

RFP 2025-08: Business Solutions Analysis Services
Questions and Answers

No.	Bidder Questions:	Covered CA - Response:
1.	As per Section 3.3.6, proposers are required to provide a narrative description of up to five (5) projects completed within the past two (2) years that are relevant to the tasks outlined in the Scope of Work (SOW). Query: May we include ongoing engagements that, while not specifically related to healthcare or insurance, are within the Data Analytics domain? We would like to confirm whether such projects would meet the eligibility criteria for this bid.	Yes, vendors can submit projects in progress, however as they are not delivered they may not be scored equally to vendors who have delivered on 5 projects.
2.	Who are previous incumbents on this project?	Sim Infotech
3.	What was the annual spend for the previous year on this Project?	\$805,000
4.	If this is a new contract, what is the anticipated budget for this contract?	This is not a new contract. As stated in the RFP, the budget for this contract cannot exceed \$1.2 million per year.
5.	Is this RFP intended for a single-vendor award or multiple-vendor awards?	A single vendor will be awarded the contract.
6.	Are you open to a hybrid delivery model with a mix of offshore and onshore resources?	No. Staff will be required to attend in person meetings in California. Preference is for them to reside within the State.
7.	Work will be onsite or remote?	Work is predominantly remote with in person attendance required monthly at a minimum. Staff must be available to travel to the Sacramento office on demand with 24hrs notice.
8.	Can you please give us an extension of 1-2 weeks to submit our proposal?	Due to the Anticipated Contract Start Date, we are not able to provide any more time for the proposals.
9.	Is this contract intended to be awarded to a single vendor or to multiple vendors?	See response to question #5.

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10.	What is the exact location where the work will take place?	Any onsite work will be done at: 1601 Exposition Blvd Sacramento, CA 95815
11.	Are there any specific security or compliance requirements for working with Covered California's systems?	Please see Exhibit D – Privacy Addendum for security and compliance requirements.
12.	Are there any mandatory certifications or qualifications (beyond experience) required for this project?	There are no mandatory certifications or qualifications (beyond the specified experience requirements) required for this project. Proposers must demonstrate that their proposed staff meet the mandatory experience qualifications outlined in the RFP and provide the required administrative documentation. While education, training, and professional certifications may be considered in the evaluation process, they are not required for eligibility or contract award.
13.	What is the expected timeline for project deliverables, and are there penalties for delays or underperformance?	Specific deadlines for each deliverable are to be determined by Covered California and communicated to the contractor. The contract does not include a single, fixed schedule for all deliverables; instead, timelines are set as part of the ongoing project management process. While there are no explicit financial penalties for delays, persistent failure to meet requirements can result in contract termination.

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14.	What are the key performance indicators (KPIs) or metrics Covered California will use to evaluate performance?	Performance under this contract will be evaluated primarily through the quality and timeliness of deliverables, adherence to reporting requirements, responsiveness to feedback, and overall compliance with contract terms. While the RFP does not enumerate quantitative KPIs, contractors are expected to meet all requirements and maintain high standards of service as assessed by Covered California's project management and contract representatives
15.	Are there any conflict-of-interest considerations we should be aware of when submitting a proposal?	Please refer to the Exhibit C, section JJ Contractor Limitations and Exhibit C, section KK. Statement of Economic Interests regarding conflict of interest information.
16.	Could Covered California please confirm whether this solicitation represents a new contract or a renewal? If it is a renewal, kindly provide the name of the incumbent vendor.	See response to question 2 and question 4.
17.	If this opportunity pertains to an existing contract, could Covered California confirm whether any performance evaluations or feedback reports were recorded during the previous engagement?	No performance evaluations or feedback reports were recorded for the previous engagement
18.	The RFP mentions onsite work requirements, while Exhibit A – Scope of Work references remote work/ sometimes on-site. Could Covered California please clarify the expected work model (onsite, remote, or hybrid)? If hybrid, please specify the anticipated onsite frequency or percentage.	See response to question 7

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19.	The Cost Worksheet includes a section titled "Task Description." Could Covered California please clarify what information should be entered in this field—such as resource names, task titles, or specific deliverables?	Cost Worksheets are customizable based on contract terms. Task Description will document the hourly rate for each analyst on this contract.
20.	Under the Mandatory Qualifications section (MQ1 and MQ2), the sentences appear to be incomplete. Could Covered California please review and confirm the intended wording or provide clarification?	MQ1: Must have a minimum of five (5) years' experience providing project, technical, or functional management support on IT projects with the primary responsibility, size, and scope comparable to the business needs of CalHEERS or a large-scale government IT Projects MQ2: Must have a minimum of five (5) years' experience following SDLCs in order to identify, evaluate, and recommend business or technical requirements applied to the design and development of systems and networks.
21.	Section 3.3.4, point 2(d), requests "evidence of experience performing the services outlined in the SOW." Could Covered California please specify what type of evidence is acceptable (e.g., project summaries, client references, case studies) and how many examples are required?	We will accept Project Summaries, Client References, or Summaries of Project Duration and Volume of Experience. We would expect 2-4 examples to document sufficient experience.
22.	Section 3.3.6 requests proposers to narratively describe up to five (5) projects completed in the past two (2) years. Could Covered California please clarify whether additional supporting documentation—beyond the narrative descriptions—is required (e.g., client references, performance metrics, or project artifacts)?	No additional supporting documentation is required for this requirement.

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23.	Item 7 requests “license and/or certification numbers required to satisfy the minimum or desirable qualifications.” Could Covered California please clarify which specific licenses or certifications, if any, are applicable to this solicitation?	#7 is not required for this solicitation.
24.	Can you confirm if CalHEERS uses Agile, Waterfall, or Hybrid SDLC methodology?	CalHEERS predominantly uses Waterfall methodology. There are some workstreams that operate in an Agile or Hybrid fashion.
25.	Will Business Analysts be expected to work within that SDLC framework?	Yes, business analysts will be expected to work within a standard Waterfall SDLC framework.
26.	What is the expected role of analysts in supporting emerging technologies like Salesforce, Chatbot, and Data Warehouse?	Analysts are expected to provide analysis services on all existing CalHEERS and emerging technologies, including consumer relationship management tools (Salesforce), Chatbot, and Data Warehouse. Their role includes requirements gathering; process and system design; development , implementation, maintenance, and ongoing operations support for these technologies.
27.	What is the cadence and format of JAD sessions (e.g., weekly, virtual)?	JAD sessions are held daily and are attended virtually. Staff assignments dictate how often each analyst attends but typical workloads would require 2 – 3 JADS per week.
28.	Will analysts be assigned to specific domains or rotate across technologies?	Yes, analysts will be assigned specific domains to act as SMEs. Rotation may be required to ensure coverage during staffing vacancies.
29.	Are analysts expected to support system interoperability with SAWS, Medi-Cal, or health plans?	Yes, desirable qualifications include experience working with State Welfare Medi-Cal projects, Statewide Automated Welfare System (SAWS), State Integrated Eligibility systems, and health insurance issuers or comparable entities

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30.	What is the scope of analyst involvement in carrier integration testing?	Analysts provide support of development and approval of testing plan, scope, documentation, materials and artifacts for Carrier Integration Testing.
31.	Which tools are currently used for requirements and testing (e.g., HP ALM, Jira, RTC)?	Desirable qualifications include experience with Hewlett Packard (HP) Application Lifecycle Management (ALM), Jira, and Rational Team Concert (RTC). These are the tools referenced in the RFP.
32.	What data analysis tools are preferred (e.g., SQL, Excel, Tableau)?	There are no preferred data analysis tools for this procurement.
33.	Are there required formats or platforms for documentation and work plans (e.g., MS Project, Confluence)?	No
34.	Will all three analysts be full-time and staffed concurrently?	Yes, preference is for dedicated full-time staff for all three analyst positions staffed concurrently.
35.	Can additional resources be added via contract amendment if needed?	The RFP is for three (3) Business Solutions Analysts only.
36.	Is remote work permitted, or is onsite presence expected?	Work is predominantly remote, but in-person attendance is required at least monthly. Staff must be available to travel to the Sacramento office on demand with 24 hours' notice.
37.	Given travel is non-reimbursable, will any onsite visits be required?	Yes, onsite visits are required at least monthly and on demand. Proposers should factor travel costs into their proposed rates, as travel is non-reimbursable.
38.	Is HIPAA compliance training or certification required for analysts?	No

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39.	Can GenAI tools be used internally if not included in deliverables?	All GenAI must be disclosed on Attachment 7: Generative Artificial Intelligences Risk Assessment (HBEX 707).
40.	Must internal GenAI use (e.g., summarization) be disclosed in HBEX 707?	Yes, all use of GenAI must be disclosed on Attachment 7: Generative Artificial Intelligences Risk Assessment (HBEX 707).
41.	Are opt-out mechanisms required for GenAI tools used internally by vendor staff?	Independent use and selection of GenAI solutions is not in scope for this RFP. The individuals selected for this engagement may only use GenAI solutions approved and provided by Covered California. All works completed on Covered California systems are property of Covered California and may not be excluded from any approved and relevant GenAI solution.
42.	Is there a product ownership model or backlog grooming cadence analysts must support?	No, project work is predominantly waterfall
43.	Will CCSB enhancements follow a separate roadmap or be integrated with CalHEERS?	CCSB enhancements are separate from the CalHEERS roadmap
44.	Will there be a requirement for additional staff (beyond the 3 business analysts) for this RFP? If yes, what are the required qualifications for the additional staff?	The RFP is for three (3) Business Solutions Analysts only.
45.	Will the analysts be required to work on-site at any time during the contract, or is this role fully remote?	Please see response to Question 7.

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46.	Is there a preferred template or format for the Work Plan? Can you confirm whether project management tools (e.g., MS Project, Gantt charts) are encouraged?	There is no preferred template, however any format used must be accessible for review without specific license requirements. IE MS Project is not accessible to all reviewers so should be converted to PDF.
47.	Should the weekly hour allocation table cover each of the three analysts individually or be presented in aggregate?	Weekly hour allocation table should be provided for each analyst individually
48.	Are there any specific hourly or daily rate caps per role that bidders should be aware of?	There are no hourly or daily rate caps, but the total proposal amount must not exceed \$3,600,000 for the initial term and \$6,000,000 for the maximum five-year term.
49.	Should labor rates be broken out by task type or staff role, or can they be blended across the three analysts?	Proposers may choose the approach that best fits their proposal, as long as the total cost is clearly stated
50.	Is it mandatory to use a Portrait orientation for the response or a Landscape orientation is acceptable?	Either orientation will be acceptable, as long as the response can be viewed clearly.
51.	Is it mandatory to submit all Insurance documents specified under section "3.2.1 Required Documents" along with proposal submission, or these can be submitted during contract award process?	Please see RFP 2025-05, Section 3.2.1.2. Required Documents for a list of all required insurance and/or alternatives to submitting certain insurance types.

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52.	Is it mandatory to provide "Proof of Workers' Compensation Liability Insurance" along with proposal submission? Will a written explanation be considered in order to submit it during the contract award process?	Per RFP 2025-05, Section 3.2.1 (2), "If the Proposer cannot include a Certificate of Liability Insurance and/or a Certificate of Automobile Liability Insurance and/or Proof of Professional Liability Insurance with its proposal, it must provide a written explanation detailing why it cannot comply with the requirement(s). Covered California may, in its sole discretion, accept a proposal without these Certificates if the Proposer provides a valid justification for the absence of one (1) or more of them and confirms that it will submit the appropriate Certificate(s) prior to contract execution, if it is selected as the Contractor. Covered California cannot execute a contract with the selected Contractor without these required Certificates and will award the contract to the next highest-scored Proposer if the Contractor fails to produce the Certificate(s) prior to contract execution." Workers' Compensation Liability Insurance is required unless justification is provided as to why it is not needed (i.e., the company has no employees, etc.).
53.	Can you confirm that the "7. Applicable License and/or Certification Information" in the ATTACHMENT 1 – PROPOSAL COVER PAGE is not applicable for this solicitation?	Yes, #7 is not required for this solicitation.
54.	While using a subcontractor, which forms/sections need to be provided for them?	All subcontractor's must be listed on Attachment 5: Bidder Declaration (GSPD-05-105).
55.	Shall we list the subcontractor SB/DVBE Certification number on the Proposal Cover Page or it that section is only meant for the prime vendor?	You can list subcontractor SB/DVBE certification numbers on the Proposal Cover Page, but they should also be included on Attachment 5: Bidder Declaration (GSPD-05-105).

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56.	Shall we provide the RFP response as a single compiled file (word/pdf), or send each section separately?	A single compiled file is preferred.
57.	What is the maximum file size limit of receiving attachments over email of Covered California? Since we are anticipating the response to be huge, is there an alternative submission option available if the file size exceeds the limit?	Please submit proposals via Zip File via email, proposers are allowed to send multiple emails that contain their full submissions.
58.	Do we need to submit STD. 213 during proposal submission? If yes, do we need to fill details like "term of the Agreement", "maximum amount of this Agreement", "SCO id" and "terms and conditions of the exhibits" along with their title and pages during the proposal submission in STD. 213?	Please submit the STD 213 in your proposal. It may be left blank, as is.
59.	In what structure is Covered California looking the cost proposal in? Should it be in hourly basis, lump-sum or deliverables based?	Hourly basis is preferred.
60.	Since the response asks for Updated Model Contract with Exhibits, shall we submit the response in word format for traceability of changes, or shall we submit in PDF format with use of formatting options like strikethrough?	Please submit via Word Format with track changes on for any suggested edits.
61.	Are there any capping on the percentage of use of subcontractor for this response?	There is no cap on the percentage of subcontractor use for this RFP. Proposers may subcontract as much of the work as they wish, provided all other RFP requirements are met and, if seeking preferences or incentives, the relevant minimum participation thresholds and certification requirements are satisfied

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62.	How will the resource's mandatory and desirable qualifications be assessed? Will it be assessed only using the Resumes or shall we draft a separate narrative for each resource to showcase how the resources meet these requirements?	Per section 3.35: Proposers must narratively describe the qualifications of each member of the proposed project team and identify the role each member is expected to have, including the experience, education, knowledge, and skills each possesses as they relate to the proposed role. In addition, Proposers must identify the key staff that will be the points of contact for Covered California and indicate the percentage of time that staff will be dedicated to the work detailed in the SOW. Narrative data will be used in conjunction with Resumes to assess the resources mandatory and desirable qualification suitability.
63.	Technical Requirements are not listed in the Proposal Checklist. Can the official please list it under the Checklist so that we can follow your desired series of occurrence while drafting the response?	The Proposal Checklist will not be updated at this time. Proposers are responsible for submitting their Technical Requirements.
64.	Is the 8-page limit for the entire Understanding and Approach section or is only for the Work Plan?	The 8 page limit is for all requirements outlined in section 3.3.3 which would include both the Understanding and Approach along with the accompanying Work Plan.
65.	Is the 8-page limit under Understanding and Approach inclusive of examples and work samples or these won't be counted under the page limit?	There is no requirement for examples or work samples under the Understanding and Approach section so these would not be included in the 8 page limit.
66.	Do we need to provide any declaration/form that pertains to the CUF of sub-contractors during proposal submission?	If you are claiming DVBE incentive, then you will also need to complete Attachment 8: Disabled Veteran Business Enterprise Declarations (STD. 843).

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67.	Is there an incumbent vendor currently providing these services?	See response to question #2
68.	Please clarify whether the three Business Solutions Analysts must be dedicated full-time resources for the entire contract term, or can they be part-time/shared across other projects?	Preference is for dedicated full-time staff.
69.	Is there a preferred location for analysts to perform work (e.g., on-site in Sacramento, hybrid, or fully remote)?	See response to question 7
70.	Please clarify the expected deliverables or reporting cadence for the Business Solutions Analysts (e.g., weekly summaries, sprint retrospectives)?	Weekly summaries of work deliverables will be required.
71.	Will Covered California provide access to CalHEERS systems and internal documentation before project kickoff for onboarding and requirements understanding?	Access to the project deliverables and system cannot be provided before onboarding of staff. Staff will be given an onboarding and training period given this limitation.
72.	Are there any page limit requirements for Section 3.3.5?	No
73.	Are there any page limit requirements for resumes?	No