

## QUESTIONS/STATEMENTS AND ANSWERS

### RFO #10-014-ITS

1. Question(s)/Statement(s)

"The RFO has come out as a MSA contract, while also stating, 'This RFO, Offeror's response, the State's General Provisions – Information Technology (GSPD 401IT, effective 04/12/2007), and applicable IT Personal Services Special Provisions will be made part of the ensuing Standard Agreement and contract file.' It is our assumption this implies the governing contract terms and conditions are based on GSPD 401IT v. CMAS or other master services agreement?"

Answer(s)/Statement(s):

CPHCS' Request for Offer (RFO) #10-014-ITS seeks offers for assistance, leadership guidance, oversight, support, and implementation of an enterprise data warehouse, business intelligence, and reporting solution from qualified Master Services Agreement (MSA) providers. Unless otherwise specified in RFO, the State's GSPD 401IT, effective 04/12/2007, will take precedence in any resultant agreement.

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

"The RFO states a due date of Monday, June 1<sup>st</sup> - did the state mean Monday June 7<sup>th</sup>? Given the short timeframe provided to respond, would the State consider prolonging the due date one week, given the preceding weekend is Memorial Day and many of our teams have scheduled a break to be with families?"

Answer(s)/Statement(s):

Addendum #1 updated the RFO due date to Monday, June 7, 2010.

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

"Out of good faith, will CDCR consider removing the liquidated damages requirement (Exhibit A, Item C.1)? Liquidated damages are not typically part of these RFOs because recoupment process is long and not always successful."

Answer(s)/Statement(s):

At this time, CPHCS will not remove the Liquidated Damages provision specified in Exhibit A (Statement of Work), Item C.1 (Scope of Services), due to the ensuing Agreement's deliverable status.

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

"We understand that MSA engagements are normally capped at \$1.5M, but can be extended to \$3M. Is the budget for this work capped at \$1.5M or \$3M?"

Answer(s)/Statement(s):

To ensure that rates offered are market driven, CPHCS does not disclose budget allotments for Request for Offers.

- Please recognize that spending authority (i.e., delegation amount) for a Master Service Agreement (MSA) is available on the California Department of General Services' (DGS), Procurement Division (PD), website located at [www.dgs.ca.gov](http://www.dgs.ca.gov).

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

"Could a vendor use a subcontractor to meet mandatory offerer reference requirements cited on page 6?"

Answer(s)/Statement(s):

No; in accordance with Selection Process, Administrative Criteria, 3<sup>rd</sup> bullet, page 6, the Offeror is required to submit three (3) customer references.

- Please note that the three customer references will be used to verify engagements similar in scope as requested in Exhibit A (Statement of Work).

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

"Could a vendor use a subcontractor to meet mandatory consultant qualifications cited on page 9 (i.e., Exhibit A, item B)?"

Answer(s)/Statement(s):

Yes; Offeror's proposed consultant(s) are required to meet all of the Mandatory Qualifications specified in Exhibit A (Statement of Work), Item B (Consultant Qualifications), page 9.

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

"The due date of June 1, 2010 is very aggressive given the response content requested. Would the State consider a 2 week extension so our submission can be constructed with the highest quality?"

Answer(s)/Statement(s):

Addendum #1 updated the RFO due date to Monday, June 7, 2010.

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

"Appendices A, B, C and D were not included in the RFO as links or documents. Would the State please either share a link to these documents or post them in an appropriate location please?"

Answer(s)/Statement(s):

Appendices may be located on CPHCS' RFP web page, under the "CPHCS Information Technology Contracting" heading at: [http://www.cphcs.ca.gov/project\\_rfp.aspx](http://www.cphcs.ca.gov/project_rfp.aspx)

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

"The link in Attachment A did not work correctly, would the State assist with this issue please?"

Answer(s)/Statement(s):

Addendum #1 corrected the link to:  
<http://www.documents.dgs.ca.gov/pd/delegations/GSPD105.pdf>

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

"Deliverables 1-36 speak more to planning, prioritization, roadmap development, etc.

- a. Would the State clarify the approach for implementation services once these deliverables are completed?
- b. Will a vendor(s) be precluded from participating in the implementation if awarded this contract? According to existing State law a follow-on contract cannot be awarded if a firm provides virtually any type of management consulting effort that results in insight to implementation services that result from the management consulting effort."

Answer(s)/Statement(s):

- a. Notwithstanding procurement of required resources, implementation is defined as the evaluation, configuration, and installation of all hardware, software, and related IT equipment for the Enterprise Data Warehouse.
  - CDCR/CPHCS is not seeking offers for maintenance of Enterprise Data Warehouse equipment.
- b. No; the awarded Contractor will be providing implementation services as defined above, as part of the resultant contract.

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

"The statement of work specifies a wide range of activities. Generally these activities would be performed by multiple individuals. Is the CPHCS seeking the services of a single consultant or a team?"

Answer(s)/Statement(s):

RFO #10-014-ITS (Enterprise Data Warehouse Services) seeks a qualified Contractor to design, develop, and implement the CDCR/CPHCS enterprise data warehouse, and provide training and knowledge transfer to the State.

Please recognize that Offers submitted in response to this RFO must include a detailed description of Contractor's approach for completing the services requested in Exhibit A (Statement of Work), Section C (Scope of Services), which includes, but is not limited to, the functions roles, and responsibilities of vendor personnel.

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

"How many existing reports do you have in the current environment that will be converted?"

Answer(s)/Statement(s):

The RFO's Reporting Requirements and Custom Reports require Contractor to assess current business needs (e.g., number of reports, relationships to existing data, etc.) and develop a plan for all three phases of implementation.

The minimum number of reports in the current environment is determined in part by the State Administrative Manual (SAM), Chapter 7900, et seq., and listed at:

<http://www.documents.dgs.ca.gov/sam/pdf/Illustration7951.pdf>

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

"How many different data sources do you have?"

Answer(s)/Statement(s):

The exact number of data sources is not available at this time, however the minimum number of data sources has been provided in Appendix A, which is located at:

[http://www.cphcs.ca.gov/docs/projects/IT\\_RFO10-14-ITS\\_AppendixA\\_20100513.pdf](http://www.cphcs.ca.gov/docs/projects/IT_RFO10-14-ITS_AppendixA_20100513.pdf)

At minimum, there are 16 functional business areas (Accounts Payable, Accounts Receivable, Asset Accounting, Bond Accounting, Cost Accounting, Encumbrances, Financial Reporting, Loan Accounting, Project Accounting, General Ledger, Grant Accounting, Labor Distribution, Budgets, Cash Management, Procurement, and Vendor Management) in the current environment.

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

"What is the size of each data source: Number of records, size in GB, number of users (total/concurrent)?"

Answer(s)/Statement(s):

The number of legacy systems functioning as data sources is not available at this time. However, please recognize there are a minimum of 16 functional business areas (Accounts Payable, Accounts Receivable, Asset Accounting, Bond Accounting, Cost Accounting, Encumbrances, Financial Reporting, Loan Accounting, Project Accounting, General Ledger, Grant Accounting, Labor Distribution, Budgets, Cash Management, Procurement, and Vendor Management) in the current environment.

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

"What is your current reporting environment/architecture?"

Answer(s)/Statement(s):

The current CDCR reporting environment / architecture is described in Appendix A, page 16, located at:

[http://www.cphcs.ca.gov/docs/projects/IT\\_RFO10-14-ITS\\_AppendixA\\_20100513.pdf](http://www.cphcs.ca.gov/docs/projects/IT_RFO10-14-ITS_AppendixA_20100513.pdf)

Please note that CPHCS' current reporting environment/architecture includes, but is not limited to:

- Orion Clinical Portal;
- Oracle eBusiness suite (middleware / B2B, IDM, ETL tools);
- Oracle Healthcare Transaction Base (HTB) application services layer;
- Oracle 10g Database;
- SAS desktop report writing environment;
- SQL reports; and
- Crystal Reports (limited to project specific deployment).

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

"Does this project have an authorized budget? If so, what is it?"

Answer(s)/Statement(s):

CPHCS does not disclose budget authority for specific projects.

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

"Does this project have an incumbent contractor that is being considered for this RFO?"

Answer(s)/Statement(s):

No.

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

"Can you please clarify, regarding RFO response item #5, if a CMAS contractor will be allowed to bid on RFO #10-14-ITS? The requirement asks for a copy of the Offeror's MSA contract and we would like to know if a complete Offeror's CMAS contract is acceptable."

Answer(s)/Statement(s):

No; the CDCR/CPHCS is seeking offers from qualified MSA providers only, and an Offeror's CMAS contract will satisfy this requirement.

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

"Are current vendors providing Enterprise Architecture services to CCR/CPHCS and input into the Data Warehouse strategy precluded from bidding on this RFO?"

Answer(s)/Statement(s):

CPHCS does not currently have any vendors providing "Enterprise Architecture Services".

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

"Is the vendor responsible for implementation of any Data Warehouse solutions with this RFO?"

Answer(s)/Statement(s):

Yes; as defined above, implementation is required to be performed by Contractor.

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

“Are any further details on the deliverables available for release to the interested parties on this RFO?”

Answer(s)/Statement(s):

No; not at this time.

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

“Is CPHCS looking for a team or individual resource? If a team is allowed, does support staff have to meet mandatory qualifications?”

Answer(s)/Statement(s):

RFO #10-014-ITS (Enterprise Data Warehouse Services) seeks a qualified Contractor to design, develop, and implement the CDCR/CPHCS enterprise data warehouse, and provide training and knowledge transfer to the State.

Offers submitted in response to this RFO must include a detailed description of Contractor’s approach for completing the services requested in Exhibit A (Statement of Work), Section C (Scope of Services), which includes, but is not limited to, the functions, roles, and responsibilities of vendor personnel.

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

“On page 1, CDCR CPHCS states it is seeking ‘assistance, leadership, guidance, oversight, support and implementation of an enterprise data warehouse, business intelligence and reporting solution (Solution).’ Given this, are software vendors permitted to be involved in this RFO? Or would their involvement preclude them from participating in future project phases?”

Answer(s)/Statement(s):

Yes; RFO #10-014-ITS does not preclude participation by a software vendor who possess a current Master Services Agreement from the California Department of General Services (DGS), Procurement Division (PD), to provide IT Consultant Services.

If a software vendor is awarded the ensuing Agreement for Enterprise Data Warehouse services (i.e., RFO #10-014-ITS), their involvement would preclude them from participating in any future related project(s).

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

“How many current reports are there?”

Answer(s)/Statement(s):

The RFO’s Reporting Requirements and Custom Reports require Contractor to assess current business needs (e.g., number of reports, relationships to existing data, etc.) and develop a plan for all three phases of implementation.

The minimum number of reports is determined in part by the State Administrative Manual (SAM), Chapter 7900, et seq., and listed at:

<http://www.documents.dgs.ca.gov/sam/pdf/Illustration7951.pdf>

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

“How many users/stakeholders do we need to speak with to finalize requirements needed?”

Answer(s)/Statement(s):

The following is a list of CDCR/CPHCS stakeholders:

- Application Teams;
- Business and Technical Staff;
- COMPSTAT;
- Offender Data Management Branch;
- Enterprise Architecture;
- Governance Committees;
- Information Security Officers;
- IT Executive Management;
- Office of Research (OR);
- Project Teams, Managers, and Sponsors; and
- State Office of the Chief Information Officer (OCIO).

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

“Deliverable 2, Letter C says ‘Build approved reports for each phase’ – what is meant by ‘build’ – as the environment is not yet implemented?”

Answer(s)/Statement(s):

For purposes of this RFO, “build” includes, but is not limited to, the design, assembly, testing, and implementation of approved reports for each phase.

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

“How complete are the current OCIO and other CDCR standards that are to be used when defining architecture, technology and security standards – and where do they not exist (the RFO is vague only saying, ‘Support existing policies and standards; If policies and standards do not exist, Contractor will develop and obtain CDCR/CPHCS approval to ensure architecture and standards align.’”

Answer(s)/Statement(s):

The following Appendices specify CDCR/CPHCS’ IT standards, which are updated quarterly:

[http://www.cphcs.ca.gov/docs/projects/IT\\_RFO10-14-ITS\\_AppendixB\\_20100513.pdf](http://www.cphcs.ca.gov/docs/projects/IT_RFO10-14-ITS_AppendixB_20100513.pdf)

[http://www.cphcs.ca.gov/docs/projects/IT\\_RFO10-14-ITS\\_AppendixC\\_20100513.pdf](http://www.cphcs.ca.gov/docs/projects/IT_RFO10-14-ITS_AppendixC_20100513.pdf)

[http://www.cphcs.ca.gov/docs/projects/IT\\_RFO10-14-ITS\\_AppendixD\\_20100513.pdf](http://www.cphcs.ca.gov/docs/projects/IT_RFO10-14-ITS_AppendixD_20100513.pdf)

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

Subsection A, Background and Purpose of the Statement of Work defines the scope of the RFO as design, development, and implementation of the CDCR/CPHCS enterprise data warehouse. However, subsection D, Specific Deliverables, only includes Design deliverables for all components of the solution except Reporting (subsection D.2). Can CPHCS clarify whether the intent is that the winning vendor will design and implement the EDW solution under this contract, and under which deliverables payment for development, testing, and implementation services will be covered?

Answer(s)/Statement(s):

The intent of this RFO is for Contractor to design, develop, and implement the CDCR/CPHCS Enterprise Data Warehouse, and provide training and knowledge transfer to the State.

Contractor is required to perform specific deliverables related to:

- a. Project Management Plan;
- b. Reporting Requirements and Custom Reports;
- c. Performance Metrics – Key Performance Indicators;
- d. Strategy Validation;
- e. Solution Design;
- f. Technical Roadmap;

- g. Information/Data Architecture, Policies, and Standards;
- h. Data Security Architecture Policies and Standards;
- i. Resource and Transition Plans;
- j. Business and Technical Implementation Plan;
- k. Data Cleansing, Extraction, and Loading Plan;
- l. Data Warehouse Governance Plan;
- m. Disaster Recovery Plan;
- n. Service Level Agreement(s);
- o. Training and Knowledge Transfer;
- p. Other Data Warehouse, Business Intelligence, and Reporting Needs; and
- q. Monthly Status Reports.

All specific deliverables will include design, development, testing, and implementation services. Upon completion of all deliverables to the satisfaction of CPHCS, Contractor services shall be billed and reimbursed on a deliverable basis. Contractor shall provide a detailed description, which includes cost, of his/her approach for completing the required deliverables (i.e., cost for the design, development, testing and implementation services).

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

“Subsection D.1 of the Statement of Work defines Deliverable 1 as an ‘Enterprise Data Warehouse Plan, Business Intelligence Plan, and Reporting Project Management Plan’. Can CPHCS confirm that the Enterprise Data Warehouse Plan and Business Intelligence Plan are considered part of the Project Management Plan, and not separate documents? “

Answer(s)/Statement(s):

Yes; RFO #10-014-ITS, Item D.1.e., specifies Deliverable 1 as the Project Management Plan consisting of the Enterprise Data Warehouse Plan, Business Intelligence Plan, and Reporting Project Management Plan.

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

“Approximately how many existing reports must the winning vendor review to comply with Statement of Work item D.2.a?”

Answer(s)/Statement(s):

The RFO’s Reporting Requirements and Custom Reports require Contractor to assess current business needs (e.g., number of reports, relationships to existing data, etc.) and develop a plan for all three phases of implementation.

The minimum number of reports is determined in part by the State Administrative Manual (SAM), Chapter 7900, et seq., and listed at:

<http://www.documents.dgs.ca.gov/sam/pdf/Illustration7951.pdf>

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

“Statement of Work subsection D.7 defines three deliverables (20, 21, and 22) each of which has the same title as another deliverable defined earlier in the SOW ( i.e. deliverables 9, 10, and 11). Can CPHCS clarify the difference between these deliverables?”

Answer(s)/Statement(s):

This has been corrected by an addendum.

[http://www.cphcs.ca.gov/docs/projects/IT\\_RFO10-14-ITS\\_20100524\\_Addendum1.pdf](http://www.cphcs.ca.gov/docs/projects/IT_RFO10-14-ITS_20100524_Addendum1.pdf)

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

“Statement of Work subsection D.9 defines two deliverables (25, and 26) that have the same titles as other deliverables defined earlier in the SOW (i.e. deliverables 14, and 15) and have titles that do not appear to match the description of the work includes within subsection D.9. Can CPHCS clarify the scope and intent of these deliverables?”

Answer(s)/Statement(s):

This has been corrected by an addendum.

[http://www.cphcs.ca.gov/docs/projects/IT\\_RFO10-14-ITS\\_20100524\\_Addendum1.pdf](http://www.cphcs.ca.gov/docs/projects/IT_RFO10-14-ITS_20100524_Addendum1.pdf)

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

“Approximately how many users will need to be trained on the solution for Phases I, II, and III?”

Answer(s)/Statement(s):

At this time, it is estimated that a minimum of thirty (30) staff will require training.

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

“Subsection D.15 of the Statement of Work identifies training for maintenance and support staff as within the scope of D15, but deliverables 34, 35, and 36 only appear to apply to end user training. Are these deliverables intended to include technical staff training as well, or will that be accommodated with a different deliverable?”

Answer(s)/Statement(s):

RFO Deliverable 33 (Training and Knowledge Transfer Plans [All Phases]) will provide training to technical staff. RFO Deliverable 34, Deliverable 35, and Deliverable 36 will provide training to end users for specific phases.

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

“Approximately what volume of data will the EDW be required to maintain, and what volume of data (at what frequency) will the Extract, Transform, and Load processes be required to accommodate?”

Answer(s)/Statement(s):

The volume of data will be determined by awarded Contractor upon completion of the first deliverable (i.e., Project Management Plan). Upon review of all RFO materials, it is incumbent that all Offerors provide a detailed description of his/her approach for completing the proposed services.

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

“When are the answers to these questions being released?”

Answer(s)/Statement(s):

Questions and answers are targeted for placement on CPHCS' website on or before close of business, Tuesday, June 1, 2010.

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

“Due to the complexity of this request, can we get an extension on the due date?”

Answer(s)/Statement(s):

Addendum #1 updated the RFO due date to Monday, June 7, 2010.

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

“Are current vendors providing Enterprise Architecture services to CDCR/CPHCS and input into the Data Warehouse strategy precluded from bidding on this RFO?”

Answer(s)/Statement(s):

No; CPHCS does not currently have any vendors providing Enterprise Architecture services and input into the Data Warehouse strategy.

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

“Is the vendor responsible for implementation of any Data Warehouse solutions with this RFO?”

Answer(s)/Statement(s):

Yes.

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

Are any further details on the deliverables available for release to the interested parties on this RFO?

Answer(s)/Statement(s):

No; not at this time.

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

“Regarding Deliverables 37 through 41: the footnote to Exhibit B-1 states that ‘Deliverables 37 through 41 may be estimated using 50 hours of services performed.’ Does this mean 50 hours total, or 50 hours for each of the five deliverables?”

Answer(s)/Statement(s):

Each deliverable will have a maximum of 50 hours. All five (5) deliverables total 250 hours.

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

“Can you please confirm under the “MSA contract” section, we are to provide a copy of our (the Offeror) standard MSA with the DGS logo, contract number, etc?”

Answer(s)/Statement(s):

Offers submitted in response to this RFO must include a copy of Offeror’s MSA contract that includes the California Department of General Services (DGS) logo, MSA contract number, term and DGS’ signature approval.

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

“Regarding the Rate Sheet (Exhibit B-1), we feel the most effective cost solution would be on a time and materials basis. Is the CPHCS willing to accept a time and materials bid or are we required to provide a fixed fee bid?”

Answer(s)/Statement(s):

No. Contractor is required to perform specific deliverables that include, but are not limited to, a project management plan, performance metrics, solution design, data security architecture, policies and standards, etc., and Contractor services will be billed and reimbursed on a deliverable basis (i.e., fixed-price)

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

“What is the current reporting environment/architecture?”

Answer(s)/Statement(s):

The current CDCR reporting environment/architecture is described in Appendix A, page 16, located at:

[http://www.cphcs.ca.gov/docs/projects/IT\\_RFO10-14-ITS\\_AppendixA\\_20100513.pdf](http://www.cphcs.ca.gov/docs/projects/IT_RFO10-14-ITS_AppendixA_20100513.pdf)

Please note that CPHCS’ current reporting environment/architecture includes, but is not limited to:

- Orion Clinical Portal;
- Oracle eBusiness suite (middleware / B2B, IDM, ETL tools);

- Oracle Healthcare Transaction Base (HTB) application services layer;
- Oracle 10g Database;
- SAS desktop report writing environment;
- SQL reports; and
- Crystal Reports (limited to project specific deployment).

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

"If we do not believe there is adequate budget to deliver quality work products for the full scope of SOW, may we propose what we do think is feasible within the budget without being summarily disqualified?"

Answer(s)/Statement(s):

Offerors must submit their proposed costs on Exhibit B-1 (Rate Sheet) that includes: 1) service description/deliverable; 2) personnel classification; 3) estimated hours per service/deliverable; 4) price [per service/deliverable]; and 5) total cost.

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

"The RFO 10-014 states on page 8 that it is for design and implementation. The deliverables are mostly plans. Can you clarify the scope and deliverables or 10-014."

Answer(s)/Statement(s):

Notwithstanding procurement of required resources, implementation is defined as the evaluation, configuration, and installation of all hardware, software, and related IT equipment for the Enterprise Data Warehouse.

- CDCR/CPHCS is not seeking offers for maintenance of Enterprise Data Warehouse equipment.