RFP 2019-13 – Business Continuity Management Solution
Questions and Answers

QUESTION	ANSWER
1. We do not have the ability to provide a CD-ROM. Can I send the bid via email?	We are unable to accept an emailed digital copy but will accept a digital copy through USB.
2. Section 3.8 States travel will not be reimbursed. Is Covered CA okay with remote training or onsite at bidder's location?	Remote instructor-led training is acceptable.
3. Exhibit D, Attachment 1 Supplemental indicates that Services provided shall be FedRamp compliant and FIPS 140-2 validated. Is this a requirement of the agreement to be in a FedRamp environment or is this more of a preference?	It is a requirement, not a preference. Any cloud-based solution shall be FedRamp compliant and FIPS140-2 validated modules must be utilized at all stages, at rest and in motion.
4. "Contractor shall implement a software management system for Business Continuity Planning and Emergency Communications Systems" a. What emergency communications system are you using? Do we need to be able to connect to one or do you mean using BCIC for that purpose?	All communications are currently being conducted manually via phone and email. Covered California requires the software solution to provide automated emergency communication capability.
5. What Emergency Notification System are you currently using?	See answer to question #4.
6. Develop and implement an incident communication strategy which includes two-way automated notification via mobile, LAN line, portal messaging or conference bridge. a. Do you plan to us an Emergency Notification System for this?	See answer to question #4.
7. Provide 24 Hour live support. a. Is this a requirement? Would 24 hour support with live support during regular business hours suffice?	24-hour live support is required.

8. System shall **not** require Covered California to enter into agreements with other third parties for platforms or software. a. Does this include a third party Emergency Notification System assuming you do not already have an agreement with one?	We require one software to provide both BCP management and the emergency notification.
9. Is the $150k budget for the first year or initial 5-year term?	Initial 5 year-term.
10. Exhibit A, Section F (Reporting Locations) - How many locations will require on-site implementation/training?	1 location for on-site training – Covered California headquarters located at 1601 Exposition Blvd., Sacramento, CA 95815.
11. In the RFP where it states: Responses shall not exceed $150,000 in total costs. Does this mean not to exceed $150k for all 5 years plus implementation? Is the $150K max per year? Per 5 year base term? Or for the base term and for the additional 5 term years (10 years total)?	See answer to question #9.
12. As part of the evaluation, are we allowed to red-line the agreement and the terms presented, or are they set?	Yes, redlines to the agreement can be made.
13. How many users do you anticipate for each year?	Admin. Users – 15-20 System Users – 1,500
14. For the mass notification tool, do you anticipate only 1500 contacts for all 5 years, or will there be an increase year over year?	We do not anticipate exceeding 1,500.
15. How many connections do you anticipate for each year?	See answer to question 13.
16. Do you require 2 Factor Authentication?	Yes

17. Regarding implementation, will you require your plans/BIAs to be migrated by the vendor to the chosen platform? If so, how many plans and BIAs do you have? What is the average length of your plans, and BIAs? What is the current format of your plans/BIAs?	We require our plan and BIAs to be migrated into the platform by the chosen vendor and train admin users to migrate for future 1 General Plan, 73 pages in length. Including forms and templates. Format: Word, Excel and PDF 20 Program BIAs with an average of 20 pages in length. Format: Word, Excel and PDF