



REQUEST FOR OFFER (RFO)
RFO #: 21-10003
Department of Health Care Services (DHCS)

California Accounts Receivable Management (CalARM) Project
CalARM Digital Support Services (DSS)

Date: **July 29, 2021**

Notice to Prospective Respondents

Eligible firms that hold a current IT Consulting Services, Master Contract with the Department of General Services (DGS) are invited to evaluate and respond to the attached Department of Health Care Services (DHCS) Request for Offer (RFO) entitled, "CalARM Digital Support Services" for DHCS contract number 21-10003. In submitting a response to this RFO, compliance with all RFO instructions is imperative.

This RFO is being conducted under the policies and procedures developed by the California Department of Technology (CDT) as provided under Public Contract Code (PCC) §6611. The purpose of the negotiation process is to maximize the State's ability to obtain the best value, based on the requirements and the evaluation factors set forth in the solicitation.

The resulting contract from the RFO, entered into pursuant to a DGS Master Contract will include by reference all terms and conditions attached to or incorporated by reference into the contract between the Respondent's firm and DHCS.

You are invited to review and respond to this Request for Offer (RFO). To submit an offer for these services, you must comply with the instructions contained in this document as well as the requirements stated in the Exhibit 2: Statement of Work (SOW). By submitting an offer, your firm agrees to the terms and conditions stated in this RFO and your IT Master Service Agreement (MSA) contract.

Department Contact:

California Department of Technology
Racine Meyers, Procurement Official
Phone: (916) 431-5554

For submittal of Question and Answers Sets and Offers only: STP.DHCS.CalARM.DSS@state.ca.gov

For general inquires only: racine.meyers@state.ca.gov

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RFO Attachments (Respondent submittal documents)

Attachments	Attachments Name
Attachment 1	Response Cover Page
Attachment 2	Payee Data Record
Attachment 3	Response Summary
Attachment 4	Respondent Qualifications Form
Attachment 5	Key Staff Qualifications Instructions
Attachment 5A	Key Staff Qualifications - Data Conversion/ Migration
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Attachment 5C	Key Staff Qualifications - Test Lead
Attachment 5D	Key Staff Qualifications - DevOps Engineer
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Attachment 7	Respondents Reference & Client Reference
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Attachment 9	Commercially Useful Function (CUF) Certification
Attachment 10	Respondent Declaration
Attachment 11	Follow-on Consultant Contract Disclosure
Attachment 12	Disabled Veteran Business Enterprise Declarations
Attachment 13	California Civil Rights Laws Certification
Attachment 14	Template for Question Submittal
Attachment 15	Confidentiality Statement
Attachment 16	DGS Certification Letter
Attachment 17	Secretary of State Certification
Attachment 18	Bidding Preferences and Incentives

Contract Appendix/ Exhibit

(Documents that will become Exhibits in the resulting contract)

Exhibit 1	Cost Worksheet
Exhibit 2	Statement of Work
Exhibit 3	Work Order Authorization
Exhibit 4	Budget Detail and Payment Provision
Exhibit 5	General Provisions – Information Technology (GSPD -401IT) (revised and effective 4/5/16)
Exhibit 6	Contractor’s Release
Exhibit 7	HIPAA Business Associate Addendum
Exhibit 8	Information Confidentiality and Security Requirements
Exhibit 9	IT Federal Terms and Conditions
Exhibit 10	RFO 21-10003
Exhibit 11	DGS Master Contract to #20-10003
Exhibit 12	Respondent’s BAFO to RFP #20-10003 in its entirety

Appendix

Appendix A	Appendix A TECH 213 Standard Agreement
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1. Procurement Purpose and Description of Services

The Department of Health Care Services (DHCS) intends to make a single contract award to the Respondent that DHCS believes can best meet its needs based on the requirements identified within this RFO.

The Respondent selected as a result of this selection process must address and be able to perform all services in all categories and subcategories described in Exhibit 2: Statement of Work.

2. Background

The DHCS is the backbone of California's health care safety net, helping millions of low-income and disabled Californians every day. The mission of DHCS is to provide Californians with access to affordable, integrated, high-quality health care, including medical, dental, mental health, substance use treatment services, and long-term care.

The DHCS uses a continuous modernization approach to updating its existing Medicaid Management Information Systems, which uses 40-year-old information technology (IT) to provide partially automated support for business processes that run California's fee-for-service Medicaid program. This includes providing critical IT and business operations support to both state and federal oversight agencies and stakeholders, ensuring that approximately 13.5 million Medi-Cal beneficiaries receive the health care services they need.

As of March 2021, DHCS has been in the process of procuring and contracting for a commercially available Cloud Software-as-a-Service (SaaS) solution (hereinafter referred to as CalARM Solution) for the automated identification, calculation, recovery, and reconciliation of Medi-Cal expenses, to achieve the business needs for DHCS' Third Party Liability and Recovery Division (TPLRD), as well as to replace and consolidate the legacy applications and manual processes. The CalARM Solution will be configurable and business rules-based, providing self-service and real-time transactions through a customer-facing web-based portal.

The CalARM Solution will also utilize open standards/application programming interfaces (APIs) that can facilitate data exchanges, interfaces, and integration with internal and external systems/entities. The CalARM Solution will enable compliance with the Federal Centers for Medicare and Medicaid Services (CMS) guidelines and CMS System Certification, as well as elevate DHCS' Medicaid Information Technology Architecture (MITA) maturity to a Level 3. A contract for the implementation of the solution is expected to be awarded approximately January 2022.

3. Purpose

The Digital Support Services Contractor (hereinafter referred to as DSS Contractor) will provide the DHCS with Digital Support Information Technology (IT) consulting resources in various skill areas to facilitate and support the implementation of the CalARM Solution

within a Software as a Service (SaaS) environment. The DSS Contractor will provide as-needed Data Conversion/Migration, Technical Architect, Testing Lead and DevOps Engineer Resources to be part of the State team in support of implementation of the CalARM Solution.

4. Summary of Services Requested

The DSS Contractor shall provide support of the CalARM Solution implementation and operations that include iterative releases and CMS certification.

The resources for the services required under this contract, in support of State roles, are to participate in the following activities through the software implementation and operations of the CalARM Solution and are as follows:

IT-MSA Classification	Support Role
Informatics Data Analyst	Data Conversion / Migration
Technical Architect	Technical Architect
Interaction Designer/User Research/Usability Tester	Test Lead
DevOps Engineer	DevOps Engineer

5. Contract Pricing – Labor Hour Rate

Refer to Exhibit 4: Budget Detail and Payment Provisions for Contract Pricing Labor Hour Rate.

6. Contract Term

Effective upon approval of the California Department of Technology (CDT), Office of Statewide Project Delivery, Statewide Technology Procurement (STP), the base term of this Contract will be 36 months. The State, at its sole discretion, may authorize up to three (3), additional one (1)-year extensions, at the originally agreed-upon hourly rates specified in the Cost Worksheet.

The DSS Contractor shall not be authorized to deliver goods or commence performance of service described in the Contract prior to the date the contract is fully executed. Any delivery of goods or performance of services by the DSS Contractor which are commenced prior to the contract effective date shall be considered gratuitous on the part of the DSS Contractor.

The contract term may change if DHCS makes an award earlier than expected or if DHCS cannot execute the contract in a timely manner due to unforeseen delays. The term of the contract may be extended through the initiation of a formal amendment if DGS exercises a discretionary extension to the Master Agreement. Additionally, no-cost term extensions may be implemented by way of a formal amendment to allow completion of all services

provided such extensions do not exceed the duration allowed in the DGS' Master Agreement.

7. Key Action Dates

Below is the tentative time schedule for this informal selection process. It is recognized that time is of the essence. All prospective Respondents are advised of the following time schedule.

Action	Date
RFO release date	Thursday, July 29, 2021
Last day for Respondent to submit questions	Thursday, August 12, 2021
States responses to Respondent's questions and potential release of addendum	Thursday, August 19, 2021
Respondent's submittal of questions relating to above issued addendum, if any	Thursday, August 26, 2021
State's response to Respondents questions and potential release of final addendum	Tuesday, August 31, 2021
Last day to submit Offers	Monday, September 13, 2021 by 3:00 PM, PST
Evaluations	Tuesday, September 14, 2021 through Monday September 27, 2021
Key Staff interviews (If held, for top 2 Respondents)	Tuesday, September 28, 2021 through Thursday September 30, 2021
Negotiations (If held, for top 2 Respondents)	Friday, October 1, 2021 through Thursday October 14, 2021
BAFO offer submission (If held, for top 2 Respondents)	Thursday, October 21, 2021
Evaluation of BAFO (If held, for top 2 Respondents)	Tuesday, October 26, 2021
Notice of Award	Wednesday, October 27, 2021
Proposed Contract Start Date	Wednesday, November 10, 2021

8. Questions Regarding the RFO

Respondents requiring clarification of the intent or content of this RFO and applicable documents or on procedural matters regarding the process may request clarification by submitting their questions per the format identified in Attachment 14: Template for Question Submittals to the Procurement Official listed below. To ensure a response, questions must be received in writing by the scheduled date given in the Key Action Dates above. Question and answer sets will be provided to all Respondents without identifying the submitters. At the sole discretion of the State, questions may be paraphrased by the State for clarity. Questions are to be submitted to the CDT Procurement Official at the following email address:

Racine Meyers, CDT Procurement Official

Phone: (916) 431-5554

For submittal of Question and Answers Sets and Offers only:

STP.DHCS.CalARM.DSS@state.ca.gov

For general inquires only: Racine.Meyers@state.ca.gov

Phillip Sanchez, CDT IT Manager I

Phone: (916) 431-5091

Backup for general inquires only: Phillip.Sanchez@state.ca.gov

9. Statement of Work

Exhibit 2: Statement of Work contains a detailed description of the services and work to be performed as a result of this selection process.

10. Selection Requirements and Information

10.1 Nonresponsive offers

In addition to any condition previously indicated in this RFO, the following occurrences may cause DHCS to deem a response/offer nonresponsive.

- 1) Failure of a Respondent to comply with the RFO response content or submission instructions.
- 2) DHCS' discovery, at any stage of the selection or upon contract award, that the winning Respondent is unwilling or unable to comply with the contract terms, conditions, attachments, or exhibits cited in DGS' Master Agreement, this RFO, or the resulting contract.

10.2 DHCS rights

In addition to any rights discussed elsewhere in this RFO, DHCS reserves the following rights.

- a. RFO corrections - DHCS reserves the right to do any of the following up to the response submission deadline:
 - 1) Modify any date or deadline appearing in this RFO or the RFO Time Schedule.
 - 2) Issue clarification notices, addenda, alternate RFO instructions, attachments/forms, etc.
 - 3) Waive any RFO requirement or instruction for all respondents if DHCS determines that the requirement or instruction was unnecessary, erroneous, or unreasonable. If deemed necessary by DHCS, DHCS may also waive for all respondents any

unnecessary, erroneous, or unreasonable RFO requirement or instruction that is detected after responses received or during the review process.

b. Response rejection

DHCS, at its sole discretion, reserves the right to reject any response containing price elements that exceed the anticipated funding limit(s) indicated by DHCS in its RFO cover letter, RFO, or other communication.

DHCS, at its sole discretion, reserves the right to reject any response submitted by a firm that has been decertified or ineligible for a contract by a State or Federal agency. This includes firms that are no longer in good standing or not qualified to conduct business in California.

c. DHCS, at its sole discretion, reserves the right to collect, by hand delivery, email, mail or other method, the following information.

- 1) Information or data omitted from a response or required exhibit/form.
- 2) Information/material needed to clarify or confirm statements/claims made by the Respondent in their response.
- 3) Information/material or form/attachment needed to correct or remedy a defect in a response.

d. Correction of clerical or mathematical errors

- 1) DHCS reserves the right, at its sole discretion, to overlook, correct, or require a Respondent to remedy any obvious clerical or mathematical errors occurring in the response or on the Cost Worksheet.
- 2) Respondents may be required to submit a revised Cost Worksheet if the correction of a mathematical error results in an alteration of any costs, figures, calculations, annual cost, or total cost offered.
- 3) If a mathematical error occurs in a total or extended price and a unit price is present, DHCS will use the unit price to settle the discrepancy.

e. Right to remedy errors

DHCS reserves the right to remedy errors caused by DHCS office equipment malfunctions, negligence by DHCS staff, or natural disasters (i.e., floods, fires, earthquakes, etc.).

f. No contract award or RFO cancellation

The issuance of this RFO does not constitute a commitment by DHCS to award a contract. DHCS reserves the right to reject all responses and to cancel this RFO if it is in the best interests of DHCS to do so.

g. Disposition of Responses

All materials submitted in response to this RFO will become the property of the state and, as such, are subject to the California Public Records Act (PRA) (Government Code Section 6250, et seq.).

Upon award of the contract all documents submitted in response to this RFO and all documents used in the selection process (e.g., review checklists, scoring sheets, letters of intent, etc.) will be regarded as public records under the California Public Records Act (GC Section 6250 et seq.) and subject to review by the public. However, these documents shall be held in the strictest confidence until the award is made.

The Respondent should be aware that marking a document “confidential” or “proprietary” in the Offer will not keep that document from being released as part of the public record.

10.3 Verification of Respondent information

By submitting a response, Respondents agree to authorize DHCS to:

- 1) Verify any and all claims made by the Respondent including, but not limited to verification of prior experience and possession of certifications or other RFO requirements.
- 2) Check any client reference identified by a Respondent or other resources known by DHCS to confirm the Respondent’s business integrity and history of providing effective, efficient, and timely services.

11. Response Format and Content Requirements

11.1 General instructions

Responses must contain all requested information and data and conform to the format described in this section. It is the Respondent’s responsibility to provide all necessary information for the State to evaluate the response, verify requested information and determine the Respondent’s ability to perform the tasks and activities defined in Exhibit 2 Statement of Work.

- 1) Before submitting a response, seek timely clarification of any requirements or instructions that are unclear or are not fully understood by following the process outlined in Section 8: Questions Regarding the RFO.

- 2) In preparing a response, the narrative descriptions and explanation should be straightforward, detailed and precise. DHCS will measure the value of a response by its quality, not its volume, packaging or colored displays.
- 3) Arrange for the timely submission of the response. Do not wait until shortly before the deadline to transmit the response to DHCS.

11.2 Submittal Instructions

These instructions describe the submission format and the approach for the development and presentation of submission data. Format instructions and all requirements and questions in the RFO must be responded to, and all requested data must be supplied.

It is the Respondent's responsibility to ensure its submission is submitted in a manner that enables the State evaluation team to easily locate response descriptions and exhibits for each requirement. Page numbers are in the same page location position throughout the offer. Figures, tables, charts, etc. are assigned index numbers and must be referenced by the numbers in the offer text and in the submission Table of Contents. Figures, etc. are placed as close to the text references as possible.

- 1) Responses must be received by the date identified in the Key Action Date Table. Late receipt of a response may cause DHCS to deem a respondent nonresponsive.
- 2) Responses must be submitted in the following format and sent to the CDT Procurement Official at the email address identified in Section 8: Questions Regarding the RFO.
- 3) One (1) soft copy of the responses must be in Microsoft Word 2007 and Excel 2007 (or later) as appropriate, or compatible, except electronic files of drawings must be compatible with Microsoft Visio 2010.
- 4) The soft copy submittal should use clearly marked tabs, page numbers and table of contents for effective access to the Respondent's material. Use one-inch margins at the top, bottom, and both sides. Font size should be no less than 11 points. The soft copy should be organized into appropriate files and folders designed for easy access. The soft copy must contain original signatures and initials wherever a signature or initials are required.
- 5) As stated in the DHCS Rights, Section 10.2g, Disposition of Responses, the Respondent should be aware that marking the response "confidential" or "proprietary" will not keep that document from being released as part of the public record.

12. Content requirements

This section specifies the order and content of each response. Assemble the materials in each response set in the following order:

12.1 Response Cover Page

A person authorized to bind the Respondent is to sign the Attachment 1: Response Cover Page. If the Respondent is a corporation, a person authorized by the Board of Directors to sign on behalf of the Board is to sign the Response Cover Page.

12.2 DHCS IT General Provisions (DHCS GSPD-401IT revised and effective 4/5/16)

Per Code of Federal Regulations, Title 45 Section 95.617, the resulting contract from this RFO will incorporate Exhibit 5: DHCS IT General Provisions (DHCS GSPD-401IT revised and effective 4/5/16).

Exhibit 5: DHCS IT General Provisions (DHCS GSPD-401IT – revised and effective 4/5/16) for federally funded projects has precedence over any inconsistencies in a federally-funded DHCS IT contract.

By signing the Response Cover Page, the Respondent certifies that they have read the Exhibit 5: DHCS GSPD-401IT (revised and effective 4/5/16) and agree to them.

12.3 Socioeconomic Programs

12.3.1. Respondent's Preference and Incentive Declaration

The Respondent must complete and submit Attachment 18: Bidding Preference and Incentives, with its Offer. The Respondent must indicate on Attachment 18 whether it is or is not claiming each preference and/or incentive.

12.3.2. Disabled Veteran Business Enterprise (DVBE) Program

The Disabled Veteran Business Enterprise (DVBE) Participation Goal Program for State contracts are established in Public Contract Code (PCC), §10115 et seq., Military and Veterans Code (MVC), §999 et seq., and California Code of Regulations (CCR), Title 2, §1896.60 et seq.

Information regarding the DVBE Program Requirements may be viewed at:

<https://www.documents.dgs.ca.gov/dgs/fmc/gspd/gspd07-04.pdf>

The Respondent who has been certified by California as a DVBE (or who has obtained the participation of subcontractors certified by California as a DVBE) must submit a completed form(s) DGS PD 843 Disabled Veteran Business Declarations for each DVBE. All disabled veteran owners and disabled veteran managers of the

DVBE(s) must sign a form for each DVBE and submit as Attachment 12: DVBE Declaration. The form is available at:

https://www.documents.dgs.ca.gov/dgs/fmc/gspd/pd_843.pdf

The Office of Small Business and DVBE Services offer program information and may be reached at:

Office of Small Business and DVBE Services

707 Third Street, 1st Floor, Room 400

West Sacramento, CA 95606

<https://www.dgs.ca.gov/OBAS/Resources/Page-Content/OBAS-Resources-List-Folder/DGS-SB-DVBE-First-Policy>

Receptionist: (916) 375-4940 Fax (916) 375-4650

PLEASE READ THESE REQUIREMENTS CAREFULLY. FAILURE TO COMPLY WITH THE MINIMUM DVBE PARTICIPATION REQUIREMENT WILL CAUSE YOUR SOLICITATION RESPONSE TO BE DEEMED NONRESPONSIVE AND YOU'RE FIRM INELIGIBLE FOR AWARD OF THE PROPOSED CONTRACT.

12.3.3 DVBE Participation Requirement

The Respondent must fully comply with DVBE Participation Program requirements in the Offer. Failure to submit a complete response with the Respondent's Offer may deem the Respondent non-responsive and may be the basis for rejection of the Respondent's Offer. The Respondent's response must include a minimum DVBE participation goal of one percent (1%) of the Respondent's net Offer price with one (1) or more DVBE.

The Respondent must complete the Respondent Declaration GSPD-05-105 form with the Offer. This form and completion instructions is available at:

<https://www.documents.dgs.ca.gov/dgs/fmc/gspd/gspd05-105.pdf>

12.3.4 DVBE Incentive

In accordance with Military and Veterans Code §999.5(a), an incentive will be given to all Respondents who exceed the one percent (1%) DVBE mandatory participation. For Contract award evaluation purposes only, the State shall apply the incentive amount based on the amount of DVBE participation obtained above the one percent (1%) requirement. The incentive is only given to those Respondents who are responsive to the DVBE program requirement and propose DVBE participation in the resulting Contract that exceeds the mandatory one percent (1%) requirement. If the Respondent is claiming a DVBE incentive, the Respondent must complete Attachment 10: Respondent Declaration GSPD-05-105 form, Attachment 12: DVBE Declaration (DGCS PD 843) for each DVBE, and Attachment 18: Bidding Preferences and Incentives, and submit with its Offer. If

the Respondent is not using subcontractors, the Respondent is still required to complete Attachment 10: Respondent Declaration GSPD-05-105 form, answering the applicable questions on the form and submit with the Offer.

The GSPD-05-105 form and its completion instructions are available at:

<https://www.documents.dgs.ca.gov/dgs/fmc/gspd/gspd05-105.pdf>

12.3.5 Small Business Preference

§14835 et seq. of the California Government Code requires that a five percent (5%) preference be given to Respondents who qualify as a small business. The rules and regulations of this law, including the definition of a small business, or qualifying non-small business, are contained in Title 2, California Code of Regulations, §1896 et seq. The definition of nonprofit veteran service agencies qualifying as a small business is contained in §999.50 et seq. of the Military and Veterans Code. The Respondent must complete and submit Attachment 18: Bidding Preferences and Incentives, and Attachment 10: Respondent Declaration GSPD-05-105, with the Offer. If the Respondent is not using subcontractors, the Respondent must complete the Respondent Declaration GSPD-05-105 form answering the applicable questions on the form and submit with the Offer. More information regarding the Small Business Preference may be found at:

<https://www.dgs.ca.gov/OBAS/Resources/Page-Content/OBAS-Resources-List-Folder/DGS-SB-DVBE-First-Policy>

12.3.6 Non-Small Business Subcontractor Preference

A five percent (5%) proposal preference is available to Respondents who qualify as a non-small business claiming at least 25 percent (25%) California-certified small business subcontractor participation. If claiming the non-small business subcontractor preference, the Respondent's response must include a list of the small businesses with which the firm commits to subcontract in an amount of at least 25 percent (25%) of the net proposal price with one (1) or more California-certified small businesses. Each listed certified small business must perform a "commercially useful function" in the performance of the Contract as defined in Government Code §14838(b)(1)(2).

Respondents claiming the five percent (5%) preference must commit to subcontract at least 25 percent (25%) of the net offer price with one (1) or more California- 1 certified small businesses. Completed certification applications and required support documents must be submitted to the Office of Small Business and DVBE Services (OSDS) no later than 5 p.m. of the offer due date, and the OSDS must be able to approve the application as submitted. Questions regarding certification should be directed to the OSDS at (916) 375-4940.

The preference to a non-small business firm that commits to small business or microbusiness subcontractor participation of 25 percent (25%) of its net offer price

shall be given five percent (5%) of the highest responsive, responsible firm's total score. A non-small business that qualifies for this preference, may not take an award away from a certified small business.

If claiming a small business preference or using small business subcontractors, the Respondent must complete Attachment 10: Respondent Declaration GSPD-05-105 form and Attachment 18: Bidding Preferences and Incentives and submit with the Offer. If the Respondent is not using subcontractors, the Respondent must complete Attachment 10: Respondent Declaration GSPD-05-105 answering the applicable questions on the form and submit with the Offer.

12.3.7 Commercially Useful Function

All certified small business, micro business, and/or DVBE contractors, subcontractors or suppliers must meet the commercially useful function requirements under Government Code Section 14837 (for SB), Military and Veterans Code Section 999 (for DVBE), and Title II California Code of Regulations, Section 1896.4 and 1896.62.

A contractor, subcontractor, or supplier will not be considered to perform a commercially useful function if the contractor's, subcontractor(s), or supplier's role is limited to that of an extra participant in the transaction, the awarded Contract, or project through which funds are passed to obtain the appearance of small business or micro business participation.

The Respondent must complete Attachment 9: Commercially Useful Function (CUF) Certification for each Small Business and/or DVBE (prime and/or subcontractor(s)). All Respondents and subcontractors identified in the proposal response to fulfill the requirements for one (1) or more of the socio-economic programs (DVBE and small business) must perform a commercially useful function (CUF) in the resulting Contract. CUF is defined pursuant to Military and Veterans Code §999(b) (5) (B) and Government Code §14837(d) (4) (A) for the DVBE and small business programs, respectively.

Respondents claiming one (1) or more of the socio-economic programs must complete the Respondent Declaration GSPD-05-105 form and submit as Attachment 10: Respondent Declaration GSPD-05-105, with its Offer. If the Respondent is not using subcontractors, the Respondent must complete the Respondent Declaration GSPD-05-105 form answering the applicable questions on the form and submit it as Attachment 10: Respondent Declaration GSPD-05-105 and submit with the Offer. The Respondent Declaration GSPD-05-105 is available at:

<https://www.documents.dgs.ca.gov/dgs/fmc/gspd/gspd05-105.pdf>

Respondent(s) may be required to submit additional written clarifying information regarding CUF on Attachment 9: Commercially Useful Function Certification.

Failure to submit the requested written information as specified may be the basis for rejection of the Respondent's Offer.

12.4 Irrevocable Offer Acknowledgement

A Respondent's final offer in response to this RFO shall constitute a firm offer, which shall remain irrevocable for not less than one hundred eighty (180) calendar days following the date responses are due specified in the Key Action Dates section. In the event of a delay in contract award, a Respondent may extend the expiration date of its firm offer an additional thirty (30) calendar days by written notice to the State.

This expiration date may be further extended by mutual Contract between the State and the Respondent to accommodate processing time for required approvals and other procurement-related evaluates. The State's execution of a contract from this RFO will not be considered a rejection of any unsuccessful Respondent's firm offer, which such other firm offers shall remain irrevocable for the period described above.

The State reserves the right, upon termination of any contract and without initiating a new RFO, to accept any other Respondent's firm offer and form a contract with the other Respondent. The State may continue to terminate and contract with any other Respondents, as described above, until the expiration of all acceptable and firm offers obtained from the original RFO.

By signing the Response Cover Page and submitting a response, the Respondent commits to adhering to this Irrevocable Offer Acknowledgement.

12.5 Exclusion for Conflict of Interest

No consultant shall be paid out of State funds for developing recommendations on the acquisition of information technology (IT) products or services or assisting in the preparation of the project approval lifecycle documents (stages 2, 3, or 4) or feasibility study, while in effect, if that consultant is to be a source of such acquisition or could otherwise directly and/or materially benefit from State adoption of such recommendations or the course of action recommended in the project approval lifecycle documents (stages 2, 3, or 4) or feasibility study. Further, no consultant shall be paid out of State funds for developing recommendations on the disposal of State surplus IT products if that consultant would directly and/or materially benefit from State adoption of such recommendations.

A consultant shall not be eligible to serve as the Prime Contractor or subcontractor pursuant to this solicitation if the Contractor/subcontractor is currently working on the solicitation in an Independent Verification and Validation (IV & V) role.

By signing the Response Cover Page, the Respondent certifies that they agree to the above.

12.6 Insurance Requirements

Per Exhibit 5: General Provisions – Information Technology-GSPD- 401IT (revised and effective 4/5/16), Section 20, the Contractor must meet the Insurance Requirements as

stated in Exhibit 2: Statement of Work. The Contractor shall agree to furnish the State satisfactory evidence of insurance within ten (10) calendar days of Contract award.

By signing the Response Cover Page, the Respondent certifies that they agree to the above.

12.7 Confidentiality Statement

The Respondent must agree to the State's confidentiality requirements by submitting a signed Attachment 15: Confidentiality Statement, for the Respondent's company.

The Respondent engaging in services pertaining to this solicitation, requiring contact with confidential State information or State customer information will be required to exercise security precautions for all such data that is made available and must accept full legal responsibility for the protection of this confidential information. This includes all statistical, personal, technical, and/or other confidential personal data and information relating to the State's operations. These are State confidential documents.

Upon Contract award, the Respondent will submit a signed confidentiality statement from all personnel, agents, and subcontractors assigned to the awarded Contract.

12.8 Response Summary

Respondents must provide a narrative per the requirements of Attachment 3: Response Summary.

In preparing the response, do not simply restate or paraphrase information in this RFO and the SOW. Describe or demonstrate, in the Respondent's own words, the information required.

The summary is not to exceed 12 pages in length. Evaluators will not evaluate excess pages.

12.9 Respondent Qualifications

The Respondent must complete Attachment 4: Respondent Qualification Form with the qualifying project information being used to meet the minimum experience required for this project. Refer to Instructions in Attachment 4.

12.10 Key Staff Qualifications

The following Key Staff are mandatory to perform the services in the Statement of Work:

IT-MSA Classification	Support Role
Informatics Data Analyst	Data Conversion / Migration
Technical Architect	Technical Architect
Interaction Designer/User Research/Usability Tester	Test Lead
DevOps Engineer	DevOps Engineer

The State will evaluate the IT MSA Labor Categories for classification qualifications to determine if each proposed Key Staff(s) meets the experience and education requirements for their designated classification(s).

The Respondent must complete and submit as part of their response Attachment 5: Key Staff Qualifications Form. Refer to Instructions in Attachment 5.

For the purposes of this RFO, full-time employment (FTE) is 32.5 or more hours per week, and part-time is less than 32.5 hours per week.

12.11 Key Staff References

The Respondent must complete and submit as part of their response Attachment 6A through 6D: Key Staff Reference Form. Refer to Instructions in Attachment 6A.

12.12 Changes to Key Staffing

- 1) Key Staff and/or subcontractors proposed for use in response to this RFO shall not be changed during the selection process or prior to contract execution.
- 2) The pre-identification of Key Staff including subcontractors in an RFO response does not negate DHCS’ right to approve Key Staff or staffing selections or changes made after the contract award.
- 3) If an identified Key Staff becomes ill, resigns, or is otherwise unable to continue performance, the Respondent is obligated to diligently locate a suitable replacement in a timely manner. If a Key Staff replacement is necessary, the Respondent has the responsibility for ensuring that replacement Key Staff meet the qualifications requirements established by DGS in the Master Contract and the qualifications identified in Attachment 5A through 5D: Key Staff Qualifications Form. DHCS reserves the right to approve the selection of replacement Key Staff and reserves the right to amend the contract, if necessary, to modify the labor classification(s) and rates accordingly to match those of the substituted personnel.

- 4) If a Key Staff replacement is necessary, the DSS Contractor must complete and submit Attachment 5A through 5D: Key Staff Qualifications Form, and Attachment 6A through 6D: Key Staff Reference Form. Refer to Instructions in Attachment 5 Key Staff Qualifications Form. DHCS may, at its discretion, choose to conduct interviews.

12.13 Cost Worksheet

12.13.1 General information and completion guidelines

- a) Exhibit 1: Cost Worksheet should be either typewritten or completed in ink. Errors, if any, should be crossed out and corrections should be printed in ink or typewritten adjacent to the error. The person who signs the Cost Worksheet should initial all corrections in blue ink.
- b) DHCS will accept like images or computerized reproductions of the Cost Worksheet included in the RFO provided all data fields are present.
- c) Multiply all hourly rates by the projected number of labor hours and total. The wage rates offered in response to this RFO may not exceed the rates and allowable adjustments (if any) indicated in the Respondent's Master Contract with DGS. Check all math computations before submitting your Cost Worksheet.
- d) When completing the Cost Worksheet, provide all labor costs to perform all of the services described in the Statement of Work for the entire contract term.
- e) The hourly rate for each job classification/title will remain the same for the base and optional years of the contract.

12.13.2 Completion instructions

When completing Exhibit 1: Cost Worksheet include the data identified below.

a) **Hourly Rate**

Provide the hourly wage rate for each classification.

b) **Extended Cost**

Multiply the estimated number of labor hours by the stated labor rate and enter the extended amount.

c) **Labor Grand Total Labor Costs**

Tally all totals for each classification and include the total in the Grand Total Labor Cost field.

13. Submittal Documents

The Respondent will complete and submit the following documents in the stated order.

Required Submittal Documents	Submittal Instructions
Table of Contents	Include a Table of Contents that identifies each Response section and the contents therein. Paginate all items in each section and include all required Attachments/Exhibits identified below.
Response Cover Page (Attachment 1)	A person authorized to bind the Respondent is to sign the Attachment 1: Response Cover Page. If the Respondent is a corporation, a person authorized by the Board of Directors to sign on behalf of the Board is to sign the Response Cover Page.
Payee Data Record (Attachment 2)	Complete and return a Payee Data Record.
Response Summary (Attachment 3)	Respondents must provide a Response Summary and provide answers to the DHCS questions. Complete and return.
Respondent Qualifications (Attachment 4)	The Respondent must specify the required experience in the pertinent row for each requirement. Complete and return.
Key Staff Qualifications (Attachment 5A-5D)	The Respondent must provide complete information to confirm that each of the proposed staff possess the experience and qualifications as specified for their project role described in Attachment 5A-5D: Key Staff Qualifications. Complete and return.
Key Staff References (Attachment 6A-D)	The purpose of the Staff Reference form Attachment 6A-6D: Key Staff References requirement is to provide DHCS the ability to assess the staff's experience in providing similar or relevant services to other organizations. Complete and return.
Respondent Reference Form (Attachment 7)	Identify three (3) Respondent References serviced by the Respondent that can confirm their satisfaction with the Respondent's services and confirm the timeliness and effectiveness of the services and/or deliverables provided. List the most recent Reference first. If three (3) prior References cannot be identified, explain why in the space provided on the form. Complete and return.
Key Staff Resume (Attachment 8)	Include a one to two-page resume for each person assigned to perform Key Staff services under the resulting contract. Follow the Resume attachment format supplied in Attachment 8: Key Staff Resume. Complete and return.

Required Submittal Documents	Submittal Instructions
Commercially Useful Function (CUF) (Attachment 9)	All California-certified Small Businesses (SB) and Disabled Veteran Business Enterprise (DVBEs) doing business with the state must perform a Commercially Useful Function (CUF). Performing CUF is a critical requirement for all California-certified firms - SB and DVBE - that do business with the state (Government Code Section 14837 and Military and Veterans Code Section 999). Complete and return.
Respondent Declaration (Attachment 10)	Instructions appear on Page 2. When completing the declaration, the Respondent must identify all subcontractors proposed for participation in the Contract. The contractor awarded the Contract is contractually obligated to use the subcontractors for the corresponding work identified, unless the Agency/state entity agrees to a substitution and it is incorporated, in writing. Complete and return. https://www.documents.dgs.ca.gov/dgs/fmc/gspd/gspd05-105.pdf
Follow-on Consultant Contract Disclosure (Attachment 11)	Complete and return a Follow-on Consultant Contract Disclosure.
Disabled Veteran Business Enterprise Declarations form (Attachment 12)	All participating DVBEs that have been certified by California as a DVBE must also submit a completed form(s) STD. 843 (Disabled Veteran Business Enterprise Declaration/Certification). All disabled veteran owners and disabled veteran managers of the DVBE(s) must sign the form(s). The completed Attachment 12: Disabled Veteran Business Enterprise Declarations form must be included with the Response. At the State's option prior to selection, Contractors responding to an RFO may be required to submit additional written clarifying information. Failure to submit the requested written information as specified may be grounds for Response rejection. Complete and return. https://www.documents.dgs.ca.gov/dgs/fmc/gspd/pd_843.pdf
California Civil Rights Laws Certification (Attachment 13)	Complete and Return - California Civil Rights Laws Certification.
Confidentiality Statement (Attachment 15)	The Respondent must agree to the state's confidentiality requirements by submitting a signed Attachment 15: Confidentiality Statement, for the Respondent's company. The Respondent will also be required, upon Contract award, to submit a signed Attachment 15: Confidentiality Statement for all personnel, agents, and subcontractors assigned to the awarded Contract.

Required Submittal Documents	Submittal Instructions
DGS Certification Letter (Attachment 16)	Small or micro business or Disabled Veteran Business Enterprise (DVBE), include a copy of the certification letter issued by DGS.
Secretary of State Certification (Attachment 17)	<p>If required by law, the Respondent must submit a certificate of status from the California Secretary of State, showing that the Respondent is certified with the California Secretary of State to do business in the State of California. If the Respondent does not currently have this certification, the Respondent must be certified before a Contract award can be made and must provide information in the offer to support the status of its application to be certified to do business in the State of California.</p> <p>Domestic and foreign corporations, Limited Liability Companies (LLCs), Limited Liability Partnerships (LLPs) and Limited Partnerships (LPs) must be registered with the California Secretary of State to be awarded the Contract. The California Secretary of State Certificate of Status must be included with the offer. The required document(s) may be obtained through the California Secretary of State, Certification and Records Unit at (916) 657-5448 or through the following website:</p> <p>https://www.sos.ca.gov/business-programs/business-entities/forms/corporations-california-domestic/</p> <p>The Respondent must complete and submit the required documentation as Attachment 17: Secretary of State Certification, with the offer.</p>
Bidding Preferences and Incentives (Attachment 18)	If claiming a small business preference or using small business subcontractors, the Respondent must complete Attachment 18: Bidding Preferences and Incentives and submit with the offer.
Cost Worksheet (Exhibit 1)	Complete and return Exhibit 1: Cost Worksheet. The Cost Worksheet(s) should be either typewritten or completed in ink. Errors, if any, should be crossed out and corrections should be printed in ink or typewritten adjacent to the error. The person who signs the Exhibit 1: Cost Worksheet Form should initial all corrections preferably in blue ink.
Respondent's Information Technology- Master Service Agreement (IT-MSA) with DGS (Exhibit 11)	Submit a complete Copy of the Respondent's Master Contract with DGS. Include a full copy of the original and all subsequent amendments to the Master Contract entered into between the Respondent's firm and DGS.

14. Response Evaluate and Selection process

A multiple stage process is used to review and evaluate responses. DHCS may reject any response found to be nonresponsive at any stage of the evaluation. Offers that do not comply with the mandatory components stipulated in this RFO may be deemed non-compliant and the Respondent disqualified. DHCS reserves the right to modify or cancel this procurement in its entirety or in part at any time.

The Respondent is required to thoroughly evaluate the RFO to ensure that its response is fully compliant with the RFO requirements and thereby avoid the possibility of being ruled non-compliant.

15. RFO Submission & Acceptance

- 1) Shortly after the submission deadline, DHCS staff will convene to evaluate each response for initial responsiveness to the RFO requirements (e.g., timeliness and completeness).
- 2) If deemed necessary, DHCS may collect additional documentation (i.e., missing forms, missing appendix items, missing data from RFO forms, etc.) to enable initial responsiveness to the RFO requirements.

16. Response evaluation/rating

- 1) Responses that appear to meet the initial RFO requirements and contain the required documentation will be submitted to the evaluation team.
- 2) Evaluators will individually and/or as a team evaluate and compare all responses and assign a numeric score or ranking to each response based on its adequacy, thoroughness, and the degree to which the offer best meets the funding Program's needs and represents the best value to DHCS.
- 3) Evaluators will use the following scoring system to assign points. Following this chart is a list of the considerations that evaluators may take into account when assigning points to a response.

17. Administrative Assessment

DHCS will review each response to ensure the submission and completion of the required forms, documents, and certifications. The evaluated Administrative Assessment is based on a Pass/Fail basis. To move to the Technical Assessment phase, the response must achieve a pass. If a response does not pass the Administrative Assessment, it may be deemed as non-responsive and ineligible to achieve contract award.

18. Technical Assessment

The Technical Assessment portion of the response will be a combination of a point system and pass/fail analysis.

19. Key Staff Interviews

DHCS may choose to interview the top two (2) highest ranking Respondents. Additional respondents may be interviewed depending on the total number of responses received. DHCS may, at its discretion, choose not to conduct interviews. Interviews, if held, may be in-person or teleconference. The purpose of the interview, if held, is to confirm or assess:

- a) The Respondent’s understanding of DHCS’ needs and the project importance.
- b) The Respondent’s commitment to provide timely and effective services.
- c) The capabilities and strengths of the Respondent’s management team.
- d) The soundness and strengths of the Respondent’s approach to accomplish the objectives and manage the project to ensure successful completion of all SOW requirements.

If DHCS chooses to conduct interviews, the length of each interview should not exceed four (4) hour(s). See Key Action Dates for the estimated date for Interviews. In addition to the Respondent’s official authorized representative(s), DHCS requires the presence of the primary and/or Key Staff to attend the interview. As applicable, DHCS will communicate the specific interview requirement information to the affected Respondents via email.

20. Scoring and Point Distribution

In assigning points, the evaluation team will use the following breakdown:

Administrative Assessment	
Submittal Documents	Pass/Fail
Response Cover Page (Attachment 1)	Pass/Fail
Table of Contents	Pass/Fail
Payee Data Record (Attachment 2)	Pass/Fail
Key Staff Resumes (Attachment 8)	Pass/Fail
Commercially Useful Function (CUF) Certification (Attachment 9)	Pass/Fail
Respondent / Respondent’s Declaration (Attachment 10)	Pass/Fail
Follow-on Consultant Contract Disclosure (Attachment 11)	Pass/Fail
Disable Veteran Business Enterprise Declarations form (Attachment 12)	Pass/Fail
California Civil Rights Laws Certification (Attachment 13)	Pass/Fail

Administrative Assessment	
Confidentiality Statement (Attachment 15)	Pass/Fail
DGS Certification (Attachment 16)	Pass/Fail
Secretary of State Certification (Attachment 17)	Pass/Fail
Bidding Preferences and Incentives (Attachment 18)	Pass/Fail

Technical Assessment	
Submittal Documents	Scoring
Response Summary (Attachment 3)	___/150
Respondent's Qualifications (Attachment 4)	Pass/Fail
Key Staff Qualification- Data Conversion / Migration (Attachment 5A)	Pass/Fail
Key Staff Qualification - Technical Architect (Attachment 5B)	Pass/Fail
Key Staff Qualification - Test Lead (Attachment 5C)	Pass/Fail
Key Staff Qualification - DevOps Engineer (Attachment 5D)	Pass/Fail
Key Staff Reference - Data Conversion / Migration (Attachment 6A)	___/15
Key Staff Reference - Technical Architect (Attachment 6B)	___/15
Key Staff Reference -Test Lead (Attachment 6C)	___/15
Key Staff Reference - DevOps Engineer (Attachment 6D)	___/15
Respondent's References (Attachment 7)	___/12
Sub-Total (Technical)	___ /222

Cost Assessment	
Submittal Documents	Scoring
Cost Workbook (Exhibit 1)	__ / 95
Sub-Total (Cost)	__ / 95

Sub-Total Assessment (to determine Top 2 Respondents)	
Submittal Documents	Scoring
Sub-Total (Technical)	__ / 222 (70%)
Sub-Total (Cost)	__ / 95 (30%)
Sub-Total (to proceed to Key Staff Interviews - Top 2 Respondent)	__ / 317 (100%)
Key Staff Interview Assessment	
Submittal Documents	Scoring
Key Staff Interview - Data Conversion / Migration	__ /40
Key Staff Interview - Technical Architect	__ /40
Key Staff Interview - Test Lead	__ /40
Key Staff Interview - DevOps Engineer	__ /40
Sub-Total (Key Staff Interview)	__ /160

Total Assessment Scoring	
Submittal Documents	Scoring
Sub-Total (Technical)	__ /222
Sub-Total (Cost)	__ /95
Sub-Total (Key Staff Interview Assessment)	__ /160
Grand Total	__ /477

Response Summary		
Item		Scoring
1	What additional skills and experiences can you bring to support the implementation and operational activities for California Accounts Receivable Management (CalARM) Solution in the RFO? Please elaborate.	_/25
2	Describe your experience: Based on your prior experience identify challenges associated with business, information, and technology architecture. Give three (3) examples.	_/25
3	Provide three (3) project examples related to federal, private, and the health care industry in which you can describe your experience in the following area: <u>Data Management Support:</u> Support services include activities related to data cleansing, data mapping, data defect identification and correction; and data validation.	_/25
4	Provide three (3) project examples related to federal, private, and the health care industry in which you can describe your experience in the following area: <u>Technical Support:</u> Support services include leading activities related to state-side architecture, infrastructure, technical environment, system configuration, security, integration, interface development/testing, regression testing oversight, reports development and back-up and recovery of solution, as well as cross-organization and vendor technical coordination.	_/25
5	Provide three (3) project examples related to federal, private, and the health care industry in which you can describe your experience in the following area: <u>Testing Support:</u> Services include leading, developing and executing a testing strategy. Activities include the creation, validation, and execution of test scripts, test scenarios, and test cases, identification of test data requirements, facilitation of training for testers, documentation, and validation of defects	_/25
6	Provide three (3) project examples related to federal, private, and the health care industry in which you can describe your experience in the following area:	_/25

Response Summary		
Item		Scoring
	DevOps Engineer: Support the development and improvements to the Continuous Integration and Continuous Delivery (CI/CD) system adding new workflows, jobs, and tasks to meet the demands of development teams, Maintain and manage the tools and servers for the CI/CD pipeline including the SaaS and cloud deployed services, Improve the CI automation through configuration and automation changes to increase speed of development in both infrastructure and application development, Build deployment processes utilizing cloud architecture/containers to ensure no downtime deployments of infrastructure and applications.	
TOTAL POSSIBLE POINTS		150

Scoring Criteria for Response Summary	Score	% of Awarded Points
<ul style="list-style-type: none"> • Provided a response to all the areas listed in the requirement. • Response demonstrates a thorough understanding by providing such detail that the State is confident that the Respondent fully understands and can to comply with the requirement. • Response is highly detailed regarding how Respondent will meet the requirement in full. • Response demonstrates major strengths and few, if any, minor weaknesses. • Response may cover areas not originally addressed within the RFO and/or include additional information and recommendations that would prove both valuable and beneficial to DHCS. • The risk that the Respondent fails to deliver the requirement is unlikely. 	Exceeds ("E")	100%
<ul style="list-style-type: none"> • Provided a response to all of the areas listed in the requirement. 	Meets ("M")	75%

Scoring Criteria for Response Summary	Score	% of Awarded Points
<ul style="list-style-type: none"> • Response demonstrates an acceptable understanding of the requirement, even if some minor ambiguities are present. • Response provides sufficient detail to understand how the Respondent will meet critical aspects of the requirement. • Response strengths outweigh weaknesses. • The risk that the Respondent fails to deliver the requirement is acceptable. 		
<ul style="list-style-type: none"> • Provided a response for a majority of the areas listed in the requirement. However, the Respondent has not demonstrated sufficient knowledge of the subject matter. • Response includes ambiguities or inaccuracies that demonstrate a minimal understanding of the requirement, OR • Response contains insufficient detail to understand how the Respondent will meet the requirement, OR • Response weaknesses outweigh strengths, OR The risk that the Respondent fails to deliver the requirement is likely. 	Deficient ("D")	25%
<ul style="list-style-type: none"> • Respondent did not respond to the requirement, OR • Response includes exceptions and/or conditions, OR Response conflicts with a Mandatory requirement 	Fail ("F")	0%

21. Cost Assessment

The Assessment Team will evaluate, calculate, and score the Exhibit 1: Cost Worksheet, to verify that it is complete with all costs accounted for and verify all sub-totals and the total calculates correctly.

The Respondent with the lowest total cost on the Cost Assessment Tab will receive a maximum of **95 points**. For all Responses, the cost is divided into the lowest Total Cost (Column A) to calculate the Percentage (Column B). This percentage is multiplied by the

maximum possible cost points to calculate the Respondent Score (Column C). The following Cost Worksheet Validation Table is an example only.

Respondent's Name	A	B	C
	Total Cost	Percentage (Lowest Respondent's Total Cost divided by the Respondent Total Cost)	Respondent Score (B X 95 = C)
Response A	\$500,000	$\$415,000/\$500,000 = .83$ (83%)	$83\% \times 95 = 79$
Response B	\$415,000	$\$415,000/\$415,000 = 1.0$ (100%)	$100\% \times 95 = 95$

22. Negotiations

The State of California reserves the right to negotiate. Should it be determined that it is in the State's best interest, the State will conduct negotiations under PCC §6611. The purpose of the negotiation process is to maximize the State's ability to obtain value effective based on the requirements and the evaluation factors set forth in the solicitation.

Negotiations allow the State and Respondent an opportunity to discuss items that could, in the State's opinion, enhance the Respondent's offer and potential for award. Negotiations are not intended to allow a Respondent to completely rewrite their offer. The negotiations are exchanges between the State and the Respondent, which are undertaken with the intent of allowing the Respondent to revise their Offer only in areas determined by the State during the negotiation process. Negotiations will be conducted either orally or in writing. These negotiations may include bargaining, such as persuasion, and alteration of assumptions and positions.

The State may discuss any aspect of the Respondent's offer that could, in the opinion of the State, be altered or explained to materially enhance the offer's potential for award. However, the State is not required to discuss every area where the Respondent's offer could be improved. The scope and extent of negotiation exchanges are the matter of the State's judgment.

All aspects of the Respondent's offer are confidential until after the issuance of the notification of award.

23. Proceeding to Negotiations

The State will invite and proceed with negotiations with the top two (2) highest scoring compliant Respondents. Offers will be re-evaluated and the Respondent with the highest scoring offer may be awarded a Contract.

24. Negotiation Invitation

The top two (2) Respondents will be notified in writing:

- (1) That the State is initiating negotiations pursuant to Public Contract Code 6611(a).
- (2) The general purpose and scope of the negotiations.
- (3) The anticipated schedule for the negotiations.
- (4) The procedures to be followed for negotiations.

Respondent(s) who have been invited to participate in negotiations must confirm attendance, in accordance with the invitation instructions, within two (2) State business days of invitation.

25. Best and Final Offer Submission (BAFO)

At the conclusion of negotiations, the State may request a Best and Final Offer (BAFO) submission. The intent of the BAFO is to clarify and document understandings reached during negotiations. The State will establish a date and time for receipt of the BAFOs based on when the Respondent's BAFO negotiations occur. A Respondent's BAFO is an irrevocable offer for 180 calendar days following the scheduled date for submission of a final accepted BAFO. A Respondent may extend the offer in the event of a delay in Contract award.

BAFOs must be submitted to the Procurement Official per the requirements by the specific date and time that will be communicated to each Respondent individually in writing. Upon contract award, the BAFO response of the selected Respondent will be included as Exhibit 12: Respondent's BAFO to the RFO #20-10003 in its entirety (Upon contract award, the BAFO response of the selected Respondent will be included).

The BAFO submission must address the following:

1. A supplemental offer containing all negotiated/revised section(s) of the Respondent's original offer, any other revised area specifically required by the State to be included in the BAFO, and revisions made necessary in accordance therewith.
2. The supplemental offer must include all changes made to negotiated section(s) of the Respondent's original offer in tracked changes. Changes to the Respondent's original offer that are not tracked in the supplemental offer or otherwise identified may result in rejection of the offer.
3. An executive summary must accompany the supplemental offer, identifying a list of all changes (other than non-substantive changes to formatting, punctuation, and grammar) that have been made to the Respondent's original offer. The Respondent must include and attest to the following statement within the Executive Summary:

“This Best and Final Offer (BAFO) is in response to RFO #21-10003 and the changes identified in this executive summary represent all changes made to {Respondent’s name} offer previously submitted to the State. Any substantive change not included in this list is non-operative, non-binding, and will not be considered a part of the {Respondent’s name} BAFO.”

Evaluation of BAFO Submission

The State will evaluate the BAFO submissions, based on topics negotiated. The State will document the evaluation process in accordance with the evaluation selection criteria outlined in the negotiation invitation letter.

Selection

Upon completion of evaluation of the BAFOs, final selection will be determined based on the responsive and responsible Respondent submitting the highest scoring supplemental offer. The State reserves the right at any time to reject any or all offers.

26. Contract award

- a) Award of the contract, if awarded, will go to the Respondent that offers the best value solution and receives the highest scored response.
- b) DHCS will email or verbally notify the chosen firm of its selection.
- c) Following the contract award losing respondents may submit a request to the funding Program to receive a copy of any or all Respondent offers and scoring / evaluation tools/forms. Response copies will be redacted to remove information deemed by DHCS to be personal, sensitive or confidential. DHCS does not grant requests for debriefing discussions with losing respondents.

27. Contract Terms and Conditions

27.1 Contractor Versus Sub recipient

The Contractor is considered a contractor, and not a sub recipient, for the purposes of U.S. Office of Management and Budget Uniform Guidance (Title 2 of the Code of Federal Regulations, Part 200, and specifically, 2 CFR 200.331).

27.2 Other Terms and Conditions

In addition to the terms and conditions appearing in the winning Respondent’s Master Agreement with DGS, the winning Respondent must enter a written contract that will contain the Respondent’s offer or BAFO and all Exhibits identified on Appendix A, Standard Agreement, TECH213.

A Respondent's unwillingness or inability to agree to the terms and conditions identified in Appendix A, Standard Agreement, TECH213 may cause DHCS to deem a Respondent ineligible for an award.

27.3 Rejection, reduction, or substitution of functions or activities

If full funding does not become available, is reduced, or DHCS determines that it does not need all services described in this RFO; DHCS reserves the right to either cancel the contractor offer or an amended contract for reduced services.

27.4 Resolution of language conflicts (RFO vs. final contract)

If an inconsistency or conflict arises between the terms and conditions appearing in the final contract and the terms and conditions appearing in this RFO, any inconsistency or conflict will be resolved by giving precedence to the final contract.

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Attachment 1: Response Cover Page

Name of Responding Firm (*Legal name as it will appear on the contract*)

Mailing Address (*Street address, P.O. Box, City, State, Zip Code*)

Person authorized to act as the contact for this firm in matters regarding this offer :

Printed Name (*First, Last*):

Title:

Telephone number:

Fax number:

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Email address:

Person authorized to obligate this firm in matters regarding this offer or the resulting contract:

Printed Name (*First, Last*):

Title:

Telephone number:

Fax number:

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Email address:

(CORPORATIONS ONLY) Name/Title of person authorized by the Board of Directors to sign this bid on behalf of the Board:

Printed Name (*First, Last*):

Title:

Signature of Respondent or Authorized Representative

Date:

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Attachment 2: Payee Data Record

Complete the Payee Data Record using the following link and attach as Attachment 2: Payee Data Record – STD. 204 (Rev. 8/09)

The link for the Document: <https://www.documents.dgs.ca.gov/dgs/fmc/pdf/std204.pdf>

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Attachment 3: Response Summary

The Respondent must provide a brief narrative, not to exceed 12 pages in length, using no less than 11-point font on 8 ½" X 11" paper, describing their understanding of, and approach to, the questions/topics below. Responses that exceed one page will be deemed non-compliant. In preparing the Attachment 3: Response Summary, do not simply restate or paraphrase information in this RFO. Describe or demonstrate, in the Respondent’s own words, the following information.

Response Summary	
Item	
1	What additional skills and experiences can you bring to support the implementation and operational activities for California Accounts Receivable Management (CalARM) Solution in the RFO? Please elaborate.
2	Describe your experience: Based on your prior experience identify challenges associated with business, information, and technology architecture. Give (3) examples.
3	Provide three (3) project examples related to federal, private, and the health care industry in which you can describe your experience in the following area: <u>Data Management Support:</u> Support services include activities related to data cleansing, data mapping, data defect identification and correction; and data validation.
4	Provide three (3) project examples related to federal, private, and the health care industry in which you can describe your experience in the following area: <u>Technical Support:</u> Support services include leading activities related to state-side architecture, infrastructure, technical environment, system configuration, security, integration, interface development/testing, regression testing oversight, reports development and back-up and recovery of solution, as well as, cross-organization and vendor technical coordination.
5	Provide three (3) project examples related to federal, private, and the health care industry in which you can describe your experience in the following area: <u>Testing Support:</u> Services include leading, developing and executing the CalARM solution testing strategy. Activities include the creation, validation, and execution of test scripts, test scenarios, and test cases, identification of test data requirements, facilitation of training for testers, documentation and validation of defects.

Response Summary	
Item	
6	<p>Provide three (3) project examples related to federal, private, and the health care industry in which you can describe your experience in the following area:</p> <p>DevOps Engineer: Support the development and improvements to the Continuous Integration and Continuous Delivery (CI/CD) system adding new workflows, jobs, and tasks to meet the demands of development teams, Maintain and manage the tools and servers for the CI/CD pipeline including the SaaS and cloud deployed services, Improve the CI automation through configuration and automation changes to increase speed of development in both infrastructure and application development, Build deployment processes utilizing cloud architecture/containers to ensure no downtime deployments of infrastructure and applications.</p>

Attachment 4: Respondent Qualification Form

Respondent Qualification Form – Instructions

The Respondent must complete Attachment 4 with the qualifying project information being used to meet the minimum experience required for this project. *A separate form must be completed for each project used to meet the minimum mandatory requirements. The Respondent must have experience with at least three (3) completed IT projects.*

Attachment 4 will be used by DHCS to evaluate Respondent's qualifications. The Respondent must specify the required experience in the pertinent row for each requirement in Attachment 4. Use additional forms as needed to complete each response. DHCS may contact references listed on Attachment 7 to verify the information provided by the Respondent. Any conflicting information may result in the bid being deemed non-responsive.

All experience must have been completed in the United States of America. Any experience requirements of a minimum of two (2) years or three (3) years must have occurred in the last five (5) years.

If the required qualification indicates the experience must be on a large-scale and complex IT project, the Respondent and reference must use the following definitions:

- Large-scale is defined as greater than 1000 users
- A complex IT project is defined as a multi-segmented environment consisting of two or more disparate sites/locations.

The Respondent must complete Attachment 4, Respondent Qualifications Form in accordance with the instructions provided below. One attachment must be completed for each separate project used to meet the minimum mandatory experience requirements.

All dates must be in MM/DD/YYYY format.

Contact person for Respondent's references must not be an employee of the Department of Health Care Services, Third Party Liability and Recovery Division. The reference and contact name(s) must be from the end user of the development project. References from another contractor or contracting company are not acceptable.

Respondent's references may be contacted to verify information provided by the Respondent.

Box 1, Respondent: Provide the company name of the Respondent submitting the Offer.

Box 2, Project Name: Provide the name of the project.

Box 3, Company Name of the Respondent's reference. Identify the company for whom the project was completed.

Box 4, Contact name and contact information of the Respondent's reference. Identify the contact information from whom the project was completed. Enter the name, title, e-mail address, and phone number for the reference contact for the project. By submitting an Offer, the Respondent declares that the reference person identified is/was employed by the company

identified in box 3. This reference must be the same person identified in the Respondent Reference Form Attachment 7).

Boxes 5 and 6, Start Date and End Date: Provide the start and end date that the Respondent worked on the cited project using MM/DD/YYYY format.

Box 7, Project Description: Provide a brief description of the nature of the Respondent's cited project. The description should include those elements that are similar to the State's project as described in the offer.

Box 8, Check the appropriate response, "Yes" or "No". If the "No" box is checked, time spent on that project will not count towards Respondent experience.

Box 9, Check the appropriate response, "Yes" or "No" or "On-going.

Box 10, Project Contract Amount: Provide the dollar amount in currency format of the project contract value.

Box 11, Instructions for documenting the years of experience gained from the project cited.

Note: It is the Respondent's responsibility to ensure that each minimum experience requirement is met in full and is addressed in the Respondent qualification forms in order for the State to determine compliance to the requirements. If the State cannot determine that the years of experience for each of the minimum experience requirements have been met, Respondent's Offer may be deemed non-responsive.

Attachment 4: Respondent Qualification Form

The Respondent must have experience with at least three (3) completed IT projects. All experience must have been completed in the United States of America. Any experience requirements of a minimum of two (2) years or three (3) years must have occurred in the last five (5) years.

Respondent may use multiple projects to meet the cumulative total experience required for each mandatory experience and, if applicable, desirable experience. *A separate form must be completed for each project used to meet the minimum mandatory requirements.*

1	Respondent:			
2	Project Name:			
3	Company Name of Respondent's reference:			
4	Contact Name and Title, Email Address and Telephone Number of Respondent's reference:			
5	Start Date (MM/DD/YYYY):			
6	End Date (MM/DD/YYYY):			
7	Project Description:			
8	Was the Respondent that performed the work the Prime Contractor? Yes ___ No ___			
9	Did the Respondent complete the project? Yes <input type="checkbox"/> No <input type="checkbox"/> On-going <input type="checkbox"/> <i>(see line #6 for Contract completion date)</i>			
10	Project Contract Amount: \$			
11	In the "Experienced gained on this cited Project" field enter the number of years on each of the projects. In the "Description of services provided" field enter the roles and responsibilities performed on the project. <i>A separate form must be completed for each project cited which encompasses the four (4) questions and three (3) project examples per question.</i>			
Number	Qualification	Mandatory Experience	Total Experience Required	Experience gained on this cited Project
12	Mandatory	1) Minimum of three (3) years of experience providing data conversion/migration support, technical architect support, testing support and DevOps support for a business similar in size and	3 Years	Yr. ___ Mo. ___

		complexity to DHCS. Provide a project example that encompasses these technology services and support. Reference the Exhibit 2: Statement of Work for description of services.		
	Description of services provided:			
13	Mandatory	2) Minimum of three (3) years project experience in complex multi-system process assessments and identifying and assessing technical solutions to solve business needs or problems using modular solutions. Provide a project example that encompasses these requirements.	3 Years	Yr.____ Mo.____
	Description of services provided:			
14	Mandatory	3) Minimum of three (3) years of experience must include implementing and supporting Commercial-Off-the-Shelf (COTS) solutions in a SaaS Cloud infrastructure. Provide a project example that encompasses these requirements.	3 Years	Yr.____ Mo.____
	Description of services provided:			
15	Mandatory	4) Minimum of two (2) years of experience must include implementing and supporting activities that ensure continued security compliance with National Institute of Standards Technology, and Federal Information Processing Standards in a Commercial-Off-the-Shelf (COTS) solutions in a SaaS Cloud infrastructure. Provide a project example that encompasses these requirements.	2 Years	Yr.____ Mo.____
	Description of services provided:			

Attachment 5: Key Staff Qualifications Form- Instructions

The Respondent must complete Attachment 5 with the qualifying project information for each key staff used to meet the minimum experience required for this project. A separate Attachment must be completed for each project used to meet the minimum mandatory requirements for each key staff.

All four (4) positions in Attachment 5 will be used by the State to evaluate key staff's qualifications. The Respondent must specify the required experience in the pertinent row for each requirement in Attachment 5. Use additional forms as needed to complete each response. DHCS may contact references listed on Attachment 5 to verify the information provided by the Respondent. Any conflicting information may result in the bid being deemed non-responsive.

All dates must be in MM/DD/YYYY format.

All experience must have been completed in the United States of America. Any experience requirements of a minimum of three (3) years must have occurred in the last five (5) years. Any experience requirements of a minimum of five (5) years must have occurred in the last seven (7) years. Any experience requirements of a minimum of eight (8) years must have occurred in the last ten (10) years.

If the required qualification indicates the experience must be on a large-scale and complex IT project, the Respondent and reference must use the following definitions:

- Large-scale is defined as greater than 1000 users
- A complex IT project is defined as a multi-segmented environment consisting of two or more disparate sites/locations.

Contact person for Key Staff references must not be an employee of the Department of Health Care Services, Third Party Liability and Recovery Division. The reference contact name(s) must be a representative of the company for which the project was developed. References from another contractor or contracting company are not acceptable.

Box 1, Respondent: Provide the company name of the Respondent submitting the Offer.

Box 2, Key Staff Name: Provide the name of the Respondent's proposed key staff for the project.

Box 3, Full-time or Part-time: Check the appropriate box for time proposed staff worked on the cited project.

Box 4, Staff's Referenced Project Name: Provide the project name for key staff's referenced project.

Box 5, Company Name of key staff's reference: Provide the company name of the key staff's reference.

Box 6, Contact Information of staff's reference: Identify the contact information for whom the project was completed. Enter the name, title, e-mail address, and phone number for the reference

contact for the project. By submitting an Offer, the Respondent declares that the reference person identified is/was employed by the company identified in box 5. This reference must be the same person identified in the Respondent's Attachment 6: Key Staff Reference Form.

Provide the name of the individual from the company that received services from the key staff. Employee references are not acceptable.

Boxes 7 and 8, Staff Start Date and End Date: Provide the start and end dates the key staff worked on the cited project using MM/DD/YYYY format.

Box, 9, Project Description: Provide a brief description of the nature of the Respondent's cited project. The description should include those elements that are similar to the State's project as described in the offer.

Box 10, Project Contract Amount: Provide the dollar amount in currency format of the project contract value.

Box 11, Instructions for documenting the years of experience gained from the project cited.

Note: It is the Respondent's responsibility to ensure that each minimum experience requirement is met in full and addressed in the staff qualification forms in order for the State to determine compliance to the requirements. If the State cannot determine that the years of experience for each of the minimum experience requirements has been met, the Respondent's Offer may be deemed non-response.

Attachment 5A: Key Staff Qualifications Form: Data Conversion / Migration

The Respondent may use multiple projects to meet the total experience required for each mandatory experience. A separate form must be.

1	Respondent:			
2	Proposed Key Staff Name:			
3	IT MSA Classification: Informatics Data Analyst			
4	Project Name:			
5	Name of Company Project was completed for:			
6	Project Contact Person Information:			
7	Staff Start Date (MM/DD/YYYY):			
8	Staff End Date (MM/DD/YYYY):			
9	<input type="checkbox"/> Full-time <input type="checkbox"/> Part-time			
10	Project Description:			
11	Project Contract Amount:			
Number	Classification	Experience Requirement	Total Years' Experience Required	Experience gained on this cited Project
12	Informatics Data Analyst	1) Minimum of three (3) years of experience with data extract, transform and load processing from mainframe data sources to SaaS cloud data services	3 Years	Yr.____ Mo.____
Description of services provided:				
13	Informatics Data Analyst	2) Minimum of three (3) years of experience using data science patterns and practices to develop tools that automate data collection from legacy data sources	3 Years	Yr.____ Mo.____

Description of services provided:				
14	Informatics Data Analyst	3) Minimum of three (3) years of experience using data science patterns and practices to develop tools that automate data ingest to cloud data services.	3 Years	Yr.____ Mo.____
		Description of services provided:		
16	Informatics Data Analyst	4) Minimum of three (3) years of experience must include facilitation and coordination for the execution of data validation and migration testing in a DevOps environment. Provided technical support for the data integration, performance, regression, and user acceptance testing, and end-user training.	3 Years	Yr.____ Mo.____
		Description of services provided:		
17	Informatics Data Analyst	5) Minimum of three (3) years of experience must include working with business requirements to determine technical approach for data migration. Worked across multiple (at least 2) functional projects to understand data usage and implications for data migration. Worked with subject matter experts and project team to identify, define, collate, document and communicate the data migration requirements.	3 Years	Yr.____ Mo.____
		Description of services provided:		
18	Informatics Data Analyst	6) Minimum of three (3) years of experience preparing data migration plans including processing flow, migration risk and quality. Managed assigned risks and monitor potential impacts as part of the data migration plan. Developed best practices, processes, and	3 Years	Yr.____ Mo.____
		Description of services provided:		

19		standards for effectively carrying out data migration activities in a DevOps environment.		
	Description of services provided:			
	Informatics Data Analyst	7) Minimum of three (3) years of data mapping and normalization experience. Worked collaboratively business analysts to determine the best approach to transferring the cleansed data from the source applications to the target solution.	3 Years	Yr.____ Mo.____
Description of services provided:				

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Attachment 5B: Key Staff Qualifications Form: Technical Architect

The Respondent may use multiple projects to meet the total experience required for each mandatory experience. A separate form must be.

1	Respondent:			
2	Proposed Key Staff Name:			
3	IT MSA Classification: Technical Architect			
4	Project Name:			
5	Name of Company Project was completed for:			
6	Project Contact Person Information:			
7	Staff Start Date (MM/DD/YYYY):			
8	Staff End Date (MM/DD/YYYY):			
9	<input type="checkbox"/> Full-time <input type="checkbox"/> Part-time			
10	Project Description:			
11	Project Contract Amount:			
Number	Classification	Experience Requirement	Total Years' Experience Required	Experience gained on this cited Project
12	Technical Architect	1) Minimum of eight (8) years of experience in systems development, analysis, planning, design, testing, and implementation using iterative methods.	8 Years	Yr.____ Mo.____
Description of services provided:				
13	Technical Architect	2) Minimum of Five (5) years of experience must include implementing and supporting Commercial-Off-the-Shelf (COTS) solutions in a SaaS Cloud infrastructure.	5 Years	Yr.____ Mo.____
Description of services provided:				

14	Technical Architect	3) Minimum of Three (3) years of experience must include implementing and supporting infrastructure, security, data conversion, networking, disaster recovery, and interface development activities in a Commercial-Off-the-Shelf (COTS) solution in a SaaS Cloud infrastructure.	3 Years	Yr.____ Mo.____
	Description of services provided:			
15	Technical Architect	4) Minimum of Three (3) years of experience must include implementing and supporting training and testing activities in a Commercial-Off-the-Shelf (COTS) solution in a SaaS Cloud infrastructure.	3 Years	Yr.____ Mo.____
	Description of services provided:			
16	Technical Architect	5) Minimum of Three (3) years of experience must include implementing and supporting activities that ensure continued security compliance with National Institute of Standards Technology, and, Federal Information Processing Standards in a Commercial-Off-the-Shelf (COTS) solutions in a SaaS Cloud infrastructure.	3 Years	Yr.____ Mo.____
	Description of services provided:			
17	Technical Architect	6) Minimum of Three (3) years of experience must include implementing and supporting activities related to releases, incidents, and defect management and continuous integration/deployment, and system monitoring of a Commercial-Off-the-Shelf (COTS) solutions in a SaaS Cloud infrastructure.	3 Years	Yr.____ Mo.____
	Description of services provided:			

18	Technical Architect	7) Minimum of Three (3) years of experience must include reviewing and updating technical project deliverables and related work-products and supporting the development and maintenance of standard operating procedures and reporting.	3 Years	Yr. ____ Mo. ____
	<i>Description of services provided:</i>			

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Attachment 5C: Key Staff Qualifications Form- Test Lead

The Respondent may use multiple projects to meet the total experience required for each mandatory experience. A separate form must be completed for each project cited.

1	Respondent:			
2	Proposed Key Staff Name:			
3	IT MSA Classification: Interaction Designer/User Research/Usability Tester			
4	Project Name:			
5	Name of Company Project was completed for:			
6	Project Contact Person Information:			
7	Staff Start Date (MM/DD/YYYY):			
8	Staff End Date (MM/DD/YYYY):			
9	<input type="checkbox"/> Full-time <input type="checkbox"/> Part-time			
10	Project Description:			
11	Project Contract Amount:			
Number	Classification	Experience Requirement	Total Years' Experience Required	Experience gained on this cited Project
12	Interaction Designer/User Research/Usability Tester	1) Minimum of three (3) years of experience in a test lead capacity.	3 Years	Yr.____ Mo.____
<i>Description of services provided:</i>				
13	Interaction Designer/User Research/Usability Tester	2) Minimum of three (3) years of experience conducting product usability, usability testing, defect resolution activities for all system releases, enhancements, and product upgrades	3 Years	Yr.____ Mo.____

Description of services provided:				
14	Interaction Designer/User Research/Usability Tester	3) Minimum of three (3) years of experience creating test plans, test scripts, test scenarios, usability testing reports and defect management reports.	3 Years	Yr.____ Mo.____
	Description of services provided:			

Attachment 5D: Key Staff Qualifications Form – DevOps Engineer

The Respondent may use multiple projects to meet the total experience required for each mandatory experience. A separate form must be completed for each project cited.

1	Respondent:			
2	Proposed Key Staff Name:			
3	IT MSA Classification: DevOps Engineer			
4	Project Name:			
5	Name of Company Project was completed for:			
6	Project Contact Person Information:			
7	Staff Start Date (MM/DD/YYYY):			
8	Staff End Date (MM/DD/YYYY):			
9	<input type="checkbox"/> Full-time <input type="checkbox"/> Part-time			
10	Project Description:			
11	Project Contract Amount:			
Number	Classification	Experience Requirement	Total Years' Experience Required	Experience gained on this cited Project
12	DevOps Engineer	1) Minimum of three (3) years of experience as technical lead setting up tool integrations, gating, checks and event-based workflows in modern CI pipelines.	3 Years	Yr.____ Mo.____
Description of services provided:				
18	DevOps Engineer	2) Minimum of five (5) years of experience as technical lead in designing and building scripting automation to reduce manual tasks for both engineering and development teams.	5 Years	Yr.____ Mo.____
Description of services provided:				

17	DevOps Engineer	3) Minimum of five (5) years of experience developing with a scripting language, Infrastructure as Code (IaC), and at least one object-oriented programming language.	5 Years	Yr.____ Mo.____
	Description of services provided:			
17	DevOps Engineer	4) Minimum of five (5) years of experience developing, packaging and deploying docker containers in development and production environments.	5 Years	Yr.____ Mo.____
	Description of services provided:			

Attachment 6A: Key Staff Reference Form- Data Conversion / Migration

Instructions: Lines 1-5 are to be completed by the Respondent. Lines 7-11 are to be completed by the person listed in line 5. The person in line 5 shall rate their satisfaction with the personnel identified in line 2 that worked on the project shown on line 3. Line 6 provides the Satisfaction Rating scale to use for each question in lines 7-11. Sign and date this Attachment 6A and return the form(s) to the Respondent.

1	Respondent:	
2	Respondent's Key Personnel Name:	
3	Project Name:	
4	Company Name of key personnel's reference:	
5	Contact Name and title, Email Address, and Telephone Number of personnel's reference:	
6	<p><u>Satisfaction Rating to be completed by the Personnel's Reference:</u></p> <p>Using the following scale:</p> <p>0 = Unsatisfactory, 1 = Below Expectation, 2 = Met Expectation, 3 = Exceeded Expectation</p> <p>Circle only one number for each question below.</p>	
	Circle only one number for each question below.	Satisfaction Rating
7	How would you rate the individual's overall performance?	0 1 2 3
8	How would you rate the individual's effectiveness at communicating (orally and in writing) with project members and stakeholders?	0 1 2 3
9	How would you rate the individual's effectiveness in dealing with conflicting priorities?	0 1 2 3
10	How would you rate the individual's effectiveness in managing the analysis/discovery phase and successful completion of the deliverables?	0 1 2 3
11	How would you rate the individual's willingness and ability to accommodate your organization's working style and constraints?	0 1 2 3

By signing below, I declare that I have reviewed the information contained in Attachment 6A and that the information is true and correct.

Reference Signature:

Date:

Printed Name:

Reference Title or role on the project:

Reference Email:

Reference Phone:

Attachment 6B: Key Staff Reference Form- Technical Architect

Instructions: Lines 1-5 are to be completed by the Respondent. Lines 7-11 are to be completed by the person listed in line 5. The person in line 5 shall rate their satisfaction with the personnel identified in line 2 that worked on the project shown on line 3. Line 6 provides the Satisfaction Rating scale to use for each question in lines 7-11. Sign and date this Attachment 6B and return the form(s) to the Respondent.

1	Respondent:	
2	Respondent's Key Personnel Name:	
3	Project Name:	
4	Company Name of key personnel's reference:	
5	Contact Name and title, Email Address, and Telephone Number of personnel's reference:	
6	<p><u>Satisfaction Rating to be completed by the Personnel's Reference:</u></p> <p>Using the following scale:</p> <p>0 = Unsatisfactory, 1 = Below Expectation, 2 = Met Expectation, 3 = Exceeded Expectation</p> <p>Circle only one number for each question below.</p>	
	Circle only one number for each question below.	Satisfaction Rating
7	How would you rate the individual's overall performance?	0 1 2 3
8	How would you rate the individual's effectiveness at communicating (orally and in writing) with project members and stakeholders?	0 1 2 3
9	How would you rate the individual's effectiveness in dealing with conflicting priorities?	0 1 2 3
10	How would you rate the individual's effectiveness in managing the analysis/discovery phase and successful completion of the deliverables?	0 1 2 3
11	How would you rate the individual's willingness and ability to accommodate your organization's working style and constraints?	0 1 2 3

By signing below, I declare that I have reviewed the information contained in Attachment 6B and that the information is true and correct.

Reference Signature:

Date:

Printed Name:

Reference Title or role on the project:

Reference Email:

Reference Phone:

Attachment 6C: Key Staff Reference Form- Test Lead

Instructions: Lines 1-5 are to be completed by the Respondent. Lines 7-11 are to be completed by the person listed in line 5. The person in line 5 shall rate their satisfaction with the personnel identified in line 2 that worked on the project shown on line 3. Line 6 provides the Satisfaction Rating scale to use for each question in lines 7-11. Sign and date this Attachment 6C and return the form(s) to the Respondent.

1	Respondent:	
2	Respondent's Key Personnel Name:	
3	Project Name:	
4	Company Name of key personnel's reference:	
5	Contact Name and title, Email Address, and Telephone Number of personnel's reference:	
6	<p><u>Satisfaction Rating to be completed by the Personnel's Reference:</u></p> <p>Using the following scale:</p> <p>0 = Unsatisfactory, 1 = Below Expectation, 2 = Met Expectation, 3 = Exceeded Expectation</p> <p>Circle only one number for each question below.</p>	
	Circle only one number for each question below.	Satisfaction Rating
7	How would you rate the individual's overall performance?	0 1 2 3
8	How would you rate the individual's effectiveness at communicating (orally and in writing) with project members and stakeholders?	0 1 2 3
9	How would you rate the individual's effectiveness in dealing with conflicting priorities?	0 1 2 3
10	How would you rate the individual's effectiveness in managing the analysis/discovery phase and successful completion of the deliverables?	0 1 2 3
11	How would you rate the individual's willingness and ability to accommodate your organization's working style and constraints?	0 1 2 3

By signing below, I declare that I have review the information contained in Attachment 6C and that the information is true and correct.

Reference Signature:

Date:

Printed Name:

Reference Title or role on the project:

Reference Email:

Reference Phone:

Attachment 6D: Key Staff Reference Form – DevOps Engineer

Instructions: Lines 1-5 are to be completed by the Respondent. Lines 7-11 are to be completed by the person listed in line 5. The person in line 5 shall rate their satisfaction with the personnel identified in line 2 that worked on the project shown on line 3. Line 6 provides the Satisfaction Rating scale to use for each question in lines 7-11. Sign and date this Attachment 6D and return the form(s) to the Respondent.

1	Respondent:	
2	Respondent’s Key Personnel Name:	
3	Project Name:	
4	Company Name of key personnel’s reference:	
5	Contact Name and title, Email Address, and Telephone Number of personnel’s reference:	
6	<p><u>Satisfaction Rating to be completed by the Personnel’s Reference:</u></p> <p>Using the following scale: 0 = Unsatisfactory, 1 = Below Expectation, 2 = Met Expectation, 3 = Exceeded Expectation</p> <p>Circle only one number for each question below.</p>	
	Circle only one number for each question below.	Satisfaction Rating
7	How would you rate the individual’s overall performance?	0 1 2 3
8	How would you rate the individual’s effectiveness at communicating (orally and in writing) with project members and stakeholders?	0 1 2 3
9	How would you rate the individual’s effectiveness in dealing with conflicting priorities?	0 1 2 3
10	How would you rate the individual’s effectiveness in managing the analysis/discovery phase and successful completion of the deliverables?	0 1 2 3
11	How would you rate the individual’s willingness and ability to accommodate your organization’s working style and constraints?	0 1 2 3

By signing below, I declare that I have reviewed the information contained in Attachment 6D and that the information is true and correct.

Reference Signature:

Date:

Printed Name:

Reference Title or role on the project:

Reference Email:

Reference Phone:

Attachment 7: Respondent Reference Form

Respondent Instructions: Complete items 1-6 of this Attachment 7, Respondent Reference Form. One (1) form must be used for each corresponding Attachment 7 submitted. The Respondent’s reference contact must complete the remainder of this form. The reference information below must be consistent with the corresponding Attachment 7. Respondent must submit a copy of the completed Attachment 7.

Instructions to the Respondent’s Reference: Using the rating scale in the “Reference Satisfaction Rating” field, rate your satisfaction with the Respondent who performed the services described on Attachment 7. Sign and date this Attachment 7 and return the form(s) to the Respondent.

1	Respondent:	
2	Project Name:	
3	Company Name of Respondent’s reference:	
4	Contact Name and title, Email Address, and Telephone Number of Respondent’s reference:	
5	Respondent’s involvement in this project (role and responsibilities):	
6	Project Description:	
	<p><u>Satisfaction Rating to be completed by the Respondent’s reference:</u></p> <p>Using the following scale: 0 = Unsatisfactory, 1 = Below Expectation, 2 = Met Expectation, 3 = Exceeded Expectation</p> <p>Circle only one number for each question below.</p>	
7	How would you rate the Respondent’s effectiveness at providing skilled staff?	0 1 2 3
8	How would you rate the Respondent ability to manage project resources and meet project commitments?	0 1 2 3
9	How would you rate the Respondent’s overall performance?	0 1 2 3
10	How would you rate the Respondent’s effectiveness at providing quality and timely responses to client questions and concerns?	0 1 2 3

By signing below, I declare that I have reviewed the information contained in Attachment 7 and that the information is true and correct.

Reference Signature:

Date:

Printed Name:

Reference Title or role on the project:

Reference Email:

Reference Phone:

Attachment 8: Key Staff Resume

Resume Completion Instructions

To the extent possible, the resume for each Key Staff contract participant should not be lengthy (i.e., limited to one-two pages in length) and should only include the following types of information. There is no required order in which to present the information.

- Key Staff name
- Educational credentials, highest grade completed, degrees obtained (if applicable) and when obtained (e.g., month and year)
- Employment history for up to the past five years including employer name, length of employment, position or functional title, from and to dates, and a very brief description of roles and responsibilities. Employment data should be presented with the most recent employment first and should reflect employment by the Respondent unless the person is serving as a subcontractor.
- Technical, educational, or industry specific certificates (if applicable such as a Project Management Professional (PMP) certificate and relevant to the service to be performed) and/or licenses and when obtained (e.g., month and year)

Data to Exclude from a Personal Resume

To the extent possible, resumes should omit facts of a personal nature including, but not limited to:

- Home address, home telephone number, home or personal email address, personal cellular telephone number, driver's license number
- Social security number,
- Gender, marital status, number of children
- Age and date of birth,
- Race or ethnicity,
- Other personal facts including physical description, identification of spouse, religious affiliation, political affiliation, personal hobbies, description of state of health or medical condition, personal financial information or holdings, etc.

DHCS cannot ensure protection of any personal or confidential information included in a personal resume as all resumes become part of the public contract file.

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Attachment 9: Commercially Useful Function (CUF) Certification

THE RESPONDENT MUST COMPLETE AND SUBMIT WITH ITS OFFER.

Respondent Name: _____

Subcontractor Name (submit one form for each SB/DVBE (prime and/or subcontractor(s)) : _____

Mark all that apply: DVBE: Small Business: Micro Business: N/A:

All certified small business (SB), micro business (MB), and/or DVBE contractors, subcontractors or suppliers must meet the commercially useful function requirements under Government Code Section 14837 (for SB), Military and Veterans Code Section 999 (for DVBE), and Title II California Code of Regulations, Section 1896.4 and 1896.62.

Answer questions 1-5 below, as they apply to your company for the goods and/or services being acquired in this solicitation. A California certified SB, MB, or DVBE business must be deemed to perform a Commercially Useful Function (CUF) by meeting **ALL** of the following CUF requirements for Contract award consideration.

1.	Is responsible for the execution of a distinct element of the resulting Contract.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
2.	Carries out its obligation by actually performing, managing, or supervising the work involved.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
3.	Performs work that is normal for its business services and functions.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.	Is responsible, with respect to products, inventories, materials, and supplies required for the Contract, for negotiating price, determining quality and quantity, ordering, installing, if applicable, and making payment. If this is a SERVICE with NO goods involved, check N/A and go to #5.	Yes <input type="checkbox"/>	No <input type="checkbox"/> or N/A <input type="checkbox"/>
5.	Is not further subcontracting a portion of the work that is greater than that expected to be subcontracted by normal industry practices.	Yes <input type="checkbox"/>	No <input type="checkbox"/>

If the answer to any of the five (5) questions is “NO” (except for #4 when marked with “N/A”), may result in your offer being deemed non-responsive.

The Respondent must provide a written statement below detailing the role, services and goods the subcontractor(s) will provide to meet the commercially useful function requirement. If the Respondent is not claiming a SB or DVBE, indicate “Not claiming a preference” in the box below.

At the State's option prior to award, the Respondent may be required to submit additional written clarifying information.

By signing this form, the undersigned Respondent certifies that the Certified Small Business or DVBE satisfies the Commercially Useful Function requirement, and will provide the role, services, and/or goods stated above.

Respondent Signature:

**Respondent Printed/Typed Name
and Title:**

Attachment 10: Respondent Declaration

Complete the Respondent Declaration using the following link and attach as Attachment 10:
Respondent Declaration – GSPD-05-105 (REV08/09)

<https://www.documents.dgs.ca.gov/dgs/fmc/gspd/gspd05-105.pdf>

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Attachment 11: Follow-on Consultant Contract Disclosure

Background Information:

1. PCC Section 10365.5 generally prohibits a person, firm, or subsidiary thereof that has been awarded a consulting services contract from submitting a bid for and/or being awarded an agreement for, the provision of services, procurement of goods or supplies, or any other related action that is required, suggested, or otherwise deemed appropriate in the end product of a consulting services contract.
2. PCC Section 10365.5 does not apply to any person, firm, or subsidiary thereof that is awarded a subcontract of a consulting services agreement that totals no more than 10 percent of the total monetary value of the consulting services agreement.
3. Consultants/employees of a firm that provides consulting advice under an original consulting contract are not prohibited from providing services as employees of another firm on a follow-on contract, unless the persons are named contracting parties or named parties in a subcontract of the original contract.
4. PCC Section 10365.5 does not distinguish between intentional, negligent, and/or inadvertent violations. A violation could result in disqualification from bidding, a void contract, and/or imposition of criminal penalties.

Disclosure [Mark one (1) box]:

- I hereby certify that neither my firm nor any subcontractor that my firm intends to use under the contract resulting from this procurement, is currently providing consulting services to the state under a state contract (or as a subcontractor providing more than 10 percent of dollar value of a consulting service contract with the state) or has provided such services within five (5) years prior to the release of this DHCS RFO that are related in any manner to the services, goods, or supplies being acquired pursuant to this DHCS RFO. **[Sign below.] This option is likely to apply to bidding firms that do not currently and/or never have provided consultant services to the state.**
- Attached is a disclosure of current and/or prior consulting services provided by my firm or a proposed subcontractor to the state under a state contract within five (5) years prior to the release of this DHCS RFO that may be related in some manner to the services, goods, or supplies being acquired pursuant to this DHCS RFO. **[Sign below and attach to this document a detailed disclosure.]**

Name of Firm

Signature

Date Signed

Printed/Typed Name

Title

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Attachment 12: DVBE Declarations

Complete the DVBE Declarations using the following link and attach as Attachment 12: Disabled Veteran Business Enterprise – The DGS PD 834.

https://www.documents.dgs.ca.gov/dgs/fmc/gp/pd/pd_843.pdf

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Attachment 13: California Civil Rights Laws Certification

Pursuant to Public Contract Code section 2010, if a Respondent or proposer executes or renews a contract over \$100,000 on or after January 1, 2017, the Respondent or proposer hereby certifies compliance with the following:

1. **CALIFORNIA CIVIL RIGHTS LAWS:** For contracts over \$100,000 executed or renewed after January 1, 2017, the contractor certifies compliance with the Unruh Civil Rights Act (Section 51 of the Civil Code) and the Fair Employment and Housing Act (Section 12960 of the Government Code); and
2. **EMPLOYER DISCRIMINATORY POLICIES:** For contracts over \$100,000 executed or renewed after January 1, 2017, if a Contractor has an internal policy against a sovereign nation or peoples recognized by the United States government, the Contractor certifies that such policies are not used in violation of the Unruh Civil Rights Act (Section 51 of the Civil Code) or the Fair Employment and Housing Act (Section 12960 of the Government Code).

CERTIFICATION

I, the official named below, certify under penalty of perjury under the laws of the State of California that the foregoing is true and correct.		<i>Federal ID Number</i>
<i>Proposer/Respondent Firm Name (Printed)</i>		
<i>By (Authorized Signature)</i>		
<i>Printed Name and Title of Person Signing</i>		
<i>Date Executed</i>	<i>Executed in the County and State of</i>	

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Attachment 14: Template for Question Submittal

[INSTRUCTIONS: The following provides the format for a Respondent to submit questions regarding this solicitation and is not required to be submitted with offer responses.]

The Respondent is required to use this form when submitting questions to the Procurement Official listed in Section 8 Questions Regarding the RFO. Instructions are as follows:

Name of Respondent – Provide the name of the bidding firm

Contact Person – Provide the name of the person to contact if the State needs clarification about the question.

Contact Email and Phone Number – Provide the email and phone number (including area code) for the listed contact person.

Q # – Sequentially number each question, always starting at one (1) for each submission.

Section/Document(s) – Identify the section or document the request pertains to, such as “Section 5.4, Sales Tax.”

Page # – Identify the page number of the section/document name or title the question pertains to.

Question – Write the question in this column.

Expand or reduce the number of rows to accommodate the number of questions.

Table-1 Question Submittal Form

SOLICITATION Question Form			
Name of Respondent:			
Contact Person:			
Contact Email and Phone Number:			
Q #	Section/Document(s)	Page #	Question
1			
2			
3			
4			

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Attachment 15: Confidentiality Statement

As an authorized representative or corporate officer of the company name below, I have the authority to bind the company contractually, and I agree that all persons employed by this company will adhere to the following policy:

All information belonging to the California Department of Technology (CDT), the Department of Health Care Services (DHCS), or their affiliated agencies is considered sensitive and confidential and cannot be disclosed to any person or entity that is not directly approved to participate in the work required to execute this Agreement.

I certify that I will keep all project information including (but not limited to) information concerning the planning, processes, development or procedures of the project, and all communication with CDT, DHCS, or their affiliates related to any procurement process, confidential and secure. I will not copy, give or otherwise disclose such information to any other person unless CDT has on file a Confidentiality Statement signed by the other person(s), and the disclosure is authorized and necessary for the project. I understand that the information to be kept confidential includes, but is not limited to, specifications, administrative requirements, terms and conditions, concepts and discussions, as well as written and electronic materials. I further understand that if I leave this project before it ends, I must still keep all project information confidential. I agree to follow any instructions provided by the project relating to the confidentiality of project information.

I fully understand that any unauthorized disclosure I make may be basis for civil and/or criminal penalties. I agree to advise the Procurement Official immediately in the event of an unauthorized disclosure, inappropriate access, misuse, theft or loss of data.

I warrant that if my company is awarded the Contract, it will not enter into any agreements or discussions with a third party concerning such materials prior to receiving written confirmation from the state that such third party has an agreement with the state similar in nature to this one.

All materials provided for this Project, except where explicitly stated will be promptly returned or destroyed, as instructed by an authorized CDT representative. If the materials are destroyed and not returned, a letter attesting to their complete destruction, which documents the destruction procedures, must be sent to the Contract Manager before payment can be made for services rendered. In addition, all copies or derivations, including any working or archival backups of the information, will be physically and/or electronically destroyed within five (5) calendar days immediately following either the end of the Contract period or the final payment, as determined by the contracting Agency/state entity.

All personnel assigned to this project shall be provided a Confidentiality Statement and will be expected to sign and return it to the State’s project manager before beginning work on this project.

Representative Name		Title	
Company Name			
Address			
City, State Zip			
Phone Number			
Email Address			
Signature			
Date			

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Attachment 16: DGS Certification Letter

Small or micro business or Disabled Veteran Business Enterprise (DVBE), include a copy of the certification letter issued by DGS in Attachment 16. Please reference the link below:

<https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Certification-Program?search=Certification%20letter>

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Attachment 17: Secretary of State Certification

Complete the Secretary of State Certification using the following link and attach it as Attachment 17: Secretary of State Certification.

<https://www.sos.ca.gov/business-programs/business-entities/forms/corporations-california-domestic/>

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Attachment 18: Bidding Preferences and Incentives

THE RESPONDENT MUST COMPLETE ALL SECTIONS BELOW AND SUBMIT WITH ITS OFFER.

1. SMALL BUSINESS PREFERENCE:

Respondent must check the appropriate box from the choices below.

- I am a DGS certified Small Business and claim the Small Business Preference.
My DGS Small Business certification number is:
- I have recently filed for DGS Small Business Preference but have not yet received certification, but I am claiming the Small Business Preference.
- I am not a DGS certified Small Business, but 25% or more of the revenue from the award will go to DGS certified Small Business subcontractors performing a Commercially Useful Function and therefore I am claiming the preference.

Respondent must complete and submit Attachment 10: GSPD-05-105 Respondent Declaration, indicating the percentage of the revenue that will be received by each DGS certified Small Business subcontractor. The form can also be found at the following link:

<https://www.documents.dgs.ca.gov/dgs/fmc/gspd/gspd05-105.pdf>

- I am not claiming the DGS Small Business Preference.

2. DVBE INCENTIVE:

Respondent must check the appropriate box from the choices below.

- I am a DGS certified DVBE. A copy of my STD. 843 form is attached.
- I have recently filed for DGS DVBE certification, but have not yet received certification.

- I am a DGS certified DVBE. A copy of my STD. 843 form is attached.

- I am not a DGS certified DVBE, but a percentage of the revenue will be going to DGS certified DVBE Subcontractors performing a Commercially Useful Function, and therefore I am claiming the DVBE incentive.

Respondent must submit a complete Attachment 10: GSPD-05-105, Respondent Declaration, indicating the percentage of the revenue that will be received by each DGS certified DVBE subcontractor. Respondent must also submit an Attachment 12, STD 843 DVBE

Declarations, for each DVBE subcontractor, signed by the DVBE owner/manager. The form can be found on the following link:

<https://www.documents.dgs.ca.gov/dgs/fmc/gspd/gspd05-105.pdf>

- I am not claiming the DVBE incentive.

Name of Respondent: _____

Signature and Date: _____