



MASTER SERVICE AGREEMENT (MSA)
DEPARTMENT OF CORRECTIONS AND REHABILITATION
CALIFORNIA PRISON HEALTH CARE SERVICES
STATE OF CALIFORNIA

REQUEST FOR OFFER

INFORMATION TECHNOLOGY (IT) CONSULTING SERVICES
LEVERAGED PROCUREMENT AGREEMENT
APPLICATION ANALYST – BUSINESS ORIENTED
RFO #11-012-ITS

ADDENDUM #1

BACKGROUND

The California Department of Corrections and Rehabilitation (CDCR), California Prison Health Care Services (CPHCS), is requesting offers for an Application Analyst – Business Oriented to assist with design and development of CPHCS' Barcode Medication Access Record (bMAR) system. Consultant (i.e., Business Analyst) shall perform services under Master Service Agreement (MSA) Service Category II and sub-categories.

Contractor will report to CPHCS' Deputy Chief Information Officer (DCIO), Clinical Applications, or designee(s). In submitting an offer Contractor must comply with the instructions found herein.

The term of the proposed Agreement is targeted for April 25, 2011, through April 24, 2012. CPHCS reserves the option to extend the Agreement for up to two (2) additional one-year terms at the same rate of award and/or to add additional funds up to the maximum MSA threshold. The contract award is subject to availability of funds approved for this purpose and renewal of the IT Consulting Services MSA.

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., Master Service Agreement [MSA] contract).

Offers are due by **4:00 p.m., Monday, April 11, 2011. Responses and any required copies must be submitted by electronic mail and clearly labeled to the department contact noted below.**

Department Contact:

California Prison Health Care Services
Attention: CYNTHIA BASA
P.O. Box 4038
Sacramento, CA 95812-4038
(916) 324-8045
Cynthia.Basa@cdcr.ca.gov

ACTION(S)

1. Adds Task 1.F to Exhibit A (Statement of Work), Section C (Deliverable Tasks), as follows:
 - F. Contractor shall work with CPHCS headquarters nursing staff to define and document standardized processes for associated and impacted processes not directly addressed in the bMAR system (e.g., inmate refuses to accept "Keep on Person Medication", in-patient medication administration record process, etc.). CPHCS estimates ten to twelve (10-12) business functions will be addressed by the contractor under this task.
2. Revises Exhibit A (Statement of Work), Section C (Deliverables Tasks), Task 1 (Reengineer Pharmacy and Nursing Business Processes), Deliverable 1.c, as follows:
 - c. Identify and model processes not directly associated with bMAR, but impacted by ~~its~~ the bMAR implementation; and

QUESTION(S)/ANSWER(S)

1. **Question:**

"Can the baccalaureate degree be substituted with four (4) years of work experience?"

Answer:

No; the California Master Service Agreement (MSA) provisions for the Application Analyst – Business Oriented classification requires consultants' possess a bachelor's or equivalent university degree in management information systems or computer science.

2. **Question:**

"Task 5 appears to have project dependencies. Since this effort is deliverable based, may we obtain an anticipated bMAR project schedule so we may accurately assess the timing of each task performance?"

Answer:

Task 5 (Deployment Gap Analysis) is dependent upon the completion of re-engineered medication administration processes (i.e., Task 1: Reengineer Pharmacy and Nursing Business Processes).

Prospective Offerors may use the following anticipated schedule for completion of the gap analysis for each requested correctional facility:

- Correctional Facility 1 – August 1, 2011;
- Correctional Facility 2 – September 2, 2011;
- Correctional Facility 3 – October 3, 2011; and
- Correctional Facility 4 – November 1, 2011.

3. **Question:**

"Is Task 7 anticipated to be completed prior to solution deployment, as opposed to after deployment?"

Answer:

Yes; this task must be completed prior to deployment (i.e., anticipated before July 15, 2011) to provide sufficient time for evaluation and implementation of recommended policy change.

4. **Question:**

"Please confirm that travel costs should not be included in the Cost page, and that they will be reimbursed within State travel expense guidelines."

Answer:

No; travel costs will not be reimbursed within State travel expense guidelines.

CPHCS RFO #11-009-ITS seeks Barcode Medication Access Record (bMAR) Business Analyst services reimbursed on a deliverable basis. All travel expenses must be inclusive in Contractor's offered deliverable rates.

5. **Question:**

"The RFO's Best Value Criteria, Page 6, states, 'Three (3) references for Offeror and/or company and/or firm'. Yet, the RFO's Response Guidelines, Page 4, Item #14 requests Offeror provide three (3) customer references and the Offeror's proposed personnel also provide three (3) customer references.

- Are three (3) customer references required for both the Offeror and proposed personnel; or
- Can the references be provided by either Offeror or the proposed consultant(s)?"

Answer:

References must be included for both Offeror and proposed consultant(s).

6. **Question:**

"Response Guidelines, Page 3, Item #13 states, '[Provide...] a description of Offeror's expertise and experience performing IT consulting services as Requested in Exhibit A'. Can the description of experience be provided from proposed personnel's experience?"

Answer:

Yes, but Offeror must also provide a description of expertise and experience performing IT consulting services as requested in Exhibit A.

7. **Question:**

"Exhibit A, Provision B, 1st Paragraph, states, 'Contractor must meet all of the following Mandatory Qualifications to be considered for award', while the Best Value Criteria on Page 6 provides a score of 0-5 for each mandatory qualification.

If the proposed personnel does not meet a mandatory qualification requirement and scores a zero for that one requirement, will the proposed candidate still be evaluated for award?"

Answer:

Yes; RFO #11-012-ITS seeks the best value offer. Qualification requirements will be scored in accordance with the level of responsiveness.

8. **Question:**

"Will points be awarded during the selection process for proposed personnel that meet desirable qualifications noted on Page 9?"

Answer:

No; desirable qualifications are specified in the RFO to help vendors understand the ideal candidate that CPHCS seeks.

Desirable Qualifications may only be considered when determining the completeness of response package (i.e., Administrative Criteria, Page 6, Item #1) and will not be directly reflected in the evaluation score.

9. **Question:**

"Regarding Exhibit A (Statement of Work), Task 1.A, do bMAR Use Cases already exist, meaning this task is to update existing use cases? If they exist, how many use cases are there? If they do not exist, approximately how many use cases are anticipated?"

Answer:

A total of nine (9) Use Cases have already been developed with the input from CPHCS' nursing and pharmacy program headquarters staff. The current bMAR use cases were included with the RFO as Appendix B.

Please recognize that bMAR use cases have only been compiled for the software solution, and not for the business functions of bMAR users. Contractor will determine and develop, based on input received from the CPHCS' pharmacy and nursing staff, any additional use cases required.

10. **Question:**

"For Exhibit A (Statement of Work), Task 1.C, the wording of this task implies that business process flows stem from the Use Cases defined in Task 1.A. Typically, we define business process flows first in order to generate Use Cases.

Is CPHCS open to a different performance order for Task 1.A through Task 1.C?"

Answer:

Yes; however the business process flows should only be relative to processes that affect the bMAR system for Task 1.C.

Contractor will leverage the most current draft Use Cases to define business process flows.