



**California Health and Human Services Agency
Office of Technology & Solutions Integration
California Healthcare Eligibility, Enrollment, and Retention
System (CalHEERS)
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November 13, 2025

Attached is the CalHEERS SDMO RFP # 73040873, Responses Release 02. This list includes the responses provided in Release 01 (10/31/2025) creating a comprehensive list of all questions received by the State as of 3:00pm PT on 11/13/25.

The ID's identified below have been answered via this Release (highlighted Yellow):

ID 8	ID 57	ID 74	ID 104
ID 23	ID 58	ID 75	ID 106
ID 26	ID 59	ID 85	ID 131
ID 38	ID 65	ID 86	ID 145
ID 46	ID 67	ID 92	ID 153
ID 50	ID 69	ID 100	

All unanswered IDs will be addressed in a future release (Release TBD).

Submitted items have been categorized by type:

Q = Question

RFC = Request for Change

RFA = Request for Artifact

Sincerely,

Alina Corpus
Procurement Official

ID	RFP Section	RFP Subsection	Bidder Ques or RFC	QA-State Response	Type	Release Response
6	_RFP 6 - Bidder Requirements	6.0 BIDDER REQUIREMENTS	Requirements in RFP section 6.5 require a cost estimate for proposed solutions. When the State releases the Cost Workbook, will it include placeholders for these costs?	The State updated the instructions for RFP Section 8.5 VOLUME III – COST DATA, to identify where the cost component of U&A Rqmt 6.5-2 & 6.5-3 should be placed in the bidder's response. In accordance with RFP 8.6.3 - Electronic Proposal Format and Searchability. Please see Addendum 1.	RFC	Release 01 (10/31/2025)
7	Appendix D - Cost Workbook	D-4 Instructions	APPENDIX D-4 appears to omit services and sizing. For example: a) The Elastic Block Storage (EBS) 361,890 bytes listed appears low for CalHEERS transaction volume. b) The services do not include items such as AWS CloudWatch, ElastiCache, or CloudFront. Can the State confirm that all detailed specifications of the required AWS infrastructure are published within the RFP, including: a. The full list of AWS services to be used in the project b. Sizing details (types and quantities of EC2 instances, allocated storage, etc.)	Please see Ref Doc# S1018 - Cloud Hosting Data Center Services Supporting Data, in the Bidders' Library: - The State has updated the Elastic Block Storage (EBS) table to reflect correctly on Page 2 of Ref Doc# S1018 in the Bidders' Library. - The State has provided a full list of Cloud Services on Page 5 of Ref Doc# S1018 in the Bidders' Library. - The State has provided Sizing Details on Page 6 of Ref Doc# S1018 in the Bidders' Library.	RFC	Release 01 (10/31/2025)
8	Appendix D - Cost Workbook	D-4 SDMO Cloud Hosting Costs	APPENDIX D-4.1 appears to omit services and sizing. Can the State confirm that all detailed specifications of the required infrastructure are published within the RFP, including: a. The full list of AWS services to be used in the project b. Specifications of TTEC and Verint infrastructure c. Sizing details (e.g., number of calls per year, annual end customer call minutes, call recording requirements, analytics enablement, recording storage, retrieval and retention)	Please see the latest version of the Ref Doc# S1018 - Cloud Hosting Data Center Services Supporting Data, in the Bidders' Library, which has been updated by the State to provided details about the Service Center.	RFC	Release 02 (11/13/2025)
9	Appendix D - Cost Workbook	D-1 Total Cost Summary	We have not received the Cost Workbook as part of the RFP nor is it present in the Bidders Library. Please provide the Cost Workbook.	The Appendix D - Cost Workbook was made available to Bidders via the Bidders' Library on 10/17/2025, and has been updated within Addendum 1.	RFA	Release 01 (10/31/2025)

ID	RFP Section	RFP Subsection	Bidder Ques or RFC	QA-State Response	Type	Release Response
10	Appendix B - Forms	A.0 B – FORMS	We have not received the AI Risk Assessment Form as part of the RFP nor is it present in the Bidders Library. Please provide the AI Risk Assessment Form.	The State has provided the AI Risk Assessment Form within the Bidders' Library as of 10/31/2025.	RFA	Release 01 (10/31/2025)
11	Appendix D - Cost Workbook	D-3 SDMO Software Costs	The Bidders Library includes additional software currently utilized in the operation of the CalHEERS system which are not included in the list mentioned in the Types of Software as outlined within the RFP section D-3: SDMO Software Costs (excluding Service Center applications). To enable a comprehensive and accurate cost proposal, would the State want to include the following software including its specifications, such as license type, quantities etc., currently in use and not present within cost worksheet D-3: SDMO Software Costs?• Annual Registration Fee for the CalHEERS Internet Number• Go Daddy Website Domain Management• Google Docs AI• Google Maps• Google Analytics• Ping• Infobip• Azure• Netskope• Global Sign• LoadRunner• Google Chronicle• Okta• Palo Alto Prisma CloudIf so, could the State include these applications, and their specifications, as part of the forthcoming Cost Workbook?	This request for change is under review and the State will provide a response in a future Q&A.	RFC	Release TBD
12	Appendix A-4 Statement Of Work	6.0 OPERATIONS REQUIREMENTS	Would the State consider removing the requirement for data centers in two separate regions, including alternate data center in a geographically separate region at a distance of 100 miles or more from the primary data center.	The State considered this request. Please see Addendum 1.	RFC	Release 01 (10/31/2025)
13	Appendix A-2 Special Provisions	04.0 TERM	Why 5 year base plus 5 one year options vs. a longer base contract?	It is standard practice for the State to utilize a 5 year base term for large System Integrator Contracts.	Q	Release 01 (10/31/2025)
14	() Overall RFP Comment	() Overall RFP Comment	What lessons has CalHEERS' learned looking back at history that you are most interested in addressing with a new vendor/system.	The State has addressed desired modifications within RFP 4 - Proposed System.	Q	Release 01 (10/31/2025)
15	Appendix D - Cost Workbook	D-1 Total Cost Summary	1. Please provide the Native Excel cost files.	The Appendix D - Cost Workbook was made available to Bidders via the Bidders'	RFA	Release 01 (10/31/2025)

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				Library on 10/17/2025, and has been updated within Addendum 1.		
16	Appendix A-4 Statement Of Work	2.0 CONTRACTOR PERSONNEL REQUIREMENTS	To maximize competition and ensure an equal playing field, please make available a detailed description of the current organization structure, including approximate team sizes - distinguishing between Government and Contractor personnel. Note, a lower level than the current 4 quadrant view in the RFP.	Refer to the Ref Doc #S1015 - Contractor Organizational Charts, within the Bidders' Library.	RFA	Release 01 (10/31/2025)
18	Appendix A-4 Statement Of Work	5.0 PROGRAM SUPPORT REQUIREMENTS	Please provide the ticket volumes (Incidents & Service requests) for the following scope areas: 1. Application Management Services (5.8) 2. Salesforce AMS (5.6) Please include an extract of incidents, service requests, problems and change requests for preceding 12 months.	This request for an artifact is under review and the State will provide a response in a future Q&A.	RFA	Release TBD
19	Appendix D - Cost Workbook	D-1 Total Cost Summary	TIP 2 Pricing is for 24 months in Appendix D-8, but in the Cost Summary tab - the cell for TIP 2 Yr 2 is greyed out. Where would be the price for TIP 2 Yr 2 be accounted for?	The State updated Appendix D-1- Total Cost Summary, worksheet to sum both Year 1 and Year 2 costs associated with Transition-In (TIP1 & TIP2) Costs. Please see Addendum 1.	RFC	Release 01 (10/31/2025)
20	_RFP 9 - Evaluation	9.0 EVALUATION	We understand the State's goal in this procurement is to get the best value possible by obtaining lowest pricing from highly qualified vendors. Highly qualified vendors would likely score very similarly on the non-cost technical components of the bid, so please consider the following change to the evaluation scoring system: Change the current a 5-point scale (100%, 75%, 50%, 25%, 0%) to a 11-point scale as follows: 100%, 90%, 80%, 70%, 60%, 50%, 40%, 30%, 20%, 10%, 0). Adding granularity to the model would tighten the score between the most qualified vendors. This would enable lower price to play a much larger role in the overall evaluation. On other State procurements the State has been forced to buy from the higher priced vendor even though the real technical differences were close as a result of the current scoring rubric.	The State considered this approach and decided on the requirements as published in RFP #73040873.	RFC	Release 01 (10/31/2025)

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21	Appendix A-4 Statement Of Work	5.0 PROGRAM SUPPORT REQUIREMENTS	BOT Services - Provide a catalogue and information around 1. # of BOTS implemented 2. # and List of Workflows automated 3. % of new BOTS on an average implemented in the environment 4. Complexity distribution of the BOTS5. Supervised (Business owned & managed) vs unsupervised (Technology owned)6. Average # of BOTS and/or workflows enhanced/modified every month7. Average # of tickets or BOT failures observed in the environment	This request for an artifact is under review and the State will provide a response in a future Q&A.	RFA	Release TBD
22	Appendix D - Cost Workbook	D-7 Instructions	Please provide the monthly billed hours for System Changes, ideally by role, for onshore and offshore for the last 5 years.	Please see Appendix D-7 - Onshore System Change Costs, and Appendix D-7.2 Offshore System Change Costs, where the State has projected the effort for System Changes by role for the term of the Contract.	RFA	Release 01 (10/31/2025)
23	_RFP 3 - Current System	3.0 CURRENT SYSTEM	CalHEERS has the following text in the RFP "The CalHEERS Database Design is a combination of materials, data and information, some of which is proprietary to the current SI. All components of design that are not proprietary are available for review in the Bidders' Library."How would the state like non-incumbent vendors to approach transition, ongoing operations and related effort estimation of the solution components whose database design is proprietary to the existing System Integrator? What assumptions can the non-incumbent vendors make related to these proprietary database designs?	The State considered this request. Please see a future Addendum.	RFC	Release 02 (11/13/2025)
24	Appendix D - Cost Workbook	D-7 Instructions	The State seeks a best-value, transparent, high quality, and high productivity solution. State Agencies such as FTB have moved towards evaluation models that facilitate this goal by asking bidders to share risks and rewards with the State. They encourage bidders to offer creative productivity and gain sharing solutions as alternatives to traditional pricing models.The	The State has considered this approach and decided on the requirements as published in RFP #73040873.	RFC	Release 01 (10/31/2025)

ID	RFP Section	RFP Subsection	Bidder Ques or RFC	QA-State Response	Type	Release Response
			current RFP allocates 30% of the Cost Evaluation - or 10% of the total evaluation - to the cost of system changes. The RFP uses a prescriptive, role-based pricing model with pre-defined hours, per role, across the 10-year duration of the program. This model encourages bidders to offer the cheapest possible rates to maximize the score for one of the largest and most critical aspects of the CalHEERS program. This approach does not reflect the evolving landscape of technology-enabled delivery, particularly with the emergence of Generative AI (GenAI) and other automation tools. Lastly, this pricing model assumes uniform productivity across vendors, minimizing innovation and efficiency - in direct conflict with the CalHEERS vision, procurement objectives and best value. We recommend the state allow vendors to submit optional pricing alternatives in the cost sheets. These alternatives should be proposed by the vendors as their best thinking on ways to increase value to you. To maintain the current procurement schedule, these alternatives would only be evaluated and discussed during negotiations and confidential discussions. If a bidder's concepts are deemed valuable to the State after negotiations, the RFP could then be amended so that all vendors could propose in BAFO to the same model, thus enabling a fair procurement while facilitating innovation.			
25	Appendix A-4 Statement Of Work	6.0 OPERATIONS REQUIREMENTS	Can you please confirm that Service Desk is in scope to support Calheers' internal userbase. If Service Desk is required, can you please provide the following details:- Where is the Service Desk price to be allocated in the pricing sheet?- Total number of end users supported by Service Desk- Total contacts expected per month to the Service Desk- Hours of support- Language requirements- Breakout of contacts by	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD

ID	RFP Section	RFP Subsection	Bidder Ques or RFC	QA-State Response	Type	Release Response
			channel (Phone, email, chat and web portal)- Number of TFN and the monthly average minutes consumed for inbound and outbound calls			
26	_RFP 3 - Current System	3.0 CURRENT SYSTEM	What is the current status of the transition from MARS-e to ARC-AMPE? If transition has started, can you quantify how many POAM's remain open?	The State identifies that CalHEERS is compliant with MARS-E 2.2 and is just beginning ARC-AMPE migration work and is not far enough along to be able to quantify associated POAM's.	Q	Release 02 (11/13/2025)
27	Appendix A-4 Statement Of Work	6.0 OPERATIONS REQUIREMENTS	Within the context of Desktop Support specified in Help Desk Services (Section 6.16), would the Contractor be leveraging an existing Windows image, packaged applications, and System Center Configuration Manager (SCCM) solution provided and maintained by State to support desktops and laptops? If a separate environment to be managed by the Contractor for CalHEERS, please share:- Number of OS images to be maintained- Number of applications to be packaged and deployed- Expected number of users to be supported	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
28	Appendix A-4 Statement Of Work	Exhibit A – System Requirements Specification	There are 415 pages of requirements in "Appendix A-4 - SOW Exhibit A - System Requirements Specification" - Please clarify the requirements that reflect the functionality currently supported in the CalHEERS system excluding depreciated functionality. For instance - Requirements 44458, 44731, 44732, and 44736 seem to relate to SHOP that is no longer in scope of CalHEERS	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
29	Appendix D - Cost Workbook	D-3 SDMO Software Costs	Please provide a list of software components and volumes related to the current Service Center technology stack to be included in Contractor's proposal	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD

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30	RFP 4 - Proposed System	4.0 PROPOSED SYSTEM	What are the current LLMs in use at CALHEERS? Will it fair to assume will that LLM be made available to us for consumption in our services or should we include that as part of our costing?	While CalHEERS is currently reviewing AI solutions that will include LLMs for near-term implementation, the State identifies that there are no LLMs currently deployed on CalHEERS today.	Q	Release 01 (10/31/2025)
31	Appendix A-4 Statement Of Work	6.0 OPERATIONS REQUIREMENTS	Please provide details about the technology stack for Service Center Services: 1) Other than Amazon Connect and Verint, what other systems and tools are used 2) How many TFNs are maintained for the Service Center? Are these TFNs provided by AWS as part of Amazon Connect Service? 3) Is the expectation for the Contractor to include cloud service cost for the number of minutes consumed? If yes, please share monthly inbound and outbound minutes 4) Please share other AWS components and associated volumetrics (example: S3 storage for call and screen recording) as part of the Technology stack 5) Other than phone, what other channels are supported by the Service Center. Please provide volume of contacts by each channel and associated technology stack details. 6) How many Service Center agents are supported today. Please share average and peak number of agents.	This request for change is under review and the State will provide a response in a future Q&A.	RFC	Release TBD
32	Appendix D - Cost Workbook	D-4 SDMO Cloud Hosting Costs	Cloud Hosting Data Center Services inventory tables included in Appendix D-4 use different unit of measures for storage components (example: Elastic Block Store in Bytes, Snapshot size in Bytes, Elastic File Store in KBs, Relational Database Service in Bytes). Please confirm that these unit of measures are accurate. If not, please share these tables with appropriate unit of measure.	The State provides updated data within Ref Doc# S1018 - Cloud Hosting Data Center Services Supporting Data, which is located in the Bidders' Library, where the State converted all values, except EC2, to megabytes (MBs). EC2 values are in gigabytes (GBs).	Q	Release 01 (10/31/2025)
33	Appendix D - Cost Workbook	D-4 SDMO Cloud Hosting Costs	What are the various flavors of databases for 28 RDSDB? Please provide a breakdown of	The State has provided the breakdown as requested in a table on Page 5 of Ref Doc# S1018 - Cloud Hosting Data Center	RFC	Release 01 (10/31/2025)

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			number of RDS DBs by technology (e.g. x Oracle RDS, y MySQL RDS, z MSSQL RDS).	Services Supporting Data, which can be found in the Bidders' Library.		
34	_RFP 4 - Proposed System	4.0 PROPOSED SYSTEM	This section indicates the State has made several updates under the Change Management and Configuration Management areas to delineate between security changes they consider modernization versus mandatory changes. Can the State provide more detail on how they differentiate between security modernization vs mandatory change?	RFP 4.4.4 - Updates to Change Management and Configuration Management, bullet # 7, refers to the updates applied to SOW Section 6.7 System Security.	Q	Release 01 (10/31/2025)
35	Appendix A-4 Statement Of Work	6.0 OPERATIONS REQUIREMENTS	Which AWS Regions are currently being used for primary cloud data center and alternate data center?	CalHEERS currently utilizes two (2) availability zones as primary and secondary cloud data centers and utilize a third availability zone to store data and conduct TR simulation exercises, all within a US West region of AWS services. Additionally, CalHEERS maintains a database backup and codebase repository backup within a separate US West region of AWS services.	Q	Release 01 (10/31/2025)
36	Appendix D - Cost Workbook	Introduction	Can the State please provide an Excel version of Appendix D, COST WORKBOOK?	The Appendix D - Cost Workbook was made available to Bidders via the Bidders' Library on 10/17/2025, and has been updated within Addendum 1.	RFA	Release 01 (10/31/2025)
37	Appendix A-4 Statement Of Work	6.0 OPERATIONS REQUIREMENTS	Understanding that State uses Flexera for Asset Management, can the supplier leverage this tool for this requirement and that it provides the functionality for discovery, tracking, and compliance management for all Compute, Storage, and Network IT assets, both hardware and software?	Bidders are responsible to bring an Asset Management Software (AMS) that complies with the Requirements of the RFP.	Q	Release 01 (10/31/2025)
38	Appendix D - Cost Workbook	D-4 SDMO Cloud Hosting Costs	While the number of S3 buckets provided in Appendix D, it does not contain amount of S3 storage utilized. Please share utilization details for S3 buckets.	Please see the latest version of the Ref Doc# S1018 - Cloud Hosting Data Center Services Supporting Data, in the Bidders' Library, where the State has addressed S3 Storage Utilization.	RFC	Release 02 (11/13/2025)

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39	Appendix A-4 Statement Of Work	6.0 OPERATIONS REQUIREMENTS	Is 2329 Gateway Oaks Drive, Suites 100 & 250, Sacramento, CA 95833, the only worksite eligible for lease takeover? In requirement 6.18.2-22, it mentions "other Project worksites", are there other sites that need to be managed and maintained?	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
40	Appendix A-4 Statement Of Work	6.0 OPERATIONS REQUIREMENTS	6.2.2-04 states that "The Contractor shall provide for, at a minimum, 1000 concurrent users for the automated Service Desk management tool." Please confirm whether the requirement is to support a minimum of 1000 total users at the CalHEERS Service Desk or to expect a minimum of 1000 users concurrently contacting the Service Desk.	The State confirms that, as stated within SOW Rqmt 6.2.2-04, the automated Service Desk management tool must be able to support a minimum of 1,000 concurrent users.	Q	Release 01 (10/31/2025)
41	Appendix A-4 Statement Of Work	6.0 OPERATIONS REQUIREMENTS	Please provide details about the current network technology stack including device volumetrics, circuits, locations, and other relevant details for relevant Project Worksites: 1. Routers and Switches 2. Virtual PrivateNetwork (VPN) connections 3. Internet connections 4. Private/dedicated circuits 5. Wireless Access Points 6. Wireless LAN controllers 7. LAN/WAN/MAN	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
42	_RFP 8 - Proposal & Bid Format	8.0 PROSPAL FORMAT	May Bidders remove the existing RFP page numbers, headers, and footers from Appendix B Forms so that we may be consistent in our proposal markings and compliant with RFP instructions for page numbering of our proposal? Also, there are required forms that have different margins smaller than the State's 1" requirement for proposal response documents (e.g., Appendix B-6, Appendix B-16). Would the State consider allowing Bidders to apply a 3/4" margin on all page sides and allowing us to adjust the margins on forms to be consistent where possible?	The State confirms that bidders can remove the Headers & Footers off of forms for the development of their response and make necessary margin adjustments to maintain compliance with the RFP's formatting requirements.	Q	Release 01 (10/31/2025)

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43	_RFP 6 - Bidder Requirements	6.0 BIDDER REQUIREMENTS	Would the State consider changing the qualification window from "the past (10) years" to the past (15) years for MQ3 for the Project Manager role? This change will allow for the greatest pool of highly qualified candidates with relevant experience in healthcare exchanges to fulfill Key Staff Roles and bring best value to the State.	The State considered this request. Please see Addendum 1.	RFC	Release 01 (10/31/2025)
44	Appendix A-4 Statement Of Work	6.0 OPERATIONS REQUIREMENTS	Under Roles and Responsibilities in Table 6-51: Hosting Services Plan (CD-6.17-1), it mentions cloud hosting for AWS and Google. Can you please provide a list of assets with details for Google Cloud?	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
45	Appendix A-4 Statement Of Work	6.0 OPERATIONS REQUIREMENTS	Can you please provide a copy of the most current lease for the Project Worksites in scope?	Please see the lease now uploaded to the Bidder's Library.	RFA	Release TBD
46	_RFP 4 - Proposed System	4.0 PROPOSED SYSTEM	Is the State using the term "effort driven scheduling" to mean Fixed Work tasks? If yes, can the State clarify what types of activities in the project schedule they would like to use effort driven scheduling for?	No, the State is asking for all schedule activities to be fully effort-driven for this requirement (RFP 4.3.1).	Q	Release 02 (11/13/2025)
47	Appendix D - Cost Workbook	D-2 SDMO Hardware Costs	Within Appendix D-2 SDMO Hardware Cost, there are 712 servers listed in line # 42, 43, and 44 with a Location of "Amazon Web Services". Are these servers in addition to what are provided later on page 1402 & 1403 (Appendix D-4)? If yes, please provide the details of these servers (cpu, memory, storage, etc.).	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
48	_RFP 6 - Bidder Requirements	6.0 BIDDER REQUIREMENTS	Can the State provide documentation or examples of the current Total Cost of Ownership (TCO) process used by the State?	No, the Total Cost of Ownership (TCO) process will be implemented with the new Contract.	RFA	Release 01 (10/31/2025)
49	Appendix A-4 Statement Of Work	Exhibit A – System Requirements Specification	Requirements 39643 - 39794 indicate functionality provided by GI. Can the State confirm if these are still accurate requirements or provide the updated requirements to identify who or what is providing this functionality today?	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD

ID	RFP Section	RFP Subsection	Bidder Ques or RFC	QA-State Response	Type	Release Response
50	Appendix A-4 Statement Of Work	4.0 SYSTEM CHANGE & ENHANCEMENTS	Can the State provide the most current version of D-4.8-1 - Business Change Management and OCM Plan?	The State identifies that the artifact posted in the Bidders' Library is the most current version.	RFA	Release 02 (11/13/2025)
51	Appendix A-4 Statement Of Work	4.0 SYSTEM CHANGE & ENHANCEMENTS	In Section 8.2.12.2 Change Management Methodology, pg 51, it references a link to the current OCM process. Can the linked document be provided?	This request for an artifact is under review and the State will provide a response in a future Q&A.	RFA	Release TBD
52	Appendix A-4 Statement Of Work	4.0 SYSTEM CHANGE & ENHANCEMENTS	Can the list of Tools on Pg 23 - 29 be unredacted?	The State has un-redacted the identified section and will provide the D-4.2-1 SDLC Plan v4.0 within the Bidders' Library.	RFA	Release TBD
53	Appendix A-4 Statement Of Work	4.0 SYSTEM CHANGE & ENHANCEMENTS	In section 2.3 SDLC Release Types of the current SDLC Plan, can the State provide more details on the Agile release pilot program on Pg 7? The information is currently redacted.	Yes, the State will provide the latest version of the D-4.2-1 – SDLC Plan, in the Bidders' Library which will provide the requested data.	Q	Release 01 (10/31/2025)
54	Appendix A-4 Statement Of Work	3.0 PROJECT MANAGEMENT REQUIREMENTS	Section 9.9 Customer Satisfaction Survey, Pg 42 references an annual satisfaction survey of the Customer Service Representatives. Can the State provide the results of the latest survey?	CalHEERS has not conducted a Customer Service Representative Survey under the current Contract. The Survey services are being reconstituted on the project under the new Contract.	RFA	Release 01 (10/31/2025)
55	Appendix D - Cost Workbook	D-3 SDMO Software Costs	Please provide a detailed and comprehensive list of software, applications, version numbers, and support levels be provided? Examples include but are not limited to: Amazon / AWS line items need additional details Atlassian has Data Center and 3 different Cloud versions	This request for change is under review and the State will provide a response in a future Q&A.	RFC	Release TBD
56	Appendix A-4 Statement Of Work	3.0 PROJECT MANAGEMENT REQUIREMENTS	The outline for Del CD-3.3-1 Cost Management Plan includes a section for managing costs for the Provider Directory. Can the State confirm the vendor responsibility for managing costs begins with the receipt of files from the Provider Directory vendor (Lexis Nexus)?	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
57	Appendix A-2 Special Provisions	ATTACHMENT A-2.3 SERVICE LEVEL AGREEMENTS (SLA) & LIQUIDATED DAMAGES	Can the State provide the most recent 12 months of historical SLA performance, definitions and associated targets.	The State provides the requested data in the Bidders' Library via Ref Doc# S1021 - SLA Historical Performance.	RFA	Release 02 (11/13/2025)

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58	Appendix A-4 Statement Of Work	3.0 PROJECT MANAGEMENT REQUIREMENTS	Section 9.3 Process Improvement Approach on Pg 38 of the deliverable references a CalHEERS Change Process Improvement (CPI) Register. Can the State provide the current register in the bidder's library?	Refer to the Ref Doc #S1025 - Continuous Process Improvement Registry, which will be provided in a future update to the Bidders' Library (DEL 3.10-1 Quality Management Plan).	RFA	Release 02 (11/13/2025)
59	Appendix D - Cost Workbook	D-1 Total Cost Summary	Can CALHEERS provide term dates (start/end) for all of the hardware, software, and cloud services?	For the purpose of developing bidder's responses, bidders shall assume that all hardware, software, and cloud hosting services have an end date of 6/30/2027.	Q	Release 02 (11/13/2025)
60	Appendix D - Cost Workbook	D-2 SDMO Hardware Costs	What is the current timeline for hardware refresh across the enterprise?	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
61	_RFP 4 - Proposed System	4.0 PROPOSED SYSTEM	What are the LLMs currently in use today on CALHEERS? Could you provide examples of Agentic AI based use cases already deployed for Managed Services and System Changes?	CalHEERS does not currently have any LLMs implemented today. CalHEERS is currently reviewing Gen AI solutions that will include LLMs for near-term implementation.	Q	Release 01 (10/31/2025)
62	_RFP 6 - Bidder Requirements	6.0 BIDDER REQUIREMENTS	Agile Manager Role: MQ#2 requires 2 years in the last 5 but per the scoring methodology the candidate would get no points for meeting the qualification and "one point for each additional year of experience". Following that logic for this MQ the candidate can get scores of 0, 1, 2, 3 but the max score is 5. How should this MQ be scored?	Pertaining to the accrual of additional years of experience in general - The State identifies that the possibility for accruing "additional years of experience" is not limited by the timeframe in which the minimum experience must have occurred. Application to RFP 6, MQ# 6.3.1-54 - The formula is [2 yrs minimum within the last 5yrs] + up to 5 years of additional experience for potential points.	Q	Release 01 (10/31/2025)
63	Appendix D - Cost Workbook	D-2 SDMO Hardware Costs	Please provide a detailed description of existing hardware (e.g., CPU / RAM / Storage / Connectivity (Network / Storage area network (SAN))	This request for change is under review and the State will provide a response in a future Q&A.	RFC	Release TBD
64	_RFP 6 - Bidder Requirements	6.0 BIDDER REQUIREMENTS	Data Analytics Expert Role: MQ#3 requires 3 years in the last 7, but per the scoring methodology the candidate would get no points for meeting the qualification and "one point for each additional year of experience". Following that logic for this MQ the candidate can get	Pertaining to the accrual of additional years of experience in general - The State identifies that the possibility for accruing "additional years of experience" is not limited by the timeframe in which the minimum experience must have occurred.	Q	Release 01 (10/31/2025)

ID	RFP Section	RFP Subsection	Bidder Ques or RFC	QA-State Response	Type	Release Response
			scores of 0, 1, 2, 3, 4 but the max score is 5. How should this MQ be scored?	Application to RFP 6, MQ# 6.3.1-64 (MQ# 6.3.1-63 within Addendum 1) – The formula is [3 yrs minimum within the last 7yrs] + up to 5 years of additional experience for potential points.		
65	_RFP 6 - Bidder Requirements	6.0 BIDDER REQUIREMENTS	Should 6.4-16 point 3 be re-written to align with the section regarding assisted consumer journey? Currently reads: "How consumer journey will integrate with data management and AI innovations"	The State updated the RFP, adding "assisted" to the 3rd bullet as identified. Please see a future Addendum (RFP 6, U&A Reqs 6.4-16).	RFC	Release 02 (11/13/2025)
66	_RFP 6 - Bidder Requirements	6.0 BIDDER REQUIREMENTS	Consumer Experience Lead Role: MQ#1 requires 7 years in the last 10, but per the scoring methodology the candidate would get no points for meeting the qualification and "one point for each additional year of experience". Following that logic for this MQ the candidate can get scores of 0, 1, 2, 3 but the max score is 5. How should this MQ be scored?	Pertaining to the accrual of additional years of experience in general - The State identifies that the possibility for accruing "additional years of experience" is not limited by the timeframe in which the minimum experience must have occurred. Application to RFP 6, MQ# 6.3.1-76 (Renumbered in Addendum 1 as MQ# 6.3.1-75) - The formula is [7 yrs minimum within the last 10yrs] + up to 5 years of additional experience for potential points.	Q	Release 01 (10/31/2025)
67	_RFP 6 - Bidder Requirements	6.0 BIDDER REQUIREMENTS	Can the state delete the Mandatory Scorable Requirement "The Agile Manager shall have two (2) years' experience writing the back-ends of modern web applications (e.g., using frameworks such as Ruby on Rails, Django, Flask, or Express) and front-ends of modern web applications (e.g., using a modern JavaScript front-end framework such as React, Vue, Ember, or Backbone; using modern web standards-compliant CSS and HTML)"?	The State considered this request and will update the RFP. Please see a future Addendum.	RFC	Release 02 (11/13/2025)
68	Appendix D - Cost Workbook	D-3 SDMO Software Costs	There are many line items of Red Hat OpenShift Container platform. How many containers are in the environment that need to be supported?	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD

ID	RFP Section	RFP Subsection	Bidder Ques or RFC	QA-State Response	Type	Release Response
69	Appendix A-4 Statement Of Work	4.0 SYSTEM CHANGE & ENHANCEMENTS	Can the State please ensure that the most current versions of each plan in Figure 2 SDLC Plan Deliverable Hierarchy Diagram on Pg 10 of the SDLC Plan Deliverable are included in the bidder's library?	Yes. Most recent versions of deliverables identified in the SDLC Plan will be provided in future update(s) to the Bidders' Library.	RFA	Release 02 (11/13/2025)
70	_RFP 6 - Bidder Requirements	6.0 BIDDER REQUIREMENTS	The total number of Key Staff requested and the associated mandatory requirements for these positions materially restrict competition and new ways of working, while simultaneously providing a substantial advantage to the incumbent. Of particular concern is Project Manager - MQ# 6.3.1-3. The total years of experience combined with recent eligibility/enrollment experience describes a resource that likely only exists within CalHEERS. For example, James Gnesda, the optimal candidate for this role, does not meet all these combined requirements. Expanding the experience window to the last 15 years would allow us to propose a qualified candidate familiar with CalHEERS and its ecosystem.	The State considered this request. Please see Addendum 1.	RFC	Release 01 (10/31/2025)
71	Appendix D - Cost Workbook	D-7 Onshore Sys Chg Costs	Allocating 1000 cost points to System Changes (D7) for what is in essence a rate card for undefined future scope creates a distorted evaluation model. This approach gives the incumbent an advantage due to their understanding of current inflight System Changes, the two-year CalHEERS roadmap, and the future pipeline of changes working through the change process. Lastly, given the dynamic changes coming with Generative AI, the rate card will change materially in the very near future, rendering moot any evaluation based on the continuation of the current roles for the next decade. Industry would value a decomposition of the actual hours, roles, and rates used for the past three years of System Changes. This would clarify how the requested hours increased fourfold from the 2018	The State considered this request and has decided to keep the approach identified within RFP #73040873.	RFC	Release 01 (10/31/2025)

ID	RFP Section	RFP Subsection	Bidder Ques or RFC	QA-State Response	Type	Release Response
			solicitation and how these changes will impact future Operations/Program Support.			
72	_RFP 7 - Cost Instructions	2.0 RULES GOVERNING COMPETITION	The restriction on subcontractor profit is inconsistent with the RFP terms. A full and open procurement lets the market correctly determine a fair and reasonable price. From the terms: All subcontracts shall be in writing and available upon request by the State; provided however that the Contractor shall have the right to redact pricing and other sensitive and proprietary information prior to making the subcontract available to the State.	The State considered this request. Please see Addendum 1.	RFC	Release 01 (10/31/2025)
73	_RFP 1 - Introduction & Overview	1.0 INTRODUCTION AND OVERVIEW	Accenture request a six-week extension to 15 February 2026. The Bidder's Library is still being populated, and answers to questions submitted prior to the bidder's conference have yet to be provided. Further, the Government's schedule indicates final question responses won't be available until 12/3, leaving little time to incorporate any changes.	The State considered this request and has provided updated Key Actions Dates within Addendum 1 to the RFP.	RFC	Release 01 (10/31/2025)
74	_RFP 9 - Evaluation	9.0 EVALUATION	DQ2 indicates "The Schedule Management Lead shall have a minimum of three (3) years' scheduling experience within the past ten (10) years, managing effort driven schedules on projects involving Large and Complex IT Systems." However, the associated desirable score is listed as N/A. If this requirement is not applicable, would the State please remove the requirement?	The Schedule Mgmt Lead DQ2 requirement is correct as stated. However, the RFP 9 Evaluation table will be corrected to identify the proper desirable qualification scoring. Please see a future Addendum.	RFC	Release 02 (11/13/2025)
75	_RFP 3 - Current System	3.0 CURRENT SYSTEM	Section 3.3.1 indicates that Staff are currently organized into four (4) quadrants defined as: 1) Project Management Office and QA 2) Operations 3) Change Capacity 4) System Integrator (includes Offshore Delivery Services) What is the delineation of responsibilities	Figure 3-5 does not delineate responsibilities. Please See Ref Doc# S1015 - CalHEERS Organization Chart, within the Bidders' Library to determine SI responsibilities (RFP 3.3.1).	Q	Release 02 (11/13/2025)

ID	RFP Section	RFP Subsection	Bidder Ques or RFC	QA-State Response	Type	Release Response
			between Change Capacity and System Integrator?			
76	Appendix A-2 Special Provisions	ATTACHMENT A-2.3 SERVICE LEVEL AGREEMENTS (SLA) & LIQUIDATED DAMAGES	What are the current levels of performance and the response times monitored for the 25 critical transactions?	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
77	Appendix A-4 Statement Of Work	5.0 PROGRAM SUPPORT REQUIREMENTS	The opening paragraph of Section 5 indicates "The following Services are currently being provided to the State via a Time and Materials (T&M) Change Request (CR). The State requires that these Services be provided under the fixed price cost to reduce overhead costs related to tracking the work under CRs." Please confirm the overlap (if any) on change requests tracked through Section 5 and the system change and enhancements scope tracked through Section 4 of the SOW?	This request for change is under review and the State will provide a response in a future Q&A.	RFC	Release TBD
78	Appendix A-4 Statement Of Work	5.0 PROGRAM SUPPORT REQUIREMENTS	Please elaborate on the average # of hours and average # of CRs for each of the sub-scope areas (5.2 through 5.14) which have to be addressed as part of fixed scope in the new or revised contract?	This request for an artifact is under review and the State will provide a response in a future Q&A.	RFA	Release TBD
79	Appendix A-4 Statement Of Work	5.0 PROGRAM SUPPORT REQUIREMENTS	Batch Services - Provide a catalogue and information around 1. # of Batch jobs 2. Batch failures (daily average)3. Support for automated failure detection, self-healing and/or ticket creation/notification	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
80	Appendix D - Cost Workbook	D-7.2 Offshore Sys Chg Costs	The sum of all the hours included in the D-7 System Changes price sheet equates to well over 700 FTE's just performing System Changes. The count mentioned in System Change Figure 3.5, page 38, is 208. Please confirm which one is the correct count. Is the difference attributed to the services performed today as CRs that the State now desires to be included in the fixed price?	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD

ID	RFP Section	RFP Subsection	Bidder Ques or RFC	QA-State Response	Type	Release Response
81	Appendix D - Cost Workbook	D-7 Onshore Sys Chg Costs	Please provide the breakdown of effort by functional area and historical data by functional area.	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
82	Appendix A-4 Statement Of Work	5.0 PROGRAM SUPPORT REQUIREMENTS	Please provide historical data for the effort spent in System Changes broken down by CR, particularly for those services for which the State desires to now be incorporated into the fixed price.	This request for an artifact is under review and the State will provide a response in a future Q&A.	RFA	Release TBD
83	Appendix A-4 Statement Of Work	4.0 SYSTEM CHANGE & ENHANCEMENTS	Please provide the percentage split of SDLC expected for the below types: 1. A traditional Waterfall process 2. An Agile process 3. A hybrid Waterfall/Agile process.	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
84	Appendix A-4 Statement Of Work	4.0 SYSTEM CHANGE & ENHANCEMENTS	Is it the State's intention to continue to utilize Time and Materials-based contracting for System Changes? Would the State consider alternative contracting arrangements that would incentivize bidders to innovate and take on a reasonable share of the risk to implement timely, high-quality products?	This request for change is under review and the State will provide a response in a future Q&A.	RFC	Release TBD
85	_RFP 6 - Bidder Requirements	6.0 BIDDER REQUIREMENTS	MQ1 states that "the Consumer Experience Lead shall have a minimum of seven (7) years' experience within the past ten (10) years." However, the State's scoring methodology awards 1 point for each additional year of experience above the minimum, up to 5 points. This means 12 years of experience is needed to earn full points. Since the MQ limits qualifying experience to the past 10 years, bidders would only be able to earn a maximum of 3 points. We recommend the State update MQ1 to read: "the Consumer Experience Lead shall have a minimum of five (5) years' experience within the past ten (10) years."	Please see State Response to Q&A #62.	RFC	Release 02 (11/13/2025)
86	_RFP 6 - Bidder Requirements	6.0 BIDDER REQUIREMENTS	In comparing the MQs listed in RFP Table 6-8 to the Mandatory Qualifications shown in each of the SOW Key Staff tables (Tables 2.2 - 2.18), we have observed discrepancies in the qualification	The State acknowledges that staffing requirements must be consistent between RFP 6, RFP 9 and SOW 2. We will review and update the traceability	RFC	Release 02 (11/13/2025)

ID	RFP Section	RFP Subsection	Bidder Ques or RFC	QA-State Response	Type	Release Response
			descriptions for 2.1.6-01, 2.1.6-02, 2.1.7-03, 2.1.9-02, 2.1.9-03, 2.1.13-02 compared to corresponding MQs in RFP Table 6-8. We also noted that the SOW contains a mandatory qualification requirement 2.1.6-04 that is not present in RFP Table 6-8. Would the State please consider copying each role's mandatory qualification requirements language from the RFP Table 6-8 into the respective Key Staff mandatory qualification tables in SOW section 2.1 to provide Bidders with a consistent set of requirements with which they must comply?	between these three sections to ensure consistency throughout. Refer to a future RFP Addendum for any needed updates.		
87	Appendix B - Forms	A.0 B – FORMS	The Key Staff Reference Form requires client references to confirm if the "Bidder Company performed the services described in the Staff Qualifications Form." Given that this form is a Staff qualification form where references are verifying the experience and qualifications of a person and not the bidder's company, would the state consider updating the language on the form to "Did the Proposed Staff named above perform the services described in Staff Qualifications Form (including the functions as described and the time period provided)?"	This request for change is under review and the State will provide a response in a future Q&A.	RFC	Release TBD
88	Appendix A-4 Statement Of Work	6.0 OPERATIONS REQUIREMENTS	Please provide more details on the current lease. When does the current lease expire and who is the current landlord?	Please see the lease now uploaded to the Bidder's Library.	Q	Release TBD
89	Appendix A-4 Statement Of Work	6.0 OPERATIONS REQUIREMENTS	What is the current operating expense (price per sq ft.)? What services are included in the operating expense?	Please see the lease now uploaded to the Bidder's Library.	Q	Release TBD
90	Appendix A-4 Statement Of Work	5.0 PROGRAM SUPPORT REQUIREMENTS	One of the current CalHEERS Print/Mail service providers informed us they are unable to support our bid due to exclusive teaming and non-disclosure arrangements with the incumbent prime System Integrator. It is our understanding that services provided directly by other service providers to one or more of the sponsor agencies were folded under the Deloitte contract, with Deloitte managing these	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD

ID	RFP Section	RFP Subsection	Bidder Ques or RFC	QA-State Response	Type	Release Response
			services/contracts. Could the State direct all such service providers to work with all proposing prime bidders on the new contract, providing the same service and pricing to ensure a level playing field?			
91	Appendix A-2 Special Provisions	ATTACHMENT A-2.2 OFFSHORE SECURITY, ACCESS & TECHNOLOGY REQUIREMENTS	Is there any end-user experience enhancement tool already in the environment which can be leveraged by the Service Provider?	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
92	_RFP 6 - Bidder Requirements	6.0 BIDDER REQUIREMENTS	Can CalHEERS please clarify if the Understanding and Approach, Section 6.4.5.1 – Approach to Transition-In Master Plan for SOW 7 Transition, is limited to the requirements under 7.1 TIP 1 Takeover, or if this needs to address the requirements also under 7.2 TIP 2 Transformation?	The Understanding & Approach Section 6.4.5.1- Approach to Transition-In Master Plan (Rqmt 6.4-25) correctly identifies only the SOW 7.1 Transition-In Takeover (TIP1) portion of the Transition-In requirements. Please see a future Addendum for a clarifying update.	RFC	Release 02 (11/13/2025)
93	Appendix A-4 Statement Of Work	6.0 OPERATIONS REQUIREMENTS	Can you please provide the Configuration Item (CI) counts as well as a description of the assets to be managed under hardware asset management.	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
94	Appendix A-4 Statement Of Work	6.0 OPERATIONS REQUIREMENTS	Please provide a list of Software publishers, including Tier 1 publishers, that needs to be managed through Software Asset Management?	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
95	Appendix A-4 Statement Of Work	5.0 PROGRAM SUPPORT REQUIREMENTS	Are the self-service and assisted consumer innovation plans meant to be a one-time assessment, or recurring assessments for continuous learning and improvement?	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
96	Appendix A-4 Statement Of Work	5.0 PROGRAM SUPPORT REQUIREMENTS	What are the current pain points identified by consumers, enrollment counselors, and eligibility administrators? Please share any reports from prior assessments.	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
97	Appendix A-4 Statement Of Work	5.0 PROGRAM SUPPORT REQUIREMENTS	What technologies (e.g., rules engines) are currently used for the Choice Architecture? What key features are in production today for Choice Architecture and Nudging Innovations?	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD

ID	RFP Section	RFP Subsection	Bidder Ques or RFC	QA-State Response	Type	Release Response
98	Appendix A-4 Statement Of Work	5.0 PROGRAM SUPPORT REQUIREMENTS	What technologies are currently used for the Consumer Feedback Collection Solution? What is the current structure of the team maintaining this solution?	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
99	Appendix A-4 Statement Of Work	5.0 PROGRAM SUPPORT REQUIREMENTS	What is the size and structure of the current team maintaining the sub-requirements for consumer journey, feedback collection, and choice architecture?	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
100	Appendix A-4 Statement Of Work	3.0 PROJECT MANAGEMENT REQUIREMENTS	Is there a more recent version of D-4.1-1 - DEL - Strategic Plan_V6.0. that can be added to the Bidders Library?	Yes. The State will provide a later version (2025) in a future update to the Bidders' Library.	RFA	Release 02 (11/13/2025)
101	Appendix A-4 Statement Of Work	Exhibit A – System Requirements Specification	Requirements 44458, 44731, 44732, and 44736 relate to SHOP. Can the State please confirm SHOP is no longer in scope of CalHEERS, and if not, please remove these requirements.	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
102	_RFP 3 - Current System	3.0 CURRENT SYSTEM	Are you able to share detailed cloud computing architectural diagrams/blueprints that include the structural framework that defines how the components and cloud technologies integrate across all the environments (DR, LoadTest, Matrix, Network, NonProd, Prod, Prod2, Sandbox, Shared, Stage)? Please include front end (user interfaces) and back end (servers, storage, databases), as well as networking.	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
103	Appendix A-4 Statement Of Work	6.0 OPERATIONS REQUIREMENTS	Can you please share the name of the Event Management tool currently being leveraged? (e.g., ServiceNow ITOM, etc.)	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
104	Appendix A-4 Statement Of Work	2.0 CONTRACTOR PERSONNEL REQUIREMENTS	The Cost Workbook lists a "Data Analytics Scientist" role, however SOW Section 2.2.2 does not include the requirements for this role. Would the State please provide the missing requirements?	Within the Appendix D - Cost Workbook, the State will update the title of Data Analytics Scientist to Data Analytics Analyst. Please see a future Addendum.	RFC	Release 02 (11/13/2025)
105	Appendix A-4 Statement Of Work	5.0 PROGRAM SUPPORT REQUIREMENTS	Please provide details for CR 228988 and CR 228980 (tracked for notice updates for release 24.6 and 24.9) specified in the Weekly Directors Report.	This request for an artifact is under review and the State will provide a response in a future Q&A.	RFA	Release TBD

ID	RFP Section	RFP Subsection	Bidder Ques or RFC	QA-State Response	Type	Release Response
106	Appendix A-4 Statement Of Work	5.0 PROGRAM SUPPORT REQUIREMENTS	Confirm whether the program support services (and the associated hours) detailed in each release summary within the Director's Weekly Operations Report (uploaded to the Bidders' Library) align with the aggregated scope outlined in Sections 5.1 through 5.18 of SOW Section 5 on program support service.	No, the program support services data found within the Director's Report does not align with nor encapsulate the Program Support Services identified for the next contract. The State will provide additional guidance regarding SOW Section 5.1 through 5.14. Please see updates in a future Addendum.	Q	Release 02 (11/13/2025)
107	Appendix A-4 Statement Of Work	5.0 PROGRAM SUPPORT REQUIREMENTS	With reference to the requirement which states, "The Contractor shall takeover, staff, manage, enhance, lead, and execute all existing Generative Artificial Intelligence (GenAI) Services, solutions, and any related Innovation activities on CalHEERS," please provide functional and technical details of existing GenAI services that the partner is expected to takeover. Please provide details of GenAI framework, tools, etc. that are already in place.	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
108	Appendix D - Cost Workbook	D-6 Transaction-Based Costs	Please confirm if the formulas in the cost workbook for rows WCAG and Operational Manual Costs are correct. For example, WCAG is not calculating any annual costs based on the human hours entered and is linked to the row for 'Media/Hardware,' and Operational Manual costs is not calculating any annual costs.	This request for change is under review and the State will provide a response in a future Q&A.	RFC	Release TBD
109	Appendix A-4 Statement Of Work	6.0 OPERATIONS REQUIREMENTS	Please share the complete Service Center technology stack architecture along with any current or planned enhancements for the immediate future.	This request for an artifact is under review and the State will provide a response in a future Q&A.	RFA	Release TBD
110	Appendix A-4 Statement Of Work	6.0 OPERATIONS REQUIREMENTS	Please share historical data on the approximate number of incidents (split by priority P1/P2/P3/P4, if possible) and Service Requests received related to the Service Center technology stack.	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD

ID	RFP Section	RFP Subsection	Bidder Ques or RFC	QA-State Response	Type	Release Response
111	Appendix A-4 Statement Of Work	6.0 OPERATIONS REQUIREMENTS	Please share details about the Service Center agent desktop solution/configuration to understand how they are utilizing Service Center technology components while supporting citizens. Example: Are they utilizing a physical phone or the Amazon Connect software phone? Is there an integrated single application with access to all contact channels, etc.?	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
112	Appendix A-4 Statement Of Work	6.0 OPERATIONS REQUIREMENTS	Please provide a list of ServiceNow modules and sub-modules currently implemented.	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
113	Appendix A-4 Statement Of Work	5.0 PROGRAM SUPPORT REQUIREMENTS	Can you please provide the total number of actual hours expended for changes for all releases in 2024 as well as a breakout of how many of the hours were identified as Program Support hours? For 2025, can you please provide the total number of actual and planned change hours as well as a breakout of how many of the hours were identified as Program Support hours?	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
114	Appendix A-4 Statement Of Work	4.0 SYSTEM CHANGE & ENHANCEMENTS	What is the current frequency of platform updates per year for ServiceNow?	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
115	Appendix A-4 Statement Of Work	6.0 OPERATIONS REQUIREMENTS	Please provide the monthly average volume of tickets managed within ServiceNow by module (Incident, Change, Service Request). Alternatively, please provide a tickets extract from ServiceNow for the last 12 months.	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
116	Appendix A-4 Statement Of Work	5.0 PROGRAM SUPPORT REQUIREMENTS	Please provide total number of (average monthly or yearly) APTC changes related to changes required by Federal or State regulation to the IRS Tax forms 1095, 1095A, 1095B and 1095C and the average unit effort for each change.	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
117	Appendix A-4 Statement Of Work	4.0 SYSTEM CHANGE & ENHANCEMENTS	How many custom applications and/or Service Catalog integrations with ServiceNow exist today?	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD

ID	RFP Section	RFP Subsection	Bidder Ques or RFC	QA-State Response	Type	Release Response
118	Appendix A-4 Statement Of Work	5.0 PROGRAM SUPPORT REQUIREMENTS	Please provide the number of interfaces to be supported through Section 5.10 on EHIT services.	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
119	Appendix A-4 Statement Of Work	5.0 PROGRAM SUPPORT REQUIREMENTS	Please provide the total number of (average monthly or yearly) CAPS changes related to changes required by Federal or State regulation to the FTB Tax forms 3895, 3895A, 3895B, 3895C and the average unit effort for each change.	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
120	Appendix A-4 Statement Of Work	5.0 PROGRAM SUPPORT REQUIREMENTS	Please provide number of EHIT (monthly) maintenance changes triggered to support and adjust to changes in data components flowing in and out of the CalHEERS system from external systems (for example, changes requiring CalSAWS to process data changes requested by sponsor)? Also please provide an average effort required to make one such change.	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
121	Appendix A-4 Statement Of Work	5.0 PROGRAM SUPPORT REQUIREMENTS	For all CRs corresponding to the Sections 5.1 through 5.10, please confirm: 1. If a particular CR scope does not match the requirements for the corresponding sub-section in RFP, does CR scope override the stated requirements? 2. Can we assume CR capacity per release to be fairly representative of average capacity required for the entire calendar year or every release?	This request for change is under review and the State will provide a response in a future Q&A.	RFC	Release TBD
122	Appendix A-4 Statement Of Work	5.0 PROGRAM SUPPORT REQUIREMENTS	Please provide details associated with SOW 5.6 - Salesforce Application Maintenance Services - CR 250129.	This request for an artifact is under review and the State will provide a response in a future Q&A.	RFA	Release TBD
123	Appendix A-4 Statement Of Work	6.0 OPERATIONS REQUIREMENTS	Please provide details for CR 189273, FPACT, from Release 25.1.	This request for an artifact is under review and the State will provide a response in a future Q&A.	RFA	Release TBD
124	_RFP 4 - Proposed System	4.0 PROPOSED SYSTEM	Please provide details for State Regulatory analysis and implementation services.	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD

ID	RFP Section	RFP Subsection	Bidder Ques or RFC	QA-State Response	Type	Release Response
125	_RFP 4 - Proposed System	4.0 PROPOSED SYSTEM	Please provide details for Federal Regulatory analysis and implementation services changes.	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
126	Appendix A-4 Statement Of Work	6.0 OPERATIONS REQUIREMENTS	Please share details about the current data backup and retention architecture and tools stack. There are references to movable backup media and transportation within requirements (example: 6.8.2-06) indicating that tape backup is used. Please confirm that all data backup is maintained within the AWS Cloud hosting environment. If physical tape media is in use and offsite tape storage is required, please share details.	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
127	Appendix A-4 Statement Of Work	6.0 OPERATIONS REQUIREMENTS	Please provide details for Transition Provider Directory CR 161141.	This request for an artifact is under review and the State will provide a response in a future Q&A.	RFA	Release TBD
128	Appendix A-4 Statement Of Work	5.0 PROGRAM SUPPORT REQUIREMENTS	What is the average ad-hoc analytics and data investigations request from sponsors (to address emerging or urgent issues) in a month?	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
129	Appendix A-4 Statement Of Work	5.0 PROGRAM SUPPORT REQUIREMENTS	How many sprint CRs for data products development do you have in a month?	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
130	Appendix A-4 Statement Of Work	5.0 PROGRAM SUPPORT REQUIREMENTS	Can you please confirm if the Print Mail Services scope has to be delivered within the State of California?	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
131	Appendix A-4 Statement Of Work	6.0 OPERATIONS REQUIREMENTS	Please confirm if "cases" on slide 73 and "tickets" on slide 74 refer to the same work drivers, used interchangeably or are these different work drivers?	The terms "cases" and "tickets" are used interchangeably and are based on the same data (work drivers) taken from the ServiceNow ticketing system (Director Meeting Report).	Q	Release 02 (11/13/2025)
132	Appendix A-4 Statement Of Work	6.0 OPERATIONS REQUIREMENTS	Please confirm if the ticket volume from state service center and county support represents the overall ticket volume for Application support	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
133	Appendix A-4 Statement Of Work	6.0 OPERATIONS REQUIREMENTS	What is the number of privileged accounts that are currently managed in BeyondTrust? What is the breakdown between human and non-human identities?	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD

ID	RFP Section	RFP Subsection	Bidder Ques or RFC	QA-State Response	Type	Release Response
134	_RFP 3 - Current System	3.0 CURRENT SYSTEM	What is the volumetric for the following AWS-related - # of AWS accounts - # of policies listed in AWS Config - # of encryption keys - # of internal & external certificates - # of S3 buckets	This request for an artifact is under review and the State will provide a response in a future Q&A.	RFA	Release TBD
135	_RFP 6 - Bidder Requirements	6.0 BIDDER REQUIREMENTS	Requirements 6.3.1-71 states "The OCM Manager shall have a minimum of ten (10) years' lead experience within the past fifteen (15) years', developing, implementing, and improving change management, gap analysis strategies and solution implementation on projects involving Large and Complex IT Systems." We appreciate the emphasis on robust experience in delivering successful change management and solution implementation initiatives within large and complex IT project environments. We respectfully request that the State consider reducing the required years of lead experience for this role from ten (10) within the past fifteen to five (5) years within the past ten (10) years as the field of Organizational Change Management has undergone significant transformation over the past decade; tools, methodologies, and best practices have evolved rapidly due to trends like digital transformation, agile delivery, and emerging technologies, making recent experience far more relevant and impactful for today's complex IT projects than experience gained in a very different business and technology environment more than ten years ago. By emphasizing the last ten years, the State will ensure its project benefits from leadership that is current, adaptive, and aligned with contemporary OCM challenges and opportunities.	This request for change is under review and the State will provide a response in a future Q&A.	RFC	Release TBD

ID	RFP Section	RFP Subsection	Bidder Ques or RFC	QA-State Response	Type	Release Response
136	_RFP 6 - Bidder Requirements	6.0 BIDDER REQUIREMENTS	Requirements 6.3.1-61 states "The Data Scientist shall have a minimum of three (3) years of experience within the past ten (10) years, on a project that implemented, or performed the maintenance and operations on a federal or state health and human services eligibility and/or CA Health and Human Services Agency system meeting the definition of Large and Complex IT System." We request the State consider removing the "Large and Complex IT System" qualifier from the experience criteria for the Data Scientist position. The core data science skills, such as statistical analysis, predictive modeling, and data-driven decision support, are highly transferable between systems regardless of the number of their users.	This request for change is under review and the State will provide a response in a future Q&A.	RFC	Release TBD
138	Appendix D - Cost Workbook	D-3 SDMO Software Costs	APPENDIX D-3 appears to omit sizing for FPACT software. Does the State desire consolidation, if possible, of the FPACT workload into the CalHEERS infrastructure, If not, to enable a comprehensive and accurate cost proposal, will the State plan to provide updated quantities for the following software? 1. Articulate Global Articulate Global Articulate 3602. Liquibase Liquibase Pro - Premium Support 3. Okta Okta Universal Directory Subscription License 4. Qualys Inc. Qualys Guard Policy Compliance Subscription License 5. Qualys Inc. Qualys Guard Vulnerability Management Subscription License 6. SOCURE INC Socure Decision Module (Subscription by Months) 7. Tableau Tableau Data Management License 8. Tableau Tableau Server Management License 9. Tempo - SEC JIRA Planner by Tempo – Resource Planning & Capacity Planning Data Center for Jira Software 10. OPTIMIZE NORTH AMERICA INC Usage: 2 Million Monthly Active Users 11. OPTIMIZE NORTH AMERICA INC Web	This request for change is under review and the State will provide a response in a future Q&A.	RFC	Release TBD

ID	RFP Section	RFP Subsection	Bidder Ques or RFC	QA-State Response	Type	Release Response
139	Appendix D - Cost Workbook	D-2 SDMO Hardware Costs	Experimentation - Ultimate Package12. Microsoft - SEC M365 F-3 License 13. IBM IBM Decision Manager		RFC	Release TBD
			APPENDIX D-2 appears to omit certain hardware components. To enable a comprehensive and accurate cost proposal, would the State consider including the following hardware, along with its specifications, quantities, etc., that is currently in use but not listed in D-2 SDMO Hardware Costs?a. APC UPS 3000b. APC UPS Battery.c. Cisco ISR4451 Routersd. Cisco ISR4351 Router (MPLS)e. Cisco Catalyst C9300-24T Switchf. Cisco Meraki MS350 48PT Switchg. Axis Latest Standardh. BEA Eagle Arteki. Magnasphere Corp MSS-300j. Cisco_SNTC 8X5XNBD Cisco Systems (Quantities)	This request for change is under review and the State will provide a response in a future Q&A.		
140	Appendix A-1 General Provisions	GP_1. DEFINITIONS	Might the definition in the Special Provisions be used for "Sensitive Information" definition in the General Provisions or might "compromise the element of confidentiality and thereby" be deleted?	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
141	Appendix A-1 General Provisions	GP_8. CONTRACTOR'S POWER AND AUTHORITY	We request that the concepts of reseller/payee agent versus subcontracting/holding a license for the State be differentiated.	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
142	Appendix A-1 General Provisions	GP_18. WARRANTY	We request that the warranty of testing to industry standards be clarified to be testing to the agreed-upon testing plan and that this be an obligation rather than a warranty.	This request for change is under review and the State will provide a response in a future Q&A.	RFC	Release TBD
143	Appendix A-1 General Provisions	GP_28. INDEMNIFICATION	We request that "negligence" be replaced with "gross negligence". Note that the Special Provisions also contain an indemnification pertaining to negligence, so this clause could also reference that provision in lieu of the reference to "negligence." We also request the following be added to this portion of subclause (a)(iii): "from any and all claims and losses accruing or resulting to any	This request for change is under review and the State will provide a response in a future Q&A.	RFC	Release TBD

ID	RFP Section	RFP Subsection	Bidder Ques or RFC	QA-State Response	Type	Release Response
			person, firm, or corporation acting as a vendor or subcontractor to Contractor who may be injured or damaged by Contractor." Alternatively, we request that indemnity be permitted as an item for negotiation of clarifications by the parties.			
144	Appendix A-1 General Provisions	GP_46. EXAMINATION AND AUDIT	We request that the ten-year record maintenance period be modified to be three years.	This request for change is under review and the State will provide a response in a future Q&A.	RFC	Release TBD
145	Appendix A-1 General Provisions	GP_65. COMPLIANCE WITH DATA PROTECTION LAWS, POLICIES & REGULATIONS	We request stipulation that the PCI standards should not apply to Contractor if Contractor is not processing credit card payments.	The State has considered this approach and decided on the requirements as published in RFP #73040873. This is standard state contracting language, and the provision identifies "to the extent applicable."	RFC	Release 02 (11/13/2025)
146	Appendix A-1 General Provisions	GP_67. CLOUD SERVICE AVAILABILITY	We request that the termination for breach/default sentences be removed from these clauses.	This request for change is under review and the State will provide a response in a future Q&A.	RFC	Release TBD
147	Appendix A-1 General Provisions	GP_69. ARTIFICIAL INTELLIGENCE	Contractor requests that the State be entitled to "seek to" recover damages, and apply credits "applicable under the Contract, if any" and that these remedies be specified as being subject to the limitation of liability. Also, we request that the clarifications included in Section 74 as to when those remedies apply also be included in Section 69.	This request for change is under review and the State will provide a response in a future Q&A.	RFC	Release TBD
148	Appendix A-2 Special Provisions	05.0 FINANCIAL MATTERS	We request removal of this clause or that it be modified to apply only to the cloud hosting services.	This request for change is under review and the State will provide a response in a future Q&A.	RFC	Release TBD
149	Appendix A-2 Special Provisions	06.0 PROJECT MANAGEMENT AND SCOPE	We request that the second paragraph note that implementation thereof would be subject to the change order process.	This request for change is under review and the State will provide a response in a future Q&A.	RFC	Release TBD
150	Appendix A-2 Special Provisions	07.0 DELIVERABLES AND SERVICES	We request that Contractor be obligated to perform such analysis upon State request. Also, we request that implementation, updates and replacements be stated as being addressed pursuant to the change order process.	This request for change is under review and the State will provide a response in a future Q&A.	RFC	Release TBD

ID	RFP Section	RFP Subsection	Bidder Ques or RFC	QA-State Response	Type	Release Response
151	Appendix A-2 Special Provisions	08.0 EQUIPMENT AND SOFTWARE	We request removal of “and required for the ongoing growth and evolution of the project and System.” Or we request that this be replaced with a reference to change orders and amendments too, which will capture such growth/evolution.	This request for change is under review and the State will provide a response in a future Q&A.	RFC	Release TBD
152	Appendix D - Cost Workbook	D-6 Transaction-Based Costs	In the Cost Workbook, D-6 Transaction -Based Costs tab, columns H and K through T do not populate/calculate costs in rows 14, 23 and 29. Could the State please update the formulas for these cells?	This request for change is under review and the State will provide a response in a future Q&A.	RFC	Release TBD
153	Appendix D - Cost Workbook	D-6 Transaction-Based Costs	The instructions indicate that Bidders are permitted to add rows; however there is a limit of 15 rows. Could the State please enable bidders to add additional rows to D-2 SDMO Hardware Costs, D-3 SDMO Software Costs, and D-4 Cloud Hosting Costs (Both Cloud Hosting Data Center Services Cost and Services Center) in the Cost Workbook?	The State will update the Appendix D - Cost Workbook. Please see the Cost Workbook (Excel file) that will be loaded via a future update to the Bidders' Library.	RFC	Release 02 (11/13/2025)
154	Appendix D - Cost Workbook	D-6 Transaction-Based Costs	Could the State please enable bidders to add additional rows to D-6 Transaction-Based Costs in the Cost Workbook to offer innovative services for transaction-based activities?	This request for change is under review and the State will provide a response in a future Q&A.	RFC	Release TBD
155	Appendix D - Cost Workbook	D-6 Transaction-Based Costs	Currently, the “D-6 Transaction-Based Costs” tab only allows one transaction cost to be applied across all 10 contract years. As the cost would not be the same over the 10 year duration, will the State please update the workbook to enable the entry of different transaction costs for each year?	This request for change is under review and the State will provide a response in a future Q&A.	RFC	Release TBD