

# RFP 2024-02 – Generative Artificial Intelligence (GAI) and Artificial Intelligence (AI) Consultancy Services

## Questions and Answers

No.	Bidder Questions:	Covered CA - Response:
1.	<p><b>Insurance Requirements:</b></p> <p>a. Are the listed insurance coverages (liability, workers' compensation, and automobile liability) mandatory for this project? Historically, we have only been required to provide a Certificate of Liability Insurance for our prior enterprise clients.</p> <p>b. As we primarily work with a network of trusted subcontractors who carry their own insurance, would we need to provide proof of their coverage as well?</p> <p>c. Is it necessary to furnish proof of coverage upon RFP submission, or is this required only after the RFP is awarded?</p>	<p>1.a. Yes. Liability, workers' compensation, and automobile liability insurance is mandatory for all Covered California contracts.</p> <p>1. b. The prime contractor assumes responsibility for required coverage. CCA would not need proof of their network of sub-contractors' coverage.</p> <p>1. c. see RFP 4.2.2 Required Documents if Proposer cannot include insurance mandates with proposal.</p>
2.	<p><b>Scope of Work:</b></p> <p>1. Can you provide more details on the expected deliverables for each phase outlined in <b>Exhibit A - Scope of Work</b>? Specifically, what format and level of detail are expected for the technology assessment and strategic roadmap? The current outline typically serves as a preliminary framework prior to a full assessment/discovery.</p> <p>2. Are there specific performance metrics or KPIs that Covered California expects to be included in the strategic roadmap?</p>	<p>1. Covered California would be working with the selected vendor to determine the desired output for each of the deliverables.</p> <p>2. KPIs should include but are not limited to time and cost savings, employee satisfaction, customer satisfaction, etc.</p>
3.	<p><b>Team Qualifications and Resumes:</b></p> <p>1. Are there specific guidelines on the format and length of resumes to be submitted as <b>Exhibit C, Attachment 1</b>? Is there a particular emphasis on certain qualifications or experiences? Would a short summary of qualifications or LinkedIn profiles be acceptable?</p> <p>2. Are letters of reference or additional supporting documents required or recommended to demonstrate team qualifications?</p>	<p>1. The resumes should be tailored to show how the proposed resources meet the minimum qualifications. The review team will only consider information that is included in the RFP response and will not navigate to external sites like LinkedIn.</p> <p>2. We are not requiring letters of recommendations or other supporting documents as part of this solicitation.</p>

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4.	<p><b>Cost Proposal:</b></p> <p>1. For <b>Exhibit B, Attachment 1 - Cost Worksheet</b>, should costs be itemized by project phase or by resource type? Are there specific categories or cost elements that must be included?</p> <p>2. Are there any restrictions or guidelines regarding the inclusion of indirect costs or overhead in the cost proposal?</p>	<ol style="list-style-type: none"> <li>1. The cost worksheet should be updated with the proposed resource type and hourly rate.</li> <li>2. The proposed hourly rate for resources should be all inclusive of any required overhead, travel, etc.</li> </ol>
5.	<p><b>Proposal Evaluation Criteria:</b></p> <p>1. Is there an incumbent AI consultant/vendor that Covered California has worked with and who is participating in this RFP?</p> <p>2. Could you provide more details on how the narrative content will be evaluated, particularly the weighting and scoring methodology for the different sections of the technical proposal?</p> <p>3. What specific aspects of corporate qualifications and past projects are most critical to the evaluation process?</p>	<ol style="list-style-type: none"> <li>1. Covered California doesn't have an incumbent working on AI.</li> <li>2. The review team will meet to review the responses, the team will capture any comments and score based on the total available points for each of the areas. All weights for scoring are listed in section 5.2.1 (Evaluation categories and Criteria) of the RFP.</li> <li>3. Proposals should include qualifications and past projects that are related to the requested services in the RFP and SOW.</li> </ol>
6.	<p><b>Corporation in Good Standing:</b></p> <p>1. Does the requirement for a corporation to be in good standing with the California Secretary of State imply that out-of-state companies are considered foreign entities (we are based in New York)? If so, what specific steps must a U.S.-based company take to comply with this requirement?</p>	<p>See RFP Section 1.11 Rejection of Proposal, Paragraph 2. a. Both domestic and foreign (those incorporated outside of California) corporations must be in good standing to be qualified to do business in California.</p> <p>Also,</p> <p>If the Proposer organization is incorporated, proof of Active status with the California SOS must be provided in one of the following forms:</p> <ol style="list-style-type: none"> <li>i. A copy of the Proposer's current Certificate of Status issued by the SOS; or</li> <li>ii. A copy of the Proposer's Entity Detail page from the SOS's Business Search website (<a href="https://bizfileonline.sos.ca.gov/search/business">https://bizfileonline.sos.ca.gov/search/business</a>).</li> </ol>
7.	<p>In the RFP document, Section 5.2.1 Evaluation Categories and Criteria, the % of total for Past Projects states "200%." Should this be 20%?</p>	<p>Addendum 2 has been released to update the weighting to 20%</p>

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8.	<p>General</p> <p>Can Covered California please describe the organization of its team to collaborate with the awarded contractor on the scope of services?</p>	<p>Within the IT Division Covered California has a team that is responsible for AI &amp; Innovation. The selected vendor will be working closely with that team as well as the business divisions across the department.</p>
9.	<p>RFP Section 4.3.3 Project Team Qualifications</p> <p>RFP Section 4.3.3.1 Resumes</p> <p>Please confirm that proposer team resumes are excluded from the 5-page count.</p>	<p>RFP Section 4.3.3 Project Team Qualifications are subject to the 5-page limit</p> <p>RFP Section 4.3.3.1 Resumes are not subject to the 5-page limit, however, proposers are encouraged to tailor the resumes to only what is relevant to this solicitation.</p>
10.	<p>In the RFP Document (P.15 of 35), under 2.2 Project Team Desirable Qualifications no. 4. instead of private sector, should this be public sector?</p>	<p>The desirable qualification is asking for vendors who have used private sector experience to improve the public sector challenges.</p>
11	<p>In the RFP Document (P.22 of 35), under 4.2.2 Required Documents, for i. are we able to provide our Evidence of Insurance using the Acord Form instead of the actual Certificate of Insurance at time of RFP submission?</p>	<p>No. See Response #1.</p>
12	<p>In the RFP Document (P.22 of 35), under 4.2.3 Updated Model Contract with Exhibits, for no. 2 if we don't have any changes to Exhibit B, Attachment 1 - Cost Worksheet, can we just complete the form and then submit in Word, or would you rather have this back in PDF?</p>	<p>Yes. Please submit updated Model Contract Exhibits in Word.</p>
13	<p>In the Exhibit B-Budget Detail and Payment Provision Document (P.1 of 3), under A. Invoicing and Payment, for no. 1 we are just inputting the total for the initial 3-year term contract, correct?</p>	<p>That is correct.</p>
14	<p>Are we able to state any clarifications or comments to Exhibit D-Privacy Addendum?</p>	<p>Yes.</p>
15	<p>Exhibit A - Location Specifications</p> <p>Is it mandatory to work from the provided location in California, or can we explore a cost-effective hybrid team approach with onshore and offshore/nearshore components, while maintaining a core team in California?</p>	<p>The selected vendor will be able to be remote, however, Covered California may require onsite meetings which would be planned with the vendor in advance to allow for travel.</p>
16	<p>RFP Section 1.9 Submission Format</p> <p>We understand that we need to submit the RFP response document in Word format. Please confirm.</p>	<p>See RFP 1.9 Format of Proposals. Any required attachments to be signed can be sent PDF; however, proposer suggested changes to Model Contract Exhibits must be returned in Word format with track changes.</p>

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17	<p>Tools &amp; Technologies</p> <p>What is the existing technology stack / infrastructure used at Covered California for GAI or AI?</p>	<p>Currently there is limited GAI and AI use. We have delivered an internal secure version of ChatGPT, GitHub Co-Pilot, and Grammarly. We are currently piloting Glean for enterprise search.</p>
18	<p>Tools &amp; Technologies</p> <p>Can you please provide the preferred Target state technology stack or it should be provided by the vendor as part of recommendation?</p>	<p>The selected vendor will work with Covered California to make any recommendations.</p>
19	<p>Exhibit A Scope of Work</p> <p>Please clarify what "General Artificial Intelligence" refers to? It's not a commonly used terminology, a couple of examples/use cases will be helpful to understand. Is it the same as "Generative Artificial Intelligence"?</p>	<p>Addendum 1 was released which updated "General" to "Generative" this was a typo with the initial release of the RFP and SOW.</p>
20	<p>Exhibit A Scope of Work</p> <p>We assume that development and implementation of the GAI/AI use cases is out of scope of this RFP. We assume that Covered California will do continuous development and implementation. Please let us know if our understanding is correct. If there is an envisage timeline for development and implementation, please let us know. This will help us scope the program management, KT support etc. efforts better.</p>	<p>This understanding is correct.</p>
21	<p>Exhibit A Scope of Work</p> <p>Are there any specific organizational standards to be followed while developing and delivering the trainings?</p>	<p>Yes, there are standard systems and processes in place for developing and delivering training including a style guide for meeting accessibility standards.</p>
22	<p>Business Information</p> <p>Are there external vendors or third parties that the selected vendor will need to coordinate with for this project? This will help us in setting up appropriate governance structure.</p>	<p>No.</p>
23	<p>Please confirm our assumption that the winner bidder will have the ability to participate in the actual implementation of the AI solutions for and on behalf of Covered California as long as they (the winning bidder) are not acting in a decision-making capacity for the work they do under this contract?</p>	<p>As the contractor will be presenting Covered California with options and not making decisions on which tools are selected. The vendor may be selected to work on the selected tool.</p>
24	<p>According to Exhibit C – IT General Terms and Conditions, Section UU. Follow-On Contracts, the awarded contractor will be precluded from follow on work (e.g. implementing any identified use cases, implementing technology recommendations, or assisting with steps in the implementation roadmap, etc.). Can Covered California please confirm that this is a correct interpretation of this T&amp;C language?</p>	<p>Section UU in its entirety applies to contracts, if the selected vendor recommends a tool that requires contracting then Covered California would evaluate Section UU and any applicable rules to determine if or how the software may be acquired.</p>

<b>No.</b>	<b>Bidder Questions:</b>	<b>Covered CA - Response:</b>
25	Would Covered California modify the minimum and desirable team qualifications so the language is updated to state "GAI OR AI" for years of experience? (e.g., MQ1, MQ2)	We are looking for resources that have background in both GAI and AI.
26	Covered California has limited the Understanding and Approach response to 5 pages but there are 7 deliverables requested in the Statement of Work. Would Covered California increase the page limit to 8 pages to allow vendors to have at least one page to adequately describe how each deliverable will be addressed?	Addendum #2 has been released updating the page count to eight.
27	Is Covered California currently engaged in any Proof of Concepts with AI or GenAI with any specific vendors? If yes, can you please provide some insights into what kind of efforts are currently underway?	No.
28	AI and GenAI has multiple use cases in the M&O space where CoveredCA may have existing vendors supporting it and know more details of current state compared to others. Will those vendors be precluded from this work?	No.
29	Would Covered California extend the proposal due date to allow for more thorough responses?	Addendum #2 has been released with an updated due date.

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30.	<p>A) Is Covered California looking for an enterprise grade AI Solutions and AI Education Services and support requirements? Term 36 month Sept. 2024 -August 2027 are there extensions?</p> <p><b>AI Management Stack</b></p> <ul style="list-style-type: none"> <li>• Enterprise-class platform for AI training</li> <li>• End-to-End software for accelerated AI</li> <li>• Production grade pretrained AI models</li> </ul> <p><b>Accelerated Compute</b></p> <ul style="list-style-type: none"> <li>• Fully integrated hardware and software solution on which to build your AI Center of Excellence</li> <li>• Proven reference architectures for AI infrastructure delivered with Hitachi's leading storage technology</li> </ul> <p><b>Switching</b></p> <ul style="list-style-type: none"> <li>• 400Gb Ethernet &amp; NDR InfiniBand Connectivity</li> <li>• Highly scalable &amp; self-healing network capabilities</li> <li>• High-speed, extremely low-latency, and scalable networking</li> </ul> <p><b>High-Performance Parallel Filesystem</b></p> <ul style="list-style-type: none"> <li>• Accelerated filesystem to match the mixed AI workload</li> <li>• Modern consumption improving AI workloads (GPUDirect, POSIX, S3)</li> <li>• Latest generation platform to support the highest concentrated workloads</li> <li>• Native data offloading capabilities to support better economics at scale</li> </ul> <p><b>Scale-out Object Storage Tier</b></p> <ul style="list-style-type: none"> <li>• Object storage density to provide best storage economics at density</li> <li>• Erasure coding protection designed for large scale volumes of data</li> <li>• Data reduction &amp; compression for ultimate capacity efficiency</li> </ul>	<p>No, Covered California is seeking a consultancy firm to support developing its GAI program which includes identifying use cases. Proposers are encouraged to read the SOW.</p> <p>The contract term and amendment information is listed in RFP sections 1.4 and 1.5.</p>
31.	<p>B) Is Covered California looking to consolidate disparate storage, data and application silos with a single architectural framework to deliver AI-driven data management operations and accelerate discovery of new business insights? Also we are asking 10 questions below:</p>	<p>No.</p>

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32	1) Modernize data management with a common management framework across both structured and unstructured data. Efficiently store, manage, protect, discover and analyze all virtualized data resources to reduce data infrastructure costs and enable automated data management and analytical operations.	This doesn't appear to be a question.
33	2) Scalable, high-performance data infrastructure provides enterprise storage scalability, boosts application performance, and ensures high data availability and reliability. Utilize a single data plane through storage virtualization to consolidate distributed, heterogeneous and 3rd party data silos for simplifying data management practices and reducing storage costs.	This doesn't appear to be a question.
34	3) Unify management across data assets with a shared data management approach to enable common data services for automated resource provisioning, performance and capacity optimization, customized data protection and secure ransomware protection.	This doesn't appear to be a question.
35	4) Gain enterprise-wide view for data analytics by automating DataOps to streamline data intelligence and analytics. Facilitate data discovery and metadata classification throughout the data lifecycle to quickly uncover new data-driven business insights. Enable rapid out-of-the-box data integrations with 600+ IT and OT distributed data sources.	This doesn't appear to be a question.
36	5) Intelligent data management analysis utilizes data intelligence and usage trends to implement smart and dynamic data placement, movement, and tiering for optimal price/performance efficiency.	This doesn't appear to be a question.
37	6) Proven Hitachi VSP storage reliability is consistently ranked highest by Gartner for primary storage enterprise RAS (Reliability, Availability, and Serviceability) and offers the industry's longest 100% data availability guarantee to ensure the right data will always be, at the right place, at the right time.	This doesn't appear to be a question.
38	7) Improve storage investment ROI by extending the life of existing storage assets through virtualization without requiring significant hardware upgrades. Easily migrate data off of legacy storage assets and eliminate complicated migration projects and forklift platform upgrades with data-in-place migrations.	This doesn't appear to be a question.

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39	<p>8) Automate data management operations with a common Storage OS to enable efficient data management operations, policy-based data placement, streamlined data migrations and application specific SLAs to ensure mission-critical application requirements for data access, availability and protection are being met.</p>	This doesn't appear to be a question.
40	<p>9) AIOps management approach enables AI-driven operations and eliminates the use of multiple management tools. Gain operational insights to make informed IT decisions to simplify common administrative tasks, automate resource provisioning and streamline performance/capacity management.</p> <p>Enable faster resource delivery up to 90% and reduce manual management processes up to 70% to empower IT staff to do more with less.</p>	This doesn't appear to be a question.
41	<p>10) Secure all data against ransomware by protecting all data storage assets with modern cyber resiliency capabilities including immutable data resources, secure snapshots and air-gapped storage systems (physical or logical) for comprehensive and cost-effective protection.</p>	This doesn't appear to be a question.
42	<p>3. Scope of Work; 3.2 Purpose 16-17 Technology Assessment:</p> <ul style="list-style-type: none"> <li>• Is there an existing inventory of technologies and systems currently in use?</li> </ul>	Yes.
43	<p>3. Scope of Work; 3.2 Purpose 16-17</p> <p>Use Case Identification:</p> <ul style="list-style-type: none"> <li>• Are there specific departments or processes within Covered California that are prioritized for GAI/AI integration?</li> <li>• What are the key performance indicators (KPIs) that Covered California aims to improve through GAI/AI implementation?</li> </ul>	<ol style="list-style-type: none"> <li>1. No, we will work with the selected vendor to identify which divisions and processes should be prioritized first.</li> <li>2. Please see question #2</li> </ol>
44	<p>3. Scope of Work; 3.2 Purpose 16-17</p> <p>Implementation Roadmap:</p> <ul style="list-style-type: none"> <li>• Are there any critical deadlines or milestones that need to be factored into the roadmap?</li> </ul>	No.
45	<p>Do you require program support throughout the entire potential contract term, or is it acceptable to complete the requested work on a shorter timeline?</p>	We are seeking support through the duration of the contract.



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46	Are proposals required to include proposed costs based on a resources x hourly cost basis, or are outcome based, fixed cost proposals also acceptable?	We are seeking responses to show the hourly rate.
47	Do all project team members need to be identified at the time of proposal submission, or can some additional team members and their resumes be communicated to Covered California during contract negotiations / prior to contract start?	Key personnel are required to be identified as part of the submission.
48	Do any potential partners or subcontractors need to be identified at time of proposal, or can they be identified - with Covered California's approval - during implementation.	Key personnel are required to be identified as part of the submission.
49	Technology Assessment: Is the technology assessment intended to be an exhaustive evaluation of all Covered California technology (infrastructure, end-user compute, networking, labor, etc) or focused on those areas where there are potential AI/GenAI use cases?	The assessment should include where AI/GAI is to be used.
50	Use case identification: Is there a preference or assumption around use cases focusing more on employees, stakeholders and/or Californians, or is there equal opportunity for 'back-end' use cases that might e.g. improve cyber security risk or data governance?	<p>Covered California's strategic focus areas include:</p> <p><b>Prioritizing Solutions that Support Employee Productivity, Customer Engagement, and Customer Experience:</b> Our AI initiatives will prioritize solutions that enhance employee productivity, engage customers effectively, and improve overall customer experience. By focusing on these areas, we aim to create meaningful and impactful outcomes.</p> <p>There is opportunities to review and propose other use case scenarios.</p>
51	Use case identification: have there been any efforts to date to identify AI/GenAI use cases that provide a starting point for this work, or would this program be the start of these efforts?	Yes, we have identified some starting use cases.
52	Program Management: Do you expect the contractor to staff the Program Management Office for up to the three-year contract term, or to design the governance framework, processes, monitoring approaches, etc to be implemented by Covered California staff?	We are seeking a vendor to standup and maintain the AI/GAI & Innovation Program through the entire contract.
53	Technology recommendations: Does Covered California have any existing or preferred technology providers and/or platforms from which AI/GenAI solutions should be sought or against which alternative options would need to be evaluated?	No.

<b>No.</b>	<b>Bidder Questions:</b>	<b>Covered CA - Response:</b>
54	Knowledge Transfer and Capacity Building: Does the scope include the delivery of training programs over the course of the contract duration, or is delivery to be handled by CCU staff?	The selected vendor will be responsible for working with CCU to deliver the training to staff.
55	Due to the nature and scope of this RFP will Covered California consider hybrid remote/on-site team structure for this contract? For example, can some of the team be on-site part time and others be remote and go on-site as necessary?	Yes, please see question #15.
56	If a bidder submits resumes for specific individuals as required within the RFP and that individual(s) employment or availability changes during the review and scoring process of the RFP how does Covered California want us to notify them?	If the proposed individual changes after award the vendor will need to work with the contract manager to review and approve the proposed replacement.
57	If during the engagement with Covered California decides to move forward with a proposed solution as an outcome of this engagement will the awarded vendor or this contract be prohibited from selling and providing deployment services of the newly proposed solution?	See answer to question 23.