

RFO 2015-47:
Business Continuity Planning
Questions and Answers
June 21, 2016

No.	Question	Response
1	How many departments/functions/processes exist within the agency's three locations?	There are 15 Divisions within the agency. There is one headquarters office and two call centers.
2	How similar are the processes performed at the two call centers? We consider "similar" to mean they have the same responsibilities, perform the same functions, and use identical processes and technology resources to conduct their work.	The call centers have the same processes.
3	Would Covered California consider an approach that combines recovery strategy and business continuity plan development into the same work stream, assuming that adequate time is given to review and approve strategies before plans are fully developed?	Yes.
4	In the minimum qualifications section 2.1 it calls for five (5) years experience preparing Business Continuity Plans for a California State agency. One of our lead consultants worked for a large private sector call center that was an agent for a California State Agency and they assisted with state and federal compliance standards and regulations. Would this experience qualify them for the Solicitation?	Yes.
5	The RFP references a Staff Experience Summary Form (item 5.3.1.3) but I don't see such a form in the RFP or attachments. Should we create our own form or do you have a specific one that you'd like us to complete?	Ok to create their own format as the form was not included.

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6	<p>Item 3.3d. Testing and Exercises states that "the contractor shall develop testing, exercise and maintenance requirements, and provide a final report...." Are we just developing testing, exercise and maintenance requirements and the report will state those requirements? Or will we actually be developing and conducting an exercise and providing a final report based upon that exercise? Developing and conducting an exercise will take much more time than just developing requirements for an exercise, so any clarification that you could provide would be appreciated in order to provide an accurate cost breakdown.</p>	<p>Focus on the red highlight.</p>