

RFP 2017-21 Service Center Training

Questions and Answers

| QUESTION | ANSWER |
|--|--|
| <p>1. Exhibit A, Section D indicates that training will be delivered to contact center/service center representatives, leads, supervisors, managers, executive, analysts, specialists, and clerical staff. Can you provide a breakdown of approximately how many people from each group are projected to attend each type of training?</p> | <p>Organizational structure provided on solicitation site titled Training RFP – Org Chart includes number of staff and description of tasks performed.</p> |
| <p>2. Exhibit A, section F- 6(C), states that class sessions should be developed for weekly delivery and should span the two-year contract. What modality will weekly training be delivered in?</p> | <p>Modality will be determined by content and length of material.</p> |
| <p>3. Exhibit A, section G, states that the contractor should be "...willing to create content based on the needs of Covered California without charging fees for curriculum design." In the RFP Document, section 3.2-Purpose, you state that you are looking for, "... Bidders who can deliver customized instructor led or web based training." Can you further define what you mean by curriculum design? Generally customized courses and curriculum design will cost more than off-the-shelf training.</p> | <p>As stated in Exhibit A, section G(4) – Contractor must have their own training content – or be willing to create content based on the needs of Covered California without charging fees for curriculum design. All proposed cost structures, including revision costs, should be detailed in the Cost Worksheet</p> |
| <p>4. Exhibit A, Section M 2-3 indicates that 25 Train the Trainer courses are desired. How many attendees will be participating in these sessions?</p> | <p>10 - 30</p> |
| <p>5. Exhibit A, Section P-6, states that Covered California shall, "Identify and provide access to Subject Matter Experts to assist in the development of technical requirements." Will there be a fee to the vendor for such consultation?</p> | <p>No</p> |
| <p>6. To support the vision of instructor-led classroom based training and blended learning, how often would you like to see classroom based training delivered?</p> | <p>Modality will be determined by content and length of material.</p> |

RFP 2017-21 Service Center Training

Questions and Answers

| | |
|---|---|
| 7. What is your vision for an e-learning format? | Bidders are expected to present their e-learning strategies as part of their proposals. |
| 8. How interactive would you like the e-learning to be? | Bidders are expected to present their e-learning strategies as part of their proposals. |
| 9. According to the RFP schedule, answers to questions are going to be released on the 30 th of April and the proposal is due the 7 th of May. Taking into account the time needed to ship the proposals to your location, and to allow for the best quality proposals from vendors, can you extend the due date out? | Yes |
| 10. Will this contract be awarded to multiple vendors? | No |
| 11. Are you currently working with a training vendor? | No |
| 12. Would you like on-site visits from the successful vendor to occur during the development stage of this project? | Yes |
| 13. Who is the incumbent? | None |
| 14. If an incumbent exists, how many years has the incumbent been doing this work? | N/A |
| 15. What is the funding source for the project budget? | Not relevant for bidder to provide a proposal |
| 16. Does Covered California own all existing training content? | Yes |
| 17. Given the short amount of time from the return of the answers to questions, will Covered California consider revising the due date to May 14 th ? | Yes |

RFP 2017-21 Service Center Training

Questions and Answers

| | |
|---|---|
| <p>18. Exhibit A, section Q, item 4. states - ...any deliverable shall be incorporated by the Contractor within seven (7) calendar days from the date in which Covered California provided its feedback...", what is the driver for a seven calendar day turn around?</p> | <p>7 days is standard to all contracts. It was determined that on the average, a minimum of 7 days is sufficient time for Contractor to revise deliverables. If more time is needed, Contractor may request a longer turnaround time from Covered California.</p> |
| <p>19. Exhibit A, section Q, item 5. Are the associated curriculum development fees chargeable by the Contractor?</p> | <p>All proposed cost structures, including revision costs, should be detailed in the Cost Worksheet</p> |
| <p>20. Is Covered California seeking a fixed cost per training deliverable?</p> | <p>All proposed cost structures should be detailed in the Cost Worksheet</p> |
| <p>21. When developing training modules, resources are being used before the final learning module is rolled out and made available to the learners. How will the contractor be able to invoice for work completed? Will the contractor only be able to invoice on a monthly basis for training that has been delivered in the previous month? Or, will the contractor be able to invoice for all time the time that has been used to design/develop/build out any customized curriculum or job aids?</p> | <p>Please refer to Exhibit B for invoicing provisions</p> |
| <p>22. Is the Surge vendor included as recipients of the training?</p> | <p>No</p> |
| <p>23. Exhibit A, section F, item 3, specifies class size not to exceed 24; Exhibit A, section G, item 6 and 7, specifies class sizes from 30 - 60. Please verify the maximum students for classroom.</p> | <p>30 - 60</p> |
| <p>24. Exhibit A, section A - states, "...requires a contractor to develop and deliver customized instructor led or web-based training..." With an anticipated contract start date July 1st, what is Covered California's expectation for the duration of time to develop customized material for the required training audiences?</p> | <p>Covered California recognizes the extent of the proposed training and does not expect all material to be ready at once. However, it is expected that content development would begin immediately, and as modules are approved they are scheduled for training while ongoing module development occurs.</p> |

RFP 2017-21 Service Center Training

Questions and Answers

| | |
|--|---|
| 25. Exhibit A, section A - states, "Contractor will work closely with Covered California and the assessment vendor to refine the curriculum in response to recommendations from the assessment." How does Covered California anticipate the contractor invoice for this consultation? | All proposed cost structures should be detailed in the Cost Worksheet |
| 26. Exhibit A, section A - states, "Contractor will work closely with Covered California and the assessment vendor to refine the curriculum in response to recommendations from the assessment." Given the unknown scope of this work required by the contractor, will this work be subject to the total project budget? | Yes |
| 27. RFP section 1.4 states - "It is expected that that the estimated funding for the contract will not exceed approximately \$495,000 per year." Would a cost estimate that does not exceed \$990,000 in total but exceeds a first year estimate of \$495,000 be accepted as a viable response? | Yes. However, as stated in RFP section 1.4 it is currently expected that the estimated funding for the contract will not exceed \$495,000 per year. |
| 28. Should the cost per training include all work associated with Exhibit A, such as the required train-the-trainer courses, curriculum development staff, hard copy training material? | All proposed cost structures should be detailed in the Cost Worksheet |
| 29. Should the contractor submit a cost proposal that includes the cost per training session, and hourly rates and hours by resource for trainers, curriculum designers, editors, project managers, etc.? | All proposed cost structures should be detailed in the Cost Worksheet |

RFP 2017-21 Service Center Training

Questions and Answers

| | |
|--|--|
| <p>30. Exhibit A, section N, item 2 references replacement personnel not automatically receiving the same hourly rates. Can Covered California please clarify that this is a time and materials based contract?</p> | <p>The resumes of any replacement personnel will be reviewed by Covered California. If the skills and/or experience does not match the skills and/or experience of the personnel being replaced, Covered California will negotiate a new rate with the Contractor. Negotiated rates cannot exceed the rates originally proposed by contractor.</p> |
| <p>31. Will a new vendor have full access to all training material (including source material for eLearning)?</p> | <p>Covered California will work in partnership with the vendor as necessary to assist in the development of content</p> |
| <p>32. What are the requirements for online via webinar vs delivered in person?</p> | <p>Modality will be determined by content and length of material.</p> |
| <p>33. Will Covered California supply the webinar technology?</p> | <p>No</p> |
| <p>34. What is the current LMS platform?</p> | <p>Covered California maintains our own in house LMS but vendor content delivery should not presume usage of Covered California's LMS</p> |
| <p>35. Exhibit A, section G states - "...be willing to create content based on the needs of Covered California without charging fees for curriculum design." Additionally, Exhibit A, section A states - "Based on the findings of the assessment related to Training, further enhancement of specific training needs may be identified." The current agreement does not provide the ability to for these development costs related to curriculum design. Please provide guidance on how the proposer should account for these costs in their cost proposal.</p> | <p>All proposed cost structures should be detailed in the Cost Worksheet</p> |
| <p>36. Who is responsible for managing the LMS?</p> | <p>Covered California maintains our own in house LMS but would not be responsible for vendor's LMS</p> |
| <p>37. Who is responsible loading material to the LMS?</p> | <p>Covered California maintains our own in house LMS but vendor content delivery should not presume usage of Covered California's LMS</p> |

RFP 2017-21 Service Center Training

Questions and Answers

| | |
|--|--|
| 38. Is there a preferred webinar platform? | No |
| 39. How does this training interface with onboarding training? | This training would be stand-alone training apart from onboarding training |
| 40. What is the current length, type, format of all existing training materials for each job role as part of the new hire process? | Not relevant for bidder to provide a proposal |
| 41. Is this training for tenured staff that has been through a formal onboarding training process? | Yes |

RFP 2017-21 Service Center Training

Questions and Answers

| | |
|--|--|
| <p>42. If it exists, please detail the following information, by topic, for existing Consumer Relations training:</p> <ul style="list-style-type: none">a. Duration of courseb. If eLearning, what is the development tool usedc. Number and length of FAQ's, QRGs, etc.d. For each eLearning module please classify level of interactivity based on the following:<ul style="list-style-type: none">i. Level 1 -Static CBTs feature static pages with linear navigation that result in passive interactivityii. Level 2 - eLearning CBTs feature interactive content, drag-and-drop activities, built-in quizzes, animation, and audio that result in limited participation interactivity.iii. Level 3 - Motion CBTs feature dynamic motion graphics, music, and live action videos that result in complex participation interactivity.e. Designated job role for each trainingf. Current training delivery schedule | <p>Not relevant for bidder to provide a proposal</p> |
|--|--|

RFP 2017-21 Service Center Training

Questions and Answers

| | |
|---|--|
| <p>43. If it exists, please detail the following information, by topic, for existing Leadership and Team Building Training:</p> <ul style="list-style-type: none">g. Duration of courseh. If eLearning, what is the development tool usedi. Is eLearning required to be 508 compliantj. Number and length of FAQ's, QRGs, etc.k. For each eLearning module please classify level of interactivity based on the following:<ul style="list-style-type: none">i. Level 1 -Static CBTs feature static pages with linear navigation that result in passive interactivityii. Level 2 - eLearning CBTs feature interactive content, drag-and-drop activities, built-in quizzes, animation, and audio that result in limited participation interactivity.iii. Level 3 - Motion CBTs feature dynamic motion graphics, music, and live action videos that result in complex participation interactivity.l. Designated job role for each trainingm. Current training delivery schedule | <p>Not relevant for bidder to provide a proposal</p> |
|---|--|

RFP 2017-21 Service Center Training

Questions and Answers

| | |
|--|--|
| <p>44. If it exists, please detail the following information, by topic, for existing Enhancing Efficiency Training:</p> <ul style="list-style-type: none">n. Duration of courseo. If eLearning, what is the development tool usedp. Is eLearning required to be 508 compliantq. Number and length of FAQ's, QRGs, etc.r. For each eLearning module please classify level of interactivity based on the following:<ul style="list-style-type: none">i. Level 1 -Static CBTs feature static pages with linear navigation that result in passive interactivityii. Level 2 - eLearning CBTs feature interactive content, drag-and-drop activities, built-in quizzes, animation, and audio that result in limited participation interactivity.iii. Level 3 - Motion CBTs feature dynamic motion graphics, music, and live action videos that result in complex participation interactivitys. Designated job role for each trainingt. Current training delivery schedule | <p>Not relevant for bidder to provide a proposal</p> |
|--|--|

RFP 2017-21 Service Center Training

Questions and Answers

| | |
|---|--|
| <p>45. If it exists, please detail the following information, by topic, for existing Quality Assurance training:</p> <ul style="list-style-type: none">u. Duration of coursev. If eLearning, what is the development tool usedw. Is eLearning required to be 508 compliantx. Number and length of FAQ's, QRGs, etc.y. For each eLearning module please classify level of interactivity based on the following:<ul style="list-style-type: none">i. Level 1 -Static CBTs feature static pages with linear navigation that result in passive interactivityii. Level 2 - eLearning CBTs feature interactive content, drag-and-drop activities, built-in quizzes, animation, and audio that result in limited participation interactivity.iii. Level 3 - Motion CBTs feature dynamic motion graphics, music, and live action videos that result in complex participation interactivity.z. Designated job role for each trainingaa. Current training delivery schedule | <p>Not relevant for bidder to provide a proposal</p> |
|---|--|

RFP 2017-21 Service Center Training

Questions and Answers

| | |
|--|--|
| <p>46. If it exists, please detail the following information, by topic, for existing Scheduling and Management Training:</p> <ul style="list-style-type: none">a. Duration of courseb. If eLearning, what is the development tool usedc. Is eLearning required to be 508 compliantd. Number and length of FAQ's, QRGs, etc.e. For each eLearning module please classify level of interactivity based on the following:<ul style="list-style-type: none">i. Level 1 -Static CBTs feature static pages with linear navigation that result in passive interactivityii. Level 2 - eLearning CBTs feature interactive content, drag-and-drop activities, built-in quizzes, animation, and audio that result in limited participation interactivity.iii. Level 3 - Motion CBTs feature dynamic motion graphics, music, and live action videos that result in complex participation interactivity.f. Designated job role for each trainingg. Current training delivery schedule | <p>Not relevant for bidder to provide a proposal</p> |
|--|--|

RFP 2017-21 Service Center Training

Questions and Answers

| | |
|--|--|
| <p>47. If it exists, please detail the following information, by topic, for existing Appeals Training:</p> <ul style="list-style-type: none">a. Duration of courseb. If eLearning, what is the development tool usedc. Is eLearning required to be 508 compliantd. Number and length of FAQ's, QRGs, etc.e. For each eLearning module please classify level of interactivity based on the following:<ul style="list-style-type: none">i. Level 1 -Static CBTs feature static pages with linear navigation that result in passive interactivityii. Level 2 - eLearning CBTs feature interactive content, drag-and-drop activities, built-in quizzes, animation, and audio that result in limited participation interactivity.iii. Level 3 - Motion CBTs feature dynamic motion graphics, music, and live action videos that result in complex participation interactivity.f. Designated job role for each trainingg. Current training delivery schedule | <p>Not relevant for bidder to provide a proposal</p> |
|--|--|

RFP 2017-21 Service Center Training

Questions and Answers

| | |
|--|--|
| <p>48. For each job role, please provide the annual turnover rate.</p> <ul style="list-style-type: none"> a. Contact Center/Service Representative b. Leads c. Supervisors d. Managers e. Executives f. Analysts g. Specialist h. Clerical staff | <p>Not relevant for bidder to provide a proposal</p> |
| <p>49. If available, please provide the training schedule (virtual and live) for the past two contract years.</p> | <p>N/A - no prior vendor/contract</p> |
| <p>50. Would the vendor selected for RFP 2017-16: Service Center Assessment for Improvements be precluded from being awarded RFP 2017-21: Service Center Training?</p> | <p>No</p> |
| <p>51. List of exhibits to include in RFP Section 4.2.2 - Updated Model Contract (Exhibit A, Exhibit B, Exhibit B-Attachment 1, and Exhibit C) is different than what is listed as "Yes" for mandatory in the Attachment 10: Proposal Checklist (Exhibit A, Exhibit B, Exhibit B-Attachment 1, Exhibit C + Form STD 213, Exhibit C-Attachment 1, Exhibit D). <i>Please clarify which revised Model Documents need to be included in the proposal response.</i></p> | <p>Please refer to Attachment 10: Proposal Checklist, STD 213, Exhibit A Scope of Work, Exhibit B Budget Detail& Pmt Provision, Exhibit B, Attachment 1 Cost Worksheet, Exhibit C General Terms & Conditions, Exhibit C Attachment 1 – Resume, and Exhibit D Privacy Addendum need to be submitted with the vendors’ proposal.</p> |
| <p>52. Exhibit A (Standard Agreement) - Section Q. Contract Deliverables, #5: <i>Can you provide more clarity on what type of refinements or modifications you anticipate needing after a deliverable is accepted/approved?</i></p> | <p>No modifications will be requested that is not covered in the Scope of Work.</p> |

RFP 2017-21 Service Center Training

Questions and Answers

| | |
|---|---|
| <p>53. Exhibit A (Standard Agreement) - Section G. Curriculum: In #2, it states that the contractor shall tailor the course content to the appropriate audience. This statement appears to conflict with #4. <i>Please clarify why creating course content for curriculum development design would not be chargeable in #4.</i></p> | <p>Vendor is expected to provide training/content that is customizable to the target audience or based on feedback from Covered California.</p> <p>Contractor must have their own training content – or be willing to create content based on the needs of Covered California without charging fees for curriculum design. All proposed cost structures, including revision costs, should be detailed in the Cost Worksheet</p> |
|---|---|