



**CALIFORNIA MULTIPLE AWARDS SCHEDULE**  
**CALIFORNIA PRISON HEALTH CARE SERVICES**  
**BUSINESS CONSULTING SERVICES**  
**STATE OF CALIFORNIA**

**REQUEST FOR OFFER**

**INFORMATION TECHNOLOGY (IT) CONSULTING SERVICES**  
**LEVERAGED PROCUREMENT AGREEMENT**  
**TECHNICAL LEAD**  
**RFO #11-022-ITS**

**ADDENDUM #1**

**BACKGROUND**

The California Department of Corrections and Rehabilitation (CDCR), California Prison Health Care Services (CPHCS), is requesting offers for Technical Lead (i.e., Business Lead Analyst) to provide Organizational Change Management Support for CPHCS' Clinical Data Repository (CDR) and Clinical Documentation (ClinDocs) system. Contractor will report to CPHCS' Deputy Chief Information Officer (DCIO), Clinical Applications, or designee(s). In submitting an offer vendor must comply with the instructions found herein.

The term of the proposed Agreement is targeted for May 2, 2011 through May 1, 2012. CPHCS reserves the option to extend the ensuing Agreement for two (2) additional years at the same rate of award and/or to add additional funds up to the maximum CMAS threshold. The contract award is subject to availability of funds approved for this purpose.

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., California Multiple Award Schedule [CMAS] contract).

Offers are due by **4:00 p.m., Monday, April 18, 2011. Responses and any required copies must be submitted by electronic mail and clearly labeled to the department contact noted below.**

**Department Contact:**

California Department of Corrections and Rehabilitation  
Attention: CYNTHIA BASA-PINZON  
P.O. Box 4038  
Sacramento, CA 95812-4038  
(916) 324-8045  
[Cynthia.Basa-Pinzon@cdcr.ca.gov](mailto:Cynthia.Basa-Pinzon@cdcr.ca.gov)

## **QUESTION(S)/ANSWER(S)**

### **Question(s)/Statement(s):**

"The SOW identifies a sixth deliverable as all documentation (e.g., organizational change management plans and training materials) must be based on all of the following:

a. Ability to meet critical and high priority requirements; b. Identify cost to State; and c. Ability of State personnel to maintain the system. This appears to not be a deliverable by itself, but rather part of the acceptance criteria for the other 5 deliverables."

1. "Does CPHCS expect that there should be hours and cost placed against this sixth deliverable?"
2. "If so, would vendors be able to invoice for a portion of the hours against this deliverable upon approval of each of the other five?"

### **Answer:**

No; CPHCS does not expect hours and/or cost to be proposed by Offeror for Exhibit A (Statement of Work), Item C.6.

## **ACTION(S)**

1. Item C.3. requiring training criteria must be based on Software Engineering Institute (SEI) standards has been stricken and replaced under Item C.4., as follows and attached:

- "4. Produce training materials, based on test cases, use cases, and/or functional requirements matrixes.
  - a. Consultant shall prepare both instructor lead training materials and web-based materials; and
  - b. Training criteria must be based on Software Engineering Institute (SEI) standards.

2. Item C.6. has been stricken as a specific deliverable and requirement replaced under Item D (Deliverable Expectation Criteria), 2.b., via Addendum #1, as attached:

- "b. In addition to a deliverable's specified requirement(s), all documentation (e.g., organizational change management plans and training materials, etc.) must address the following:
  - a. An ability to meet critical and high priority requirements;
  - b. Identify cost to State; and
  - c. Ability of State personnel to maintain the system."

3. Page 3, Response Guidelines, Item 8, has been revised as follows:

- "8. Completed Rate Sheet (Exhibit B-1):

Exhibit B-1 (Rate Sheet) must provide: 1) description of deliverable task number; 2) description task # of deliverable(s); 3) estimated number of hours per deliverable cost per deliverable; 4) cost per deliverable proposed resources per deliverable; 5) resource's classification; 6) estimated number of hours per deliverable; and 5) total cost. The ensuing Agreement will be invoiced and reimbursed on a deliverable basis (i.e., fixed-cost)."

4. Exhibit B-1 Rate Sheet, Description of Deliverable(s) has been deleted in its entirety and revised as follows:

**Consultant Name:**

Description of Deliverable(s)	Deliverable Task #	Estimated # of Hours per Deliverable	Cost per Deliverable
Development of Impact Analysis			
Development of a Medical Informatics Governance team			
Production of Organizational Change Management Plans			
Production of Training Materials			
Development of step-by-step Business Readiness Deployment Plans			

Subtotal	\$ _____
Estimated Travel Costs	+ 0.00 _____
Other Itemized Costs (if allowed)	+ _____
<b>Total Costs</b>	<b>\$ _____</b>

**THE FOLLOWING PAGES INCLUDE THE REVISED RFO PAGES**

## 8. Completed Rate Sheet (Exhibit B-1);

Exhibit B-1 (Rate Sheet) must provide: 1) description of deliverable task number; 2) description task # of deliverable(s); 3) cost estimated number of hours per deliverable; 4) proposed resources cost per deliverable; 5) resource's classification; 6) estimated number of hours per deliverable; and 7) total cost. The ensuing Agreement will be invoiced and reimbursed on a deliverable basis (i.e., fixed-cost).

- a. An example of Offeror's proposed Rate Sheet (Exhibit B-1) has been included within RFO.

**Any modifications to SOW of the ensuing Agreement will be defined, documented and mutually agreed upon by Contractor and , or designee, and may be reimbursed on a time and materials basis as proposed on Exhibit B-1 (Rate Sheet).**

## 9. Offeror Declaration Form (GSPD-05-105);

Offerors must complete the Offeror Declaration and include it with response. When completing the declaration, Offerors must identify all subcontractors proposed for participation in the contract. Offerors awarded a contract are contractually obligated to use the subcontractors for requested services unless CPHCS agrees to a substitution via amendment to the Agreement.

The GSPD-05-105 can be found at <http://www.documents.dgs.ca.gov/pd/poliproc/MASTER-BidDeclar08-09.pdf#search=gspd%2005-105&view=FitH&pagemode=none>.

- a. At CPHCS' option prior to award, contractors maybe required to submit additional written clarifying information (e.g., STD. 843 – Disabled Veteran Business Enterprise Declaration, etc.). Failure to submit the requested information as specified may be grounds for rejection of offer.

## 10. Contractor's Small Business and/or Disabled Veteran's Business Enterprise Certification, if applicable;

## 11. Completed Payee Data Record (STD 204) - (Attachment A);

## 12. A detailed description of Contractor's approach for completing the services requested in Exhibit A (Statement of Work), Section C (Scope of Services) including, but not limited to, the functions, roles, and responsibilities of vendor personnel;

## 13. A description of Offeror's expertise and experience (e.g., type of services rendered, projects completed, etc.) performing IT consulting services as requested in Exhibit A (Statement of Work).

14. Three (3) customer references for Offeror to verify engagement(s) similar in scope as requested in Exhibit A (Statement of Work);<sup>2</sup>

## 15. Resumes of Contractor personnel must include all of the following:

- a. All relevant work experience;
- b. A start and end date for each job cited; and

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<sup>2</sup> Customer references will be used for selection purposes.

- Analysis must list affected roles, duties, location, area(s) of responsibility, level of impact (i.e., high, medium, low), nature of impact, and provide recommendations.
2. Perform as technical lead in development of a medical informatics governance team with executive, management, and Subject Matter Expert (SME) personnel from affected program areas noted above in C.1. (i.e., a through i).
    - a. Consultant must document relevant roles and responsibilities of governance team (i.e., CDR-ClinDocs Governance Committee, subcommittees, etc.), gain concurrence from stakeholders, and update information during course of project lifecycle.
  3. Produce organizational change management plans for stakeholders, communication, and training relative to patient-management, dental, OB/GYN, mental health, public health, telemedicine, allied health services, therapy, and nursing.
    - a. Consultant must provide clarification as to why a specific plan component is included (e.g., ADKAR behavior stage, etc.), who is responsible, what needs to be done, and what methods will be used (i.e., what, where, when and why);
    - b. Communications and stakeholder management criteria must be based on Project Management Body of Knowledge (PMBOK) standards; and
      - Training criteria must be based on Software Engineering Institute (SEI) standards.
      - Organizational change management plans must be based on analysis of functional requirements matrixes, future (i.e., to-be) processes and reference relevant Suppliers, Inputs, Process, Outputs, and Process Customers (SIPOC), roles and responsibilities, technology capability, forms automation, and acceptance criteria.
  4. Produce training materials, based on test cases, use cases, and/or functional requirements matrixes.
    - a. Consultant shall prepare both instructor lead training materials and web-based materials.
    - b. Training criteria must be based on Software Engineering Institute (SEI) standards.
  5. In collaboration with project team and program stakeholders, develop step-by-step business readiness deployment plans relative to patient-management, dental, OB/GYN, mental health, public health, telemedicine, allied health services, therapy, and nursing.
    - a. The ADKAR behavioral stages model must be used to explain how to effectively transition and deploy technology represented by CDR and ClinDocs;
    - b. Each plan must be in a table format that defines the relevant task, location (e.g. headquarters, northern, central, and southern institutions, etc.), planned start and end-date, and task owner(s);
    - c. Sub-headers must include ADKAR stage that the task(s) supports; and

- d. Plans must be specifically related to deployment and initial stages of maintenance and operation.
6. All documentation (e.g., organizational change management plans and training materials) must be based on all of the following:
    - Ability to meet critical and high priority requirements;
    - Identify cost to State; and
    - Ability of State personnel to maintain the system.

#### **D. DELIVERABLE ACCEPTANCE CRITERIA**

1. All concluded work shall be submitted to the CPCHS' DCIO, Clinical Applications, or designee, for review, approval or rejection.
  - a. A Deliverable Expectations Document and/or Deliverable Acceptance Document must be submitted by Contractor and approved by CPCHS' DCIO, or designee.
2. It is CPHCS' sole determination as to whether a deliverable has been successfully completed and is acceptable to CPCHS' DCIO, or designee.
  - a. CPCHS will review and validate deliverables prior to final acceptance.
  - b. In addition to a deliverable's specified requirements, all documentation (e.g., organizational change management plans and training materials) must be based on all of the following:
    - Ability to meet critical and high priority requirements;
    - Identify cost to State; and
    - Ability of State personnel to maintain the system.
3. If a deliverable is not accepted, the State shall provide the reason, in writing, within ten (10) business days of receipt of said deliverable.

#### **E. ASSUMPTIONS AND CONSTRAINTS**

1. Work hours for this Agreement must be consistent with CPHCS' normal business hours 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding State holidays.
  - a. Contractor's performance of services, tasks, and/or report(s) may occur during or outside normal business hours.
2. Time off for Contractor's staff will be authorized if there is no foreseeable impact to the expected deliverables or work schedule as determined by CPHCS' CIO, or designee,
3. The work location will be at 660 J Street, Sacramento, California, or at another designated location within the greater Sacramento area.
4. Any modifications to SOW of the ensuing Agreement will be defined, documented and mutually agreed upon by Contractor and CPHCS' CIO, or designee.

**EXHIBIT B-1  
RATE SHEET**

The Contractor hereby agrees to provide all labor and transportation necessary to perform the services required in accordance with the Statement of Work and Terms and Conditions of Agreement.

This Agreement shall be invoiced and reimbursed on a deliverable basis (i.e., fixed-price) subject to completion and approval by CPHCS' DCIO, or designee, approval.

**Consultant Name:**

Description of Deliverable(s)	Deliverable Task #	Estimated # of Hours per Deliverable	Cost per Deliverable
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Development of a Medical Informatics Governance team			
Production of Organizational Change Management Plans			
Production of Training Materials			
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Subtotal	\$ _____
Estimated Travel Costs	+ <u>0.00</u>
Other Itemized Costs (if allowed)	+ _____
<b>Total Costs</b>	<b>\$ _____</b>