	Question	Answer
1	What lines of business do you desire the solution be applied to?	The Help On Demand solution is to allow a consumer to request help for an individual to sign up for a qualified health plan (QHP) from a Certified Insurance Agent or a Navigator who are two types of Certified Enrollers. The definition for QHP is found here: http://www.coveredca.com/glossary/#q Government code regulations for Certified Insurance Agents can be found here: http://hbex.coveredca.com/agents/ Navigator Program information can be found here: http://hbex.coveredca.com/navigator-program/
2	Do you want Sample Reporting included as an attachment?	Yes.
3	Please define "solution" for the purposes of scoping the requirement for English and Spanish. Do you mean a complete Spanish language User Interface, and Assister platform? Or only consumer (as in entering the "request") pages?	The requirement for Spanish is only meant for the consumer interface as described in Exhibit A - Scope of Work –Section B(3).
4	Please confirm what you mean by "callback." Can the consumer have a choice/preference of being emailed or called back, or just phone calls are allowed?	The consumer would have the choice to allow a Certified Enroller to either call back by phone or request an email communication.
5	Does Covered California currently have a Google Analytics account and do you use analytics on some or all web-pages?	Yes, the Exchange has created a Google Analytics account. Google Analytics is used on all consumer assistance help web pages.
6	On the RFP Checklist Exhibit E, Exhibit E, Attachment 1- Resumes is listed twice-why?	One is the Exhibit – Additional Provisions and one is a coversheet plus all the resumes that are included in the proposal (it becomes part of the contract documents).

7	Do you want both Resumes and Staff Experience Summary Form (Attachment 4); specifically-Is it acceptable to provide one or the other?	No. Both Resumes and the Staff Experience Summary Form is required.
8	The requirement that "changes to deliverables within a 7 day limit" seems very wide open from a cost, scope and software development lifecycle perspective. Can you clarify your intent with this provision, please? Specifically, please clarify the parameters around "State-requested revisions to any deliverable". Does this refer to revisions that are strictly within the scope of the project? Or could the requests conceivably exist outside the project scope? In addition, what is meant by the statement "incorporated by the Contractor within seven (7) calendar days"? Does this simply mean the contractor must add the request to the project list and address potential cost, scope and time impacts? Or does this mean the request must be coded and deployed in the stated timeframe?	The Exchange will only ask the Contractor to perform tasks that are within the scope of the contract. Any proposed deliverables outside the scope of the contract would require amending the contract.
9	Are resumes of the Project Team included in the 10 page limit noted under Section 4.3.3?	No.
10	On RFP page 18, #7 a. i. "Understanding and Description of the tasks to be performed (Work Plan)", do you want an actual work plan? Where would you like it attached?	Description of the tasks performed (Work Plan) should be presented as a Microsoft Project schedule attached with Exhibit A – Scope of Work.
11	With regard to the statement "Assignment criteria will include Certified Enrollment Representative enrollment performance based on enrollment reports supplied by the Exchange to the vendor", how often and in what format will the reports be supplied?	The format will be in Excel and provided monthly.
12	Please define "concurrent" in terms of time. For example, 10,000 consumer leads per day is very different from 10,000 consumer leads per minute. Even if Covered CA has 500,000 visitors per day to the exchange website and every one of those visitors visited the Big Wave consumer lead page (highly unlikely) the result would be approximately 347 consumer user per minute.	The RFP requirement says "The solution must support a maximum of 10,000 concurrent consumers, 6,500 concurrent Certified Enrollment Representatives, and five (5) concurrent administrative users. The Vendor's response should include that maximum number of concurrent consumers, enrollment representatives, and administrative users of the solution." A "… maximum of 10,000 concurrent consumers…" is our estimate of the number of consumers that might use the Help On-Demand tool in a given day and, therefore, be in the queue waiting to be called by a Certified Enrollment Representative. The number "… 6,500 Certified Enrollment Representatives…" is our estimate of

		the number of representatives that Covered California wants to have engaged in this work effort and actively logged into the application ready and willing to help consumers. Per the requirements statement, the Exchange would like to hear from Vendors in your response about limitations or maximums related to concurrent users within your solution.
13	Exhibit A, Section B -#24, f.- Please clarify the use of the word "session". Is this referring to the web server session (e.g. IIS, Apache, etc.) per website visitor?	MARS-E control AC-10: "The information system limits the number of concurrent sessions for each system account to one (1) session. The number of concurrent application/process sessions is limited and enforced to the number of sessions expressly required for the performance of job duties and any requirement for more than one (1) concurrent application/process session is documented in the security plan."
14	Exhibit A, Section B - #24, m. - With regard to the statement, "PII must not be stored on any type of digital or non-digital media", please clarify the term "digital" media. The proposed system stores all data on secure hard drives which are a form of "digital" media.	The vendor may store PII so long as it is stored in accordance with the Privacy and Security Requirements as set forth in the Agreement. The Exchange restricts access to sensitive information, such as PII, residing on digital and non-digital media to authorized individuals using automated mechanisms to control access to media storage areas. Exhibit A, Section B(24)(m) will be modified to align with this response (please see Addendum #2).
15	Exhibit A, Section D - #8, a. - Please clarify whether or not a document detailing the "Exchange's System performance requirements" exists outside of the documents provided in the RFP. If so, please provide that document.	Exchange system performance requirements for this Help On-Demand business function have not yet been defined. The Exchange will work with the selected Contractor to establish appropriate performance requirements.
16	Exhibit A states that system must conceal, via the session lock, information previously visible on the display with a publicly viewable image. Can you please expand on this requirement? Are you referring to a timeout of a web session?	Yes. We are referring to a timeout of a web session. Publicly viewable images can include static or dynamic images, for example, patterns used with screen savers, photographic images, solid colors, clock, battery life indicator, or a blank screen, with the additional caveat that none of the images convey sensitive information.