

Item	Vendor Questions	States Response
1.	The RFO does not state when answers to questions will be provided. Please provide an expectation as to when answers will be provided. We recommend that since they may materially alter your RFO that at least 2 weeks is allocated between answers to questions and offer submittal date.	It is not a requirement that the State identify when responses will be provided. It is our intent to allow sufficient time for vendors to respond if an Addendum is required to the RFO. The date for submittal of Offers has been extended to Friday, June 9, 2017, by 2:00 PM.
2.	Please advise if CCHCS currently has, or had had within the past year, an incumbent service provider who has performed similar tasks and activities for CCHCS.	Yes, the CCHCS currently does have and has had in the past year contracted for testers. We are in need of additional testers to provide the specific services as outlined in the RFO.
3.	Please confirm if this is a time and materials or deliverables based agreement?	This is a time and materials based Agreement.
4.	Please confirm if CCHCS plans to use hold backs on invoices? a. If so, please confirm the hold back %, and when the hold backs will be released?	The solicitation does not contain language for withholds, therefore hold backs, will not be included.
5.	The RFO states that all proposed personnel must meet the Mandatory Qualifications, yet the RFO also states that there are three distinct positions, each of which would likely be closely associated with a specific subset of the mandatory qualifications. Would CCHCS consider that the proposed TEAM meets all mandatory qualifications, as opposed to each individual staff member?	All of the proposed staff must meet all of the Mandatory Qualifications (MQs). Addendum 1 revised MQ #3 to state: "Only the proposed personnel for Performance and Accessibility Testing must meet this Mandatory Qualification." However, with Addendum 2, all staff must meet all MQs as stated in the original RFO and as revised in Addendum 2 to the original MQ #3. The tools listed in MQ #3 were for example only and each distinct position should have experience with tools relevant to that distinct position.
6.	Please confirm the specific IT MSA ('old 5137002 series' or 'new 5167010 series') and specific IT MSA Labor	This RFO is released under the new Department of General Service – MSA #5167010. With Addendum

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	Classification required to be used for this RFO? The newly executed DGS IT MSA agreements do not include a title of 'Systems Analyst'. The closest Labor Classification for the new IT MSA appears to be 'Business Analyst', however please confirm your requirement. Per DGS, the old IT MSA agreements are expected to be phased out by March 3 2018.	1, the classification has been revised to Usability Tester.
7.	<p>Please confirm if each consultant is limited to delivering 1548 hours for the planned 12 month duration, or the optional extension year?</p> <p>a. The cost worksheet states not to exceed 1,548 hours, yet it also states that adjustments to add additional hours may be made by CCHCS. These statements are in conflict.</p> <p>b. Please confirm if the cost worksheet is indeed limited to 1548 hours per consultant per each of the two (2) FY's for the RFO response?</p> <p>c. Further, please confirm if it is expected that each consultant will be limited to delivering 1548 hours of services per FY?</p>	<p>Yes, that is correct, the total estimated hours shall not exceed 1, 548 hours per fiscal year, including any option extension years that are exercised.</p> <p>a. It is at the State's discretion whether or not to amend the Contract to add additional hours.</p> <p>b. The Cost Worksheet, as identified in the RFO is limited to 1,548 hours per personnel per each of the two (2) FY's for the RFO response.</p> <p>c. Each consultant will be limited to providing services for the total estimated hours, which shall not exceed 1.,548 hours per FY, unless additional hours are added to the Agreement through an amendment.</p>
8.	Please confirm if proof of required insurances is required with the RFO response, or upon contract execution?	As stated in Attachment A – Required Attachments Checklist, Insurance Requirements are required upon award of Contract.
9.	<p>The RFO states that "At any time during the term of the ensuing contract, CCHCS, in its sole discretion, may instruct Contractor to limit the amount of time being performed by any assigned personnel."</p> <p>a. Please confirm CCHCS's intent for inclusion of this statement?</p>	<p>a. This is standard RFO language, and will be used at the CCHCS' discretion.</p> <p>b. The RFO is for three (3) staff, and as such, the CCHCS anticipates that three (3) staff be proposed to provide the services and tasks outlined in the RFO.</p>

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	<p>b. Does CCHCS anticipate that there will not be enough available work for 3 staff?</p>	
<p>10.</p>	<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>