

RFP 2018-05 – Audit Services Management Software  
Questions and Answers

QUESTION	ANSWER
1. Can the response be sent via email instead of hard copy?	No.
2. If hard copy is required we are also supposed to provide a CD-ROM. Can we provide a flash drive instead of a CD-ROM? Our laptops do not have cd drives?	CD-ROM is required
3. How many auditors are in the department (i.e., how many users)?	18 licenses
4. Whether companies from Outside USA can apply for this? (like, from India or Canada)	Outsourcing of the information system to services outside the continental U.S. is prohibited, must be authorized by the CIO of CMS.
5. Whether we need to come over there for meetings?	Video conference will be sufficient
6. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)	See response to Question 4.
7. Can we submit the proposals via email?	See response to Question 1.
8. Responses shall not exceed \$110,000 in the first year, and \$32,000 for each optional year thereafter.  <b>Q:</b> If cost for Years 2 and 3 are higher than \$32,000, will multi-year prepaid agreements be considered to keep total cost below the provided cap?	Multi-year prepaid agreements is not an option. Cost for optional years 2 and 3 must not exceed \$32,000 per year.
9. The software shall comply with the following standards: MARS-E (NIST 800-53) moderate baseline control; Federal Risk and Authorization Management Program (FedRAMP); Federal Information Processing Standard (FIPS) 140-2.  <b>Q:</b> Are these three frameworks all required, or will compliance of at least one suffice? We have not seen FedRAMP mandated at the state-level, so any clarification is appreciated.	The solution shall comply with all listed security framework and standards. FedRAMP certified is a must for all cloud services solution. To protect the confidentiality and integrity of sensitive data, the solution must be FIPS-140 Compliant.
10. Contractor shall provide all training materials and host a minimum of four (4) days training sessions at Covered California’s headquarters.  <b>Q:</b> Should onsite training costs be included in the proposal? Or priced ad-hoc, as most customers complete training and implementation virtually?	Onsite training cost should be inclusive of the first year cost.