RFP 2016-29
Data Management and Analytics Services

QUESTIONS and RESPONSES

QUESTIONS	RESPONSES
1. Is there an incumbent for this work effort or a recent vendor (services performed within the most recent 6 months) that has provided similar services and if so, will they be allowed to bid?	1. Yes, there is an incumbent. The State is required to accept all bids received by the deadline.
2. Will proposed staff need to work onsite at Covered California's work location on a fulltime basis, and if not, can you provide an estimated percentage of time each staff member will need to be onsite?	2. Staff must be 100% onsite. Telework or remote login not allowed due to sensitive nature of the data.
3. Will Covered California provide an updated Exhibit B, Attachment 1 Cost Worksheet, with resource hours based on an 11-month performance period in alignment to the revised term dates of August 1, 2017, to June 30, 2018?	3. Bidders' proposal needs to include their total costs by way of updating the Cost Worksheet template in the solicitation. The total costs are for the term of the contract, not based on number of months.
4. The SOW states the environment has already been implemented. Was a vendor used for this implementation and if so, what was the name of the vendor?	4. The incumbent contractor implemented the environment.
5. The Tableau Administrator has the following duty: "Tableau server installation, administration and configuration." What other installations does the State believe will be conducted?	5. We may use another instance of Tableau server for open data portal or to expand and scale the existing infrastructure to accommodate increased workload.
6. The SQL Server DBA has a requirement: "Must have a minimum of eight (8) years of experience managing Microsoft SQL Server databases version 2012 or above." SQL Server Database version 2012 was released in April 2012 (about 5 years ago). Does the State allow for prior versions of SQL Server to count towards the 8 years?	6. Yes, we allow version SQL Server 2005 and above.
7. The State's required staff mix is all developer or administrator based. Will the State be providing business requirements and functional design artifacts for the development team to implement?	7. Yes, the program areas, along with the State business analyst team, will provide business requirements and functional artifacts.

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8. Per Exhibit A, section E on page 5, all services must be performed onsite. We/our Tableau resources do the majority (75%) of report development remotely and come onsite as needed for requirements gathering, knowledge transfer, etc. We/our Tableau resources balance web meeting technology with onsite meetings to ensure successful implementation. Would Covered California reconsider the requirement for all onsite services and work with the contractor to generate a mutually agreeable onsite schedule for report development? All other services from the team will be onsite.	8. No offsite work. All work is to be performed onsite at the Sacramento and Rancho Cordova locations.
9. The ESRI GIS Developer is a very specialized resource like Tableau resources and we request that you reconsider your requirement for all onsite services and allow this resource to work remotely for this resource.	9. Staff must be 100% onsite. Telework or remote login not allowed due to sensitive nature of the data.
10. Will Covered California extend the proposals due date since there is only a difference of less than 4 working days from Q&A posted date to the proposals due date.	10. We need to get the contract in place on August 1, so we will not extend the due date. State's responses to questions will not substantively affect the scope of work, which bidders have to read thoroughly in order to ask questions.
11. In The Project Team Minimum Qualifications in Section 2.1 for the Microsoft SQL Server DBA: Must have a minimum of eight (8) years of experience managing Microsoft SQL Server database version 2012 or above. SQL Server DB version 2012 has only been out for just over five (5) years since it was released in Spring/March 2012. Will Covered California reduce or relax the years of experience required?	11. Yes, we allow version SQL Server 2005 and above.

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12. There is some conflicting RFP direction regarding pricing for FTE's, Time and Materials, or by Deliverable. Exhibit B, Attachment 1 and RFP Section Exhibit A Section A. Purpose request a minimum 6.5 FTE's to perform the requested work. However, FTE's are defined in Exhibit B, Attachment 1 as 2,080 hours, which conflicts with 3.8 Project Assumptions and Constraints: "1. The Contractor's work hours shall be consistent with Covered California's key staff on-site, whose normal business hours are 8:00 a.m. to 5:00 p.m. PT, Monday through Friday, except for State holidays." Also, Covered CA new hires experience the CA.gov benefit package where FTEs are typically calculated based upon total available hours to work - state holidays - vacation time - sick time which would not support 2,080 hours per year. Section 3.5 describes deliverables based payments at time and materials. This is a costlier approach since time and material hourly rates are higher and normally only used for smaller projects generated by change orders. Significant discounts can be offered with a fixed price versus paying an hourly rate for a cap of 13,520 hours. Will Covered California revise the pricing approach to eliminate references to time and materials and accept a fixed price for a standard number of hours represented by 6.5 FTE's as defined in Section 4.3.1 of the RFP?	12. This is a time and materials contract for 6.5 FTEs. As the policy and business requirements are changing frequently, we are unable to offer by deliverable. The FTEs will work closely with program areas to accommodate changing business needs.
13. Sections 4.3.1 and 4.3.5 both have a place for vendors to provide assumptions. Would the State prefer to include assumptions in one Section or another? If so, which Section would the State prefer vendors to add assumptions?	13. Provide assumptions in section 4.3.5 Assumptions. If there are any assumptions relevant to section 4.3.1 Understanding and Approach, okay to state "For assumptions, see response to section 4.3.5 Assumptions."

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14. Would the State consider vendors providing summary bios in Section 4.3.3, Project Team Qualifications if resumes are provided in an appendix?	14. For 4.3.3 Project Team Qualifications, provide narrative descriptive enough to allow evaluation team to evaluate each member's qualifications. Summary bios may be included here. For 4.3.3.1, okay to put "see resumes." Include resumes in an appendix.
15. Are the resumes included in the 5-page limit in section 4.3.3? If not, could vendors include the resumes in as an appendix?	15. Resumes are not included in the page count. We apologize for the lack of clarity. Please put resumes in an appendix, as opposed to within the body of the proposal under this heading.
16. Would proposals containing an alternate resource schedule be permitted? Specifically, are less than six technical full time equivalents acceptable in a proposal so long as all tasks required in Section D are met?	16. No. A minimum of 6.5 FTEs are required.
17. Is the GIS Developer/Administrator role meant to build a server infrastructure from scratch, or is there something existing that needs to be maintained?	17. We have already implemented ArcGIS Server v 10.x and Portal for ArcGIS. The GIS developer/Administrator will maintain the existing solution and develop new maps and web apps as per business needs.
18. As an enterprise what version of ArcGIS has Covered California implemented?	18. ArcGIS Server Advanced Edition v10.x
19. Is Covered California using ArcGIS Pro concurrently with ArcGIS Desktop? Is Covered California looking for Pro products, Desktop products, or both?	19. We have both ArcPro and ArcGIS Desktop with extensions.
20. Has Covered California implemented Portal for ArcGIS?	20. Yes.