

**RFP 2017-17: Translation, Readability and Focus Group Testing  
Questions & Answers**

<b>Number</b>	<b>RFP Page Number</b>	<b>RFP Section Reference Number</b>	<b>Bidder Question</b>	<b>Covered California Response</b>
1.	Page 19	RFP 3.2.a & b	In order to provide comparable pricing between bids, can Covered California clarify if "consumer focus testing" required in bullet a different than "community review" required in bullet b? Please clarify the differences between the two.	Consumer focus testing refers to focus group testing with consumers who appear to be eligible for Insurance Affordability Programs. Community review refers to the review of materials in a specific language to ensure culturally appropriate translations.
2.	Page 23	RFP 4.2.2.2.c	The RFP asks for "...separate costs in the budget for services related to the translation of the Single Streamlined Application for Health Insurance Programs..." In order for all bidders to provide equitable pricing, can Covered California provide an example of the current Single Streamlined Application for Health Insurance Programs?	The paper version of the single streamlined Application for Health Insurance programs is available on our website.
3.	Page 21	RFP 3.8.c	The RFP states "Travel will not be reimbursed under the contract." Is it the intention that focus group testing occur throughout the state? If Covered California desires testing to be conducted in one or more locations throughout California, there would be travel costs associated with this work.	Yes. The focus group testing may occur throughout the state. As stated on Exhibit B attachment 1, *Hourly rate must be inclusive of any travel and related expenses required for each line items.
4.	Page 25	RFP 4.3.2.1	The RFP restricts section 4.3.2 to two pages, yet 4.3.2.1 requests samples of translated materials. Can these samples be provided outside of the 2 page limit?	Samples are not a part of the 2 page limit.
5.	Page 25	RFP 4.3.3	Project Team Qualifications Section 4.3 states that no more than 2 pages can be used to describe the Project Team's Qualifications. Please confirm that this excludes actual resumes, as each resume could be more than 2 pages in length.	Resumes are not a part of the two page limit.
6.	Page 5 of 8	Exhibit A, Section F, Reporting Headquarters Location	Section F indicates that the Contractor is required to perform all services under this Agreement on site at Covered California, unless directed otherwise by the Covered California project representative. Is Covered California open to allowing vendors to conduct project operations within vendor location(s)/site(s)?	Covered CA is not planning on requiring the vendor to perform all services on site.
7.	Page 17 of 17	Exhibit C, KK. Ethics Training	Regarding Ethics Training - Can Covered California provide the current Ethics Training Course content so that bidders can understand the time commitment?	California Attorney General's Ethics Training Course for State Officials. This is done through DOJ website. There is a certification requirement to complete prior to working under the contract and every 2 calendar years as long as

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			Please provide the current cost to the vendor for the ethics training per consultant/contractor employee. Is there a minimum testing level or certification resulting from the ethics training?	you are under contract. Please refer to DOJ website for cost.
8.	Page 4	Model Contract, Exhibit A, SOW, E. General Scope or Tasks	To illustrate a vendor's experience in delivering services, may the bidder submit additional relevant examples related to the scope and tasks (e.g., focus group testing report)? If so, can these samples be provided outside of the designated page limits?	Samples are not a part of the 2 page limit.
9.	Page 5	RFP 1.4  Exhibit A, D. Contract Amendment	Section 1.4 of the RFP states that responses shall not exceed \$5,000,000 in total costs. This section also states that the contract shall not exceed \$1,500,000 annually. Exhibit A, Section D, also states that the contract "...amended to include additional funding at the same rates provided by the bidder's proposal ...". Please clarify if the \$5,000,000 is the total anticipated funding for the base plus extensions (five years) or if the \$5,000,000 is for the base term of the contract (3 years).	Responses shall not exceed \$5,000,000.00 in total costs. The contract will not exceed approximately \$1,500,000.00 per year for the term of the contract including extensions, if any. \$5,000,000 is the total anticipated funding for the base plus extensions (five years)
10.	Page 8	RFP 1.9, item 2.b.1	Given the format and page limits in the RFP, would Covered California allow a smaller font to be used in samples, graphics, call out boxes, etc.?	Samples are not a part of the 2 page limit.
11.	Page 23	RFP 4.2.2, item 1.a	Please confirm that bidders should include a work plan for the response to 1.a, Understanding and Description of the tasks to be performed (Work Plan) and that the work plan and associated response for this requirement is not page limited.	Samples are not a part of the 2 page limit.
12.	Page 1	Exhibit B, Attachment 1	Several boxes in the Cost Worksheet table are grayed out. What is indicated by the shading of certain boxes? Should bidders include a price for the lines that have gray boxes?	We would like bidders to provide the rate but will not be used towards the total cost.
13.	Page 1	Exhibit B, Attachment 1	Several of the tasks include estimated volume. What is the period of time that these volumes cover?	As referenced on Exhibit B – Attachment 1-Cost Worksheet the estimated volume is a baseline estimate for the life of the contract. Page and hour amounts are estimates only and are subject to change
14.		Exhibit B, Attachment 1	Can you clarify the type of contract this is to be—e.g., firm fixed price, fixed price level of effort (labor rate fixed,	Page and hour amounts below are estimates only and are subject to change.

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			total cost based on number of hours expended), time & materials, cost plus, etc. Based on what I see Exhibit B, Attachment 1 Cost Worksheet, it we do not assume firm fixed price.	
15.		Exhibit B, Attachment 1 Cost Worksheet	Please confirm that the estimated number of hours per Task on Exhibit B, Attachment 1 Cost Worksheet are for evaluation purposes ONLY (i.e., that number of hours actually expended per Task could be higher over the term of the contract).	Page and hour amounts below are estimates only and are subject to change.
16.		Exhibit A, Scope of Work, paragraph B.1	Please clarify Exhibit A Scope of Work, paragraph B.1, says services are to be provided "on an as-needed basis"--that suggests that the hours are not pre-determined. Correct?	Yes
17.		Exhibit B, Attachment 1 Cost Worksheet	Another question regarding: Exhibit B, Attachment 1 Cost Worksheet contains no line items for costs other than labor; does the contract allow other costs e.g., rental costs for focus group venue(s), outreach to identify/solicit focus group participants, other costs associated with running focus groups (e.g., materials)?	Hourly rate must be inclusive of any travel and related expenses required for each line items.
18.		Exhibit B, Attachment 1 Cost Worksheet	Exhibit B, Attachment 1 Cost Worksheet appears to assume that labor rates for translation are independent of the target language. Is that an accurate assumption or are you anticipating blended rates?	Please provide a flat rate for translation services regardless of language.
19.		Exhibit B, Attachment 1 Cost Worksheet	Regarding hours listed on Exhibit B, Attachment 1 Cost Worksheet--are these estimated hours *per year* for each year, or total hours over the 3-year period of performance, or over the 3 year base PoP plus the option years?	Responses shall not exceed \$5,000,000.00 in total costs. The contract will not exceed approximately \$1,500,000.00 per year for the term of the contract including extensions, if any. \$5,000,000 is the total anticipated funding for the base plus extensions (five years)
20.			Can you clarify what is meant by "Traditional Chinese"? (Is there a preferred dialect (e.g., Mandarin, Cantonese, other)?	Traditional Chinese Characters are used for both Mandarin and Cantonese dialects.
21.		Exhibit A Scope of Work, paragraph E.5	Exhibit A Scope of Work, paragraph E.5 describes required reports/deliverables, but there's no line item in Exhibit B, Attachment 1 Cost Worksheet where the time/effort required to produce these deliverables would be priced. Please advise where these costs should be included.	Cost should be included in the task number based on actual work completed. For example, as referenced on Exhibit A – Scope of work E.5 b. is specific to focus group testing reports that cost would go to consumer focus testing on line 3 of Exhibit B- Attachment 1.

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22.		RFP paragraph 4.3.1 Sub-paragraphs 4.3.1.1, 4.3.1.2 and 4.3.1.3	The RFP, paragraph 4.3.1 limits the narrative for Understanding and Approach to no more than 5 pages. The sub-paragraphs 4.3.1.1, 4.3.1.2, and 4.3.1.3 require bidders to address three specific areas as part of the Understanding and Approach; each of these is limited to no more than 1 page. Are those three 1-page sections included in the overall 5-page limit for Understanding and Approach, or separate?	The 5 page limit for Understanding and Approach should be separate from the three specific areas limited to 1 page for each.
23.		RFP paragraph 4.3.2.1	RFP paragraph 4.3.2.1 requires inclusion of four specific examples of translated material; are those samples excluded from the 2-page limit for the Corporate Qualifications Summary?	Samples are not a part of the 2 page limit.
24.		RFP paragraph 4.3.2.2	The 1-page limit given in RFP paragraph 4.3.2.2 for Capacity of and Allocation of Resources precludes bidders from providing the details required in that paragraph. Would you be open to increasing this limit to 2 pages?	Yes
25.		RFP paragraph 4.3.3, Exhibit A, and Exhibit B, Attachment 1 Cost Worksheet	RFP paragraph 4.3.3 requires bidders to provide Project Team Qualifications, including the percentage of time that staff will dedicate to the work described in Exhibit A Scope of Work. Given that the hours listed on Exhibit B, Attachment 1 Cost Worksheet provides only estimated hours (and does not specify whether those are hours per year or total hours over the contract Period of Performance), and does not break down those estimates by target language - how can bidders accurately estimate those percentages?	The percentage of time should match estimated hours over which will be a total over the life of the contract.
26.		RFP paragraph 4.3.3.1, paragraph 4.3.3	RFP paragraph 4.3.3.1 requires resumes for "each proposed project team member." Are these resumes excluded from the overall 2-page limit for Project Team Qualifications as given in paragraph 4.3.3?	Yes.