

HBEX 20:
Business Process Management
 Final Response to Questions
 3/27/2013

No.	Question	Response
1	Will the CA Health Benefit Exchange accept offers for Business Process Management Support for one specific functional area, rather than for all areas listed in the RFP?	Yes, however, the Exchange seeks a vendor to provide all services listed in the scope of work. A response that focuses on one specific functional area will not receive high technical scores and could result in not being awarded the contract.
2	Section 3.2: Has Covered California considered the relative priority for the scope items and areas identified in Section 3.2? For example, hypothetically does the Covered California staff expect the BPM team to focus more in Marketing and less on Service Center?	No, because of the enterprise-wide focus of these services, priorities will be established by Covered California over the contract term.
3	Section 3.4.1: Could you please provide a more detailed description of the deliverables that are required to address this scope of work. We interpret the the bullet points depicted in 3.4.1c (a through h) to be tasks or processes. For example, the deliverable from a "process design" task might be a process workflow diagram.	This detailed description of deliverables and process design should be part of the creative understanding and approach that Covered California is requesting in bidder responses.
4	Section 3.4.2: Can you please describe how the contractor's workplan is expected to be integrated with Covered California's enterprise-wide workplan for operational readiness? We assume that the workplan for BPM will need to integrate with the enterprise-wide plan.	No, Covered California cannot describe the workplan as it is the responsibility of the bidder to design this in their approach to the scope of work. Additionally, all assumptions should be included in the bidder's response.
5	Section 3.13: Is Covered California willing to consider a solicitation response that includes some reimbursement for travel, such as a daily per diem for out-of-area consultants (e.g. consultants who live in the Bay Area), and/or a % cap of total contract value allocated for expense reimbursement. The solicitation places a strong preference for local resources.	No, travel will not be reimbursed under this agreement.
6	Attachment 2-D: Can you please clarify what information should be includes in the "Task #" column on this sheet? Is this a task that the vendor should propose, or are we to reference another section the main body of the solicitation?	The task number should correlate with the project tasks listed in the Scope of Work of the RFP, Section 3.4.
7	Is the vendor able to propose new and perhaps creative services or solutions, on scope related to operational readiness, that may not be explicitly detailed in the solicitation?	The vendor should be ready to respond to all items listed in the scope of work, however, it is the responsibility of the vendor to provide in the proposal a creative solution for approaching this scope of work.
8	2.3 Requirement to File a Statement of Economic Interest: We consider the "Contractor" to be the business entity. Will both the business entity and the business entity's personnel performing consulting tasks be required to complete Form 700?	The "consultant" who must fill out the Form 700 is the individual employee performing the work, not the business entity.

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9	2.3 Requirement to File a Statement of Economic Interest: The instructions to Form 700 indicate that “employees and appointed officials filing pursuant to a conflict-of-interest code (“code filers”)” must obtain the disclosure categories from their agency. A. Are we correct in understanding that this requirement to file the Form 700 is pursuant to a conflict-of-interest code? B. If so, can Covered California provide a copy of the conflict-of-interest code and tell us which disclosure categories apply?	The requirement to file a Form 700 is pursuant to the Political Reform Act and its implementing regulations as well as the Exchange Conflict of Interest Code, which is attached. Consultants are listed in disclosure category 1.
10	7.3: DVBE Requirement – The RFP does not require the bidder to meet a 3% DVBE requirement however; the bidder must complete the Bidder Declaration form within their response. Is there a DVBE requirement for this proposal? If not, is the form required? Or, how would we complete the form for purposes of being compliant with the proposal response?	There is no DVBE requirement for this solicitation, but a DVBE incentive of 3%. The Bidder Declaration form is required.
11	3.13: Will the consultant(s) be required to travel to various offices within the State of CA? If so can the State estimate how many visits are required so that appropriate travel costs can be added to the hourly rate?	There is no travel reimbursed for this agreement.
12	Are any vendors currently working with the CA Health Benefit Exchange excluded from bidding on this opportunity?	No.
13	The scope of work includes many tasks and deliverables with language that indicates scope will be further defined during the project. For example: a. Section 3.2: item 1, “Business Process Management Support” which includes “shall not be limited to” and sub-item b.10 indicates “Other business areas as required...” b. Section 3.4.1: first paragraph states “not limited to” in both item #1 and #1.c. Because HBEX is requiring this project to be deliverable-based and fixed price, it is very risky for a bidder to commit without further definition of scope. Can HBEX provide further detail regarding the number and type of deliverables, and/or adjust the contract to be based on time and materials?	Yes, Covered California is open to the approach to making this a time and materials-based contract, please include this information in the assumptions section of your response.
14	RFP Section 3.1 indicates that the contract may be amended, and Section 3.11 says that it cannot, not even for time. Would HBEX consider changing the language in 3.11 to allow for amendments for cost and/or time, based upon mutual agreement between Covered California and the contractor?	While Covered California reserves the right to retain the services of the organization resulting from this RFP to assist with other relative activities and related projects embarked upon by Covered California during the established contract period, or through a contract amendment, there will be no extension of this agreement for cost and time.
15	The proposal due date is very tight. Would HBEX consider extending the deadline, even by 3-5 business days?	Unfortunately, the deadline cannot be extended due to the urgent need for these services.