

BUSINESS CONTINUITY PROGRAM DEVELOPMENT
CONSULTANT SERVICES

QUESTIONS and ANSWERS
Monday, October 9, 2017

QUESTIONS	ANSWERS
1. Is the Technology Recovery Plan and/or IT recovery strategies included in the scope of the engagement?	1. No
2. Is the Covered California Business Continuity Plan referenced in the RFO completed and approved by senior management?	2. Yes
3. Has there been a post-approval evaluation of that plan? Will that evaluation be provided to the winning contractor?	3. Yes; Yes
4. Will the consultant have ready access to the leaders from sections that are assigned major activities in the Business Continuity Plan?	4. Covered California's designated representative for this contract will have the ability to provide contractor with all the assistance it needs regarding all aspects of the contract deliverables to ensure successful outcomes. Scope of Work, section F, items 1-6.
5. Is there a single person or small team the consultant can use to ensure that what it proposes is consistent with the internal culture of Covered California?	5. Not prior to contract award. The evaluation team will ensure proposals are consistent with Covered California's needs in the process of determining who to award the contract.
6. Will there be a designated project coordinator appointed by Covered California to help connect the consulting team with individual functional heads that the consultant needs to interact with?	6. See answer 4, above

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7. Please clarify whether the business continuity recovery strategies identified in the scope and descriptions encompass IT systems recovery as well as relocation?	7. No, they do not encompass IT.
8. Would a fixed price offer to deliver the scope of work required for the three tasks, with a pricing total per task, be acceptable? If so, would the hours and rate per hour of consultant staff be required as backup for the fixed price in Attachment B, Cost Worksheet?	8. Per section D, Acceptance Criteria, in the Scope of Work, and Attachment B, Cost Worksheet, hourly rates are required. The total price for each task would consist of the hourly rate times the estimated number of hours.
9. Is there a specific format or budget form that Covered California would like us to use in the proposal?	9. Follow section 7, Response Requirements, and section 8, Response Content, on pages 3 through 5, noting any restrictions on the number of pages for some sections. Use Attachment B, Cost Worksheet, for the proposed cost/budget, revising the amount of space in each section as needed, but keeping the three tasks and their respective column headings.
10. Do you prefer an Excel spreadsheet or a table inserted in Word incorporated in the proposal?	10. There no preference. Either Excel or Word table are fine.
11. Who will participate in the training and testing portion of this proposal, I.e., staff, key stakeholders or partners, admission?	11. Executive Directors and identified key staff, as well as any stakeholders or partners identified during the project.
12. Is a copy of the current Business Continuity Plan available for review?	12. Not prior to award of the contract; it will be provided to the selected vendor after award of the contract.
13. How many Covered California offices, locations, staff and any other entities are covered in the proposal?	13. Covered California has approximately 1,350 staff at six locations throughout California.

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<p>14. Aside from the page limitations on the Scope of Work (Attachment A, page 3), and the Corporation Qualifications Narrative (page 4), is there a limit on the entire proposal in terms of number of pages?</p>	<p>14. Except for the page limitations listed in section 8, Response Content, pages 3 through 5, there is no limit to the total number of pages of the entire proposal. Since the evaluation team will have numerous proposals to read, it is suggested that proposals be concise.</p>
<p>15. Does Covered California have any existing software programs used to support incident management and/or business continuing planning?</p>	<p>15. No</p>
<p>16. Does Covered California have any examples of successful training programs or preferences, i.e., workshops, online training, apprenticeship education, simulations, etc.?</p>	<p>16. Covered California does not have any examples to share specific to Business Continuity; however, Covered California does use a Learning Management System (software) to provide some of our training.</p>