



CALIFORNIA MULTIPLE AWARDS SCHEDULE **CALIFORNIA PRISON HEALTH CARE SERVICES**

REQUEST FOR OFFER (RFO)

LEVERAGED PROCUREMENT AGREEMENT INFORMATION TECHNOLOGY CONSULTING SERVICES BUSINESS INFORMATION SYSTEM ASSESSMENT RFO #11-014-ITS

ADDENDUM #2

BACKGROUND

The California Department of Corrections and Rehabilitation (CDCR), is requesting offers for Information Technology (IT) Consulting Services to provide management consulting services for CDCR's Business Information System (BIS). Contractor will provide direction and guidance to improve system effectiveness through process change, organizational change, and more efficient use of technology. Contractor will optimize business process(es) and educate State staff to develop the requisite skills for successful utilization of BIS.

Contractor will report to CDCR's ~~Chief Information Officers (CIO)~~ Executive Sponsor(s), or designee(s). In submitting an offer vendor must comply with the instructions found herein.

The term of the proposed Agreement is targeted for April 4, 2011, through ~~March 31~~ April 3, 2012. CDCR reserves the option to extend Agreement for one additional twelve-month period at the same deliverable rate, and/or to add 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]).

Offers are due by **4:00 p.m., ~~Monday~~ Wednesday, ~~March 28~~ 30, 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
Email: Cynthia.Basa@cdcr.ca.gov

ACTION(S)

1. The due date for Request for Offer (RFO), #11-014-ITS, Business Information Systems Assessment, has been extended to Wednesday, March 30, 2011.
 - Offers are due to CPHCS by 4:00 p.m.
2. The following are questions received by CPHCS on March 22, 2011 and March 23, 2011.

QUESTION(S)/ANSWER(S)

1. **Question/Statement:**

"Response guideline item #9 appears to prohibit the use of subcontractors. Is your intent to award to a vendor who uses only their own employees? If not, then the Bidder Declaration form needs to be allowed."

Answer:

CPHCS will allow use of subcontractors to perform part of the Prime's contract for services. As a result, Response Guidelines, Page 3, Item #9, has been revised to require submittal of GSPD 05-105, as follows:

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

~~Not applicable. For this RFO, subcontracting of proposed services from one Contractor to another (i.e., firm-to-firm as a pass through) is not permitted.~~

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>.

- Prior to award contractors may be requested to submit additional written clarifying information (e.g., STD. 843 – Disabled Veteran Business Enterprise Declaration, etc.). Failure to submit requested information may be grounds for rejection of offer.

2. **Question/Statement:**

"The RFO states that the contractor will report to the CDCR's CIO's or their designees. This appears to establish a potential conflict of interest. The BIS project has been managed by the information technology organization of CDCR. An assessment and evaluation of the management of this project may produce negative findings regarding the management of the project. It would seem that it would be in the best interest of all involved parties that the contractor reports to the Executive Sponsors of this project."

Answer:

The above question has been addressed given that RFO #11-014-ITS, Addendum #1, released March 22, 2011, revised reporting responsibilities from the Chief Information Officers (CIOs) to Executive Sponsors.

3. **Question/Statement:**

"The RFO states that all deliverables are to be submitted to and approved by the CDCR CIO's. This again appears to establish a potential conflict of interest for the reasons cited above in item 2."

Answer:

Same response as given to Question 2, above.

4. **Question/Statement:**

"There are several references to approvals by the CDCR CIO's throughout the RFO. Again, we would request that these approvals are by the Executive Sponsors or their designees."

Answer:

Same response as given to Question 2, above.

5. **Question/Statement:**

"The acceptance criteria for the deliverables are simply at the sole discretion of CDCR's CIO's. That criteria is pretty vague and subjective even if the approval is changed to the Executive Sponsors."

Answer:

Pursuant to Addendum #1, Exhibit A (Statement of Work), Item F (Deliverable Acceptance Criteria), all deliverables submitted by Contractor shall be reviewed, approved or rejected by the Executive Sponsor(s) or designee(s) (i.e., versus CDCR's CIO's).

6. **Question/Statement:**

"A Deliverable Expectation Document (DED) is required for each deliverable. The acceptance of the deliverable should be based on whether or not the deliverable is in conformance with the approved DED."

Answer:

Agreed; acceptance of a deliverable will be based on deliverable conformance to the approved DED as determined by CDCR's Executive Sponsor(s) or designee(s).

7. **Question/Statement:**

"If subcontractors are permitted to perform work on this contract, the payment provisions are too complicated. The proposed contract is a fixed price deliverables based contract. It appears that the proposed payment structure is based on delivering a normal information technology product by a single employer rather than an information technology consulting contract utilizing a prime contractor and, when appropriate, subcontractors. We believe that the payment should be based on specific deliverables that are agreed to through the use of DEDs for each deliverable."

Answer:

Agreed; reimbursement for services shall be on a deliverable basis (i.e., fixed price), subject to approval by the Executive Sponsor(s) or designee(s), and in accordance with the Agreement's Exhibit B-1 (Rate Sheet).

- Please recognize that a Deliverable Expectation Document (DED) must be submitted by Contractor for each category/deliverable specified on Contractor's Rate Sheet.

8. **Question/Statement:**

"The contractor should commit to an estimate of the amount of time and dollars it will take for each deliverable. Any changes to those hours and dollars would be required to go through a formal change control process. Given the nature of this project, the unknowns are large and great in number. It is far too risky for a contractor to commit to a given price without some ability to modify the commitment based on what is found upon commencing work."

Answer:

In accordance with Exhibit A (Statement of Work), Item G (Assumptions and Constraints), Provision 8, CDCR reserves the right to renegotiate services deemed necessary to meet the needs of the project according to State priorities.

9. **Question/Statement:**

"Some consideration should be given to modifying the contract to time and materials with maximums for each deliverable."

Answer:

CPHCS shall take the above statement under consideration during contract negotiation(s) and prior to execution of the Agreement.

10. **Question/Statement:**

"Given the potential enormity of this assessment, can you provide some parameters for task?"

Answer:

Yes; a comprehensive list of all Business Information System (BIS) functional deficiencies (i.e., gaps) will be provided to Contractor in an excel spreadsheet after contract award (i.e., a BIS Dashboard).

The BIS gaps identified include, but are not limited, human resources and supply chain management activities. CPHCS is seeking an assessment of the functionality deficiencies and recommendations for improvement.

- CPHCS is not seeking any implementation services relative to recommendations made by Contractor for BIS improvements.

11. **Question/Statement:**

"Are the processes for each function in each organization to be reviewed and documented?"

Answer:

No; only those processes relative to the BIS functionality deficiencies are to be reviewed and documented for the applicable organization.

- CPHCS seeks an Assessment of the BIS functionality deficiencies and recommendations for improvement; not implementation services or a review of each function in each organization.

12. **Question/Statement:**

"Are business process reengineering recommendations to be made based on the item above? Or, just identify opportunities?"

Answer:

Yes; but only those processes relative to BIS functionality deficiencies of the applicable organization are to be reviewed, documented, and recommendations made for system improvement(s).

- Exhibit A (Statement of Work), Item C (Scope of Services), Task 1 (Task Management), Task 2 (Business Program Management), and Task 3 (Business Program Governance) require Contractor to provide recommendations for business process improvements relative to BIS deficiencies.

13. **Question/Statement:**

"Are the processes and functionality identified in item 1 to be compared to the functionality and processes contained in BIS "

Answer:

Yes; but refer to Question/Statement #11 above.

14. **Question/Statement:**

"Are the State requirements for accounting, contracting, purchasing and human resources to be compared to what is contained in BIS?"

Answer:

No; CPHCS is seeking direction and guidance to improve BIS and recommendation(s) for functionality improvements relative to deficiencies (e.g., gaps) identified in BIS Dashboard.

15. **Question/Statement:**

"Are additional CDCR/CPHCS requirements that go beyond State requirements currently in existence contained in BIS?"

Answer:

Yes; BIS has a CDCR/CPHCS internal business process requirement in addition to State requirements. However, only those processes relative to BIS functionality deficiencies are to be reviewed, documented, and recommendations made for improvement.

16. **Question/Statement:**

"Is the contractor expected to identify those resources in CDCR Accounting that support CPHCS?"

Answer:

No; CPHCS does not perform accounting functions (i.e., preparation of claim schedules for payments), which is under the purview of CDCR.

Corresponding to the above answers provided, revised RFO pages follow.

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

Exhibit B-1 (Rate Sheet) must provide: 1) job description or service type/classification; 2) estimated number of hours per service/task; 3) price per deliverable; 4) total service cost; and 5) consultant name. The ensuing Agreement will be invoiced and reimbursed on a deliverable basis subject to the satisfactory completion of CDCR's GIOs Executive Sponsor(s), or designees.

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

Any modifications to the Statement of Work (SOW) of the ensuing Agreement will be defined, documented, and mutually agreed upon by Contractor and CDCR's GIOs Executive Sponsor(s), or designees, and may be reimbursed on a time and materials rate or fixed-cost as proposed via work authorization.

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

~~Not applicable. For this RFO, subcontracting of proposed services from one Contractor to another (i.e., firm to firm as a pass through) is not permitted.~~

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>.

- Prior to award contractors may be requested to submit additional written clarifying information (e.g., STD. 843 – Disabled Veteran Business Enterprise Declaration, etc.). Failure to submit requested information 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 the proposed candidate(s);

13. A description of Offeror's expertise and experience in performing IT consultant 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);

- Include a brief narrative of project description and Offeror's role for each reference provided.
 - a. Customer references will be used to verify information provided by Offeror and/or consultant for selection purposes;

15. Resume(s) of Offeror's proposed personnel must include all of the following:

- All relevant management and program project management experience with automating or assessing fiscal, procurement and/or human resource business operations.
- A start and end date for each job cited; and
- Consultant qualifications and experience(s) performing technical program business assessments and improvement plans.

16. Other Requirements:

Offeror's proposed staff will be required to complete the following documents prior to award.

a. Contractor Confidentiality Statement (Attachment B):

The Political Reform Act of 1974 (Government Code Sections 81000-91015) requires consultants to file a Contractor Confidentiality Statement certifying no personal or financial interest with CDCR BIS project, and agreeing to keep all information concerning the project confidential.

b. Non-Disclosure Agreement (Attachment C)

c. Statement of Economic Interests (Form 700) - (Attachment D)

Interested Offerors may submit questions and/or requests for clarification, via e-mail, to Cynthia.Basa@cdcr.ca.gov. CDCR responses to Offeror questions that provide new or additional information will be provided to all Offerors.

KEY DATES

Event	Date	Time
Release of Request for Offer	03/18/2011	
Questions or Clarifications Submittal (latest date)	03/22/2011 <u>03/24/2011</u>	4:00 p.m.
Offer Response Submission Due Date	03/28/2011 <u>03/30/2011</u>	4:00 p.m.
Comparison of Offers and Interview(s), if warranted.	03/29/2011 to 03/30/2011 <u>04/01/2011 to</u> <u>04/05/2011</u>	
Best Value Determination – Selection of Vendor	04/01/2011 <u>04/06/2011</u>	4:00 p.m.
Proposed Contract Start Date ¹	04/04/2011 <u>04/11/2011</u>	

¹ Date subject to change.