



**California Health and Human Services Agency
Office of Technology & Solutions Integration
California Healthcare Eligibility, Enrollment, and Retention
System (CalHEERS)
2329 Gateway Oaks, Suite 250
Sacramento, CA 95833**



November 21, 2025

Attached is the CalHEERS SDMO RFP # 73040873, Responses Release 03. This list includes the responses previously provided creating a comprehensive list of all questions received by the State as of 9:00am PT on 11/17/25.

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

ID 25	ID 76	ID 115	ID 147
ID 27	ID 80	ID 132	ID 148
ID 28	ID 81	ID 135	ID 152
ID 49	ID 87	ID 136	ID 156
ID 51	ID 91	ID 140	ID 157
ID 52	ID 101	ID 141	ID 158
ID 60	ID 107	ID 142	ID 160
ID 63	ID 110	ID 143	ID 161
ID 68	ID 111	ID 144	

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 Location	Bidder Inquiry	QA-State Response	Type	Release Response
25	SOW 6.2.2 - Operations Manual Execution	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 channel (Phone, email, chat and web portal) - Number of TFN and the monthly average minutes consumed for inbound and outbound calls	The Contractor will be providing a service desk and desktop support for the internal userbase at a fixed price. Refer to: 1). RFP Appendix A-4 SOW 6.16 Help Desk Services for requirements. 2). Bidder Library content related to SOW 6.2 Operations Plan. 3). Bidder Library content related to Appendix D- Cost Workbook. Refer to Tab D-5 SDMO Fixed Price Costs, line 66 - Help Desk Services (SOW Sec 6.16) 4). Bidder Library content related to Appendix D- Cost Workbook. Refer to Tab D-2 SDMO Hardware Costs, D-3 SDMO Software Costs (Service desk would be applied to HW/SW assets supported by the Contractor) 5). Refer to the Director Reports in the Bidders Library dated Oct 2025 (pages 85-89) and Feb 2025 (pages 73-76) for the metrics collected each week regarding SNOW ticket tracking.	Q	Release 03 (11/21/2025)
6	RFP 6.5 Mandatory/Optional 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-4, Instructions - Cloud Hosting Data Center Services Costs (minus Service Center)	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	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)

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		b. Sizing details (types and quantities of EC2 instances, allocated storage, etc.)			
8	Appendix D, tab D-4.1: Service Center Cloud Hosting Data Center Services 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	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)
10	Appendix B-24, CalHEERS Artificial Intelligence Risk Assessment Form	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, tab 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	This request for change is under review and the State will provide a response in a future Q&A.	RFC	Release TBD

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		• 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 Cloud If so, could the State include these applications, and their specifications, as part of the forthcoming Cost Workbook?			
12	SOW 6.17.2 Requirement 6.17.02-12 (new)	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 4.0 Terms	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	RFP 4 - Proposed System	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	1. Please provide the Native Excel cost files.	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)
16	RFP 2.3 General Staffing 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	Refer to the Ref Doc #S1015 - Contractor Organizational Charts, within the Bidders' Library.	RFA	Release 01 (10/31/2025)

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		between Government and Contractor personnel. Note, a lower level than the current 4 quadrant view in the RFP.			
18	SOW 5 - Program Support Requirements, Sections 5.6 Salesforce Application Maintenance Services & 5.8 Application Maintenance Services	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-1: Total Cost Summary Line #11 (Page 1375)	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 9.3.3 Understanding and Approach Evaluation Scoring Criteria, Table 9-8	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	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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		forced to buy from the higher priced vendor even though the real technical differences were close as a result of the current scoring rubric.			
21	SOW 5 - Program Support Requirements, Section 5.4 BOT Services	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 BOTS 5. Supervised (Business owned & managed) vs unsupervised (Technology owned) 6. Average # of BOTS and/or workflows enhanced/modified every month 7. 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, tab D-7 Onshore System Change Costs	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, 3.5.3.5 Database Design	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)

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24	Appendix D, tab D-7 Onshore System Change Costs	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 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	The State has considered this approach and decided on the requirements as published in RFP #73040873.	RFC	Release 01 (10/31/2025)

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		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	SOW 6.2.2 - Operations Manual Execution	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 channel (Phone, email, chat and web portal) - Number of TFN and the monthly average minutes consumed for inbound and outbound calls	The Contractor will be providing a service desk and desktop support for the internal userbase at a fixed price. Refer to: 1). RFP Appendix A-4 SOW 6.16 Help Desk Services for requirements. 2). Bidder Library content related to SOW 6.2 Operations Plan. 3). Bidder Library content related to Appendix D- Cost Workbook. Refer to Tab D-5 SDMO Fixed Price Costs, line 66 - Help Desk Services (SOW Sec 6.16) 4). Bidder Library content related to Appendix D- Cost Workbook. Refer to Tab D-2 SDMO Hardware Costs, D-3 SDMO Software Costs (Service desk would be applied to HW/SW assets supported by the Contractor) 5). Refer to the Director Reports in the Bidders Library dated Oct 2025 (pages 85-89) and Feb 2025 (pages 73-76) for the metrics collected each week regarding SNOW ticket tracking.	Q	Release 03 (11/21/2025)
26	RFP 3 - Current System, 3.7.3 System Security (Page 55)	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	SOW 6.16 - Help Desk Services (Page 654)	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	Per SOW 6.16 Help Desk Services and 6.18.3 Office Setup and Maintenance Execution requirements, the Contractor is expected to bring their own solution for laptop image management and provide desktop support. Please see the number of laptops identified in Appendix D-2 - SDMO Hardware Costs and the software applications identified in Appendix D-3 - SDMO Software Costs. The current Contractor only manages one OS image today on CalHEERS.	Q	Release 03 (11/21/2025)

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		deployed - Expected number of users to be supported			
28	SOW, 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	The CalHEERS System requirements represent the functionality currently supported, and represents the system the contractor shall support under this contract. Not all functionality (e.g. SHOP) may be active at this time.	Q	Release 03 (11/21/2025)
29	Appendix D, tab 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
30	RFP 4.5.7.1 Artificial Intelligence (AI) & Generative Artificial Intelligence (GenAI) innovations (Page 72)	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	SOW 6 - Operation Requirements, 6.19.2 Service Center Services Execution	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	This request for change is under review and the State will provide a response in a future Q&A.	RFC	Release TBD

ID	RFP Location	Bidder Inquiry	QA-State Response	Type	Release Response
		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.			
32	Appendix D-4 - Cloud Hosting Data Center Services 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-4 - Cloud Hosting Data Center Services Costs (Page 1407)	What are the various flavors of databases for 28 RDSDB? Please provide a breakdown of number of RDS DBs by technology (e.g. x Oracle RDS, y MySQL RDS, z MSSQL RDS).	The State has provided the breakdown as requested in a table on Page 5 of Ref Doc# S1018 - Cloud Hosting Data Center Services Supporting Data, which can be found in the Bidders' Library.	RFC	Release 01 (10/31/2025)
34	RFP 4.4.4 Updates to Change Management and Configuration Management (Page 66)	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	SOW 6.17.2 Hosting Services (Page 103)	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	Q	Release 01 (10/31/2025)

ID	RFP Location	Bidder Inquiry	QA-State Response	Type	Release Response
			codebase repository backup within a separate US West region of AWS services.		
36	Appendix D, Cost Workbook	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	SOW 6 - Operation, D-6.19-2 Asset Inventory Reports	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, tab D-4 SDMO Cloud Hosting Costs (Page 1404)	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)
39	SOW 6 - Operation Requirements, Requirement Section 6.18.2-05	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	SOW 6 - Operation, 6.2.2 Operations Manual Execution	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	SOW 6 - Operation Requirements, 6.2.3.4 Network Management Execution	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	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD

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		5. Wireless Access Points 6. Wireless LAN controllers 7. LAN/WAN/MAN			
42	RFP 8 - Proposal 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)
43	RFP 6 - Bidders Requirements, Requirement 6.3.1-3, MQ3	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	SOW 6 - Operation Requirements, 6.17.1 Hosting Services Plan	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	SOW 6 - Operation Requirements, Requirement 6.18.2-03	Can you please provide a copy of the most current lease for the Project Worksites in scope?	This request for an artifact is under review and the State will provide a response in a future Q&A.	RFA	Release TBD
46	RFP 4 - Proposed System, 4.3.1 Updates to Schedule Management (Page 64)	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)

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47	Appendix D, tab D-2 - SDMO Hardware Cost	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, Requirement 6.4.1.3 Total Cost of Ownership (TCO) Methodology (Page 122)	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	SOW, Exhibit A - System Requirements Specification (Page 1008 – 1009)	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?	There is no functionality in the CalHEERS solution provided by GI today and the State will correct any discrepancies prior to contract execution.	Q	Release 03 (11/21/2025)
50	SOW 4 - System Change & Enhancements, D-4.8-1 - Business Change Management and OCM Plan	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	SOW 4 - System Change & Enhancements, D-4.2-1 – SDLC Plan, Section 8.2.12.2	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?	The file that the link refers to is in the SDLC Deliverable, DEL 4.2-1, Section 8.2.12.2 Change Management Methodology and is identified in the SDLC DEL as the OCM Approach. The actual file name is called the CalHEERS Change Management Approach. This document will be provided via a future update to the Bidder's Library.	RFA	Release 03 (11/21/2025)
52	SOW 4 - System Change & Enhancements,	Can the list of Tools on Pg 23 - 29 be unredacted?	The State will un-redact the tool names within the latest version of the D-4.2-1 SDLC Plan (v4.0) and provide the document via a future update to the Bidders' Library.	RFA	Release 03 (11/21/2025)

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	DEL 4.2-1, Section 8.2.12.2				
53	SOW 4 - System Change & Enhancements, DEL 4.2-1	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	SOW 3 - PM Requirements, D-3.10-1 - Quality Management Plan_V6.0	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, tab 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	SOW 3 - PM Requirements, D-3.3-1 (Page 346)	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	Special Provisions, Attachment A-2.3	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)
58	SOW 3 - PM Requirements, D-3.10-1 - DEL - Quality Management Plan_V6.0	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)

ID	RFP Location	Bidder Inquiry	QA-State Response	Type	Release Response
59	Appendix D - Cost Workbook	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, Tab D-2 - SDMO Hardware Costs	What is the current timeline for hardware refresh across the enterprise?	Please see the D-6.6-1 - Technology Refresh Assessment Report deliverable and Ref Doc # W007 Technology Refresh Roadmap work product within the Bidders' Library to gain an understanding of Technology Refresh efforts of today on CalHEERS. The State additionally identifies that there is no current plan to replace laptops between now and the end of the current Contract.	Q	Release 03 (11/21/2025)
61	RFP 4.5.7.1 Artificial Intelligence (AI) & Generative Artificial Intelligence (GenAI) innovations (Page 72)	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, Agile Manager 6.3.1-54, (Page 116)	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, Tab D-2 - SDMO Hardware Costs	Please provide a detailed description of existing hardware (e.g., CPU / RAM / Storage / Connectivity (Network / Storage area network (SAN))	Please see the latest version of the Ref Doc# S1018 - Cloud Hosting Data Center Services Supporting Data, in the Bidders' Library.	Q	Release 03 (11/21/2025)
64	RFP 6 - Bidder Requirements, Data Analytics Expert 6.3.1-64, (Page 118)	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	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 Location	Bidder Inquiry	QA-State Response	Type	Release Response
		candidate can get 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, 6.4.3 Table 6-26: Assisted Consumer Journey & Experience Innovations (Page 127)	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, Consumer Experience Lead 6.3.1-76, (Page 119)	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, 6.3 Bidder Key Staff Qualifications and References, 6.3.1-55	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, Tab 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?	See Ref Doc# S1027 in response to this QA which will be provided in a future update to the Bidders' Library.	Q	Release 03 (11/21/2025)

ID	RFP Location	Bidder Inquiry	QA-State Response	Type	Release Response
	(Pages 1391 & 1392)				
69	SOW 4 - System Change & Enhancements, D-4.2-1 - DEL - SDLC Plan_V3.0	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, 6.3 Bidder Key Staff Qualification 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, Tab D-7 - Onshore System Changes	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	The State considered this request and has decided to keep the approach identified within RFP #73040873.	RFC	Release 01 (10/31/2025)

ID	RFP Location	Bidder Inquiry	QA-State Response	Type	Release Response
		used for the past three years of System Changes. This would clarify how the requested hours increased fourfold from the 2018 solicitation and how these changes will impact future Operations/Program Support.			
72	RFP 2 - Rules Governing Competition, Subcontractor Profit Limit	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, 1.4 Key Action Dates and Times	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, 9.3.1 - Schedule Management Lead - DQ2, RFP section 9.3.1 (Page 158)	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, 3.3.1 CalHEERS State and System Integrator (SI) Staff	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	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 Location	Bidder Inquiry	QA-State Response	Type	Release Response
		4) System Integrator (includes Offshore Delivery Services) What is the delineation of responsibilities between Change Capacity and System Integrator?			
76	Appendix A-2 - Special Provisions, Attachment 2.2-3, SLA# D	What are the current levels of performance and the response times monitored for the 25 critical transactions?	The State will provide the most recent SLA D - System Web Portal Transaction Time performance results via Ref Doc# S1022 within an update to the Bidders' Library. Under the current contract, the State is measuring the Top 15 transactions for this SLA.	Q	Release 03 (11/21/2025)
77	SOW 5 - 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	SOW 5 - 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 change is under review and the State will provide a response in a future Q&A.	RFC	Release TBD
79	SOW 5 - Program Support Requirements, Section 5.3 ROP Batch Services	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, Tab D-7.2, Offshore System Changes 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	The State conducted a review of Appendix D - Cost Workbook, D-7 System Changes series of tabs, and reduced the labor hours to align with the System Change staff count identified within RFP 3, Figure 3-5 - Existing CalHEERS Project Staffing.	Q	Release 03 (11/21/2025)

ID	RFP Location	Bidder Inquiry	QA-State Response	Type	Release Response
		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?	The combination of Change Capacity & System Integrator (offshore) staff work on system changes.		
81	Appendix D, Tab D-7, Onshore System Changes Costs	Please provide the breakdown of effort by functional area and historical data by functional area.	The State has made an effort to provide content for Tab D-7 Onshore System Change Costs based on historical information, as well as to provide a standard set of assumptions for all Bidders (labor hours provided by the State). Please refer to and adhere to the instructions for Appendix D-7 for how to fill out the tab in the cost worksheet.	Q	Release 03 (11/21/2025)
82	SOW 5 - 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	SOW Section 4 System Change & Enhancements, Requirement 4.1.1-03	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	SOW 4 - System Change & Enhancements, Sections 4.2 - Change Management and Configuration Management, and SOW 3 - PM Requirements, 3.3 - Cost/Cost Estimating Management.	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,	MQ1 states that "the Consumer Experience Lead shall have a minimum of seven (7) years' experience	Please see State Response to Q&A #62.	RFC	Release 02 (11/13/2025)

ID	RFP Location	Bidder Inquiry	QA-State Response	Type	Release Response
	Requirement 6.3.1-76, MQ1	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."			
86	RFP 6 - Bidder Requirements, 6.3.1 Bidder Key Staff Qualification Requirements - Table 6-8 & Appendix A-4 SOW Section 2.1 Key Staff 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 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?	The State acknowledges that staffing requirements must be consistent between RFP 6, RFP 9 and SOW 2. We will review and update the traceability between these three sections to ensure consistency throughout. Refer to a future RFP Addendum for any needed updates.	RFC	Release 02 (11/13/2025)
87	Appendix B-23: Staff Reference Form, Table 2, Column 2 (Page 1259)	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	The State will update the Staff Reference Form. Please see the update in a future Addendum.	RFC	Release 03 (11/21/2025)

ID	RFP Location	Bidder Inquiry	QA-State Response	Type	Release Response
		Proposed Staff named above perform the services described in Staff Qualifications Form (including the functions as described and the time period provided)?"			
88	SOW 6 - Operation Requirements, Section 6.18.2 Project Worksite Maintenance Execution	Please provide more details on the current lease. When does the current lease expire and who is the current landlord?	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
89	SOW 6 - Operation Requirements, Section 6.18.2 Project Worksite Maintenance Execution	What is the current operating expense (price per sq ft.)? What services are included in the operating expense?	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
90	SOW 5 - Program Support Requirements, Section 5.14 Print Mail Center Support	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 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?	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
91	Appendix A-2 - Special Provisions, Attachment A-2.2 – Offshore Security, Access &	Is there any end-user experience enhancement tool already in the environment which can be leveraged by the Service Provider?	Refer to Deliverable D-3.13-1 CalHEERS Enterprise Tools in the Bidders' Library for a list of all enterprise tools currently used on the CalHEERS under the current SI contract.	Q	Release 03 (11/21/2025)

ID	RFP Location	Bidder Inquiry	QA-State Response	Type	Release Response
	Technology Requirements				
92	RFP 6 - Bidder Requirements, 6.4.5.1	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	SOW 6 - Operation Requirements, Section 6.14.1 Hardware and Software Inventory Management	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	SOW 6 - Operation Requirements, Section 6.14.1 Hardware and Software Inventory Management	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	SOW 5 - Program Support Requirements, Section 5.17 Consumer Journey & Experience Innovations	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	SOW 5 - Program Support Requirements, Section 5.17 Consumer Journey & Experience Innovations	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

ID	RFP Location	Bidder Inquiry	QA-State Response	Type	Release Response
97	SOW 5 - Program Support Requirements, Section 5.17 Consumer Journey & Experience Innovations	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
98	SOW 5 - Program Support Requirements, Section 5.17 Consumer Journey & Experience Innovations	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	SOW 5 - Program Support Requirements, Section 5.17 Consumer Journey & Experience Innovations	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	SOW 3 - PM Requirements, Section 3.15	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	SOW Exhibit A - System Requirements Specification (Page 863)	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.	Please refer to the response to Q&A #28 as it is the same inquiry.	Q	Release 03 (11/21/2025)
102	RFP 3 - Current System, Section 3.2 CalHEERS System Overview	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,	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD

ID	RFP Location	Bidder Inquiry	QA-State Response	Type	Release Response
		Stage)? Please include front end (user interfaces) and back end (servers, storage, databases), as well as networking.			
103	SOW 6 - Operation Requirements, Section 6.13 System Performance	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	SOW 2 - Contractor Personnel Requirements, Section 2.2.2 Non-Key (System Change) Staff Personnel Mandatory Qualifications (MQs)	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	SOW 5 - Program Support Requirements, Section 5.5 Small Change Notices Services	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
106	SOW 5 - Program Support Requirements, Section 5.1 through Section 5.18	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	SOW 5.18.2 - Implementing GenAI on the Project,	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	While CalHEERS is currently reviewing AI solutions for near term implementation, the State identifies that there are no GenAI solutions deployed on CalHEERS today. However, the State will make available our CalHEERS AI Framework to	Q	Release 03 (11/21/2025)

ID	RFP Location	Bidder Inquiry	QA-State Response	Type	Release Response
	Requirement# 5.18.2-01	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.	Bidders (Ref Doc# S1028) via a future update to the Bidders' Library.		
108	Appendix D, tab D-6 - Transition 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 an artifact is under review and the State will provide a response in a future Q&A.	RFA	Release TBD
109	SOW 6 - Operation Requirements, Section 6.19.2 Service Center Services Execution	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	SOW 6.19.2 - Service Center Services Execution	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.	The State has pulled incidents for the last 12 months, related to the Service Center technology stack, and will provide the details within Ref Doc #S1026 via a future update to the Bidders' Library.	Q	Release 03 (11/21/2025)
111	SOW 6.19.2 - Service Center Services Execution	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.?	We have only one communication channel. The Agent Desktop Call Panel, which is a custom solution created on the top of the desktop provided by AWS Connect. The call panel is like a soft phone that opens through a URL on a laptop web browser.	Q	Release 03 (11/21/2025)
112	SOW 6 - Operation Requirements, Section 6.12 System Environments	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

ID	RFP Location	Bidder Inquiry	QA-State Response	Type	Release Response
113	SOW 5 - 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	SOW 6 - Operations Requirements, Section 6.17 Hosting Services	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	SOW 6.16 - Help Desk Services	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.	The ServiceNow ticketing information we are able to provide at this time is provided in the CalHEERS Weekly Director Report. Please see Ref Doc #W-3.6-2 provided in the Bidders' Library.	Q	Release 03 (11/21/2025)
116	SOW 5 - Program Support Requirements, Section 5.11 Federal Regulatory Analysis and Implementation Services	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	SOW 6 - Operations Requirements, Section 6.17 Hosting Services	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
118	SOW 5 - Program Support Requirements, Section 5.10 eHIT Services	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

ID	RFP Location	Bidder Inquiry	QA-State Response	Type	Release Response
119	SOW 4 - System Change & Enhancements, Section 5.12 State Regulatory Analysis and Implementation Services	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	SOW 5 - Program Support Requirements, Section 5.10 eHIT Services	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	SOW 5 - 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	SOW 5 - Program Support Requirements, Section 5.6 Salesforce Application Maintenance Services	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	CalHEERS Weekly Director reports,	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

ID	RFP Location	Bidder Inquiry	QA-State Response	Type	Release Response
	02-26-2024 final, (Page 48)				
124	RFP 4 - Proposed System, Section 4.5.2 Operationalized Program Support	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
125	RFP 4 - Proposed System, Section 4.5.2 Operationalized Program Support	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	SOW 6 - Operation Requirements, Section 6.8 Data Retention, Backup and Recovery	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	SOW 6 - Operation Requirements, Section 6.1 Operations Planning and Management	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	SOW 5 - Program Support Requirements, Requirement #5.13.1-08	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	SOW 5 - 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

ID	RFP Location	Bidder Inquiry	QA-State Response	Type	Release Response
	Requirement #5.13.1-06				
130	SOW 5 - Program Support Requirements, Section 5.14 Print Mail Center Services	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	Bidder Library version of the CalHEERS Weekly Director reports (Pages 73-74 of 118)	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	CalHEERS Weekly Director reports, (Page 74 of 118)	Please confirm if the ticket volume from state service center and county support represents the overall ticket volume for Application support	The total ticket count is 21,205, out of which 7,824 tickets are related to County/Service Center.	Q	Release 03 (11/21/2025)
133	SOW 6 - Operations Requirements, Section 6.18 Project Support Services	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
134	RFP 3 - Current System, Section 3.2.1 CalHEERS Architecture (Page 33)	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, U&A Requirement # 6.3.1-71	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	The State will adjust the required OCM Manager staff qualification experience (RFP Section 6.3.1, OCM Manager) from ten (10) years to five (5) years. Refer to updates in a future addendum.	RFC	Release 03 (11/21/2025)

ID	RFP Location	Bidder Inquiry	QA-State Response	Type	Release Response
		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.			
136	RFP 6, U&A Requirement # 6.3.1-61	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.	The State considered this approach and decided on the requirements as published in RFP #73040873.	RFC	Release 03 (11/21/2025)

ID	RFP Location	Bidder Inquiry	QA-State Response	Type	Release Response
138	Appendix D, tab 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 360 2. 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. OPTIMIZEY NORTH AMERICA INC Usage: 2 Million Monthly Active Users 11. OPTIMIZEY NORTH AMERICA INC Web Experimentation - Ultimate Package 12. Microsoft - SEC M365 F-3 License 13. IBM IBM Decision Manager	This request for change is under review and the State will provide a response in a future Q&A.	RFC	Release TBD
139	Appendix D, tab D-2 - SDMO Hardware Cost	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?	This request for change is under review and the State will provide a response in a future Q&A.	RFC	Release TBD

ID	RFP Location	Bidder Inquiry	QA-State Response	Type	Release Response
		a. APC UPS 3000 b. APC UPS Battery c. Cisco ISR4451 Routers d. Cisco ISR4351 Router (MPLS) e. Cisco Catalyst C9300-24T Switch f. Cisco Meraki MS350 48PT Switch g. Axis Latest Standard h. BEA Eagle Artek i. Magnasphere Corp MSS-300 j. Cisco_SNTC 8X5XNBD Cisco Systems (Quantities)			
140	General Provisions, Section 1 - Definitions, (Page 172)	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?	The term "Sensitive Information" is defined in the General Provisions as published in RFP #73040873.	Q	Release 03 (11/21/2025)
141	General Provisions, Section 8(C) (Page 174)	We request that the concepts of reseller/payee agent versus subcontracting/holding a license for the State be differentiated.	At this time the State is not making this change. Specific General Provisions may be refined during negotiations.	Q	Release 03 (11/21/2025)
142	General Provisions, Section 18(b) (Page 178)	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.	The State considered this request and decided on the requirements as published in RFP #73040873.	RFC	Release 03 (11/21/2025)
143	General Provisions, Section 28(a)(ii), Section 28(a)(iii), (Page 183)	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 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.	The State considered this request and decided on the requirements as published in RFP #73040873.	RFC	Release 03 (11/21/2025)

ID	RFP Location	Bidder Inquiry	QA-State Response	Type	Release Response
144	General Provisions, Section 46 (Page 191)	We request that the ten-year record maintenance period be modified to be three years.	The State considered this request and decided on the requirements as published in RFP #73040873.	RFC	Release 03 (11/21/2025)
145	General Provisions, Section 65 (Page 196)	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	General Provisions, Section 70 & 74, (Pages 197-198)	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	General Provisions, Sections 69 and 74 (Page 197-198)	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 Q&A was retracted by the Bidder, and the State will not respond.	RFC	Release 03 (11/21/2025)
148	Special Provisions, Section 5.9, (Page 208)	We request removal of this clause or that it be modified to apply only to the cloud hosting services.	The State will clarify expectations in Special Provisions, Section 5.9 in a future RFP Addendum.	RFC	Release 03 (11/21/2025)
149	General Provisions, Section 6.3.3 Continuous Improvement, (Page 209)	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, Section 7.7 Updates to Standards, Regulations, and Codes (Pages 211-212)	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
151	Appendix A-2 - Special Provisions,	We request removal of "and required for the ongoing growth and evolution of the project and System." Or	This request for change is under review and the State will provide a response in a future Q&A.	RFC	Release TBD

ID	RFP Location	Bidder Inquiry	QA-State Response	Type	Release Response
	Section 8.2 Maintenance (Page 214)	we request that this be replaced with a reference to change orders and amendments too, which will capture such growth/evolution.			
152	Appendix 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?	The State will correct any errors to the D-6 Transaction-Based Costs tab (as noted). Refer to the updated Appendix D - Cost Workbook that will be released via a future Bidder's Library update.	RFC	Release 03 (11/21/2025)
153	Appendix D, Cost Workbook tabs D-2 SDMO Hardware Costs, D-3 SDMO Software Costs, D-4 Cloud Hosting 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, tab D-6 - Transition 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, tab D-6 - Transition 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
156	RFP 5.8.1 (Page 90)	Can the State please change the DVBE requirement to be percentage of services, excluding all non-services components (hardware, software, facilities, etc.)?	The State considered this approach and decided on the requirements as published in RFP #73040873.	RFC	Release 03 (11/21/2025)
157	RFP Section 5.13.5 (Page 95)	Can the State please change the SBE requirement to be percentage of services, excluding all non-services components (hardware, software, facilities, etc.)?	The State considered this approach and decided on the requirements as published in RFP #73040873.	RFC	Release 03 (11/21/2025)
158	SOW Exhibit A – System	Requirement # 44318 - Can the state align this requirement for CCMI certification to be required every 3 years in alignment with the duration of this	Please see SOW Section 3.10.5 for the CMMI requirements which the State will review and update in a future addendum.	RFC	Release 03 (11/21/2025)

ID	RFP Location	Bidder Inquiry	QA-State Response	Type	Release Response
	Requirements Specification	certification, versus the currently stated every 2 years?			
159	Appendix D, tab D-4 SDMO Cloud Hosting Costs	S1018 includes a list of PaaS services consumed by CalHEERS. Please provide associated quantities and cost per service incurred per month to accurately size the environment.	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
160	SOW 6, Requirement #'s 6.3.6-03 to 13 & 18	The SOW requirements in Section 6.3.6-03 to 13 & 18 are falling under Data & Analytics, that are tagged as New. These requirements are typically base features of a Data warehouse & analytics. Please clarify what is "NEW" about these requirements and what needs to be address during Transition.	Requirements marked as "new" are new to this procurement (not in the current contract). "New" requirements may or may not require transition consideration.	Q	Release 03 (11/21/2025)
161	Responses_Rel_01_20251031_RFP_73040873 (Page 2)	Response ID 17 appears missing from the Q&A released on October 31, 2025. Could you confirm if this was an error, and if missed, please share the response?	Please disregard ID 17 as the State created and deleted it in testing the Bidders' QA List.	Q	Release 03 (11/21/2025)
162	SOW 5 - Program Support Requirements, Section 5.7 Intelligent Document Processing	Can you describe the end-to-end document processing workflow and architecture in place? (How are documents ingested, what triggers processing, and how are results output or stored?)	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
163	SOW 5 - Program Support Requirements, Section 5.7 Intelligent Document Processing	What Google Cloud services and components are used in the solution? (For example, are you using Document AI processors, Cloud Storage for input, Cloud Functions or workflows for orchestration, BigQuery for storing results, Vertex AI/AutoML for custom models, etc.?)	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
164	SOW 5 - Program Support Requirements, Section 5.7 Intelligent	What are the major use cases served with the solution (e.g. end-to-end processing of benefit claims, storing of the extracted information in applications, communication to citizens etc?)	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD

ID	RFP Location	Bidder Inquiry	QA-State Response	Type	Release Response
	Document Processing				
165	SOW 5 - Program Support Requirements, Section 5.7 Intelligent Document Processing	What types of documents are being processed, and are different document types handled differently? Is it possible to get volume of documents per document type (e.g. paystubs, tax forms, identity documents, rent receipts, etc.)	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
166	SOW 5 - Program Support Requirements, Section 5.7 Intelligent Document Processing	What security and compliance constraints must the solution adhere to? (E.g. data residency or cloud restrictions for a government client, encryption standards, FedRAMP or other certifications, retention policies, or privacy considerations that might influence the design or choice of GCP services?)	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
167	SOW 5 - Program Support Requirements, Section 5.7 Intelligent Document Processing	How does the solution integrate with other systems or processes? (Do the extracted data feed into an RPA workflow or another application? Are there APIs or integration points where this IDP output is consumed by on-prem systems, case management software, etc.?)	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
168	SOW 5 - Program Support Requirements, Section 5.14 Print Mail Center Services	Inbound Document Processing - What is the outcome of this? For example, is the image scanned/loaded/viewable by others? Is there system integration for the outputs after scanning the document such as sending the image and associated data elements to an image repository or system application? what are the requirements for data capture/elements from documents? how many different document types are received for inbound document processing? Does this count include electronic intake such as rightfax, efax, fax and/or email?	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD

ID	RFP Location	Bidder Inquiry	QA-State Response	Type	Release Response
169	SOW 5 - Program Support Requirements, Section 5.14 Print Mail Center Services	Color Copy by Page - What types of print jobs are these, booklets/brochures/newsletters/enrollment notices? What is the estimate of physical page count for job type? Are these print jobs full color print jobs that require thicker paper stock?	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
170	SOW 5 - Program Support Requirements, Section 5.14 Print Mail Center Services	Outbound Mail Processing - Is this count number of physical pages or count of impressions (ie 2 impressions are on one physical paper)? Is this only b/w ink on 8.5x11 paper? What, if any, is the relationship between this count and the "pieces of mail" count listed for line 6 "presort fee"?	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
171	SOW 5 - Program Support Requirements, Section 5.14 Print Mail Center Services	Returned Mail - What is the outcome of processing returned mail? Is it processed same as inbound document processing or are there different requirements? Is this returned mail physically delivered somewhere for processing? Does this returned mail end up in storage or shredding?	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
172	SOW 5 - Program Support Requirements, Section 5.14 Print Mail Center Services	Monthly Minimum Charge - What is the service performed for this minimum charge?	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
173	SOW 5 - Program Support Requirements, Section 5.14 Print Mail Center Services	Braille - Is Translation, and Print & Mail fulfillment required?	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
174	SOW 6 - Operations Requirements, Requirement #6.10.2-05	Backup vs. Replication Strategy - Which services are currently backed up to alternate regions, and which are continuously replicated to meet the 15-minute Recovery Point Objective (RPO)?	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD

ID	RFP Location	Bidder Inquiry	QA-State Response	Type	Release Response
175	SOW 5 - Program Support Requirements, Section 5.14 Print Mail Center Services	Handling (includes cost of boxing, box, or envelope) - Is this for processing document storage and shredding? Is this for delivering/shipping boxes or paper or envelopes to print locations?	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
176	SOW 6 - Operations Requirements, Requirement #6.10.2-06	Critical Functionality Scope - What specific systems functionality are classified as "critical" and required to meet the one-hour Recovery Time Objective (RTO) following an unplanned outage or declared disaster?	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
177	RFP 6 - Bidder Requirements, Section 6.4.4.1 Approach to Improving Service Center Services	6.4.4.1 Approach to improving Service Center Services references SOW Section 6.19 while question 2 references "Support the ITIL Service Desk function and responsiveness to "CalHEERS end users". This work looks to be referenced under SOW section 6.2.2 Operations Manual Execution. Should the answer to this Understand and approach section 6.4.4.1 also include a response to SOW section 6.2.2 and the ITIL Service Desk?	This request for change is under review and the State will provide a response in a future Q&A.	RFC	Release TBD
178	RFP 6 - Bidder Requirements, Section 6.4.4.1 Approach to Improving Service Center Services	Please provide a Technical Architecture diagram regarding the current AWS account set up and its integration with other external applications such as the connections between Amazon Connect, Salesforce and CalHEERS?	This request for an artifact is under review and the State will provide a response in a future Q&A.	RFA	Release TBD
179	SOW 5 - Program Support Requirements, Section 5.7 Intelligent Document Processing	Which Document types or which data types have highest number of issues? Which documents/data types are redirected to humans most due to errors? What are the current pain points or limitations of the solution? (For example, are there specific fields or document types with low extraction accuracy, frequent errors, recurring false classifications, or performance issues like slow processing)	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD
180	SOW 5 - Program Support	How do you currently measure accuracy and quality of the extracted data? (Do you track any accuracy	This question is under review and the State will provide a response in a future Q&A.	Q	Release TBD

ID	RFP Location	Bidder Inquiry	QA-State Response	Type	Release Response
	Requirements, Section 5.7 Intelligent Document Processing	metrics or KPIs, use confidence scores from the model to gauge uncertainty, or have a human review process for validation of low-confidence results?)			
195	Appendix D, tab D-4 SDMO Cloud Hosting Costs	Appendix D-4 includes tables covering different AWS assets. Do these represent the complete list of Cloud Hosting Data Center Services inclusive of IaaS, PaaS, and SaaS services required to be included in Contractor's proposal? In order to get an accurate quote from the Cloud Hosting provider, please share the Detailed Cost and Usage Report from AWS with asset specification details.	This request for change is under review and the State will provide a response in a future Q&A.	RFC	Release TBD