and scope stated in the RFP. Covered California is not identifying additional hidden evaluation priorities, undisclosed technical challenges, or separate high-priority legacy tasks beyond the solicitation materials. |
| 257. | We respectfully request that Covered California extend the proposal submission deadline by two weeks from the date vendor question responses are released, so Offerors have sufficient time to evaluate the clarifications, adjust staffing and pricing assumptions, and submit complete and comparable proposals. | Covered California will not be issuing an extension on this solicitation.                                                                                                                                                                                                                 |
| 258. | Is there a guaranteed minimum volume of work during the contract term?                                                                                                                                                                                                                                             | Covered California is not guaranteeing a minimum volume of work under this solicitation.                                                                                                                                                                                                  |
| 259. | Does Covered California anticipate exercising the optional two-year extension, subject to satisfactory performance and funding?                                                                                                                                                                                    | Any optional extension period would be exercised at Covered California's discretion and remain subject to funding, performance, and business need.                                                                                                                                        |

| No.  | Bidder Questions:                                                                                                                                                                                                                                                      | Covered CA - Response:                                                                                                                                                                                                                                                                    |
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| 260. | The "Desirable Qualifications" section notes that "Legacy SharePoint On-Premise and PowerShell skills remain relevant but should not be the sole focus". Could Covered California specify any specific, high-priority tasks that would require this legacy experience? | Proposers should align their responses to the evaluation criteria and scope stated in the RFP. Covered California is not identifying additional hidden evaluation priorities, undisclosed technical challenges, or separate high-priority legacy tasks beyond the solicitation materials. |

## Questions about Scope of Work and Work Authorizations

| No.  | Bidder Questions:                                                                                                                                                                                            | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                                   |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 261. | Will all work be initiated via formal Work Authorizations, or through a continuous backlog model?                                                                                                            | The contract scope is defined in the RFP, with Work Authorizations used to define specific tasks and provide additional detail within the broader contractual scope. Covered California is not providing estimated annual workload, predefined workload mixes, or representative backlog items in this Q&A; proposers should state their assumptions and propose a scalable approach aligned to the RFP. |
| 262. | How will additional scope beyond baseline services be approved and funded?                                                                                                                                   | The contract scope is defined in the RFP, with Work Authorizations used to define specific tasks and provide additional detail within the broader contractual scope. Covered California is not providing estimated annual workload, predefined workload mixes, or representative backlog items in this Q&A; proposers should state their assumptions and propose a scalable approach aligned to the RFP. |
| 263. | Are there predefined limits on change orders or additional services?                                                                                                                                         | The contract scope is defined in the RFP, with Work Authorizations used to define specific tasks and provide additional detail within the broader contractual scope. Covered California is not providing estimated annual workload, predefined workload mixes, or representative backlog items in this Q&A; proposers should state their assumptions and propose a scalable approach aligned to the RFP. |
| 264. | For day-to-day support, configuration, enhancement, and optimization, which activities are expected to be included in the base scope versus handled through separate work authorizations or change requests? | The contract scope is defined in the RFP, with Work Authorizations used to define specific tasks and provide additional detail within the broader contractual scope. Covered California is not providing estimated annual workload, predefined workload mixes, or representative backlog items in this Q&A; proposers should state their assumptions and propose a scalable approach aligned to the RFP. |

| No.  | Bidder Questions:                                                                                                                                                                                                                                               | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                                   |
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| 265. | Since Section 3.3 points to Exhibit A for the detailed SOW and Section 8 references a Work Authorization attachment, can the client clarify which services will be pre-authorized in the base contract versus activated through individual work authorizations? | The contract scope is defined in the RFP, with Work Authorizations used to define specific tasks and provide additional detail within the broader contractual scope. Covered California is not providing estimated annual workload, predefined workload mixes, or representative backlog items in this Q&A; proposers should state their assumptions and propose a scalable approach aligned to the RFP. |
| 266. | Does Covered California expect contractors to maintain standing capacity for rapid engagement, or will work generally be planned and initiated through approved Work Authorizations with reasonable lead times?                                                 | The contract scope is defined in the RFP, with Work Authorizations used to define specific tasks and provide additional detail within the broader contractual scope. Covered California is not providing estimated annual workload, predefined workload mixes, or representative backlog items in this Q&A; proposers should state their assumptions and propose a scalable approach aligned to the RFP. |
| 267. | How does Covered California expect new demand, backlog prioritization, and out-of-scope requests to be approved, estimated, and funded during the contract term?                                                                                                | The contract scope is defined in the RFP, with Work Authorizations used to define specific tasks and provide additional detail within the broader contractual scope. Covered California is not providing estimated annual workload, predefined workload mixes, or representative backlog items in this Q&A; proposers should state their assumptions and propose a scalable approach aligned to the RFP. |
| 268. | Approximately how many Work Authorizations do you anticipate issuing annually?                                                                                                                                                                                  | Covered California is not providing an estimated number of annual Work Authorizations. Proposers should state their assumptions and propose a scalable approach.                                                                                                                                                                                                                                         |
| 269. | Can Covered California provide examples of anticipated Work Authorizations or project requests expected during the first contract year?                                                                                                                         | No, we cannot provide examples of anticipated Work Authorizations or anticipated projects in the first year.                                                                                                                                                                                                                                                                                             |

| No.  | Bidder Questions:                                                                                                                                                                                                                                                                                                                                                                                                                                             | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                                   |
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| 270. | Can Covered California provide representative examples of anticipated Work Authorizations and indicate whether future Work Authorizations are expected to be primarily support-related, enhancement-focused, project-based, or strategic advisory engagements?                                                                                                                                                                                                | No, we cannot provide examples of anticipated Work Authorizations or anticipated projects in the first year.                                                                                                                                                                                                                                                                                             |
| 271. | Please clarify the intended relationship between Exhibit A - Scope of Work and Exhibit A, Attachment 1 - Work Authorization, including whether the Work Authorization is intended to define an initial work package within the broader contractual scope or serve as a post-award mechanism for authorizing specific tasks.                                                                                                                                   | Exhibit A, Attachment 1 – Work Authorization is intended to define an initial work package within the broader contractual scope or serve as a post-award mechanism for authorizing specific tasks and providing more detailed information.                                                                                                                                                               |
| 272. | Please confirm whether Exhibit A, Attachment 1 - Work Authorization must be completed, signed, and submitted with the proposal response, or whether it will be finalized after vendor selection. If it must be submitted with the proposal, please confirm whether Offerors may leave Section D, Contractor Personnel and Estimated Total Costs blank until a defined work package is confirmed during contract execution or project kickoff.                 | Exhibit A, Attachment 1 – Work Authorization does not need to be completed and signed with the Proposal response.                                                                                                                                                                                                                                                                                        |
| 273. | The RFP clarifies this is a "deliverables-based contract". For services requiring ongoing support, how will the project-based deliverables and operational support tasks be structured and authorized in the contract and subsequent Work Authorizations? Understanding this will help align the approach with the contract's administrative and payment milestones, as progress-based invoicing may not be permitted under the deliverable acceptance model. | The contract scope is defined in the RFP, with Work Authorizations used to define specific tasks and provide additional detail within the broader contractual scope. Covered California is not providing estimated annual workload, predefined workload mixes, or representative backlog items in this Q&A; proposers should state their assumptions and propose a scalable approach aligned to the RFP. |

| No.  | Bidder Questions:                                                                                                                                                                                                                                                                                                                                                                                                                         | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                                   |
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| 274. | Please clarify whether work will be authorized primarily as ongoing monthly operational support services on an ad hoc basis, discrete Work Authorizations issued per initiative, Clarification Question - Covered California RFP 2025-19 Page 2 of 5 or a blend of both. This clarification will help Offerors structure the proposed staffing model and pricing assumptions.                                                             | The contract scope is defined in the RFP, with Work Authorizations used to define specific tasks and provide additional detail within the broader contractual scope. Covered California is not providing estimated annual workload, predefined workload mixes, or representative backlog items in this Q&A; proposers should state their assumptions and propose a scalable approach aligned to the RFP. |
| 275. | The Scope of Work details a process for "Unanticipated Tasks" using a Work Authorization but notes the work must be within the original scope. Can Covered California provide an example of a scenario it would consider "unforeseen and wholly unanticipated" versus a normal evolution of the M365 roadmap? This question aims to clarify the boundaries of the scope and prevent scope creep without proper authorization and funding. | The contract scope is defined in the RFP, with Work Authorizations used to define specific tasks and provide additional detail within the broader contractual scope. Covered California is not providing estimated annual workload, predefined workload mixes, or representative backlog items in this Q&A; proposers should state their assumptions and propose a scalable approach aligned to the RFP. |
| 276. | What is the estimated annual workload (hours/FTEs) expected under this contract?                                                                                                                                                                                                                                                                                                                                                          | The contract scope is defined in the RFP, with Work Authorizations used to define specific tasks and provide additional detail within the broader contractual scope. Covered California is not providing estimated annual workload, predefined workload mixes, or representative backlog items in this Q&A; proposers should state their assumptions and propose a scalable approach aligned to the RFP. |
| 277. | What is the expected mix of work across operational support vs enhancements vs new development, and reactive support vs proactive platform optimization?                                                                                                                                                                                                                                                                                  | The contract scope is defined in the RFP, with Work Authorizations used to define specific tasks and provide additional detail within the broader contractual scope. Covered California is not providing estimated annual workload, predefined workload mixes, or representative backlog items in this Q&A; proposers should state their assumptions and propose a scalable approach aligned to the RFP. |

| No.  | Bidder Questions:                                                                                                                                                                                                                                               | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                                   |
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| 278. | <p>What percentage of work is anticipated to be:</p> <ul style="list-style-type: none"> <li>i) Operational support</li> <li>ii) New development</li> <li>iii) Enhancements</li> <li>iv) Architecture</li> <li>v) Governance</li> </ul> <p>Advisory services</p> | Please refer to question 277.                                                                                                                                                                                                                                                                                                                                                                            |
| 279. | Please confirm whether Microsoft licensing, Azure consumption, Power Platform premium connectors, Copilot licensing, Defender/Purview licensing, and any third-party tools will be Covered California-furnished and not contractor-provided.                    | Please price and scope your response in accordance with the solicitation documents. If Covered California expects proposer-furnished licensing, subscriptions, or consumption costs beyond the labor categories identified in the solicitation, those requirements will be stated in the solicitation documents or applicable Work Authorization.                                                        |
| 280. | For SQL support, is it just platform/infrastructure level, or Application/system level as well? (is SQL coding, query, configuration support needed)                                                                                                            | The contract scope is defined in the RFP, with Work Authorizations used to define specific tasks and provide additional detail within the broader contractual scope. Covered California is not providing estimated annual workload, predefined workload mixes, or representative backlog items in this Q&A; proposers should state their assumptions and propose a scalable approach aligned to the RFP. |
| 281. | How integrated and needed is support for Intune? Are the endpoints for Covered California Entra ID Joined? Hybrid? Managed?                                                                                                                                     | The contract scope is defined in the RFP, with Work Authorizations used to define specific tasks and provide additional detail within the broader contractual scope. Covered California is not providing estimated annual workload, predefined workload mixes, or representative backlog items in this Q&A; proposers should state their assumptions and propose a scalable approach aligned to the RFP. |
| 282. | Is application support, patching, maintenance etc. included in the scope of this RFP?                                                                                                                                                                           | The contract scope is defined in the RFP, with Work Authorizations used to define specific tasks and provide additional detail within the broader contractual scope. Covered California is not providing estimated annual workload, predefined workload mixes, or representative backlog items in this Q&A; proposers should state their assumptions and propose a scalable approach aligned to the RFP. |

*Questions about Scope of Work and Work authorizations*

| No.  | Bidder Questions:                                                                                                                                                                                                                                     | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                                   |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 283. | Please clarify which Microsoft 365, Power Platform, Entra ID, Defender, Purview, Azure, integration, data, collaboration, and content services require active administration, development, enhancement, or operational support under this engagement. | The applicable services and support activities, if any, will be identified in the RFP and defined through Work Authorizations. Covered California is not providing additional service-level or workload details in this Q&A; proposers should state their assumptions and propose a scalable approach.                                                                                                   |
| 284. | What is the expected balance between operational support and project-based enhancement work during each contract year?                                                                                                                                | The contract scope is defined in the RFP, with Work Authorizations used to define specific tasks and provide additional detail within the broader contractual scope. Covered California is not providing estimated annual workload, predefined workload mixes, or representative backlog items in this Q&A; proposers should state their assumptions and propose a scalable approach aligned to the RFP. |
| 285. | For each application/service in scope, please provide the estimated split of effort across production support, enhancements, new development, integration, migration, and platform governance activities during the contract term                     | The contract scope is defined in the RFP, with Work Authorizations used to define specific tasks and provide additional detail within the broader contractual scope. Covered California is not providing estimated annual workload, predefined workload mixes, or representative backlog items in this Q&A; proposers should state their assumptions and propose a scalable approach aligned to the RFP. |
| 286. | What percentage of work is expected to be Operational Support vs Enhancement vs Net-New Development? This helps us involvement of right team with right skills. Should we assume the % ratio - Support - 80%, Enhancements - 15%, New Solutions 5%?   | Please refer to question 277.                                                                                                                                                                                                                                                                                                                                                                            |
| 287. | Are there anticipated initiatives related to platform modernization, automation, or expansion of cloud capabilities that should be considered as part of this engagement?                                                                             | Covered California is not providing representative backlog items, project examples, workload distributions, or initiative lists beyond what is already stated in the RFP and this Q&A. Proposers should document any assumptions they use in building their response.                                                                                                                                    |

| No.  | Bidder Questions:                                                                                                                                                                                                              | Covered CA - Response:                                                                                                                                                                                                                                                |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 288. | Are there any major Microsoft 365, Entra ID, Power Platform, SharePoint Online, Exchange Online, Security, Compliance, Copilot, or Azure migration initiatives currently planned during the contract term?                     | Covered California is not providing representative backlog items, project examples, workload distributions, or initiative lists beyond what is already stated in the RFP and this Q&A. Proposers should document any assumptions they use in building their response. |
| 289. | Are there any planned modernization, migration, upgrade, security, governance, Power Platform, Copilot, SharePoint, Exchange, or identity-related initiatives anticipated during the contract term?                            | Covered California is not providing representative backlog items, project examples, workload distributions, or initiative lists beyond what is already stated in the RFP and this Q&A. Proposers should document any assumptions they use in building their response. |
| 290. | Are there any planned Microsoft 365 migration, modernization, or Copilot implementation initiatives during the initial contract term?                                                                                          | Covered California is not providing representative backlog items, project examples, workload distributions, or initiative lists beyond what is already stated in the RFP and this Q&A. Proposers should document any assumptions they use in building their response. |
| 291. | Are there any anticipated organizational or technology changes during the contract term that may significantly impact the scope of services?                                                                                   | Covered California is not providing representative backlog items, project examples, workload distributions, or initiative lists beyond what is already stated in the RFP and this Q&A. Proposers should document any assumptions they use in building their response. |
| 292. | Does the scope of this engagement include Azure services beyond those directly supporting Microsoft 365 and Entra ID? If so, please describe the Azure services and workloads anticipated to be supported under this contract. | Covered California is not providing representative backlog items, project examples, workload distributions, or initiative lists beyond what is already stated in the RFP and this Q&A. Proposers should document any assumptions they use in building their response. |

## Billing and Invoicing Questions

| No.  | Bidder Questions:                                                                                                                                                                                                                                                                                               | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                  |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 293. | RFP Section 3.6 states the Contractor may invoice only after completion and acceptance of deliverables, while Exhibit B provides for monthly invoicing in arrears at hourly rates with timesheets. Please clarify which payment model governs and whether all work will be performed under Work Authorizations. | Invoicing will be billed monthly in arrears. Work Authorizations will be used as applicable to define authorized tasks and deliverables within the broader contract scope.                                                                                                                                                                                              |
| 294. | Should proposers assume all transition, onsite workshops, and occasional travel are fully absorbed in rates, or are there any scenarios where separate reimbursement could apply?                                                                                                                               | Yes, Proposers shall submit fully loaded rates that encompass all transition, onsite workshops, and occasional travel. Rates identified in Exhibit B, Attachment 1 Cost Worksheet, shall be fully loaded and inclusive of all direct and indirect costs for all activities, labor, materials, tools, equipment, and travel required to perform and/or support services. |
| 295. | What are the specific deliverables or service outputs that will trigger acceptance and invoicing for recurring managed services work versus one-time project work?                                                                                                                                              | Invoicing will be billed monthly in arrears. Work Authorizations will be used as applicable to define authorized tasks and deliverables within the broader contract scope.                                                                                                                                                                                              |
| 296. | Will invoicing be tied to specific deliverables, or will it be billed monthly in arrears?                                                                                                                                                                                                                       | Invoicing will be billed monthly in arrears.                                                                                                                                                                                                                                                                                                                            |
| 297. | Can Covered California clarify whether shortlisted proposers will be invited to participate in interviews or presentations as part of the evaluation process, and what format is anticipated?                                                                                                                   | Covered California does not plan on holding interviews for this solicitation.                                                                                                                                                                                                                                                                                           |
| 298. | If responses to bidder questions materially change scope assumptions, will Covered California issue an addendum and allow proposers to align staffing and pricing accordingly?                                                                                                                                  | Yes, if there are material changes to the Proposal, an addendum shall be issued.                                                                                                                                                                                                                                                                                        |

## Questions about Redlines

| No.  | Bidder Questions:                                                                                                                                                                                                                                                                                                                                | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 299. | Please clarify the types of contract exceptions Covered California would consider “extensive,” “significant,” or material enough to affect responsiveness under Sections 1.9(3) and 1.11(4)(e) of the main RFP, so Offerors can determine how to submit reasonable, clearly justified exceptions without creating avoidable responsiveness risk. | An example of extensive or significant changes to contract language that affect responsiveness include, but are not limited to, striking language that is required by law or governance such as Exhibit C, Information Technology General Terms and Conditions, Section H Executive Order N-6-22 – Russia Sanctions. Covered California, in its sole discretion, determines if the proposed changes or exceptions materially change the contractual relationship between the parties thus making the proposal non-responsive to the RFP. |
| 300. | Are there any contract provisions within Exhibits A, B, C, or the Privacy Addendum that Covered California considers non-negotiable so proposers can avoid unnecessary exceptions?                                                                                                                                                               | Please refer to question 299.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 301. | Where Covered California rejects a Proposer’s exceptions, please confirm whether the corresponding Model Contract provisions will revert to and be deemed accepted as written, rather than the Proposer being deemed non-responsive, provided the Proposer remains willing to contract on the Model Contract terms as issued.                    | Covered California, in its sole discretion, determines if the proposed changes or exceptions materially change the contractual relationship between the parties thus making the proposal non-responsive to the RFP.                                                                                                                                                                                                                                                                                                                      |
| 302. | Please confirm whether the content shown in red font within the documents in the Model Contract - RFP 2025-19 folder is intended to be completed later during contract execution and should not be completed as part of the proposal response.                                                                                                   | The red font in the Model Contract – RFP 2025-19 documents will be completed prior to contract award by Covered California and is not required to be completed with Proposal submission.                                                                                                                                                                                                                                                                                                                                                 |
| 303. | Please confirm whether Offerors may submit redlined versions of Exhibit A, Attachment 1 - Work Authorization and Exhibit D - Privacy Addendum. These documents do not appear to be specifically listed under Section 4.2.3 Updated Model Contract with Exhibits on Page 23 of the main RFP.                                                      | Proposers may submit redlined versions of Exhibit A, Attachment 1 – Work Authorization and Exhibit D – Privacy Addendum. Covered California, in its sole discretion, determines if the proposed changes or exceptions materially change the contractual relationship between the parties thus making the proposal non-responsive to the RFP                                                                                                                                                                                              |

## User Support and Help Desk Questions

| No.  | Bidder Questions:                                                                                                                                                                                              | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                                            |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 304. | Does Covered California expect the Contractor to provide end-user helpdesk services (L1/L2), or will these remain internal or with a third party?                                                              | Proposers should base their support model on the in-scope Microsoft 365 and related cloud services described in the RFP and applicable Work Authorizations. Covered California is not providing a separate help desk/SLA matrix, ticket-volume baseline, or detailed support-tier split in this Q&A; proposers may describe their recommended support, escalation, and after-hours assumptions in their approach. |
| 305. | Is direct end user support needed, or does this primarily focus on administrative staff? (outside of integrating with business leaders etc. for feedback and input on design etc.)                             | Proposers should base their support model on the in-scope Microsoft 365 and related cloud services described in the RFP and applicable Work Authorizations. Covered California is not providing a separate help desk/SLA matrix, ticket-volume baseline, or detailed support-tier split in this Q&A; proposers may describe their recommended support, escalation, and after-hours assumptions in their approach. |
| 306. | If a user has a desktop issue, is that support response the responsibility of this RFP?                                                                                                                        | Proposers should assume support responsibilities are limited to the in-scope Microsoft 365 and related cloud services described in the RFP and applicable Work Authorizations. Broad enterprise desktop support should not be assumed unless specifically identified in a Work Authorization.                                                                                                                     |
| 307. | Please clarify the expected support model for this engagement, including whether the Contractor is expected to provide L2/L3 administration and engineering support only, or also end-user support activities. | Proposers should base their support model on the in-scope Microsoft 365 and related cloud services described in the RFP and applicable Work Authorizations. Covered California is not providing a separate help desk/SLA matrix, ticket-volume baseline, or detailed support-tier split in this Q&A; proposers may describe their recommended support, escalation, and after-hours assumptions in their approach. |

| No.  | Bidder Questions:                                                                                                                                                                                                                                                                    | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                                            |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 308. | Please clarify which routine administration, monitoring, configuration updates, feature rollout/deprecation reviews, optimization activities, and recurring operational tasks the Contractor is expected to own, support, or advise on.                                              | Proposers should base their support model on the in-scope Microsoft 365 and related cloud services described in the RFP and applicable Work Authorizations. Covered California is not providing a separate help desk/SLA matrix, ticket-volume baseline, or detailed support-tier split in this Q&A; proposers may describe their recommended support, escalation, and after-hours assumptions in their approach. |
| 309. | Please describe the expected support model, including support tiers, ticket categories and volumes if available, SLAs/OLAs, escalation paths, ownership boundaries, administrative roles, monitoring routines, and handoffs between Covered California, vendors, and internal teams. | Proposers should base their support model on the in-scope Microsoft 365 and related cloud services described in the RFP and applicable Work Authorizations. Covered California is not providing a separate help desk/SLA matrix, ticket-volume baseline, or detailed support-tier split in this Q&A; proposers may describe their recommended support, escalation, and after-hours assumptions in their approach. |
| 310. | We need to understand SLA requirements. Do you require 24x7 support? Or only for Business hours support & On-call support?                                                                                                                                                           | Proposers should base their support model on the in-scope Microsoft 365 and related cloud services described in the RFP and applicable Work Authorizations. Covered California is not providing a separate help desk/SLA matrix, ticket-volume baseline, or detailed support-tier split in this Q&A; proposers may describe their recommended support, escalation, and after-hours assumptions in their approach. |
| 311. | Does Covered California intend to establish specific service level expectations (e.g., incident response or resolution timeframes) under the resulting contract, or should Proposers offer their own service level approach as part of the Understanding and Approach narrative?     | Proposers should base their support model on the in-scope Microsoft 365 and related cloud services described in the RFP and applicable Work Authorizations. Covered California is not providing a separate help desk/SLA matrix, ticket-volume baseline, or detailed support-tier split in this Q&A; proposers may describe their recommended support, escalation, and after-hours assumptions in their approach. |

| No.  | Bidder Questions:                                                                                                                                                                                                                                                                         | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                                            |
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| 312. | Are there any expectations for after-hours or emergency support, such as response to security incidents or platform outages outside of normal business hours? If so, how should Proposers account for this in their rates, given that overtime will not be reimbursed under the contract? | Proposers should base their support model on the in-scope Microsoft 365 and related cloud services described in the RFP and applicable Work Authorizations. Covered California is not providing a separate help desk/SLA matrix, ticket-volume baseline, or detailed support-tier split in this Q&A; proposers may describe their recommended support, escalation, and after-hours assumptions in their approach. |
| 313. | Are services limited to business hours, or is after-hours/on-call support required?                                                                                                                                                                                                       | Proposers should base their support model on the in-scope Microsoft 365 and related cloud services described in the RFP and applicable Work Authorizations. Covered California is not providing a separate help desk/SLA matrix, ticket-volume baseline, or detailed support-tier split in this Q&A; proposers may describe their recommended support, escalation, and after-hours assumptions in their approach. |
| 314. | Are services expected only during standard business hours, or should proposers include after-hours, weekend, holiday, and emergency support coverage assumptions?                                                                                                                         | Proposers should base their support model on the in-scope Microsoft 365 and related cloud services described in the RFP and applicable Work Authorizations. Covered California is not providing a separate help desk/SLA matrix, ticket-volume baseline, or detailed support-tier split in this Q&A; proposers may describe their recommended support, escalation, and after-hours assumptions in their approach. |
| 315. | What level of responsibility is expected for security operations (monitoring, response, remediation)?                                                                                                                                                                                     | Proposers should base their support model on the in-scope Microsoft 365 and related cloud services described in the RFP and applicable Work Authorizations. Covered California is not providing a separate help desk/SLA matrix, ticket-volume baseline, or detailed support-tier split in this Q&A; proposers may describe their recommended support, escalation, and after-hours assumptions in their approach. |

| No.  | Bidder Questions:                                                                                                                                                                                          | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                                            |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 316. | Who owns incident response and escalation procedures?                                                                                                                                                      | Proposers should base their support model on the in-scope Microsoft 365 and related cloud services described in the RFP and applicable Work Authorizations. Covered California is not providing a separate help desk/SLA matrix, ticket-volume baseline, or detailed support-tier split in this Q&A; proposers may describe their recommended support, escalation, and after-hours assumptions in their approach. |
| 317. | Does the 48-hour issue communication requirement represent the only timing expectation, or are formal incident severity levels, response times, resolution targets, and escalation SLAs also required?     | Proposers should base their support model on the in-scope Microsoft 365 and related cloud services described in the RFP and applicable Work Authorizations. Covered California is not providing a separate help desk/SLA matrix, ticket-volume baseline, or detailed support-tier split in this Q&A; proposers may describe their recommended support, escalation, and after-hours assumptions in their approach. |
| 318. | Support requests that must be elevated to Microsoft can be owned by the partner, but does California have their own agreement in place with Microsoft to facilitate escalations such as an EA, CSAM, etc.? | Proposers should base their support model on the in-scope Microsoft 365 and related cloud services described in the RFP and applicable Work Authorizations. Covered California is not providing a separate help desk/SLA matrix, ticket-volume baseline, or detailed support-tier split in this Q&A; proposers may describe their recommended support, escalation, and after-hours assumptions in their approach. |
| 319. | Can Covered California provide an indicative distribution of effort across operational support, enhancement activities, and new development initiatives?                                                   | The contract scope is defined in the RFP, with Work Authorizations used to define specific tasks and provide additional detail within the broader contractual scope. Covered California is not providing estimated annual workload, predefined workload mixes, or representative backlog items in this Q&A; proposers should state their assumptions and propose a scalable approach aligned to the RFP.          |
| 320. | What level of support is expected for the SharePoint Hybrid environment during the contract term (administration, patching/upgrades, migration, application modernization, and operational support).       | Covered California is not providing additional legacy SharePoint hybrid/on-premises inventories, migration volumes, or modernization backlog details in this Q&A. Proposers should base their response on the RFP and identify any assumptions regarding hybrid or modernization support.                                                                                                                         |

*User Support and Help Desk Questions*

| No.  | Bidder Questions:                                                                                                                                                                                                                | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                                            |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 321. | End-User Feedback Mechanisms: Are there established mechanisms for gathering user feedback and measuring adoption success?                                                                                                       | Proposers should base their support model on the in-scope Microsoft 365 and related cloud services described in the RFP and applicable Work Authorizations. Covered California is not providing a separate help desk/SLA matrix, ticket-volume baseline, or detailed support-tier split in this Q&A; proposers may describe their recommended support, escalation, and after-hours assumptions in their approach. |
| 322. | How are deliverables defined, approved, and accepted for ongoing operational and support activities?                                                                                                                             | Proposers should base their support model on the in-scope Microsoft 365 and related cloud services described in the RFP and applicable Work Authorizations. Covered California is not providing a separate help desk/SLA matrix, ticket-volume baseline, or detailed support-tier split in this Q&A; proposers may describe their recommended support, escalation, and after-hours assumptions in their approach. |
| 323. | Change Readiness & Rollout Practices: How are new capabilities (e.g., Teams features, Power Platform solutions, Copilot) typically introduced to the organization (e.g., pilot programs, phased rollout, enterprise deployment)? | Proposers should base their support model on the in-scope Microsoft 365 and related cloud services described in the RFP and applicable Work Authorizations. Covered California is not providing a separate help desk/SLA matrix, ticket-volume baseline, or detailed support-tier split in this Q&A; proposers may describe their recommended support, escalation, and after-hours assumptions in their approach. |
| 324. | Internal Communications Alignment: How are platform changes (e.g., new features, updates, governance policies) communicated to end users?                                                                                        | Proposers should base their support model on the in-scope Microsoft 365 and related cloud services described in the RFP and applicable Work Authorizations. Covered California is not providing a separate help desk/SLA matrix, ticket-volume baseline, or detailed support-tier split in this Q&A; proposers may describe their recommended support, escalation, and after-hours assumptions in their approach. |

| No.  | Bidder Questions:                                                                                                                                                                                 | Covered CA - Response:                                                                                                                                                                                                                                                                                                                                                                                            |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 325. | Stakeholder Engagement: Are there designated teams or roles responsible for coordinating communication, training, and end-user engagement?                                                        | Proposers should base their support model on the in-scope Microsoft 365 and related cloud services described in the RFP and applicable Work Authorizations. Covered California is not providing a separate help desk/SLA matrix, ticket-volume baseline, or detailed support-tier split in this Q&A; proposers may describe their recommended support, escalation, and after-hours assumptions in their approach. |
| 326. | Will Covered California require the contractor to provide helpdesk ticketing software, or will the contractor operate directly within Covered California's existing ITSM tool (e.g., ServiceNow)? | Proposers should base their support model on the in-scope Microsoft 365 and related cloud services described in the RFP and applicable Work Authorizations. Covered California is not providing a separate help desk/SLA matrix, ticket-volume baseline, or detailed support-tier split in this Q&A; proposers may describe their recommended support, escalation, and after-hours assumptions in their approach. |
| 327. | What scope of support is expected for external users, partners, or third-party collaborators accessing Microsoft 365 services?                                                                    | Proposers should base their support model on the in-scope Microsoft 365 and related cloud services described in the RFP and applicable Work Authorizations. Covered California is not providing a separate help desk/SLA matrix, ticket-volume baseline, or detailed support-tier split in this Q&A; proposers may describe their recommended support, escalation, and after-hours assumptions in their approach. |

## Background Check Questions

| No.  | Bidder Questions:                                                                                                                                                                                                                                                                                                                                                                                                                     | Covered CA - Response:                                                                                                                                                                                                                                         |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 328. | The Scope of Work requires staff to comply with criminal background checks before accessing confidential information. Who from Covered California will be the primary contact to initiate and manage this clearance process for staff and subcontractors, and what is the estimated timeline to get staff cleared and ready to begin work? This is a critical logistical and scheduling question that impacts the project start date. | If it is determined that background checks are required for Contractor personnel, the Contract Manager will work with the winning Proposer to coordinate background checks prior to work commencing. The typical turnaround for this process is two (2) weeks. |
| 329. | Are background investigations or security clearances required before contractor personnel begin work?                                                                                                                                                                                                                                                                                                                                 | If it is determined that background checks are required for Contractor personnel, the Contract Manager will work with the winning Proposer to coordinate background checks prior to work commencing. The typical turnaround for this process is two (2) weeks. |

## Questions about Incumbent Vendor and Knowledge Transfer

| No.  | Bidder Questions:                                                                                                                                                                                                                  | Covered CA - Response:                                                                                                              |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| 330. | Is there a current incumbent provider already providing the services requested? If yes, are there any pain points?                                                                                                                 | While there is no current contract for these services, the previous contractor was Kiefer Consulting, LLC.                          |
| 331. | Is there a current contractor providing these services?                                                                                                                                                                            | While there is no current contract for these services, the previous contractor was Kiefer Consulting, LLC.                          |
| 332. | Is there an incumbent contractor currently providing these or similar services to Covered California, and if so, is this RFP intended to re-compete existing scope, expand it, or bring previously in-house work to a third party? | While there is no current contract for these services, the previous contractor was Kiefer Consulting, LLC.                          |
| 333. | Could you please provide the name(s) of the current incumbent vendor(s) providing Microsoft 365 and related cloud services to Covered California?                                                                                  | While there is no current contract for these services, the previous contractor was Kiefer Consulting, LLC.                          |
| 334. | Is the current contract pricing, rate card, or awarded contract value for the incumbent(s) publicly available? If so, could you please provide the contract number or a link to the pricing information?                           | If a vendor would like to request any documents, they can reach out to <a href="mailto:PRA@Covered.ca.gov">PRA@Covered.ca.gov</a> . |
| 335. | Please let us know if there is an incumbent on this contract? If yes, please share the details of the same?                                                                                                                        | While there is no current contract for these services, the previous contractor was Kiefer Consulting, LLC.                          |
| 336. | If there is an incumbent please share the contract value and annual spend under that contract? Is the incumbent eligible to compete for this solicitation?                                                                         | While there is no current contract for these services, the previous contractor was Kiefer Consulting, LLC.                          |
| 337. | Is there an incumbent currently working on this project?                                                                                                                                                                           | While there is no current contract for these services, the previous contractor was Kiefer Consulting, LLC.                          |
| 338. | Is this procurement a re-compete of an existing contract, a functional replacement of a previous solicitation, or a new requirement?                                                                                               | This solicitation is a renewal of an existing contract.                                                                             |

| No.  | Bidder Questions:                                                                                                                                                                                                                             | Covered CA - Response:                                                                                                                                                                                                                                                   |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 339. | Is there a preferred transition timeline from the incumbent provider to the newly selected contractor?                                                                                                                                        | There is no current contract for these services.                                                                                                                                                                                                                         |
| 340. | Will transition and knowledge transfer support be provided?                                                                                                                                                                                   | There is no current contract for these services. Transition, onboarding, documentation, and knowledge-transfer expectations will be coordinated with the awarded proposer at contract start; any available documentation will be shared during onboarding as applicable. |
| 341. | Will knowledge transfer from the incumbent contractor to the awarded vendor be provided during the transition period?                                                                                                                         | There is no current contract for these services.                                                                                                                                                                                                                         |
| 342. | Is a formal onboarding period expected at contract start?                                                                                                                                                                                     | There is no current contract for these services. Transition, onboarding, documentation, and knowledge-transfer expectations will be coordinated with the awarded proposer at contract start; any available documentation will be shared during onboarding as applicable. |
| 343. | Does the client expect a formal transition-in plan, shadowing period, and incumbent knowledge transfer, and if so what duration should proposers assume?                                                                                      | There is no current contract for these services. Transition, onboarding, documentation, and knowledge-transfer expectations will be coordinated with the awarded proposer at contract start; any available documentation will be shared during onboarding as applicable. |
| 344. | Are there existing operational runbooks, architecture documents, configuration baselines, and support documentation that will be provided during transition, or is documentation creation and remediation expected as part of the engagement? | There is no current contract for these services. Transition, onboarding, documentation, and knowledge-transfer expectations will be coordinated with the awarded proposer at contract start; any available documentation will be shared during onboarding as applicable. |
| 345. | Could you please describe how these services are currently being managed?                                                                                                                                                                     | There is no current contract for these services. Transition, onboarding, documentation, and knowledge-transfer expectations will be coordinated with the awarded proposer at contract start; any available documentation will be shared during onboarding as applicable. |

| No.  | Bidder Questions:                                                                                                                                                                                                                                         | Covered CA - Response:                                                                                                                                                                                                                                                   |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 346. | For knowledge transfer requirements, could you please let us know how that should be planned? Number of trainings expected? Formal documentation templates? Any specific Runbooks format or tool to follow? KT frequency with team and medium to connect? | There is no current contract for these services. Transition, onboarding, documentation, and knowledge-transfer expectations will be coordinated with the awarded proposer at contract start; any available documentation will be shared during onboarding as applicable. |
| 347. | What are the key pain points with the current vendor?                                                                                                                                                                                                     | There is no current contract for these services.                                                                                                                                                                                                                         |