



CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES



CALIFORNIA MULTIPLE AWARD SCHEDULE (CMAS)

REQUEST FOR OFFER

LEVERAGED PROCUREMENT AGREEMENT INFORMATION TECHNOLOGY CONSULTING SERVICES PATIENT HEALTH INFORMATION PORTAL PROJECT TRAINING SERVICES RFO #12-005-ITS

ADDENDUM #1

BACKGROUND

The California Department of Corrections and Rehabilitation (CDCR), California Correctional Health Care Services (CCHCS), is requesting offers from CMAS vendors for Information Technology (IT) Consultant Services to provide training services for CCHCS's Patient Health Information Portal (PHIP) system and other clinical information systems. CCHCS is seeking multiple consultants or a team of trainers to present training courses based on materials provided by CCHCS.

Contractor will report to CCHCS' Director of Allied Health Services (AHS), or designee(s). In submitting an offer vendor must comply with the instructions found herein.

The term of the proposed Agreement is targeted for May 1, 2012 through October 31, 2012. CCHCS reserves the option to extend the ensuing Agreement for up two (2) additional years (i.e., 24-months) at the same deliverable rate(s) and/or to add additional funds up to the maximum CMAS threshold. The contract award is subject to availability of funds approved for this purpose.

All offers must be signed by an authorized officer of the company or firm who has legal and binding authority. By submitting an offer, your firm agrees to the terms and conditions stated in this Request for Offer and in accordance with your authorized Leveraged Procurement Agreement (i.e., California Multiple Award Schedule [CMAS] contract).

Offers are due by **4:00 p.m., Friday, April 20, 2012. Contractor responses and any required documents must be submitted by electronic mail and clearly labeled to the department contact noted below.**

Department Contact:

California Correctional Health Care Services
Attention: LAURA MARGOWSKI
P.O. Box 4038
Sacramento, CA 95812-4038
(916) 445-8942
Laura.Margowski@cdcr.ca.gov

QUESTIONS/STATEMENTS AND ANSWERS

1. Question(s)/Statement(s):

“In reference to Deliverable 2, on page 11 of the RFO: Are the 'PHIP and Problem List eForm' 4-hour session training materials already developed, or does CCHCS anticipate the trainers developing these materials? The RFO states ‘Develop or update training materials as requested.’ We are hoping for clarification on the expected contractor involvement in these materials.”

Answer(s)/Statement(s):

Training materials have already been developed. The phrase “develop or update training materials as requested” refers to the potential need for new and/or updated documentation in the event of potential changes to the underlying application.

- Only consultants that work at CCHCS headquarters will be tasked with any necessary updates to these materials (i.e., this deliverable shall not apply to trainers while deployed at the institutions.).

2. Question(s)/Statement(s):

“In reference to Deliverable 2, on page 11 of the RFO: Can we assume that we may invoice in 4-hour increments for training material and job aids development and updates? Also, the RFO does not show acceptance criteria or acceptance process for training development and updates. Can you provide this information?”

Answer(s)/Statement(s):

Yes, Offerors may anticipate invoicing for training material(s) and job aid development in either four (4) or eight (8) hour increments.

- Only consultants that work at CCHCS headquarters will be tasked with any updates to these materials.

Approval of the development/update of training material(s) by CCHCS' Director of Allied Health Services (AHS) or designee(s) shall constitute acceptance criteria for this deliverable.

3. Question(s)/Statement(s):

“In reference to Deliverable 3 - 6, on page 12 - 14 of the RFO: Are the 'PHIP and Problem List eForm' full-day session training materials already developed, or does CCHCS anticipate the trainers developing these materials? The RFO states ‘Develop or update training materials as requested.’ We are hoping for clarification on the expected contractor involvement in these materials for each deliverable.”

Answer(s)/Statement(s):

Training materials have already been developed. Full day training deliverables will be comprised of the delivery of multiple consecutive training sessions over the course of the work day; each training session is expected to last no more than sixty (60) minutes.

- Only consultants that work at CCHCS headquarters will be tasked with any updates to these materials.

4. Question(s)/Statement(s):

“In reference to Deliverable 3 - 6, on page 12 - 14 of the RFO: Can we assume that we may invoice in 8-hour increments for training material and job aids development and updates? Also, the RFO does not show acceptance criteria or acceptance process for training development and updates. Can you provide this information?”

Answer(s)/Statement(s):

Training hours should be invoiced in either four (4) or eight (8) hour increments as noted in Exhibit A (Statement of Work) and Section D (Assumptions and Constraints). Signoff of the development or update of training material(s) by CCHCS’s Director of Allied Health Services (AHS) or designee(s) shall constitute acceptance criteria for this deliverable.

5. Question(s)/Statement(s):

“Is it anticipated that the contractor would be responsible for scheduling the training sessions for all 33 institutions and locations?”

Answer(s)/Statement(s):

CCHCS Project staff will lead the effort to coordinate the training schedule for all institutions and locations with input from individual trainers according to institutional assignments. It is anticipated that trainers may need to (re)schedule individual training sessions at the institutions as a result of scheduling conflicts.

6. Question(s)/Statement(s):

“Can the mandatory qualifications be met by a combination of the proposed team members, or does each team member need to meet all qualifications individually?”

Answer(s)/Statement(s):

No; each team member must meet all Mandatory Qualifications.

7. Question(s)/Statement(s):

“Response Guidelines #14 (RFO Page 3): Can the references be provided by the vendor’s proposed staff members?”

Answer(s)/Statement(s):

No; references must be provided for the vendor, not for proposed consultants (i.e., staff members).

8. Question(s)/Statement(s):

“Have there been any other change management activities associated with the Patient Health Information Portal? If so, what activities and communication has been completed?”

Answer(s)/Statement(s):

Plans for the PHIP/Problem List project were announced to key staff members at the institutions during various healthcare leadership meetings held over the last several months. Further change management activities have not yet begun.

9. Question(s)/Statement(s):

“Has CCHCS conducted a statewide training at these 33 institutions in the past? If so, what was the duration of this effort?”

Answer(s)/Statement(s):

Yes, CCHCS has conducted several statewide trainings for various projects. Duration(s) for these efforts were dependent upon CCHCS’ rollout strategy for each of the prior projects.

10. Question(s)/Statement(s):

“Has CCHCS used a training vendor to provide statewide training at the 33 institutions in the past? If so, which vendor provided this training?”

Answer(s)/Statement(s):

Yes; CCHCS has previously awarded contracts for statewide information technology (IT) training to NexLevel Information Technology, Inc., and MetaVista Consulting Group.

11. Question(s)/Statement(s):

“Can CCHCS provide clarification on the acceptance criteria? Specifically, the criteria: Course reviews completed and submitted by at least 50% of the total number of session attendees with an average rating of 'Satisfactory' or better.”

Answer(s)/Statement(s):

CCHCS requires that training evaluations will be provided to all attendees of each training session (excluding one-on-one training or desk-side support); the evaluation has already been developed.

CCHCS will monitor to ensure that at least fifty-percent (50%) of training participants submit a review of the training session and that the average rating of the responses meets or exceeds a "Satisfactory" rating.

12. Question(s)/Statement(s):

"Is it the intent of CCHCS to pay for the number of attendees that attend each training session?"

Answer(s)/Statement(s):

No; services for the ensuing agreement(s) will be performed on a fixed-cost (i.e., deliverables) basis.

13. Question(s)/Statement(s):

"Can CCHCS provide clarification on the Exhibit B-1 Rate Sheet? Specifically, does the Total Number of Deliverables column represent the anticipated number of attendees? Also, does the Total Deliverable Cost column (Column 2 * 3) imply that the cost of the deliverable is based on the number of attendees that are included/trained?"

Answer(s)/Statement(s):

The cost of deliverables is not to be based on number of attendees included or trained.

- For Deliverable 1 only, the Total Number of Deliverables represents the anticipated number of attendees for the half-day of training-for-trainers.
- Deliverable 2 represents the number of half-days of training and support delivered to the users at or from CCHCS headquarters (via WebEx); Deliverable 3 represents the number of full days of training and support delivered to the users at or from CCHCS headquarters (via WebEx).
- Deliverables 4 through 6, the Total Number of Deliverables represents the anticipated number of full days of training and support delivered to the users at the institutions.

14. Question(s)/Statement(s):

"Is it the intent of CCHCS to provide fix-based payment once training is completed for all institutions in each Region? Or will CCHCS provide payment once training is completed at each facility?"

Answer(s)/Statement(s):

CCHCS will process training invoices as received, no more than monthly in arrears and in accordance with Exhibit B (Budget Detail and Payment Provisions).

15. Question(s)/Statement(s):

“Will CCHCS accept an individual staff resume that will help support this effort?”

Answer(s)/Statement(s):

Offerors should include resumes of all personnel submitted as potential trainers.

16. Question(s)/Statement(s):

“Can you give a sense of how large of a team you are looking for? Or can we surmise that the 6 deliverables are to be taught over a five day period at each of the 33 Adult correctional institutions during the course of a year and the team is as big as it needs to be to teach all of those subjects?”

Answer(s)/Statement(s):

CCHCS anticipates contracting for up to eight (8) trainers.

17. Question(s)/Statement(s):

“Is there a budget?”

Answer(s)/Statement(s):

CCHCS pays market-driven rates for all agreements.