

#	Document	Section #	Question	Covered California Response
Q1.			How does the current RFP differ from the previously issued RFP? Is it just the scoring of the targeted groups like DVBE and certified small businesses?	Yes
Q2.			Were the proposals submitted for the original RFP scored, and how many proposals and by whom were the proposals originally submitted?	Forwarded to PRA Request
Q3.			Should the vendors assume that all of the Questions and Answers from the prior RFP issue are still in effect for this RFP?	Yes
Q4.			Assuming the answer to 3 above is no; we have included the below questions and responses from the prior RFP and would like for CA Covered Health to please confirm that the responses provided for this RFP are still valid.	Responses would not change.
Q5.	Original Question #56 Exhibit A, Attachment 1	old) Requirement 104 (new) Requirement 102	This requirement states 2,000,000 images per year. Please provide a breakdown of volume by Average Day and Peak Day. What percentage of the volume is faxed, scanned, and consumer portal uploads?	Depends on Open Enrollment May-Nov average volume ~1500 per day, Peak Day ~3000 per day Dec-April average per day ~5000, peak day ~20,000  30%-faxed 70%-scanned
Q6.	Original Question #57 Exhibit A, Attachment 1	(old) Requirement 135 (new) Requirement 133	Please describe the details of the Web Service API for connection to CalHEERS and Oracle BPM?	Vendors will not be responsible for connecting to BPM. Once CalHEERS receives the response that the verification could not be confirmed CalHEERS will then be responsible for creating the task.

#	Document	Section #	Question	Covered California Response
Q7.	Original Question #62 Exhibit A, Attachment 1	(old) Requirement 104 (new) Requirement 102	Under requirement 104 it states, “The Contractor shall design, manage, and monitor the capacity of the solution at a minimum for: a. Processing and storing two (2) million images per year  b. Supporting 25 users” What is the distribution of activity throughout the year?	Covered California's peak time for enrollment is October – February. Consumers that are determined Conditionally Eligible have 90 days to submit documentation. Vendors should assume that peak time is October – May.
Q8.	Original Question #74 Exhibit A, Attachment 1	(old) Requirement 98 (new) Requirement 96	All the imaging & document verification software will be provided by the imaging and verification solution. Since hosting will be provided by Covered California, we are assuming that hardware, OS licenses, database license and email server are provided by Covered California.	Covered California will pay for all Server/SQL software licenses. The vendor must provide all imaging and document verification software.
Q9.	Original Question #88 Exhibit A, Attachment 1	(old) Requirement 145 (new) Requirement 143	What is the maximum size of the file that should be allowed to upload? Are there file size limits imposed by CalHEERS or the ECM system? What message should be displayed to the consumer when they upload a file which exceeds the maximum file size?	Maximum document size is 10MB for CalHEERS. Maximum document size is 10MB for ECM system. Error Message: 1.The following are acceptable file formats: Excel, Word, PowerPoint, JPEG, JPG, TIFF, PDF, RTF. 2. File size cannot be greater than 10 MB.
Q10.	Original Question #89 Exhibit A, Attachment 1	(old) Requirement 145 (new) Requirement 143	Are there any restriction on the type of files that are allowed to be uploaded? Are there file format limits imposed by CalHEERS or the ECM system?	The following are acceptable file formats: Excel, Word, PowerPoint, JPEG, JPG, TIFF, PDF, RTF by CalHEERS upload functionality or ECM system. One of the following supported file types should be uploaded: doc, docx, rtf, xls, xlsx, ppt, pptx, jpeg, jpg, tif, pdf
Q11.	Original Question #90 Exhibit A, Attachment 1	(old) Requirement 145 (new) Requirement 143	Is the consumer restricted to upload only 1 document at a time or can the consumer upload more than 1 document at a time?	1 document at a time for each upload.

#	Document	Section #	Question	Covered California Response
Q12.	Original Question #112 Exhibit A, Attachment 1	(old) Requirement 25 (new) Requirement 23	Please provide an estimate of the number of users per day/hour of day that may need to access the upload portal?	Currently it is estimated that the number of users will stay at 25. This requirement is related to internal users not users accessing the upload portal.
Q13.	Attachment 14	Section 4.5.3.4	Section 4.5.3.4 Bidder Reference Form (Attachment 14) – Are completed bidder reference forms completed for the previous Document Verification RFP acceptable? Or do reference documents require a more recent signature date?	Yes, you may resubmit the same reference forms.
Q14.	Attachment 15-17	Section 4.5.4.5	Section 4.5.4.5 Staff Reference Forms (Attachments 15-17) – Are completed staff reference forms completed for the previous Document Verification RFP acceptable? Or do reference documents require a more recent signature date?	Yes, you may resubmit the same reference forms.
Q15.	Attachment 1	Proposal Cover Page Section 9	Section “9. Indicate applicable license and/or certification information:” What is the scope of license and/or certification information covered by section 9. Please provide examples if appropriate.	Small Business Certificate #
Q16.	Exhibit A	Attachment 1 Statement of Work	Req 102 - Item “a” specifies that the delivered system needs to process and store two (2) million images per year. The Q&A from the previous RFP (question response Q.23) indicated that “Covered California has continually received around 2,000,000 documents annually and expects to receive the same amount of documents going forward.” Please confirm that the requirement is for individual page images versus 2,000,000 document image files.	Covered California receives 2,000,000 images per year.
Q17.				