# Solicitation HBEX4 – Request for CalHEERS Development and Operations Services

# Vendor Questions and Answers

As of February 16, 2012

# Vendor Questions and Answers

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| 1 | | | | The requirements specify "Industry Standard" CRM and help desk tools. Can you clarify what is meant by "Industry Standard?" We assume this means a commercially developed solution and not a custom built CRM Help Desk package | | The term "industry standard" does not dictate whether a product is a commercially developed or custom-built solution but rather that the methods and practices by which the solution is developed, operated, and maintained are generally accepted standards and requirements that are followed by the members of that particular industry.<br>For example, follows IEEE standards or ITIL Best practices and standards, Simple Object Access Protocol (SOAP) for integration. | 01/31/12<br><br>Clarified further on 02/08/12 |
| 2 | | | | What is the capped cost of the integration of MEDS functionality? Reference page 5-14 of RFP "Note: Costs associated with integration of MEDS functionality have been capped" | | Costs for the Integration of MEDS functionality have been capped at $200,000,000 for all D&I and O&M costs through the end of the base contract. Reference Attachment 8 – Cost Schedules, Cost Summary | 01/31/12 |

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| | | | | | | tab. | |
| 3 | 5.5.2.3 | 5-4 | PR15 | Solicitation<br>This section states that all referenced Attachments "must be completed for major Subcontractors…" Are we correct to assume this statement refers to Attachment 4 and Attachment 6 only, and not Attachment 2 (which is also referenced in this section)? | Attachment 2 – Requirements represents our entire solution, and will encompass all the services that the Prime will be contracted to perform – including those provided by any subcontractors. Please confirm that we should only submit one response to Attachment 2. | Vendors are to complete and submit a single Attachment 2.<br><br>Section 5.6 - Submission Instructions revised. | 02/03/12<br><br>Clarified further on 02/10/12 |
| 4 | Attachment 4 | A5-5 | PR87 | Solicitation<br>Should the projects listed in the matrix of Attachment 4 mirror those indicated in attachment 6 or are vendors encouraged to propose engagements beyond the 3-5 in attachment 6 for the purposes of the matrix in attachment 4? | Limit the contracts in the matrix of attachment 4 to those contracts referenced in attachment 6. | Vendors are to list the same customers in Attachment 4 and Attachment 6. | 02/03/12 |
| 5 | Attachment 4 and sections 5.2 and 5.5.2.3 | 5-4 | N/A | Solicitation<br>Our reading of section 5.5.2.3 Corporate Experience and Qualifications would indicate | Clarify that Attachment 4 is not required for all subcontractors. | Attachment 4 is required for subcontractors participating in at least 20% of the total level of effort or total price and is | 02/03/12<br><br>Clarified further |

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| | | | | that Attachment 4 should be completed only for subcontractors participating in at least 20% of the total level of effort or total price and that Attachment 6 should be completed for all subcontractors. However, section 5.2 Subcontractor Agreements could be interpreted to indicate that attachment 4 should also be completed for all subcontractors. Is Attachment 4 required for all subcontractors? | | not required for all subcontractors. Attachment 6 must be completed by all subcontractors, regardless of participation level.<br><br>Section 5.6 - Submission Instructions revised. | on 02/10/12 |
| 6 | Attachment 4 | N/A | N/A | Solicitation<br>In Attachment 4, Section 3 Corporate Experience Matrix, is the Exchange asking us to include the corporate contact, email, and phone number or the primary client contact, email, and phone number? If it is clients, please note that some of our clients may not wish to include their email information. | Clarify what contact is being requested and indicate that email ids are optional. | Attachment 4, Section 3 – Corporate Experience Matrix is requesting the primary client (customer) information. If a client does not wish to provide their email address, please provide the available contact information. | 02/03/12 |
| 7 | Attachment 7 | N/A | PR90 | Solicitation<br>Attachment 7 requires a resume for Service Center | If intended for inclusion for this procurement please define the role | The Service Center Manager is a Key Staff position that is responsible | 02/03/12 |

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| | | | | Manager. Because the service center is not staffed for this solicitation, we are unclear as to the role of the Service Center Manager. Is the position more along the lines of a Telecom Manager or is this position meant to be a true Service Center Manager that is responsible for the day-to-day operations of a fully staffed Service Center? | of the Service Center Manager or remove the requirement for a Key Staff - Service Center Manager. | for the technical and facilities operations of the Service Center. The following language has been added to Section 4.7.6 – Service Center:<br><br>"Although the Service Center may be fully staffed by a mix of public and private sector Staff, the Service Center Manager associated with this Solicitation is responsible only for managing the technical and facilities operations staff and not the staff that will be performing Service Center duties (e.g., case management or customer assistance)." | |
| 8 | 4.3.1.5 | 4-18 | UR9 | Solicitation<br>Section 4.3.1.5 says online chat is required for threshold languages however requirement UR9 indicates only Spanish and English languages? | Modify Section 4.3.1.5 to indicate online chat for English and Spanish only. | Reference Requirement:<br>BR306, which states, "the Web Portal shall provide links to phone, online chat, or IVR assistance in the Medi-Cal Managed Care Threshold languages."<br>BR318, which states, "The CalHEERS System shall | 02/03/12 |

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| | | | | | | provide the following languages on the Web Portal and Online Chat: English and Spanish. The toll free number, IVR, and Online Chat shall state in Medi-Cal Managed Care Threshold languages they can reach an operator in their language."<br><br>A corresponding Usability Requirement (UR30) has been added to include online chat and IVR being provided in the Medi-Cal Managed Threshold languages. The new requirement reads, "To enable users to reach an operator in their language, the following content for the Web Portal shall be provided in the Medi-Cal Managed Care Threshold Languages:<br>A) Toll-free number<br>B) IVR<br>C) Online Chat" | |
| 9 | 5.5.3.2 Cost Schedules | Pg 5-15 of | N/A | Solicitation<br>Would the Exchange confirm | Please confirm we are not to include costs for | Vendors are not to include costs for MEDS | 02/03/12 |

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| | | RFP - Table 24 – | | the approach to MEDS integration? Our understanding is that we should describe Functional and Technical Foundation to accommodate the integration of MEDS and other eligibility program functionality; however, we are not to provide the cost of MEDS integration. | MEDS integration. | integration. Vendors must include costs for the MEDS functional and technical foundation. | |
| 10 | Attachment 08 - Cost Schedules | N/A | C3a - Expanded D&I Deliver Serv Worksheet | Solicitation<br>What is the intention of the $200,000,000 amount included in Cost Summary Worksheet, cells B:E on row 17 "MEDS Costs Not to Exceed $200,000,000 through end of base contract." | Please confirm we are not to include costs for MEDS integration. | See item 9. | 02/03/12 |
| 11 | Attachment 08 - Cost Schedules | | C3a - Expanded D&I Deliver Serv Worksheet | Solicitation<br>Is the cost sheet, C3a - Expanded D&I Deliver Serv, related to MEDS integration, intended to be updated with price information at some point after the contract is signed further into the project?<br>The cells are shaded in gray; | Please confirm we are not to include costs for MEDS integration. | See item 9. | 02/03/12 |

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| | | | | our understanding is that no price is to be provided in the proposal due 2/24. | | | |
| 12 | General | | | For Pricing components that are not relevant in a SaaS model, will it be acceptable to the state for pricing components to have $0 cost in them. | Provide permission for bidders to respond to pricing elements fitting a SaaS model approach in which several costs elements are incorporated within the ongoing service fees and reducing DD&I. | Vendors may select "Service" in the Hardware and Software worksheets. The corresponding Hardware and Software Maintenance worksheets will also be updated as part of Addendum 2 to allow for the maintenance to be priced as a service. If Vendors do elect Service based pricing for Hardware and Software, Vendors must also provide supporting detail in the form of assumptions.<br><br>The Exchange still requires that the Vendor hours and costs for O&M be separately delineated. | 02/03/12 |
| 13 | 2.2.6 | 2-4 | Oral comments made by the Exchange during this Webinar are not binding. | Will there be written direction for filling in the price sheets after the Webinar? | Please provide instruction in writing | Instructions are provided in the form of comments within each worksheet. | 02/03/12 |

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| | | | | | | | |
| 14 | 5.5.3 and All Expanded Cost Schedules | 5-15 | Note: Costs associated with the Integration of MEDS Functionality have been capped and shall not be priced by the Vendor in the Cost Proposal. | Please verify that our understanding is to cost the elements in RFP text sections 4.3.1 through 4.3.3 excluding the MEDS functionality from the Expanded cost sheets? | | See item 9. | 02/03/12 |
| 15 | Cost Schedule: C3b | 1 | Row 6 states: Integration of MEDS Functionality | Should this element be left blank per the note that MEDS Functionality shall not be priced by the Vendor? | | See item 9. | 02/03/12 |
| 16 | Cost Schedule: C3b | 1 | Integration of MEDS Functionality: A- List assumptions here. | Does the State want assumptions around the MEDS functionality when they are not being priced? | | Assumptions for MEDS Integration do not need to be provided. | 02/03/12 |
| 17 | D1a | | Baseline O&M Services | Under a SaaS model, will this be the acceptable pricing element for incorporating monthly managed service fees based upon assumptive volumes? | Clarify that Baseline O&M Services is the acceptable pricing element for SaaS based monthly managed service fees. | No, this is not acceptable for this category of costs. See item 12. | 02/03/12 |

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| 18 | D1c | | Baseline O&M Hardware & Software | Under a SaaS model, is it acceptable to the state for hardware and software maintenance to be incorporated into the monthly managed service fees as part of Baseline O&M Services? | Confirm that under a SaaS model, it is it acceptable to the state for hardware and software maintenance to be incorporated into the monthly managed service fees as part of Baseline O&M Services. | Yes, this is acceptable. See item 12. | 02/03/12 |
| 19 | Schedule 8 | Cost Summary | There are no tab references | Will you be providing cell references so that the summary tab will be populated from the tabs of the pricing? | Direction on how to fill out the summary tab | Vendors are directed to complete the Cost Summary tab. | 02/03/12 |
| 20 | Schedule 8 | A2 - Baseline (Atl) System Summary | Under D&I costs, the facilities line references the Baseline Facilities tab rather than the Baseline (Alt) Facilities tab. | Is this your intention? | Please Correct. | These cell references have been corrected. The updated version of Attachment 8 will be provided as part of Addendum 2. | 02/03/12 |
| 21 | Schedule 8 | A2 - Baseline (Atl) System Summary | Under O&M costs, the O&M Services line references the Baseline O&M | Is this your intention? | Please Correct. | These cell references have been corrected. The updated version of Attachment 8 will be provided as part of Addendum 2. | 02/03/12 |

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| | | | Services tab rather than the Baseline (Alt) O&M Services tab. | | | | |
| 22 | Schedule 8 | A2 - Baseline (Atl) System Summary | Under O&M costs, the facilities line references the Baseline Facilities tab rather than the Baseline (Alt) Facilities tab. | Is this your intention? | Please Correct. | These cell references have been corrected. The updated version of Attachment 8 will be provided as part of Addendum 2. | 02/03/12 |
| 23 | Schedule 8 | A3 – Expanded System Summary | Under D&I costs, the facilities line references the Baseline Facilities tab rather than the Baseline (Alt) Facilities tab. | Is this your intention? | Please Correct. | These cell references have been corrected. The updated version of Attachment 8 will be provided as part of Addendum 2. | 02/03/12 |
| 24 | Schedule 8 | A3 – Expanded System Summary | Under O&M costs, the O&M Services line references the Baseline O&M | Is this your intention? | Please Correct. | These cell references have been corrected. The updated version of Attachment 8 will be provided as part of Addendum 2. | 02/03/12 |

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| | | | Services tab rather than the Baseline (Alt) O&M Services tab. | | | | |
| 25 | Schedule 8 | A3 – Expanded System Summary | Under O&M costs, the facilities line references the Baseline Facilities tab rather than the Baseline (Alt) Facilities tab. | Is this your intention? | Please Correct. | These cell references have been corrected. The updated version of Attachment 8 will be provided as part of Addendum 2. | 02/03/12 |
| 26 | Schedule 8 | B3 - Expanded HW & SW Sum | For Both the D&I and O&M cell references point to Baseline tabs rather than Expanded | Is this your intention? | Please Correct. | These cell references have been corrected. The updated version of Attachment 8 will be provided as part of Addendum 2. | 02/03/12 |
| 27 | | | | The Cost Proposal Word Document (Attachment 08 - Cost Proposal.docx) contains no information. Was this document intentionally left blank by the State? | Clarification | Yes, the Word document is the cover page. | 02/03/12 |

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| 28 | | | | Do we have to design the MEDS Integration (expanded system) solution based on 104 requirements in Attachment 02. If we are not supposed to price it: what is meant by the $200M cap. If we are awarded the contract; do we come back with line item pricing and other details on the solution. | Clarification | See item 9. | 02/03/12 |
| 29 | | | | On Tab C1a, is the State mandating an assumed Price of $250,000 for each of the Quaterly Balanced Score Cards? | Clarification | Yes. | 02/03/12 |
| 30 | | | | On Tab C1b, is the State mandating that Vendors assume 15,000 Change Hours during the D&I Period? | Clarification | Yes. | 02/03/12 |
| 31 | | | | On Tab C1b, what is the intent of having the vendor allocate percentages of the 15,0000 Change hours to the four categories?<br>What does the exchange hope to learn from the percentages?<br>How will this data impact | Clarification | The Exchange wants to understand the proportional level of effort for each category or option. | 02/03/12 |

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| | | | | cost or other portions of the evaluation? | | | |
| 32 | | | | On Tab C1c, what type of services would be included in this Tab? Is this only for services associated with install and commissioning of HW or SW? | Clarification | Tab C1c captures the Baseline System percentages, hourly rate, and total costs designated for System application changes during the D&I period. The costs captured on Tab C1c are not associated with installation or commissioning of HW or SW. Reference Section 4.5.3 – Scope Management. | 02/03/12 |
| 33 | | | | On Tab D1a, is the State mandating that Vendors assume:<br>a) Year 1 Application Maintenance Hours of 10,000?<br>b) Subsequent Year Application Maintenance Hours of 5,000? | Clarification | Yes, the Exchange requires all Vendors to indicate the same number of monthly application maintenance hours. | 02/03/12 |
| 34 | | | | On Tab D1a, SFY 2013-2014 shows 6 months for O&M and Production & Operations.<br>However, the RFP specifies an O&M start date of July 1, | Clarification | No. Initial O&M begins July 1, 2013 and is considered to be part of the D&I period. O&M begins January 1, 2014. Reference Section 4.2.1, | 02/03/12 |

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| | | | | 2013.<br>Should the Cost Proposal spreadsheet be updated to show 12 months for O&M and Production & Operations in SFY 2013-2014? | | Table 8 and Table 9. | |
| 35 | | | | On Tab C2a, is the State mandating an assumed Price of $250,000 for each of the Quaterly Balanced Score Cards? | Clarification | Yes. | 02/03/12 |
| 36 | | | | On Tab C2b, is the State mandating that Vendors assume 15,000 Hours for Changes during the D&I Period? | Clarification | Yes. | 02/03/12 |
| 37 | | | | On Tab D2a, is the State mandating that Vendors assume:<br>a) Year 1 Application Maintenance Hours of 10,000?<br>b) Subsequent Year Application Maintenance Hours of 5,000? | Clarification | Yes. See item 33. | 02/03/12 |
| 38 | | | | On Tab D2a, SFY 2013-2014 shows 6 months for O&M and Production & | Clarification | No. See item 34. | 02/03/12 |

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| | | | | Operations.<br>However, the RFP specifies an O&M start date of July 1, 2013.<br>Should the Cost Proposal spreadsheet be updated to show 12 months for O&M and Production & Operations in SFY 2013-2014? | | | |
| 39 | | | | On Tab C3b, is the State mandating that Vendors assume 15,000 Hours for Changes during the D&I Period? | Clarification | Yes. See item 33. | 02/03/12 |
| 40 | | | | On Tab C3b, should the reference to Integration of MEDS Functionality on Row 6 be greyed out (i.e. No Input is Required)? | Clarification | Yes, the worksheet has been updated to reflect this correction. The updated version of Attachment 8 will be provided as part of Addendum 2. | 02/03/12 |
| 41 | | | | On Tab D3a, should Rows 107 - 116 related to Integration of MEDS Functionality be greyed out (i.e. No Input is Required)? | Clarification | Yes, the worksheet has been updated to reflect this correction. The updated version of Attachment 8 will be provided as part of Addendum 2. | 02/03/12 |

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| 42 | | | | On Tab D4a in Cell B5, should the Comment indicate that the Hours represent the effort required to support the Service Center Facility? | Clarification | Yes, the comment in this worksheet has been updated to reflect this correction. The updated version of Attachment 8 will be provided as part of Addendum 2. | 02/03/12 |
| 43 | | | | On Tab F4, which staffing positions whould be included? Section 4.7.6 Service Center specifically states that: "Vendors shall not provide for any Services Center Operations Staff in their proposals", so we are unsure about which positions should be listed on Tab F4. | Clarification | As indicated in the instructional comment box, the Services Center staff are those who provide technical and operational support. Staff who perform case management tasks or provide customer assistance are not to be included as part of Services Center staff. | 02/03/12 |
| 44 | | | | On Tab F4, is the Exchange looking for a blended rate for each position? | Clarification | Yes. | 02/03/12 |
| 45 | 4.4.4 | 4-52 | Table 13 SHOP Volume TBD | Is it possible for the state to provide an estimated case volume for Employers (SHOP). Even if it is an estimate, it will provide a basis of comparison for pricing. | State provides baseline estimate for Employer SHOP case volume. | Case volumes for SHOP employees have been provided in Table 13.<br><br>Employer data will not be supplied at this time. However, we estimate that in the current small | 02/03/12<br><br>Clarified further on 02/10/12 |

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| | | | | | | employer market which includes firms from 2-50 employees, there are about 10 employees per firm.<br><br>Section 4.4.4 – Capacity updated. | |
| 46 | 4.7.6.1 | 4-85 | Table 19 and 20 Call Center Volume | Volumes are populated with TBD with anticipated addendum to be released January 26, 2012. Can the state provide a baseline volume estimate. | State provides baseline volume estimate. | Volumes were provided in Addendum 1, released January 26, 2012. | 02/03/12 |
| 47 | 6.4 | 6-4 | Cost Scoring | Will you please explain which cost from the cost sheets is used for the evaluation process? There is no single cell on the Cost Summary worksheet that calculates the vendor's total price.<br>Are option years included in the cost evaluation?<br>Are State Options to Buy included in the cost evaluation?<br>Is the Baseline system or the Alternate Case Data Management Approach included in the cost | | Vendors should assume that any and all costs will be considered during the evaluation process.<br><br>Per Section 6.6, costs that are part of D&I and O&M that have been designated as State Option to Buy may be evaluated as part of the total score. | 02/03/12 |

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| | | | | evaluation? Which turnover option is included in the cost evaluation? | | | |
| 48 | 5.5.3.2 | 5-13 | Cost Schedules | The cost summary sheet does not appear to contain any formulas and/or links to other cells. Also, there are no instructions to specify what costs to carry forward from detailed sheets into the various cells of the summary sheet. We recommend that you update the cost summary sheet with formulas to ensure that all costs get carried forward. | | See item 19. | 02/03/12 |
| 49 | 5.5.3.2 | 5-13 | Cost Schedules | C1b – Baseline D&I Change Hours. In column C, is the vendor to allocate 100% of the hours across the 4 categories? If so, we suggest an edit be added to cell C7 to validate that all hours have been allocated. We also suggest you lock down cell B3 so that the 15,000 cannot be changed. Otherwise the vendor's costs may not be reflected accurately in the cost summary sheet. | | Cell C7 totals the percentages allocated. If the total does not equal 100%, then the hours have not been correctly allocated.<br><br>If B3 is changed, then the proposal may be deemed non-responsive. The onus is on the Vendor to not change the pre-populated items. | 02/03/12 |

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| | | | | Can you provide more clarity about the intent of the allocation across the four categories? | | The Vendor is to provide, in their best estimate, the percentage of hours to be allocated to each effort to help the State understand the true cost of the Baseline System and each item identified as State Option to Buy. | |
| 50 | 5.5.3.2 | 5-13 | Cost Schedules | D1a – Baseline O&M Services. In column C, is the vendor to allocate 100% of the hours across the 4 categories? If so, we suggest an edit be added to cell C7 to validate that all hours have been allocated, otherwise the vendor's costs may not be reflected accurately in the cost summary sheet. | | See item 49. | 02/03/12 |
| 51 | 5.5.3.2 | 5-13 | Cost Schedules | C3b – Expanded D&I Chg Hrs. In column C, is the vendor to allocate 100% of the hours across the 4 categories? If so, we suggest an edit be added to cell C7 to validate that all hours have been allocated, otherwise the vendor's costs may not be reflected accurately in the cost | | See item 49. | 02/03/12 |

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| | | | | summary sheet. | | | |
| 52 | 5.5.3.2 | 5-13 | Cost Schedules | D3b – Expanded O&M Serv. In column C, is the vendor to allocate 100% of the hours across the 4 categories? If so, we suggest an edit be added to cell C7 to validate that all hours have been allocated, otherwise the vendor's costs may not be reflected accurately in the cost summary sheet. | | See item 49. | 02/03/12 |
| 53 | | | | Can the Exchange please clarify the definition of "Services" in the Cost Schedules spreadsheet? Please clarify where you would expect to see costs associated with hosting disaster recovery. | | Costs for the technical hosting associated with disaster recovery should be included on the O&M Hardware, Software, and Services tabs. | 02/03/12 |
| 54 | | | | C1a does not include a line for Final Milestone Payment Release before PBR. We assume this should be inserted above line 14. Please update the pricing sheets and or advise vendors how to handle. | | Costs associated with PBR are not subject to the Final Milestone Payment and will be paid in full once the PBR Federal Review Gate is passed. | 02/03/12 |
| 55 | | | | Can the Exchange confirm that Facilities includes only project office and service | | Facilities costs shall include, at a minimum, those for the D&I, O&M, | 02/03/12 |

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| | | | | center (per RFP)? Can the Exchange provide clarification on where are the costs for the other facilities such as data centers? | | and Service Center facilities. Other facility costs may be included on the Facility tabs or in the O&M service charge on the Hardware, Software, and Services tabs. | |
| 56 | | | | Please confirm that the data in Tab A1 Baseline System Summary is just sample data and the vendors should overwrite. | | The Vendors are not to modify either the A or B tabs in the Cost Schedules, as they are summary tabs that roll-up the detailed information. Vendors are to validate that the totals displayed on the A and B tabs correctly reflect the detailed costs. The only modifications that can be made to these tabs is if, and only if, a link is broken during the completion of the detailed sheets that warrant a correction to the link to ensure Tabs A and B correctly display the summarized totals. | 02/03/12 |
| 57 | 5.5.3.2 | 5-13 | Cost Schedules | Many of the cost schedules included calculated fields that are not locked cells. To ensure that all vendors | | The onus is on the Vendors to not change the pre-populated cells. Changing the pre- | 02/03/12 |

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| | | | | accurately complete the cost schedules, would the Exchange please lock the applicable calculated cells and release a new version of the cost sheets? | | populated information may result in a non-responsive proposal. | |
| 58 | 5.5.3.2 | 5-13 | Cost Schedules | Please explain the differences in the services listed on Tab C1a Baseline DDI and B1 - Baseline HW & SW Summary. Can assume that this answer applies to all other instances relating to this question. | | The two tabs have no relation to each other. The B tabs provide a summary of the Hardware, Software, and Services for D&I and O&M. The C#a tabs provide a detailed listing of the Deliverable-based Services to be provided. | 02/03/12 |
| 59 | | | | On Tab D1a Baseline O&M Services, the hours for ongoing maintenance allowed are very small. The 10,000 hours represents 5.5FTE for one year and 5000 is 2.7FTE. These seem very low to enhance a system of this size and complexity. | | As indicated in the column headers and in the calculations provided in the worksheet, these are monthly hours, not annual hours. | 02/03/12 |
| 60 | 4.6.1.3.1 | 4-76 | DIR-4 “The Vendor shall convert data provided by the SAWS | Solicitation<br>Please provide clarification on the word “baseline”. Which one of the following options for Conversion does the Exchange envision? | Please specify option 1 or option 2 so that all vendors bid to the same specification. | For clarification, the Solicitation has been updated to read:<br><br>“The Vendor shall have the responsibility for the | 02/08/12<br><br>Clarified on 2/10/12 |

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| | | | Consortiums (CalWIN, C-IV, LEADER) to populate the System. The Converted Data shall contain a baseline of MediCal Data and additional programs such as CalFresh and CalWORKs” | Option 1 - Individual SAWS systems will remain the system of records.<br>Only the basic identifying information of the clients and their high level current benefits status is copied to the new system by the Conversion process.<br>Interfaces will be developed that will copy the most recent additional details from the SAWS systems to the new system as and when needed.<br>Option 2 - The new system becomes the system of records for all information for the clients (including demographics, income etc.) and the programs mentioned above. Interfaces will be developed to provide the most recent copy of additional details from the new system to the SAWS systems as and when needed. | | extraction and/or conversion of Data from SAWS to CalHEERS to support several distinct business processes:<br>• As part of the pre-enrollment process that begins July 1, 2013, the Vendor shall initiate activities to identify and reach out to individuals who, on the basis of their current information contained in SAWS related to their participation in other human service programs, are likely to be eligible for subsidized coverage through MAGI Medi-Cal or the Exchange. The Vendor shall establish an interface to receive Data extracts from SAWS into the System and use the Data to conduct outreach to these beneficiaries with the offer of enrollment in coverage.<br>• Some beneficiaries | |

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| | | | | | | (e.g., beneficiaries in the Low Income Health Program) are eligible for automatic enrollment into MAGI Medi-Cal beginning January 1, 2014 and shall be pre-enrolled into the system to facilitate their transition. The Vendor shall convert the beneficiary Data from SAWS or other sources, into CalHEERS to initiate their eligibility and enrollment processes.<br>• After January 1, 2014, when existing Medi-Cal beneficiaries complete their semi-annual status reports or annual redeterminations, they may be determined eligible for MAGI Medi-Cal. If that occurs, their case Data shall be transferred through the established interface into CalHEERS, which will | |

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| | | | | | | be the system of record for the MAGI Medi-Cal program. Through the normal status reporting and redetermination process for Medi-Cal, CalHEERS will become the system of record for MAGI Medi-Cal case data over a period of approximately one (1) year." | |
| 61 | 4.6.1.3.1 | 4-76 | DIR-4 "The Vendor shall convert data provided by the SAWS Consortiums (CalWIN, C-IV, LEADER) to populate the System. The Converted Data shall contain a baseline of MediCal Data and additional | Solicitation The text mentions "Medi-Cal Data and additional programs such as CalFresh and CalWORKs". Will the Exchange provide the complete list of the eligibility programs for which conversion is required? | So that all vendors bid to the same specification, please list the specific programs requiring conversion. | See item 60. | 02/08/12 |

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| | | | programs such as CalFresh and CalWORKs” | | | | |
| 62 | 4.4.4 | 4-52 | Table 13 SHOP Volume TBD | Is it possible for the state to provide an estimated case volume for Employers (SHOP). Even if it is an estimate, it will provide a basis of comparison for pricing. | State provides baseline estimate for Employer SHOP case volume. | Case volumes for SHOP employees have been provided in Table 13. We estimate that in the current small employer market which includes firms from 2-50 employees, there are about 10 employees per firm.<br><br>Section 4.4.4 – Capacity updated. | 02/08/12<br><br>Clarified further on 02/10/12 |
| 63 | | | | On Tab C1a Baseline DDI Row 144, are the amounts listed incentives payments for meeting criteria for the balanced scorecard?<br>In RFP section 4.5.2 Communication Management notes that Appendix D Model contract would contain the criteria for the balanced scorecard. But we are unable to locate. Could the Exchange provide this information? | | The Balanced Scorecard concept has been added to Section 4.5.8, Project Status Reporting. A new Project Management Requirement, PM 50, has been added to specifically address the Balanced Scorecard. “The Vendor shall prepare and participate in Quarterly Balanced Scorecard Reviews to provide the CalHEERS Steering Committee with tangible | 02/08/12<br><br>Clarified further on 02/10/12 |

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| | | | | | | evidence regarding the overall progress and health of the CalHEERS Project. See Appendix D – Model Contract for details."<br><br>The reference to Balance Scorecard has been removed from Section 4.5.2 and PM Requirement 10. | |
| 64 | | | | On Tab C1b Baseline Change Hours, what if the State Option to Buy enhancements are not purchased such as Assistor Management and Shop? Will those hours roll back up to the other categories? | | If the Exchange decides not to purchase one or more of the options, the Exchange will determine whether it is appropriate to remove or reduce those hours from the Baseline System change hours. | 02/08/12 |
| 65 | 5.4.1, Table 24 | 4-2 | PR-4 | The PPI (5.4.1) Table 24 indicates maximum allowable page counts for section 2.8 Deliverables is 5 pages; The PR-4 indicates 50 pages. Please clarify. | Please confirm the page limit is 5. | The correct page limit is 5. Requirement has been updated. | 02/08/12 |
| 66 | 4.3.1.2 | 4-16 | | Plan assessment fees and Assister financial transactions detail is required to achieve 2014 Go-live. In order to scope this portion of the solution, please provide further | Provide the information to facilitate solution estimating and sizing. | Plan assessment fees and Assister Financial transactions details will be available during system design. Formulas for plan assessments and Assister compensation details | 02/10/12 |

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| | | | | guidance on formulas for plan assessments and Assister compensation. | | should have no bearing on the Vendor's proposed system. The required system functionality for Assister Financial Transactions is contained in BR 212-216. | |
| 67 | 4.7.6.1 | 4-77 | | Call center:<br>Will call center staff assist or advise consumers on the selection of commercial health plans? If so, is there a need for such staff to be licensed, and will training for such licensing  need to be provided by the vendor? | Provide the information to facilitate solution estimating and sizing. | Training for call center staff is limited to system training. | 02/10/12 |
| 68 | | 4-77 | | Will county workers assist or advise consumers on the selection of commercial health plans? If so, is there a need for such staff to be licensed, and will training for such licensing be need to be provided by the vendor? | Provide the information to facilitate solution estimating and sizing. | Section 4.6.3.1.CalHEERS Users includes the potential type of users who will provide factual information to consumers on plan availability and quality. Any licensing training required for potential staff is not is not within the scope of this CalHEERS Solicitation. | 02/10/12 |
| 69 | 4.7.7 | 4-89 | | Please provide information regarding user types and counts requiring help desk | Provide the information to facilitate solution estimating and sizing. | For estimation purposes, Vendors should use 10,000. This number is | 02/16/12 |

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| | | | | support. | | subject to change. | |
| 70 | Attachment 08 Cost Schedules (tab C1a - Baseline D&I Deliver-Serv) vs. Appendix D Model Contract (Attachment A) | | | PORR<br>Cost Schedule included the Initial IVR O&M Plan and Contingency / Recovery Plan Deliverables, but these two Deliverables are not defined in HBEX4 Solicitation Table 22 Development and Implementation Deliverables and Appendix D Model Contract (Attachment A). Should these two Deliverables be removed from the Cost Schedules? | Provide the information to facilitate completion of the cost sheets. | Please refer to Deliverable Requirement (DR) 41 for information regarding the Initial IVR O&M Plan. This Deliverable has been added to Table 22.<br><br>Business continuity, disaster recovery, backup and restoration are all subcomponents of the Preliminary O&M Manual defined in DR 48 and the Final O&M Manual defined in DR 63. Please refer to DR 73 for the details regarding Business Continuity and Disaster Recovery, and DR 74 for the details regarding backup and restoration. The Preliminary and Final versions of the O&M Manual are included in Table 22. The references to Contingency/Recovery Plans have been removed from the Cost Schedules.<br><br>Exhibit A of the Model | 02/10/12 |

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| | | | | | | Contract will be populated with all Deliverables at Contract Execution. | |
| 71 | Attachment 08 Cost Schedules (tab C1a - Baseline D&I Deliver-Serv) vs. HBEX4 Solicitation Table 22 | | | ORR<br>Cost Schedule included the Contingency / Recovery Plan Deliverable, but this is not listed in HBEX4 Solicitation Table 22 and Appendix D Model Contract (Attachment A). Should this be removed?<br>Cost Schedule is missing the Service Center Management Deliverable, included in Table 22 and Appendix D Model Contract (Attachment A). Should this be included in the Cost Schedules, tab C1a?<br>Attachment 08 Cost Schedules (tab C1a - Baseline D&I Deliver-Serv) is missing Transition Management Out Deliverable. Should this be included in the Cost Schedules, tab C1a? | Provide the information to facilitate completion of the cost sheets. | See Item 70. | 02/10/12 |
| 72 | Section 4.5.1 Exchange CalHEERS Project | 108 | | Please clarify the number, role and responsibilities of Exchange staff for work plan staff loading? | Provide the information to facilitate solution estimating and sizing. | Section 4.5.1 presents a proposed CalHEERS Project Team, delineates proposed members, roles | 02/10/12 |

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| | Team | | | | | and responsibilities. Preliminary estimates are:<br>• 30 Project Team<br>• 10 QA and IV&V staff<br>• 20 Testers and SMEs<br><br>Refer to Attachment 2, Requirement TR90. | |
| 73 | Attachment 02 | | OMR 169 | The requirement says "The Vendor shall provide at a minimum of 1,000 concurrent users for the automated Service Desk management Tool." Is this volume correct for the IT helpdesk requirement? Clarification on this number of license required. | Provide the information to facilitate solution estimating and sizing. | The requirement is correct, 1,000 concurrent users. | 02/08/12 |
| 74 | Attachment 02 | 4 | PR 17 | One of our subcontractors is a new company. They do not have references as this new company. We intend to note this in the Attachment 6. Is there another way you want us to handle this situation? | | Section 5.6 Proposal Submission Instructions requires all subcontractors to complete Attachment 6. If a Vendor's Subcontractor is a newly formed company (in business for less than one year and has not established the minimum three references), references may be | 02/10/12 |

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| | | | | | | provided in the name of the owner(s) or partner(s) for services they provided in formation of the new company. For the first six months, services provided is limited to those by the owner(s) or partner(s) referenced. | |
| 75 | 4.6.3.1 | 4-76 | | Please provide the number of CalHEERS users for each user type defined in Table 15. | Provide the information to facilitate solution estimating and sizing. | Table 15 will be updated to include the following metrics:<br>• Assisters - 40,000<br>• Eligibility Administrators - 10,000<br>Vendors should use these estimates for planning purposes only. These estimates are subject to change. Vendors are directed to Table 17 for estimates of potential CalHEERS consumers. | 02/16/12 |
| 76 | 2.2 | 5-2 | 2.2 Corporate Experience and Qualification s | The RFP limits the section 2.2 response to 20 pages. This inadvertently penalizes vendors who have extensive decades-long national experience and who plan to proposal several | Need more pages for the qualifications. | The State will increase the pages to a total of 25. | 02/08/12 |

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| | | | | subcontractors including California companies, while favoring vendors with less experience who propose few subcontractors. Would the State consider expanding the page limit? | | | |
| 77 | Attachment 2 | O&M tab | OMR137 - The Vendor shall establish and provide a toll-free consumer service telephone and fax number for all applicants and enrollees that is available 24/7. | We understand that the vendor is responsible for establishing the infrastructure and technology for the service center (including toll free phone lines 24/7). However it is unclear if the Vendor is expected to cost for the actual per minute telecommunication costs on a monthly basis. Since another vendor, or state staff, will be supplying the workforce for the Service Center, and the Vendor under this RFP could have no impact on the efficiency of the Service Center in taking calls, it seems incongruous that per-minute charges could be priced at this time. | Please clarify that the Vendor under this procurement is not responsible for the per-minute telecom costs. Or, if the Vendor should account for these costs, please provide the average talk time that all bidders should use in building their costs. | The CalHEERS Vendor is responsible for all telecommunication costs to support the toll-free consumer service telephone and fax numbers. Vendors shall estimate the average talk time when building their costs. | 02/08/12 |
| 78 | Attachment 2 | Deliver | DR 86, rows | There are six deliverable | Please clarify if rows | Attachment 2 Deliverable | 02/08/12 |

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| | | ables tab | 89-94 | requirements numbered “DR 86” (categories: 2 service center management plan, 1 technology refresh assessment and plan, 2 transition management plan, and 1 certification). | 90-94 should be numbered DR 87-DR 91, and the new requirements numbered DR 92-DR 100. | Requirement (DR) numbering will be corrected in Addendum 2. | |
| 79 | Attachment 4 | A4-5 | The Vendor must provide annual financial statements for the past two (2) corporate fiscal years | If a subcontractor is a privately held company and therefore an annual audited financial statement such as Form 10-K is not published to the public, will this requirement be met if the subcontractor offers to provide, at the Exchange’s request, a sealed financial statement for review? | State permission for the subcontractor to provide a sealed financial statement. | Yes, the State will accept separately sealed financial statements that are clearly marked “Confidential.” | 02/08/12 |
| 80 | Attachment 6 | | | Because many of the services requested by the RFP are currently only supplied to commercial clients, and the majority of commercial clients for whom we have provided services of this magnitude have corporate policies that prevent written references, the requirement for written references disadvantages Vendors who have some of | Will CalHEERS be willing to accept sealed letters from clients that state their willingness to provide a reference verbally per their company policy? | Yes, the State will accept sealed letters from clients that their willingness to provide a reference verbally per their company policy. | 02/08/12 |

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| | | | | the largest commercial customer clients in the country. | | | |
| 81 | Attachment 6 | | | Non-Disclosure Agreements currently in place with our largest commercial clients prohibits us from publishing budget figures as requested in Attachment 6. | Will CalHEERS be willing to accept sealed letters from clients that state their willingness to provide contract values verbally per their company policy? | Yes, the State will accept sealed letters from clients that state their willingness to provide contract values verbally per their company policy. | 02/08/12 |
| 82 | 4.3.1.1 Eligibility and Enrollment | 4-10 | Verifying in real-time whether an individual is already eligible and receiving benefits for subsidized healthcare via MEDS interface | Does the State anticipate a real-time exchange in core baseline CalHEERS functions direct to/from specific MEDS components OR a single entry point to MEDS? | Confirmation of the specific components of the MEDS ‘architecture’ of subsystems (SCI, MEDS, IEVS, etc) that are required to have a real-time interface<br><br>Confirmation of the anticipated “path” from CalHEERS into the MEDS architecture | Refer to Attachment 2, Requirement TR104 that includes the specific components of MEDS that require real-time interfaces.<br><br>The “path” from CalHEERS into the MEDS architecture will be defined during CalHEERS design. | 02/10/12 |
| 83 | 4.3.1.1 Eligibility and Enrollment | 4-10 | Verifying in real-time whether an individual is already | Does the State anticipate providing eligibility redetermination and/or current period discontinuance data from | Identification of anticipated “triggers’ in the core baseline CalHEERS functions to send eligibility changes | The answer to this question will be determined during the CalHEERS design process. | 02/10/12 |

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| | | | eligible and receiving benefits for subsidized healthcare via MEDS interface<br>[and] Receiving and Processing eligibility criteria, either from the consumer or other external Data sources and re-determine eligibility at any time. | MEDS to CalHEERS for core baseline functions? For example, if SAWS Eligibility Determination and Benefit Calculation (EDBC) determines a change in Medi-Cal eligibility for a prior period, does the State anticipate 'triggering' an update to CalHEERS? | from MEDS to CalHEERS | | |
| 84 | 4.3.1.1 Eligibility and Enrollment | 4-10 and 4-12 | Verifying in real-time whether an individual is already eligible and receiving benefits for subsidized | Does the State anticipate that CalHEERS will conduct a retro-active evaluation of eligibility and costs to mirror any retro-active or current period discontinuances received from SAWS (via MEDS)? | Identification of anticipated CalHEERS functions for retro-active Medi-Cal eligibility redetermination in SAWS systems | The answer to this question will be determined during the CalHEERS design process. | 02/08/12 |

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| | | | healthcare via MEDS interface [and] Receiving and Processing eligibility criteria, either from the consumer or other external Data sources and re-determine eligibility at any time. | | | | |
| 85 | 4.3.1.1 Eligibility and Enrollment | 4-10 | Verifying in real-time whether an individual is already eligible and receiving benefits for subsidized healthcare via MEDS interface | Can the State confirm responsibility for the decommissioning of any legacy interfaces/exchanges to existing State systems that may be replaced by HBEX-related interfaces/exchanges? | Confirmation that the State is responsible for resources to decommission any existing state and/or federal interaces if they are replaced by the CalHEERS effort | Yes, the State is responsible for resources to decommission any existing State and/or federal interfaces if they are replaced by the CalHEERS effort. | 02/08/12 |

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| 86 | 4.3.1.1 Eligibility and Enrollment | 4-10 and 4-11 | Verifying in real-time whether an individual is already eligible and receiving benefits for subsidized healthcare via MEDS interface [and] Supporting field-level validation and verification and interfacing with the State and/or federal systems to conduct verifications of specified fields (i.e., income, citizenship, tribal affiliation, | Can the State identify existing EDI/SOA interfaces which can/should be leveraged for data integration on CalHEERS? | Identification of existing protocols for exchanges that should be considered for new CalHEERS interfaces | The answer to this question will be determined during the CalHEERS design process. | 02/08/12 |

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| | | | incarceration). | | | | |
| 87 | 4.3.1.1 Eligibility and Enrollment | 4-10 and 4-11 | Verifying in real-time whether an individual is already eligible and receiving benefits for subsidized healthcare via MEDS interface [and] Supporting field-level validation and verification and interfacing with the State and/or federal systems to conduct verifications of specified fields (i.e., income, citizenship, | Can the State identify existing EDI/SOA interfaces which can/should be leveraged for data integration on CalHEERS? | Identification of existing protocols for exchanges that should be considered for new CalHEERS interfaces | The answer to this question will be determined during the CalHEERS design process. | 02/08/12 |

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| | | | tribal affiliation, incarceration ). | | | | |
| 88 | 4.3.1.1 Eligibility and Enrollment | 4-10 and 4-11 | Multiple cites regarding interfaces in the core baseline CalHEERS functions | Can the State provide a staffing support model for technical and business subject-matter-experts (SMEs) within the State and with vendors to the State that have expertise with MEDS and other State systems? CalHEERS data integration will require an in-depth understanding of the technical protocols, data exchanged and the timing of the exchanges. For example, are there models that include dedicated time and resources for designing, developing and testing interfaces into MEDS, or from SAWS vendors? | Staff loading anticipated by the State for “state-side” work, including SME support and/or technical implementation | Refer to Section 4.5.1 – Exchange CalHEERS Project Team for a description of the proposed Project Team and responsibilities.<br><br>The Exchange will make available SMEs as needed for areas such as requirements validation, design walkthroughs, User Testing, etc. The Vendor should provide assumptions for its need for SMEs.<br><br>This Solicitation does not require staff loading in its MS Project Work Plan submitted with its proposal. Refer to Attachment 2, Requirement PR29. | 02/10/12 |
| 89 | 4.3.1.1 Eligibility and | 4-11 | Supporting field-level | What interfaces does the State anticipate in the core | Identification of specific interfaces required in | Please refer to Section 4.4.7 - Interfaces for a | 02/08/12 |

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| | Enrollment | | validation and verification and interfacing with the State and/or federal systems to conduct verifications of specified fields (i.e., income, citizenship, tribal affiliation, incarceration). | baseline CalHEERS in this requirement? | the core baseline CalHEERS for State and/or Federal systems | listing of interfaces to be included in the core baseline CalHEERS, and Attachment 2 requirements: TR 104, 107 and 110. | |
| 90 | 4.3.1.1 Eligibility and Enrollment | 4-11 | Supporting field-level validation and verification and interfacing with the State and/or federal systems to conduct verifications | Which entity has responsibility for connections from MEDS, SAWS and other state systems to the CalHEERS framework? For example, will the SAWS contractors be responsible for the development and implementation of connections from SAWS to the CalHEERS framework? | Confirmation that external partners are responsible for “getting out” of their systems into the CalHEERS framework | Yes, the State expects external partners to be responsible for their side of the interface and providing required data to CalHEERS.<br>The state expects the prime vendor to be responsible and accountable for the overall testing including end-to-end of these systems and | 02/08/12 |

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| | | | of specified fields (i.e., income, citizenship, tribal affiliation, incarceration ). | | | CalHEERS | |
| 91 | 4.3.1.1 Eligibility and Enrollment | 4-11 | Presenting the individual with the detailed comparisons of QHPs and qualified standalone dental plans (if in the Exchange or the respective plan options available to the individual in Medi-Cal or Healthy Families) filtered on individual plan preferences (e.g., | Does the State anticipate that the plan comparisons in this section include Medi-Cal Share of Cost (SOC) and/or IEVS income data from SAWS/MEDS? | Identification of the data required from MEDS for plan comparisons | The answer to this question will be determined during the CalHEERS design process. | 02/08/12 |

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| | | | subsidized/non-subsidized), presenting detailed comparisons and online premium calculations, and Supporting the individual's selection of a health plan. [and] Supporting QHP and /or stand-alone qualified dental health plan selection by providing approved Medi-Cal, CHIP, AIM and other subsidized health plans for selection on the web portal in the | | | | |

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| | | | same fashion as other QHPs.<br>[and] Determining plan availability, calculating plan cost including estimated out-of-pocket cost, and displaying monthly plan costs and annual out-of-pocket costs. | | | | |
| 92 | 4.3.1.6 Education and Outreach | 4-19 | •Track the source of possible outreach efforts (e.g., TV, radio, online, etc.). | Is it the expectation of the Exchange that the chosen Vendor will be responsible for creating mass marketing outreach campaigns such as TV, Radio, online? | Clarification from the Exchange regarding the mass marketing outreach support (beyond tracking) via the CalHEERS system. | No, the CalHEERS will not be responsible for creating mass marketing outreach campaigns such as TV, Radio, and online.  Please refer to Attachment 2, Business Requirements BR338 - BR343 for Education and Outreach Requirements. | 02/08/12 |
| 93 | 4.3.1.6 Education | 4-19 | •Create and deliver via | Is it the expectation of the Exchange that the system | Clarifications from the Exchange regarding | No, this is not the expectation. Please refer | 02/08/12 |

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| | and Outreach | | email, letter, text or voice mail, multi-lingual mass notices to targeted groups for purposes of outreach, increased awareness, enrollment and participation. | would need to outreach to groups/individuals where demographic information does not already reside within the CalHEERS system? Example, is the system expected to take marketing list of non-participants to upload, create and manage an outreach campaign via the CalHEERS solution | the source of demographic information for mass notices to targeted groups. Will the demographics, | to Attachment 2, Business Requirements BR 338 – 343 for Education and Outreach Requirements. | |
| 94 | 4.3.1.6 Education and Outreach | 4-19 | •Create and deliver via email, letter, text or voice mail, multi-lingual mass notices to targeted groups for purposes of outreach, increased awareness, enrollment and participation. | Is it the expectation of the exchange that the vendor will account for the cost for outreach materials to support this requirement. | Please clarify the cost associated from the vendor in relation to outreach materials and provide volumes by type of outreach collateral. | No, it is not the expectation of the exchange that the vendor will account for the cost for outreach materials to support this requirement. Please refer to Attachment 2, Business Requirements BR 338 – 343 for Education and Outreach Requirements. | 02/08/12 |
| 95 | 4.3.1.1 | All | Multiple cites | Does the State anticipate | Confirmation of State | The State is responsible | 02/08/12 |

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| | Eligibility and Enrollment | | regarding interfaces in the core baseline CalHEERS functions | having responsibility for establishing data sharing and/or data governance agreements with data integration partners – interagency, system vendors to the state and federal? | responsibility for brokering data sharing agreements | for establishing and managing data sharing agreements with external partners. | |
| 96 | 4.3.1.1 Eligibility and Enrollment | All | Multiple cites regarding interfaces in the core baseline CalHEERS functions | Can the State provide a description of the existing change control processes and timelines for system modifications to MEDS, SAWS and other state systems? The CalHEERS implementation timeline will require expedient analysis and approval for modifications | Change (control) processes for anticipated partners to help orient our proposed Change (Control) PMO plan | The State expects the Vendor to develop a Change Control Plan. The Vendor shall assume there will be a need to coordinate with other outside entities. Also refer to Item 94. | 02/08/12 |
| 97 | 4.3.1.1 Eligibility and Enrollment | All | Multiple cites regarding interfaces in the core baseline CalHEERS functions | Can the State identify anticipate logistics for CalHEERS staff to work with SMEs and interface partners<br><br>Who does the State anticipate co-locating from State and/or state system vendor SMEs with the CalHEERS contractor team?<br>What infrastructure does the | Anticipated model of access to SMEs | This question references Section 4.3.1.1 and all pages. However, the question posed is very specific. This answer addresses the specific question.<br><br>The Exchange expects to co-locate its CalHEERS Project Team, IPOC, and IV&V Consultants and | 02/10/12 |

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| | | | | State anticipate providing for working teams between the CalHEERS contractor and SMEs not co-located, such as webcasts, conference call lines, travel provisions for SMEs outside of the immediate Sacramento area, etc. | | SMEs (when required and as needed) with the CalHEERS Contractor.<br><br>Refer to Facility Requirements TR90 - TR97 regarding facility requirements for staff the Exchange expects to be co-located with the CalHEERS contractor team.<br><br>The Vendor will supply any infrastructure required to support the CalHEERS team, such as webcasts and conference call lines. The State is responsible for making travel provisions for its SMEs. | |
| 98 | 4.4 | 4-35 | The shared Services infrastructure shall be implemented via various Enterprise Service Bus (ESB) patterns, various | It is unclear from the requirements in Section 4.4 if the Vendor is expected to implement an ESB or if the State has an existing ESB which Vendors need to tie into. | Please clarify if Vendors should solution for and including pricing for an ESB implementation | The Vendor shall develop the solution and including pricing for an ESB implementation. | 02/08/12 |

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| | | | technical interoperability standards (e.g. WS-I), using open standard and creating CalHEERS core and exchange Data models based on NIEM, HL7, etc. to ensure semantic interoperability. | | | | |
| 99 | 4.4.4 | 4-52 | Table 13 – Employers (SHOP) Estimated Volume (TBD)<br>Table 13 – Employees (SHOP) Estimated Volume (TBD) | Table 13 of the Capacity section indicates that the volumes for Employer and Employee volumes as "To Be Determined". Has the state completed this determination? | Can CalHEERS provide the volume estimates for Employer and Employee participation in the Exchange of Oct/14, Oct/15, Oct/16? | Addendum 1 provided additional estimates for Employee participation. Employer data will not be supplied at this time. However, we estimate that in the current small employer market which includes firms from 2-50 employees, there are about 10 employees per firm. | 02/08/12<br><br>Clarified further on 02/10/12 |

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| | | | | | | Section 4.4.4 – Capacity updated. | |
| 100 | General | | | What access to SME resources does the State anticipate the vendor will have to other data assets not under direct State control? | | This question appears to be incomplete. However, we will respond to the first segment, "What access to SME resources does the State anticipate the vendor will have?"<br><br>The Exchange will make available SMES as needed for areas such as requirements validation, design walkthroughs, User Testing, etc. The Vendor should provide assumptions for its need for SMEs. The State will work with the Vendor, but cannot guarantee access to data assets and SMEs not under direct State control. | 02/10/12 |
| 101 | Attachment 2, Requirements | Project Management and Staffing tab, PM #23 | Once CalHEERS is operational, the Vendor shall conduct semi-annual CalHEERS | Can the Exchange provide the specific CalHEERS population that should be considered for participation in the semi-annual CalHEERS User Satisfaction Surveys? | | The CalHEERS population will encompass CalHEERS users and an agreed upon sampling of the customers, including those that use the Web Portal or IVR to obtain information or apply | 02/10/12 |

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| | | | User Satisfaction Surveys; consolidate and report results; make recommendations for changes based on those results; and implement approved recommendations. | | | for coverage. | |
| 102 | Attachment 2, Requirements | Project Management and Staffing tab, PM #31 | As a tracking and deliverable management tool, the Vendor shall provide and maintain the following information within a single file: A) All DEDs and their associated due dates, submittal | This Deliverable Management requirement indicates that all DEDs and deliverables should be maintained "within a single file". Can the word "file" be interpreted as a "repository" or "SharePoint" site? | | The intent of this requirement is to provide all relevant Deliverable information (not the actual DEDs or Deliverables) in a single file that can be used for tracking and deliverable management. | 02/10/12 |

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| | | | dates and approval dates<br>B) All deliverables, their due dates, submittal dates, approval dates, invoice dates and payment dates (as applicable) | | | | |
| 103 | Attachment 2, Requirements | Deliverables tab, DR #58 | The Vendor shall prepare an Infrastructure Design document to include at a minimum:<br>A) Validation that the Infrastructure Design has been configured, installed, tested (including | Can the Exchange confirm that this requirement pertains to the Infrastructure Readiness Complete deliverable described in the RFP, Table 23, on page 4-96, rather than the Infrastructure Design deliverable? | HP assumes that the requirement should be rephrased to read: The Vendor shall prepare an Infrastructure Readiness Complete document to include at a minimum… | Requirements DR58 has been updated to include the correct title, “Infrastructure Readiness Complete”. | 02/10/12 |

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| | | | performance, load, stress and volume testing), meets all requirements and is certified as operational. B) Results from testing Systems and components that will utilize the infrastructure and were identified in the Infrastructure Design. | | | | |
| 104 | Attachment 2, Requirements | Deliverables tab, DR #78 | There are two DR requirements numbered #78: 1. The Vendor shall prepare a Data Use/ Data Exchange/ Interconnecti | May the vendor assume that the “Data Use/Data Exchange/Interconnection Security Agreement (Final)” requirement should be numbered # 78, and the “Business Product (Final)” requirement can be numbered #78A? | HP assumes that the Operational Readiness Review (ORR) requirement that begins with “Business Product (Final)” and is numbered #78, can be renumbered to the unique identifier of #78A. | The numbering sequence of this tab has been corrected. | 02/10/12 |

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| | | | on Security Agreement (Final) to address and include the following information… 2. Business Product (Final) The Systems solution delivered for final release, including; | | | | |
| 105 | Attachment 2, Requirements | Deliverables tab, DR #86 | The last five DR requirements are all numbered #86 and fall into the following categories:<br>1. Service Center Management Plan<br>2. Technology Refresh Assessment and Plan | Attachment 2, Deliverables tab have multiple requirement #86's listed. Please clarify whether the vendor should leave the numbering as is or update the spreadsheet for consecutive numbering. | HP assumes that the final Deliverable requirements can be renumbered from 86 through 90, based on the sequence of requirements listed in the file:<br>86. Service Center Management Plan<br>87. Technology Refresh Assessment and Plan<br>88. Release Management Plan<br>89. Transition Management<br>90. Certification | The numbering sequence of this tab has been corrected. | 02/10/12 |

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| | | | 3. Release Management Plan<br>4. Transition Management<br>5. Certification | | | | |
| 106 | 3.2 Key Staff Qualifications | 3-1 | | Section 3.2 Key Staff Qualifications list general qualifications of each of the 12 roles but only specific qualifications are listed for the Project Manager. Can the Exchange please confirm that no other specific key staff qualifications exist outside of what is listed in RFP section 3.2.2? | | Section 3.2.1 General Key staff Qualifications and Section 3.2.2 Project Manager Key Staff Qualifications defines the Exchange's baseline expectations for staffing qualifications. Vendors are directed to Section 5.5.2.4.1 – Project Organization and Staffing for specific response directions. | 02/10/12 |
| 107 | Attachment 2 | PR-19 | The Corporate Experience and Qualifications section shall include details for each similar D&I or O&M contract currently in | Vendors bidding on this RFP are typically large global companies with thousands of government and commercial contracts of similar scope for D&I and O&M. Providing all of the current and past contracts within the last 10 years is not feasible and often prohibited for legal reasons.<br>Additionally, the page | | Attachment 2, Requirement PR19 requires inclusion of details for each similar D&I or O&M contact currently in effect and any similar contracts completed during the last ten (10 years). It does not require all current and past contracts.<br><br>The page limits for this | 02/10/12 |

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| | | | effect and any similar contracts completed during the last ten (10) years. The following information shall be included for each such contract:<br>A) Project name and location;<br>B) Start and end dates of contracts and status if not completed;<br>C) Number and type of users;<br>D) Number and type of Vendor staff, including Subcontractors;<br>E) Number of Vendor | limitation of the section limits the amount of material we can provide to this response. Would the exchange consider amending this requirement so that the vendor can provide a cross-section of similar projects and limit those to one page? | | response will be increased to 25 pages.<br><br>Vendors are expected to submit experience that will meet requirements and demonstrate its qualifications. | |

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| | | | hours, including Subcontractor hours; F) Total contract amount to include original proposed price, actual cost, approved Change Orders and amendments, and an explanation of any variances; G) Scope of Work; H) Architecture Overview; I) Name, address, email, and phone number of the Project Director or contract | | | | |

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| | | | administrator | | | | |
| 108 | Attachment 2 | Technical | 163, 164, 165 | Can the Exchange confirm the term "Service Desk" is used interchangeable with the word "Help Desk" as described in the Operations and Maintenance tab starting at requirement 160? | | The term should be Help Desk. Requirements OMR100 and OMR169 have been updated to reflect Help Desk. | 02/10/12 |
| 109 | Attachment 2 | OMR 135 | The Vendor is required to provide the Equipment, Software, training, and Facilities to support Call Center functions | Does the vendor need to record 100% of the calls? If so, what is the retention period? | | Yes, the Vendor is to record 100% of all calls. Updated Requirement OMR135 and text In Section 4.7.6.1 to read, "The Vendor is required to provide the Equipment, Software, training, and Facilities to support Call Center functions that include:<br>A) Incoming phone calls, faxes, e-mail, texts, and web-based interactions (online chat originating from Web Portal).<br>B) Outgoing phone calls, faxes, e-mail, texts, and web-based interactions.<br>C) Routing of callers to specific customer service operators based on user type and role (i.e., Individual, Employer, Navigator, Broker, Agent, | 02/10/12 |

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| | | | | | | or Issuer) for specific questions and assistance.<br>D) Interactive Voice Response (IVR) System that supports CalHEERS by providing information to standard requests (e.g., premium payment status, correspondence address, application status and plan contact information).<br>E) Customer Relationship Management System (CRM) to log, track, refer, and record resolution to customer contacts.<br>F) Recording 100% of all customer calls received, retaining the recordings for five (5) years in online and ten (10) years in offline storage. | |
| 110 | Attachment 2 | OMR 135 | The Vendor is required to provide the Equipment, Software, training, and Facilities to support Call Center functions that include: | To ensure all vendors are using the same metrics for solutioning, please provide the projected chat volume. | | A new Assumption will be added to Table 17.<br>"10% of on-line applications will require chat assistance." | 02/16/12 |

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| | | | A) Incoming phone calls, faxes, e-mail, texts, and web-based interactions (online chat originating from Web Portal). | | | | |
| 111 | Attachment 2 | OMR 137 | The Vendor shall establish and provide a toll-free consumer service telephone and fax number for all applicants and enrollees that is available 24/7. | Is the vendor responsible for paying for the toll-free usage cost or would this be a pass-through cost to the Exchange? | | Costs will be reimbursed by the State based on actual costs incurred and invoiced. | 02/10/12 |
| 112 | Attachment 2 | OMR 139 | The Vendor shall provide the Equipment, Software and | Please confirm that vendors should solution based on 2 languages (English and Spanish) in July 2013 and then begin supporting 13 | | This is an incorrect interpretation.<br><br>Vendors must comply with language requirements | 02/10/12 |

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| | | | Network to support a Service Center will provide services in English and Spanish and threshold languages identified in the Medi-Cal Managed Care Threshold languages; including but not limited to: IVR, Correspondences, Mail, Toll Free 800 number, Call Center, Imaging, and any other services conducted in the Service Center. | languages in January 2014. | | included in many areas of this solicitation, including both Business (BR) and Usability (UR) requirements. There is no difference in language requirements for the July 2013 targeted start of enrollment from the January 2014 effective date of coverage. | |
| 113 | Attachment 2 | OMR 142 | The IVR System shall include | Please confirm that OE stands for Open Enrollment and AER stands for annual | | Yes OE stands for Open Enrollment and AER stands for annual eligibility | 02/10/12 |

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| | | | premium payment status, OE and AER information, correspondence address, application status, and plan contact information. | eligibility and enrollment renewal. | | and enrollment renewal. | |
| 114 | Attachment 2 | OMR 143 | The Vendor shall maintain all IVR solution Software throughout the term of the Contract, inclusive of any application, customized and/or off-the-shelf software components that comprise the Imaging solution or related infrastructure | To meet this requirement, does the vendor need to support the ability to receive data from a cell phone and process it / send it to an imaging solution? | | Yes. | 02/10/12 |

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| | | | . | | | | |
| 115 | Attachment 2 | OMR 160 | The Vendor shall provide CalHEERS Help Desk support which, at a minimum, complies with the SLAs as described in Appendix D – Model Contract. | To ensure all vendors are using the same metrics for solutioning, please provide the projected help desk volume and talk time. | | See answer to #69. | 02/10/12 |
| 116 | 4.7.6.1 Call Center | 4-85 | Create functionality for telephonic signatures and document imaging to support telephone self-certifications or electronically transmitted documents. | The requirement is in the RFP but not in Attachment 2. Is it still a requirement? If so, please explain what you're looking for in more detail. | | Yes, it is a requirement. Requirement OMR135 has been updated to include the correct text.<br><br>“The IVR shall provide the functionality for telephonic signatures and document imaging to support telephone self-certifications or electronically transmitted documents.”<br><br>Also refer to Attachment 2, Requirement TR148, which reads, “The | 02/10/12 |

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| | | | | | | CalHEERS IVR System shall have the capability to accept telephonic signatures." | |
| 117 | 4.7.6.1 Call Center | 4-85 | The Exchange is seeking to obtain Operations of the Call Center at the end of the Contract. | Please define what the Exchange means by "Operations", e.g. does this include the facility lease, all the people and all technology?<br>Exactly what month/year would the Exchange want to obtain call center operations? | | See Section 4.7.8 and Requirements OMR171 – 178 for the scope of the transition. Operations means all aspects of the technology and support required to full operate the Call Center. Facility leases may be transferred or the Exchange may elect to procure its own space and lease. Transition is anticipated to begin no later than six months prior to the end of the contract, as directed by the State and may include optional years. | 02/10/12 |
| 118 | 2.2.1 | 2-2 | | Solicitation.<br><br>The Exchange's contractual term around delays and other governance factors indicates to us that the Exchange shares our concerns with the timing of development and rollout of | We would like to request an extension to the due date of the bid for an additional 10 to 15 days to provide time to develop additional options and solutions for decreasing risk and improving delivery | Proposal submission date has been extended to February 29, 2012. | 02/10/12 |

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| | | | | the CalHEERS project. Further, there are several deliverables from the State that will help vendors to provide the best solution at the lowest risk - notably the responses to questions and upcoming addendums. | schedule for this very critical project. | | |
| 119 | | | | Is the proposal of offshore development to deliver the contracted services permitted in this procurement? | | No. Offshore development is prohibited in this Solicitation. To clarify, Requirement PM51 has been added that reads, "All D&I and O&M staff shall be located within the continental United States." | 02/16/12 |
| 120 | | | | Please clarify the role of Attachment 3 –Certification Checklist in the evaluation process. Certifications regarding the Model Contract and any related certifications cannot be made at the time of submission. | | The role of Attachment 3 – Certification Checklist is to indicate the Vendor's commitment and adherence to certain criteria.<br><br>To address the concern related to certifications regarding the Model Contract at the time of submission, Attachment 3 – Certification Checklist, Item 9 has been updated to read, "My firm certifies that the costs presented in | 02/16/12 |

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| | | | | | | Attachment 8 – Cost Schedules are based on the requirements identified in Attachment 2 – Requirements and the contract terms and conditions as specified in Appendix D – Model Contract." | |
| 121 | 4.8.2 | 4-93 | TR70 | Solicitation Requirement TR70 reads: The CalHEERS System shall have configurable retention periods for online and offline storage for the following information categories:<br>A) Data<br>B) Images<br>C) Documents<br>E) Other exchange-related content<br>Does the offline storage requirement include physical record retention for applicant/subscriber materials once they have been electronically imaged and stored? If so, please provide requirements to include the length of time records will be required to be kept and if storage is a component of this | Clarification on physical record retention requirements. | Decisions on physical record retention will be determined during CalHEERS design. | 02/16/12 |

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| | | | | Solicitation. | | | |
| 122 | | | | ID number seven (7) posted on February 3, 2012 responds to an inquiry regarding the Service Center Manager position. The answer indicates . . .The following language has been added to Section 4.7.6 – Service Center: "Although the Service Center may be fully staffed by a mix of public and private sector Staff, the Service Center Manager associated with this Solicitation is responsible only for managing the technical and facilities operations staff and not the staff that will be performing Service Center duties (e.g., case management or customer assistance).".<br><br>Section 4.7.6 of the Solicitation indicates the Service Center Functions are Call Center, Mail and Print Processing, and Imaging and Document Management System. | Please provide clarity on the type of staff for which the Service Center facility is to have space and accommodations. What are the functions noted as case management? | The Vendor is required to house the Service Center staff who will assist consumers with enrollment and case management.<br><br>(Case management functions may include but are not limited to mail operations; imaging or all incoming and outgoing correspondence; premium billing and collections; managing multiple payment options; plan monthly enrollment reconciliation; online eligibility verification system for plans; plan monthly capitation payment invoices and payments; data warehouse management; encounter/claims data collection and analysis; customized annual eligibility review materials; and annual open enrollment process management.)<br><br>Section 4.7.6 has been | 02/16/12 |

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| | | | | | | revised to read: "Vendors shall not provide for any Service Center Operations Staff in their proposals; however, the Service Center will house the Service Center Staff."<br><br>A new requirement has been added. TR194 reads: "The Service Center Facility shall provide adequate office space to accommodate the Service Center staff who will assist consumers with enrollment and case management functions." | |
| 123 | 4.7.6 Service Center | 4-83 Table 17 | | Table 17 – Key Assumptions on Application Processing Requirements, number 2 indicates 20% of self-service applications will come in through the web and 20% as paper applications.<br><br>In what facility will the paper applications be processed? Is the facility a component of this Solicitation? | Please provide clarity concerning the staff in a subsequent Solicitation that will be housed in the Service Center and the scope of responsibility under this Solicitation. | Refer to #122 | 02/16/12 |
| 124 | Attachment 2 Deliverables | | Service Center Build and | We find this in rfp table 22 as part of PORR, but in Att2 reqt 93 as part of DDR - | Clarity around the workplan timing / pricing of this | Table 22 is correct. The Service Center Build and Implementation Plan | 02/16/12 |

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| | | | Implementation Plan | which is correct? Also, we are not finding this deliverable in the cost sheets? Att2 reqt93 would furthermore indicate this is part of the Expanded system scope and not the baseline/alternative, table 22 shows this as an option to buy for the baseline/alternative system and n/a for the Expanded system - please clarify | deliverable within baseline and expanded systems. | should be part of the PORR and is to be included with the Baseline System and Baseline System (Case Data Alternative). Requirement DR52 (formerly DR93) has been updated with the correct categorization and System selection. | |
| 125 | Attachment 2 Deliverables | | Service Center Management Plan (initial) | We find this In rfp table 22, but we are not finding this deliverable in the cost sheets? Also, for the expanded system, we see this marked as needed in Att 2 rqt 86/87 but marked as n/a in table 2 - which is correct? | Clarity around the workplan timing / pricing of this deliverable within baseline and expanded systems. | The cost item for the Initial Service Center Management Plan can be found in Attachment 8 – Cost Schedules, tab C4a - Service Ctr D&I Deliv. The costs for the Service Center have been kept separate from the Baseline and Expanded System costs.<br><br>Requirements DR53 (formerly DR86), DR101 (formerly DR87), and DR 102 (formerly DR88) will be updated with the correct categorization.<br><br>See Item #124 for | 02/16/12 |

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| | | | | | | information pertaining to work plan timing. | |
| 126 | Attachment 2 Deliverables | | Initial IVR O&M Plan | We find this in rfp table 22 as part of PORR, but in Att2, reqt dr41 is part of FDDR - which is correct? | Clarity around the workplan timing / pricing of this deliverable within baseline and expanded systems. | Table 22 is correct. Requirement DR41 will be updated with the correct categorization. | 02/16/12 |
| 127 | Attachment 2 Deliverables | | RTM Update #3 | We find in Att2 reqt dr57 as part of PORR, but we are not finding this update in rfp table 22 or the cost sheets - those actually show update #3 a part of ORR. Please reconcile the RTM updates – dr57 and dr81 (it appears there are 5 total deliveries of the RTM and that RTM Update #4 should be for the ORR) | Clarity around the workplan timing / pricing of this deliverable within baseline and expanded systems. | The Requirements have been updated to correctly reflect that there is no formal RTM update in PORR. RTM Update #3 should be part of ORR. | 02/16/12 |
| 128 | Attachment 2 Deliverables | | Contingency / Recovery Plan | We find this in the cost schedules but not in RFP Table 22 or in the Attachment 2 requirements. Should this be deleted from the cost tables? If not, what is the content / timing of this deliverable? | Clarity around the workplan timing / pricing of this deliverable within baseline and expanded systems. | The Contingency/Recovery Plan is now part of the O&M Manual. The separate Contingency/ Recovery Plan deliverable has been removed from all cost sheets. | 02/16/12 |
| 129 | Attachment 2 Deliverables | | Service Center Management Plan (final, | We find this in the RFP table 22 as mandatory and not an option to buy, is this correct? We also do not find this | Clarity around the workplan timing / pricing of this deliverable within | Table 22 has been updated to show the Final Service Center Management Plan as State | 02/16/12 |

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| | | | as part of O&M?) | deliverable in the cost sheets. We do find Att2 reqt dr88 which may map to this - please clarify. | baseline and expanded systems. | Option to Buy. Cost Schedule C4a - Service Ctr D&I Deliv has been updated to include the Final Service Center Management Plan. | |
| 130 | Attachment 2 Deliverables | | Technology Refresh Assessment and Plan | We find this in the RFP table 22 and in the cost tables as part of ORR but it appears this would happen after the ORR has been completed. In our project workplan, should we schedule delivery of this item as part of ORR or after ORR? | Clarity around the workplan timing / pricing of this deliverable within baseline and expanded systems. | Per Requirement DR103 (formerly DR89), "The Technology Refresh Assessment and Plan shall be submitted by December 1 each year…" | 02/16/12 |
| 131 | Attachment 2 Deliverables | | Transition Out Management Plan | We find this in the RFP table 22 and in the cost tables as part of ORR but it appears this would happen after the ORR has been completed. In our project workplan, should we schedule delivery of this item as part of ORR or after ORR? | Clarity around the workplan timing / pricing of this deliverable within baseline and expanded systems. | Table 22 has been updated to distinguish the Transition Out Management Plan separately from the ORR. Per Requirement DR 105 (formerly DR91), "The Vendor shall prepare and submit a Transition Out Plan eight (8) months prior to the end of the Vendor Contract…" | 02/16/12 |
| 132 | Attachment 2 Deliverables | | Transition Out Hosting Plan | We find this in the RFP table 22 and in the cost tables as part of ORR but it appears this would happen after the ORR has been completed. | Clarity around the workplan timing / pricing of this deliverable within baseline and expanded | Table 22 has been updated to distinguish the Transition Out Hosting Plan separately from the ORR. Per Requirement | 02/16/12 |

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| | | | | In our project workplan, should we schedule delivery of this item as part of ORR or after ORR? | systems. | DR 107 (formerly DR100), “The Vendor shall prepare and submit a Transition Out Hosting Plan eight (8) months prior to the end of the Vendor Contract…” | |
| 133 | Attachment 2 Deliverables | | Project Management Plan | In Att 2, DR7 is greyed out for the Expanded system, but table 22 shows that an update is needed - which is correct? | Clarity around the workplan timing / pricing of this deliverable within baseline and expanded systems. | Table 22 is correct. Requirement DR7 has been updated to be included in the Expanded System. | 02/16/12 |
| 134 | Attachment 2 Deliverables | | Certification Plan, Dhecklist, Readiness complete | In Att2 dr92 is greyed out for the Expanded system, but marked as 'new' in table 22 - please clarify whether these deliverables are required for Expanded system? | Clarity around the workplan timing / pricing of this deliverable within baseline and expanded systems. | Requirement DR 106 (formerly DR92) has been updated to be included in the Baseline System (Case Data Alternative) and Expanded System. | 02/16/12 |
| 135 | Attachment 2 Deliverables | | Release Management Plan | In Att 2 dr90 this is greyed out for the Expanded System, but marked as 'new' in table 22 - please clarify whether this deliverable is required for Expanded system? | Clarity around the workplan timing / pricing of this deliverable within baseline and expanded systems. | Requirement DR104 (formerly DR90) has been updated to be included in the Expanded System. | 02/16/12 |
| 136 | 4.7.6.2 Print Processing | 4-86 | | Section 4.7.6 of the Solicitation reads: The Service Center(s) shall provide a complete range of bilingual customer service, | Cost clarification regarding printed materials. | The Vendor is required to include the costs for printing. Attachment 8, Tab D4a -Service Ctr O&M Services has been revised | 02/16/12 |

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| | | | | printed materials, and caseload workflow Support to all User types.<br><br>Section 4.7.6.2 reads: . . .Have the ability for correspondence to be generated as print media, which shall be bundled for printing and sent through the mail. . . .<br><br>Please clarify the cost elements associated with this requirement to be included in this Solicitation. For example, will the Service Center have responsibility for the costs associated with the purchases such as of envelopes, paper and postage associated with mailings? | | accordingly. | |
| 137 | Appendix D Exhibit C SERVICE LEVEL AGREEMENTS AND LIQUIDATED DAMAGES | C-8 | 1.12 Data Maintenance Requests | Please provide a description of “Data Maintenance Requests”. We are unsure how to scope the work necessary to support this service level without understanding the nature of the types of requests likely to come from the exchange. | Clarity around the scope and meaning of data maintenance requests and an understanding of the required response time. | SLA updated with the following language, “Data Maintenance activities include, but not limited to, data queries, data modifications or deletions, and data extraction.” | 02/16/12 |
| 138 | 4.7.6.3 | 4-88 | The Call | It is not clear why the | Please clarify the term | The answer to this | 02/16/12 |

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| | | | Center must be Supported with an Imaging and Document Management System Function to perform electronic document capture, management, and distribution. The System will receive scanned, faxed, or online information and associate them with an account and store the links to the appropriate Data Services. This tool will allow Users | Exchange would want Users to update documents that have already been submitted and used for determining eligibility, resolving complaints, etc. Does the Exchange mean that Users should have the ability to load new documents to replace the ones already stored? | "… update their account information as well as any associated documents." | question will be determined during the CalHEERS design process. | |

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| | | | to view and update their account information as well as any associated documents. | | | | |
| 139 | Attachment 7, Resume Form | A7-3 | Background Check – Last performed by Vendor (MM/YYYY) | This attachment asks us to provide the last date a background check was performed on Key Staff. Is a background check required prior to proposal submission? If a background check has not be performed, is it enough to certify that background checks will be performed prior to contract start on all staff providing services? If a background check must be performed prior to proposal submission, are there any specific guidelines about the parameters of that background check? | Please clarify when background checks must be performed by and what kind of background check is required. | Attachment 7 - Resume Form has been revised removing the following instruction:<br>▪ Background Check – Enter the month and year of the most recent background check.<br>▪ The last section -- Background Check -- has been removed<br><br>Attachment 4 - Corporate Information and Experience matrix, Item 8.Staffing has been revised with the following text, "Background Checks will be performed, or evidence of a recent Background Check provided, on all staff providing Services if requested by the Exchange after Contract | 02/16/12 |

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| | | | | | | award." | |
| 140 | Schedule 8 | Tab A1 and A2 | | Is the Base Alternative to be priced incrementally to the Base or is the Base Alternative to be a turnkey price? | | The costs for the Baseline System (Case Data Alternative) should be the full costs to complete the requested services. In the event the Baseline System (Case Data Alternative) is selected, the cost schedules would become the official contract costs. | 02/16/12 |
| 141 | Schedule 8 | Cxb | Baseline D&I Change Hours | How are these Change hours to be put into the summary? Currently that tab does not link to the summary tab for Baseline or Baseline Alternative | Please Correct. | The Change Hours were intentionally not included on the Summary tabs A1, A2, and A3 because they are considered to be a bucket of hours that can be used any time during the course of the D&I period, are not specific to a Fiscal Year, and are not guaranteed to be fully used. Use of the D&I Change Hours are at the discretion and direction of the Exchange. | 02/16/12 |
| 142 | Attachment 13 | CA Form 700 | Complete the CA Form 700 with the proposal | CA Form 700 is a requirement for certain state employees in management positions with decision-making authority. See Gov. Code Sec. 87200. Consultants are also | Please rescind the CA Form 700 requirement or identify which contractor personnel need to include their information at time of proposal. | Only the staff of the successful vendor will be required to complete the CA Form 700 annually. Section 5 will be updated to remove the requirement to submit Attachment 13 | 02/16/12 |

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| | | | | required to fill out Form 700 but consultants are generally individuals or groups that advise the State on a particular matter. Here, ACS would be an independent contractor and would not be serving the Exchange in an advisory/consultant capacity. Thus, there is no legal requirement for CA Form 700 to be extended to contractors. Furthermore, the information required by the form is confidential to the individual and should remain free from public disclosure. The Conflict of Interest provisions (i.e. 2.10) included in the solicitation should be sufficient rather than the inclusion of Form 700. | | with the Vendor proposal. | |
| 143 | | | | Please confirm; does the Contractor retain title to Equipment and Third Party Software for the life of the contract? | Respond to question so vendors can refine our solutions consistently | Yes. | 02/16/12 |
| 144 | | | | Please confirm: Warranty fixes are at "no cost" to the State and are not to be funded using the 10,000-hour monthly maintenance | Respond to question so vendors can refine our solutions consistently | Yes. | 02/16/12 |

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| | | | | pool. | | | |
| 145 | Attachment 02 | | BR 51 | "BR 51 is incomplete:"" The CalHEERS System shall collect and send the application Data to the System of record to the following programs to complete the application process."" | Attachment 02 | BR51 has been revised to read, “The CalHEERS System shall collect and send the application Data to the appropriate System of record to complete the application process for Other Health Services programs not within CalHEERS scope.” | 02/16/12 |
| 146 | Attachment 02 | | TR 103 | TR 103 states:"The CalHEERS System shall interface with Healthy Families and AIM Systems to achieve automated exchange of application and case data in real-time and batch as needed for CalHEERS business processes." This requirement is checked as all three options: Core, Alternative, Expanded. It contradicts other Business Requirments related to Healthy Families and AIM. | We assume this requirement only applies to Alternative Approach, please confirm. | Requirement TR103 will be corrected to indicate it applies only to the Alternative Approach. | 02/16/12 |
| 147 | Attachment 02 | | TR 109 | TR 109 states: "The CalHEERS System shall interface with authorized providers and allow entry of applicant information for Prenatal Gateway, CHDP | Please confirm this requirement applies to Expanded Approach and that only column H was meant to be checked. | Requirement TR109 will be corrected to indicate that it applies to Expanded Approach. | 02/16/12 |

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| | | | | Gateway, Deemed Infants, Newborn Gateway, BCCTP, FPACT, Medi-Cal Inmate Eligibility, and Presumptive Eligibility program functionality." In Attachment 2, none of the Selection columns F, G or H are checked. | | | |
| 148 | Attachment 8 | | Cost Schedule A.5 – Transition – Deliverable – Base Services | We assume that full transition constitutes the change of operation and support of the Exchange solution from the current vendor to a new entity. We also assume that hosting transition constitutes the relocation of the infrastructure upon which the exchange system resides from one set of data centers to another.<br><br>Please confirm our understanding. For the CSC and its supporting infrastructure we believe there is no difference between these two transition components. | Please confirm our assumptions. | The assumptions are correct. The difference is that with the Hosting-only transition, a Vendor may continue to maintain the application and provide other related support, even though the hosting is provided by another entity. | 02/16/12 |
| 149 | Attachment 8 Cost Schedule | | Cost Schedule A.5 – | Are the customer service center and subsystems included need to be | The Exchange system is the only component of the transition | The transition of all elements of the CalHEERS operations and | 02/16/12 |

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| | | | Transition – Deliverable – Base Services | considered in the transition deliverable requirements? | deliverable requirement. The service center and supporting technology cannot be decoupled from the BPO services and should be independent from the transition of the exchange solution technology. | maintenance are to be addressed in the Transition Out Management Plan. | |
| 150 | 4.4 | 4-38 | TR118 | Given that the Exchange will support the transmittal of personal information, will the Exchange require all stored data be encrypted in addition to complying with state and federal security policies? | Expand the security requirement to include encryption of all stored data. | Yes. Please reference Requirement TR154. It has been updated to include equipment used for data storage and now reads, “The CalHEERS Security and Privacy Framework shall implement data encryption mechanisms for all equipment, workstations, and laptops that process and/or store PHI or PI…” | 02/16/12 |