

Item	Vendor Questions	States Response
1.	Is this RFO issued under the new DGS IT MSA 5167010 or under the old MSA 5137002? Your clarification will assist us in meeting several of the submission requirements including Attachment H. Based on our understanding of MSA 5137002, it expires Mar 3, 2018 as DGS now has MSA 5167010 in place. Also, under the current MSA 5167010, Systems Analyst classification was renamed to Business Solutions Analyst.	This RFO is released under the new Department of General Service – MSA #5167010. With Addendum 1, the classification has been revised to Usability Tester.
2.	What is the scoring methodology that will be used for evaluating proposals such as what percentage of total score does each of the scored items represent?	The RFO is based on Best Value Criteria, as stated in Section 4, Selection Process on page 4. Page 5 of the RFO identifies the Assessment and Methodology for scoring Best Value: Administrative Requirements, Mandatory Qualifications, Desirable Qualifications Cost, and Interview (optional). The CCHCS is not constrained to accept the lowest cost offer and will compare all offers to determine best value, which means the offer that best meets, and potentially exceeds, CCCHCS requirements at the most reasonable overall cost.
3.	For the limitation on CDCR reference, is that one per candidate or one total for all three candidates?	The requirement in Attachment D – Offeror’s References Form for “ONLY one (1) CDCR reference will be accepted to meet this requirement” Is intended to mean one (1) CDCR reference per reference form submitted. Thus, each proposed personnel may use one (1) CDCR reference.
4.	Page 1 of the RFO specifies Systems Analyst classification. However, under SOW sec II.3 Scope of Services, it mentions Senior Systems Analyst under each of the three sub-sections a, b and c. Please clarify if CCHCS is seeking Senior Systems Analysts under a Systems Analyst classification.	Addendum 1, revises these classifications to Usability Tester.

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5.	Based on Scope of Services, it appears that one of the three consultants needs to have JAWS experience. Please clarify if CCHCS is asking for same technology experience from all three consultants or just the one that will be assigned to Performance and Accessibility Testing.	<p>The Mandatory Requirement states: "A minimum of five (5) years of experience using industry leading test tools (e.g., HP LoadRunner, HP UFT, MS Visual Studio Test Professionals, JAWS)..."</p> <p>The proposed personnel who will be performing Performance and Accessibility Testing, must meet this MQ. The MQ is experience with industry leading tools such as JAWS, not specifically JAWS experience, which is listed as one of the many examples available, as also mentioned on Page 7, Scope of Services for Accessibility Testing.</p>
6.	Under Section III.A.3, it mentions invoices should be submitted in triplicate. In the past, CCHCS has only required one original copy of the invoice to be submitted with the timesheets. Please clarify if CCHCS is changing this practice and now requires invoices to be submitted in triplicate or is this applicable only to invoices under this contract.	Addendum 1, revises the narrative and removes the words in triplicate.
7.	On Attachment A, Required Attachments Checklist, it requires that vendors include 4 printed copies of user instructions, classifications, and experience and education requirements. The MSA signed by DGS includes only the STD213 and rate sheet. The other documents that this item on the checklist is asking for are on DGS website for State Agencies. Please clarify if CCHCS requiring vendors to print copies of these documents from DGS website and provide as part of the proposal.	Addendum 1, revises the narrative to state: "Complete copy of Offeror's DGS IT-MSA Contract, including any supplements and attachments, if applicable."
8.	Can we submit an alternate candidate along with the three main candidates in case we need to substitute for unforeseen circumstances one of our main candidates?	Propose only candidates that have been identified for this RFO. Alternate candidates will not be assessed.

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9.	<p>The RFO has the following Desirable Personnel Qualifications having to do with Organization Change Management (OCM):</p> <p>Desirable Personnel Qualifications: It is highly desirable for the proposed personnel to have the following experience, knowledge, skills and abilities: Additional years with Mandatory Qualifications; Experience providing guidance to people with various skill levels; Experience with Electronic Health Care Record Systems; and Experience with organizational change management.</p> <p>Could you please clarify the role/experience the QA BAM Testers would have to do with Organizational Change Management (OCM)?</p>	<p>In IT projects, a tester may provide input to the project manager or lead on how a new/updated IT system impacts a business customers current processes. They may also provide input on how an IT system is implemented in order to minimize the change management impacts for the customer, thus providing input into an Organization Change Management plan.</p>
10.	<p>Section 1, #1 – Submission of Offers, requires one (1) electronic copy on a CD. Can CCHCS include the option to include one (1) electronic copy on a CD or USB?</p>	<p>At this time, a USB is not an option for this RFO.</p>