



## **REQUEST FOR OFFER** **(Interaction Designer/User Researcher/Usability Testers)** **3 BAM Testers (Functional Testing)**

**RFO # SD17-00121**

*January 30, 2018*

### ***Question and Answer Set 1***

#### **Question 1**

1. CCHCS released a similar need released in August. Did that RFO result in an award and if so, to which firm?
2. Secondly, assuming there was a prior award to RFO SD16-00406, is this new RFO 17-00121 a request to add Testers to the existing consultants hired for that RFO?

#### **Answer**

1. RFO 16-00406 did result in an award and it was awarded to American International Services Corp.
2. RFO 17-00121 is a separate request to add Testers in the BAM Unit specifically for Functional Testing.

#### **Question 1**

1. Is there an incumbent?
2. What is the maximum budget for this contract?

#### **Answer**

1. There are incumbents, however this solicitation is open to all suppliers that offer the Interaction Designer/User Researcher/Usability Testers classification.
2. Up to the \$1.5 million dollar limit under the IT-MSA

#### **Question 3**

1. What type of application (web app, CRM, ERP, etc.) and interface will the consultant be working on?
2. Do the expectations of functional acceptance testing that includes API, data validation levels of testing also, or are they limited to GUI and System Integration levels?
3. Will there be any automation to be used as part of the regression testing?



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## Answer

1. The applications vary and may include in-house built .Net development, customized off the shelf (COTS), or software as a service (SAAS).
2. Functional testing may include GUI, integration, system interfaces, and data validation, depending on the application being tested.
3. No, the scope is for performing manual functional and regression testing.

## Question 4

My question is regarding Administrative Requirements #19 (All Proposed personnel meet the Offeror's IT-MSA education and experience requirements for the IT-MSA Interaction Designer/User Researcher/Usability Testers classification.)

Can we propose resources under other labor classifications such as Technical Lead if those resources have experience meeting or exceeding the requirements for interaction Designer/User Researcher/Usability Testers classification?

## Answer

No other classification can be proposed as RFO # SD17-00121 is specifically requesting and has been approved by California Department of Technology to utilize the Interaction Designer/User Researcher/Usability Testers classification for all 3 Testers.

## Question 5

We have one request for change to the RFO requirements:

Attachment D Offeror's Reference Form has a restriction of one CDCR reference and all references must be within five years. Some of the candidates we are considering to propose have been supporting CDCR projects for over four years and thus we are requesting to have this requirement waived or allowed an additional CDCR reference.

## Answer

CCHCS is specifically requesting references for the most recent work, within the last 5 years that has been performed by the proposed candidate(s). One CDCR reference should be sufficient to fulfil the requirements when calling to verify the work performance of the proposed candidate(s).

## Question 6 - Follow up question to Question 5

Would it be sufficient to provide one reference from CDCR that covers last four years and one reference from a previous non-CDCR project that goes back to five years? My concern was that we wouldn't have three references covering 5 years with two of them being non-CDCR.

## Answer

Please submit your form to include the number of references that will cover the services performed within the last five (5) years for the proposed candidate(s).