

Statewide Portal/Mobile Application

November 4, 2019

CalSAWS

California Statewide Automated Welfare System
Request for Proposal No. 2019-01

DOCUMENT HISTORY

This document is controlled through the document management process. To verify that the document is the latest version, please contact the RFP/Proposal Point of Contact.

DATE	DOCUMENT VERSION	REVISION DESCRIPTION
November 4, 2019	1	Initial
November 24, 2019	2	Addendum 1 with changes
December 12, 2019	3	Addendum 2 with changes

Table of Contents

1. INTRODUCTION	1
1.1 PURPOSE	1
1.2 CONTRACT TERM	1
1.3 ELIGIBLE CONTRACTORS	1
1.4 MINIMUM CONTRACTOR REQUIREMENTS	2
1.5 LOCATION OF WORK	2
1.6 PROJECT HARDWARE, SOFTWARE AND OFFICE EQUIPMENT	2
1.7 RFP/PROPOSAL CONTACT	3
1.8 PROCUREMENT LIBRARY	3
1.9 ASSISTANCE TO CONTRACTORS WITH A DISABILITY	3
1.10 PROPOSAL TIMELINE	4
1.11 BIDDER'S CONFERENCE	4
1.12 QUESTIONS REGARDING THE RFP	5
1.13 LETTER OF INTENT TO BID	5
2 STATEWIDE PORTAL/MOBILE APPLICATION PROJECT	6
2.1 GENERAL	6
2.2 PORTAL AND MOBILE APP BACKGROUND	6
2.2.1 CalSAWS Portal	7
2.2.2 CalSAWS Portal/Mobile App Procurement Planning	7
2.3 PROJECT OBJECTIVES	8
2.4 USER CENTERED DESIGN	9
2.5 STAKEHOLDER, ADVOCATE, AND CLIENT INVOLVEMENT	9
2.5.1 Stakeholder Definitions	11
3 SAWS BACKGROUND	12
3.1 STATEWIDE AUTOMATED WELFARE SYSTEM (SAWS)	12
3.2 CALIFORNIA'S SINGLE SYSTEM STRATEGY	12
3.2.1 CalSAWS Technical Architecture	13
3.3 CALSAWS GOVERNANCE	15
3.4 CALSAWS OBJECTIVES	16
3.5 NATURE AND SCOPE OF THE CALSAWS MIGRATION PROJECT	18
3.5.1 Project Management	18
3.5.2 Core Application Design and Development	18
3.5.3 Ancillaries Design and Development	18
3.5.4 Maintenance and Operations	19
3.5.5 CalSAWS Schedule	19
4 SCOPE OF WORK	21

4.1 GENERAL	21
4.2 PHASE 1 – DESIGN, DEVELOPMENT AND IMPLEMENTATION.....	21
4.3 PHASE 2 – OPTIONAL ENHANCEMENTS	22
4.4 PHASE 3 - MAINTENANCE AND OPERATIONS (M&O)	22
4.5 MANDATORY STATEMENT OF WORK (SOW) COMPONENTS	22
4.5.1 Project Management	23
4.5.2 Design and Development	24
4.5.3 Language Translations	24
4.5.4 Testing.....	25
4.5.5 Implementation	25
4.5.6 Final Acceptance	26
4.5.7 Phase 2 Optional Enhancements	26
4.5.8 Phase 3 Maintenance and Operations.....	26
4.6 STATEWIDE PORTAL/MOBILE APP DELIVERABLES	26
4.7 STAFFING REQUIREMENTS.....	32
4.7.1 Portal/Mobile App Key Staff	33
4.7.2 Project Location and Core Hours	36
4.7.3 Statewide Portal/Mobile App Contractor Staff Changes.....	37
4.7.4 Staff Performance	37
5 PROPOSAL CONDITIONS AND CERTIFICATIONS.....	38
5.1 AUTHORIZED SIGNATURES	38
5.2 TERM OF OFFER	38
5.3 REQUIRED REVIEW.....	38
5.4 INCURRED COSTS	38
5.5 AMENDMENTS/ADDENDA TO RFP	38
5.6 BEST VALUE APPROACH TO EVALUATION	38
5.7 RIGHT OF REJECTION	39
5.8 PUBLIC RECORDS ACT	39
5.9 IRAN CONTRACTING ACT OF 2010	40
5.10 DISCLOSURE OF CRIMINAL AND CIVIL PROCEEDINGS	40
5.11 DEBARMENT AND SUSPENSION	40
5.12 SUBCONTRACTORS	41
5.13 FINAL AUTHORITY	41
6 PROPOSAL STRUCTURE AND SUBMISSION	42
6.1 GENERAL	42
6.2 PROPOSAL SUBMISSION.....	42
6.2.1 Proposal Format.....	43
6.2.2 Proposal Organization	43
6.2.3 Volume 1 – Transmittal Letter and Business Proposal.....	44

6.2.4	Volume 2 – Price Proposal	49
7	EVALUATION.....	52
7.1	INTRODUCTION.....	52
7.2	EVALUATION PROCESS	52
7.2.1	Evaluation of Business and Price Proposals	52
7.2.2	Best and Final Offer	52
7.2.3	Evaluation Organization	52
7.2.4	Evaluation Methodology	53
7.3	BUSINESS PROPOSAL EVALUATION	53
7.4	PRICE PROPOSAL EVALUATION	54
7.5	FINAL PROPOSAL SCORING.....	55
7.6	BUSINESS PROPOSAL EVALUATION CRITERIA	55
7.6.1	Firm Qualifications	55
7.6.2	Approach to Statewide Portal/Mobile App Services.....	56
7.6.3	Portal/Mobile App Solution.....	56
7.6.4	Staff.....	56
7.7	PRICE PROPOSAL EVALUATION CRITERIA	57
7.8	FINAL AUTHORITY	57
8	NOTICE OF INTENT TO AWARD AND NEGOTIATIONS.....	58
8.1	NOTICE OF INTENT TO AWARD	58
8.2	CONTRACT NEGOTIATIONS	58
8.3	APPEAL.....	58
8.3.1	Grounds for Appeal	59
8.3.2	Appeal Method.....	59
8.3.3	Appeal Review Panel and its Responsibilities	59
8.3.4	Appeal Packet	60
8.3.5	Appeal Oral Presentations.....	60
8.3.6	Summary Dismissal of Appeal.....	61
8.3.7	Appeal Remedies.....	61
8.3.8	Appeal Schedule	61
9	GENERAL TERMS AND CONDITIONS	62
9.1	PURPOSE OF THE AGREEMENT	62
9.2	GENERAL AGREEMENT INFORMATION	62
9.3	AGREEMENT TYPE	62
9.4	AGREEMENT TERM.....	62
9.5	PAYMENTS	62
9.6	ELECTRONIC FUNDS TRANSFER.....	62
	LIST OF ATTACHMENTS	63

ATTACHMENT A – PRICE PROPOSAL SCHEDULES	64
ATTACHMENT B - DRAFT AGREEMENT	65
ATTACHMENT C - EXCEPTIONS TO THE AGREEMENT	66
ATTACHMENT D – BIDDER CERTIFICATION CHECKLIST / STATEMENT OF CERTIFICATION	67
DARFUR CONTRACTING ACT CERTIFICATION	71
ATTACHMENT E – FIRM QUALIFICATIONS	72
ATTACHMENT F – FIRM REFERENCES	77
ATTACHMENT G – KEY STAFF RESUMES/STAFF QUALIFICATIONS	81
ATTACHMENT H – INDIVIDUAL REFERENCE CHECK FORM.....	99
ATTACHMENT I - PORTAL/MOBILE ADDITONAL APPLICATION SUPPORT ROLE DEFINITION	102
ATTACHMENT J – STATEWIDE PORTAL/MOBILE APPLICATION REQUIREMENTS CROSS-REFERENCE MATRIX.....	103
ATTACHMENT K - LETTER OF INTENT TO RESPOND.....	104
ATTACHMENT L - CERTIFICATE OF STATUS	105
 Table 1 - Proposal Timeline	 4
Table 2 – California Legislation	9
Table 3 – Statewide Portal/Mobile App Deliverables	27
Table 4 – Portal/Mobile App Project Manager Qualifications	33
Table 5 – Portal/Mobile Application Development Lead Qualifications	35
Table 6 – Portal/Mobile Test Lead Qualifications	35
Table 7 – Portal/Mobile User Interface Lead Qualifications	36
Table 8 – Proposal Content.....	43
Table 9 - Evaluation Weights Distribution	53
Table 10 - Example Total Price	55
Table 11 - Contractor Price Proposal Scoring.....	55
Table 12 - Appeal Schedule	61
 Figure 1 - CalSAWS Strategic Target Architecture	 14
Figure 2 - CalSAWS Governance Model.....	15
Figure 3 – CalSAWS JPA Regional Model.....	16
Figure 4 - CalSAWS Roadmap	20

1. INTRODUCTION

1.1 PURPOSE

The California Statewide Automated Welfare System (CalSAWS) Consortium, acting for the benefit of the 58 California Counties, requests proposals from qualified vendors to develop a Statewide Portal/Mobile Application (Portal/Mobile App). The purpose of this procurement is to acquire a vendor to build a Portal/Mobile App to serve the residents of all California Counties and integrate seamlessly with the CalSAWS system.

The Consortium is committed to partnering with a Contractor that will assist in ensuring that the Portal/Mobile App is a 'Best in Class' solution. The Consortium is seeking a Contractor who shares this commitment and can bring foresight and innovation into consideration by submitting a proposed solution that will ensure affordability while delivering within prescribed timeframes, and guide the development of the solution to a higher level of maturity, innovation, and responsiveness in line with user-identified needs. The selected partner must be nimble and adapt to changes in legislation, emerging technologies, and new market opportunities.

Specific services to be provided under this Request for Proposals (RFP) are outlined in Section 4, Scope of Work. The Consortium requests the Contractor (also referred to hereinafter as "Contractor") propose services and corresponding prices for the Portal/Mobile App Project.

1.2 CONTRACT TERM

The Portal/Mobile App Design, Development and Implementation (DD&I) is scheduled to start in August 2020 and continue through go-live in September 2021 (14 months) followed by a one-year Maintenance and Operations period (M&O), September 2021 through August 2022. The Consortium may, at its discretion and depending on Contractor performance during Phase 1, approve Phase 2 for Optional Enhancements. The Consortium may also extend the M&O period for up to two (2) optional one-year extensions. For more detail regarding the scope of work for each phase, please refer to Sections 4.1 through 4.4.

1.3 ELIGIBLE CONTRACTORS

The Contractor and its Subcontractors must be free from conflicts resulting from different responsibilities for the Consortium. Without in any way limiting the generality of the foregoing statement, a conflict resulting from different responsibilities to the Consortium would include, but would not be limited to, a Contractor's involvement on other aspects of the CalSAWS Project that would prevent the Contractor from devoting the resources necessary to meet all Deliverables and Services required for this Portal/Mobile App Project. As an example, Contractors currently engaged to provide Quality Assurance or Independent Verification and Validation services would not be eligible to provide services for this effort.

1.4 MINIMUM CONTRACTOR REQUIREMENTS

Contractors must have at least two years of experience developing, implementing and/or supporting portal and/or mobile applications in the Health and Human Services arena. The required experience must be demonstrated within the proposal submission using **Attachment E – Firm Qualifications**.

1.5 LOCATION OF WORK

Phase 1 and Phase 2 DD&I work under the resultant contract of this RFP shall be performed primarily at the CalSAWS North Project site but with some technical work performed at the CalSAWS South Project site. It is expected there will be a great deal of coordination between the selected Contractor, the CalSAWS Migration DD&I Project team (Consortium and Contractor) and State representatives at the CalSAWS North Project site, and with the team located at the CalSAWS South Project site in Norwalk, CA. There will also be a significant level of involvement and engagement with the Counties, advocates, stakeholders and clients as part of the user-centered design and test phases.

The Consortium will provide office space for the Portal/Mobile App Contractor Staff at the following locations:

- **CalSAWS North Project site:**
11290 Pyrites Way
Suites 150 and 175
Rancho Cordova, California 95670
- **CalSAWS South Project site:**
12440 Imperial Highway
3rd Floor
Norwalk, California 90650

Meetings and other Project sessions, including UCD meetings with clients, users and advocates, may also occur in the greater Sacramento area, the CalWIN office in Roseville, and greater Los Angeles areas. It is expected that the Contractor will need to travel for meetings as well as conduct and support User Acceptance Test efforts in southern California.

During the M&O phase, the Consortium will continue to provide office space for the Portal/Mobile App Contractor at both the northern and southern project sites.

1.6 PROJECT HARDWARE, SOFTWARE AND OFFICE EQUIPMENT

The Portal/Mobile App Contractor must provide its Staff with appropriate computer hardware, corresponding software and office equipment required to perform all the tasks and complete all Deliverables required by the Consortium. This hardware, software and office equipment will be utilized in part to access the CalSAWS Project repositories and other Project communication methods such as SharePoint.

The CalSAWS Project sites have internet access that can support corporate VPN/laptop capability.

1.7 RFP/PROPOSAL CONTACT

All correspondence, including proposals and questions, are to be submitted to the RFP/Proposal contact:

Statewide Portal/Mobile App Project RFP

Attn: Tom Hartman

11290 Pyrites Way
Suites 150 and 175

Rancho Cordova, California 95670

Tom.Hartman@osi.ca.gov

All questions regarding this RFP must be submitted to the email address provided.

Proposals must be submitted in accordance with the Specifications described in Section 6, with one (1) hard copy including an original signature to the address indicated above.

1.8 PROCUREMENT LIBRARY

For updates to the RFP through RFP Amendments or other RFP information and communications such as the template to document questions and responses to vendor questions, vendors should refer to the procurement library. It is the responsibility of the prospective Contractors to check the procurement library for updates. The procurement library is located at the following link:

<https://osicagov.sharepoint.com/sites/Procurement/CalSAWS/PortalMobile%20Vendor%20Access/Forms/AllItems.aspx>

Please note, prospective Contractors must register for access to the contents of the procurement library.

1.9 ASSISTANCE TO CONTRACTORS WITH A DISABILITY

Contractors with a disability may receive accommodation regarding the means of communicating regarding this RFP or participating in the procurement process. For more information, please send an email to the RFP/Proposal Contact no later than thirty (30) days prior to the deadline for receipt of proposals.

1.10 PROPOSAL TIMELINE

The following table identifies key dates for the Portal/Mobile App Project procurement, including the optional vendor's conference and the deadline for vendors to respond to this RFP. The Consortium reserves the right to change such dates. Changes to the procurement schedule will be communicated as RFP Amendments. Deadlines for all due date schedule components are no later than 3:00PM, Pacific Standard Time (PST).

Table 1 - Proposal Timeline

	PROCUREMENT EVENT	DATE
1	Release of RFP	November 4, 2019
2	Bidder's Conference	November 20, 2019
3	Deadline for Contractor Submission of Questions	December 3, 2019
4	Consortium Responses to Written Questions on a Flow Basis	Flow basis through December 16, 2019
5	Letter of Intent to Bid Due Date	December 20, 2019
6	Contractor Proposal Due Date	January 22, 2020
7	Oral Presentations and Key Staff Interviews in Sacramento	March 26-30, 2020
8	Consortium Issues Notice of Intent to Award	April 23, 2020
9	Agreement Negotiation Period	April 27 – May 5, 2020
10	Federal, State, and Consortium Board of Directors Approval of Agreement	May 7 – August 7, 2020
11	Tentative Start Date of Portal/Mobile App Contractor	August 10, 2020

1.11 BIDDER'S CONFERENCE

The Bidder's conference will be held on Wednesday, November 20, 10:30 AM to 12:00 PM, PST at the following location:

Sacramento County Department of Human Assistance
1825 Bell Street, Suite 200, Room 256
Sacramento, CA 95825

In-person attendance at the Bidder's conference is optional. Attendance will be documented with sign-in sheets. A webcast and conference call number will be made available. The presentation and any materials reviewed during the conference will also be made available through the procurement repository. All questions asked during the conference must also be submitted in writing as part of the formal question and answer process.

1.12 QUESTIONS REGARDING THE RFP

Questions regarding the contents of this RFP must be submitted via email on or before December 3, 2019, 3:00 PM PST and directed to the RFP/Proposal contact listed in Section 1.7. Prospective Contractors must use the Excel template located in the procurement library to document questions or concerns. All questions will be answered, and both the questions and answers will be posted in the procurement library.

1.13 LETTER OF INTENT TO BID

The Consortium requests that Contractors complete and submit a Letter of Intent to Bid using the structure provided in Attachment K. This Attachment is not to be submitted as part of the proposal response. This Letter of Intent should be completed and submitted via email to the RFP/Proposal contact at Tom.Hartman@osi.ca.gov.

2 STATEWIDE PORTAL/MOBILE APPLICATION PROJECT

2.1 GENERAL

A single Portal/Mobile App will be developed and deployed for use by the residents of all California Counties and will integrate seamlessly with the CalSAWS system. The solution will enable the public to securely apply for benefits, report changes, access case information, schedule appointment, access electronic correspondence, submit verifications, as well as support a user centric/user friendly experience. The solution must also be compliant with Title II of the Americans with Disabilities Act (ADA), Section 508 of the Rehabilitation Act of 1973 and CDSS Regulations Section 21-115 Provision for Services to Applicants and Recipients Who are Non-English Speaking or Who Have Disabilities.

Today, LRS, C-IV, and CalWIN have different self-service portals and mobile applications.

- LRS - YourBenefitsNow! (YBN)
- C-IV – C4 Yourself
- CalWIN – MyBenefits CalWIN (MyBCW)

In general, the Portal serves as a front end, customer facing website that allows users (where allowed per program policy) the ability to electronically submit applications for benefits, periodic reports, and recertifications/renewals, report changes, access electronic versions of notices, and communicate with their workers. The CalSAWS system is the case management system used by county eligibility workers and case managers to determine eligibility, produce notices and forms, issue benefits, produce reports, maintain customer data, and serves as the system of record for the eligibility and employment programs described above. The implementation of the single Portal/Mobile App in the Amazon Web Services (AWS) cloud environment, is a critical element and a dependency for timely completion of the statewide SAWS strategy. CalSAWS has just completed the first migration of LRS to the cloud in an AWS environment, which is a FedRAMP moderate cloud environment. Any proposed Portal/Mobile solution must be compatible and integrate with the CalSAWS AWS direction.

2.2 PORTAL AND MOBILE APP BACKGROUND

With key objectives of providing a consistent user experience across the state, gaining cost efficiencies through consolidation, and implementing an infrastructure that can easily be expanded, as part of CalSAWS migration planning, a formal alternatives analysis was performed in 2018. The analysis focused on the ability to scale to the CalSAWS 58-counties and included the Portal and Mobile Applications.

The methodology involved a series of steps starting with a range of alternatives or options to explore for each component. Options were evaluated against a set of criteria (e.g. on-going costs in a steady end-state, payback timeline, and risks) and sub-criteria to filter out options that were not viable. Weighting of criteria and sub-criteria was based on feedback provided by all project stakeholders and further filtered the options until the best option emerged. The selected options were documented as part of the approved

CalSAWS Implementation Advance Planning Document (IAPD), dated September 2018, as summarized below.

2.2.1 CalSAWS Portal

To deliver the new CalSAWS Portal, three options were explored:

- **Option 1: Build a new portal to accommodate all 58 counties.** This alternative requires a minimum of twelve (12) months to build and implement it for CalSAWS.
- **Option 2: Leverage an existing non-California State System (e.g., Idaho).** This alternative requires a minimum of twelve (12) months to modify and implement it for CalSAWS.
- **Option 3: Leverage the existing YourBenefitsNow! (YBN) portal, as it is the most technically similar and is best aligned to the CalSAWS end state.** Both LRS and CalHEERS use the YBN portal, and key elements of each system's technical solution were integrated in this option. Specifically, LRS APIs were included as they best align with the future CalSAWS since LRS is being used as the base for CalACES/CalSAWS, and CalHEERS architecture was included because it best provides accessibility, user experience, and ability to scale. This alternative requires nine (9) months to fully expand and implement it for CalSAWS.
- Option 3 was selected because of its overall lower cost, technical alignment, and shorter timeframe for implementation. CalSAWS Mobile Application

To deliver the new CalSAWS Mobile Application, three options were explored:

- **Option 1: Build a new mobile application to accommodate all 58 counties.** This alternative requires a minimum of six (6) months to build and implement it for CalSAWS.
- **Option 2: Leverage an existing non-California State System (e.g., Idaho).** This alternative requires a minimum of six (6) months to modify and implement it for CalSAWS. Because of the tight coupling of mobile applications with core applications in other states, this option became equivalent to building from scratch.
- **Option 3: Leverage the existing C4Yourself mobile application, as it is the most technically similar and is best aligned to the CalSAWS end state.** This alternative requires only five (5) months to fully expand and implement it for CalSAWS.

Option 3 was selected because of its overall lower cost, technical alignment, and shorter timeframe for implementation.

2.2.2 CalSAWS Portal/Mobile App Procurement Planning

The Portal/Mobile App procurement and requirements planning effort began in April 2019. Through this process, the Consortium, State, stakeholder and advocate partners established communication protocols, project and procurement objectives, requirements and the overall scope of work. The process of reaching agreements in these areas

resulted in some changes from the original 2018 direction and scope, most notably in the focus on and expansion of User Centered Design (UCD) and user experience principles.

2.3 PROJECT OBJECTIVES

The objectives of Portal/Mobile App Project are to:

- Minimize the burden of the overall eligibility process for enrollment and retention of benefits for low-income Californians and streamlining interactions for both clients and eligibility workers.
- Facilitate applicant and client submission of feedback.
- Develop and implement the solution, according to the CalSAWS Migration Schedule included in the CalSAWS Roadmap, as an integral part of the overall migration strategy.
- Achieve the policy and business outcomes in a dynamic, intuitive, user friendly manner based on a robust UCD process to provide the best streamlined and responsive user experience possible within the existing policy framework.
- Move from the traditional forms completion model where paper forms are replicated in web-form, to an approach which is intuitive for the user, where answers to questions are used to inform subsequent questions and where forms are automatically and seamlessly completed.
- Engage stakeholders, advocates and clients in the design, development and test tasks through the UCD and test processes.
- Employ an approach to the development lifecycle that supports the most expedient completion of the phases with sufficient user engagement for a successful solution.
- Enhance the user interface and quality of the user experience to improve program outcomes; capture, analyze and apply data about how all users are interacting with the system with the goal of continuous improvement.
- Determine the extent to which the existing SAWS portal designs, source code (such as Application Programming Interfaces [API]) and/or system documentation can be leveraged while not compromising the UCD principles required to modernize and maximize the use of the CalSAWS Portal. The source code and documentation for the three existing SAWS portal applications have been placed in the procurement library for consideration and potential use by proposing Contractors. It is important to note that the existing portals were developed between 2006 – 2009; technological advancements since that time may make it possible to meet requirements in a more economical and user-friendly manner without leveraging.
- At a minimum, experience no loss of functionality of the existing baseline portal/mobile applications in use today.

- Employ an approach that recognizes: (1) that policy change is continuous; and (2) will enable the Portal to adjust quickly, to program changes, some of which will occur prior to go-live in September 2021.
- Establish a framework to streamline maintenance through configurability, expedite implementation of future changes and facilitate future program, practice and technology innovation.

2.4 USER CENTERED DESIGN

The Contractor must employ a UCD approach to develop the Portal/Mobile App. UCD is a framework of processes used throughout a design and development life-cycle with an explicit understanding of users, tasks, and environments driven and refined by user-centered evaluation that addresses the whole user experience. UCD objectives include:

- Design innovative user-centric solutions that successfully engage users
- Lead design of usable and desirable user interfaces in a team environment (the team includes the Contractor, Consortium, Counties, state, users and stakeholders).
- Design elegant user interactions which evolve the current forms completion engines into an intuitive tool for filling-in and submitting applications, uploading documents, checking the status of an application, making appointments, and other similar tasks.
- Collaborate effectively with the team to champion the user experience
- Revise and update design Deliverables based on continuing user testing and customer feedback.
- Develop and apply UCD and test processes that meet the required implementation schedule of September 2021.

2.5 STAKEHOLDER, ADVOCATE, AND CLIENT INVOLVEMENT

This project will include participation from a number of groups. See Stakeholder Definitions in Section 2.4.1 below. California recently passed legislation that requires advocate, stakeholder and client involvement in certain public-facing elements of CalSAWS, which includes the portal and mobile applications. Advocates and stakeholders, as part of the standing quarterly meetings and work group process, have developed a number of white papers and recommendations for the SAWS development, which can be accessed in the procurement library and through this link:

<https://osicagov.sharepoint.com/sites/Procurement/CalSAWS/PortalMobile%20Vendor%20Access/Forms/AllItems.aspx>

Table 2 – California Legislation

CALIFORNIA LEGISLATION
SEC. 15.

CALIFORNIA LEGISLATION

The Legislature finds and declares all of the following:

- (a) Through the Statewide Automated Welfare System (CalSAWS) consortia, the state and Counties provide health and human services to over 13 million Californians.
- (b) The state is currently working in partnership with the federal government to consolidate the existing consortia systems and functionality into one single California Statewide Automated Welfare System (CalSAWS). This consolidation will heavily leverage the existing Los Angeles Eligibility, Automated Determination, Evaluation, and Reporting (LEADER) Replacement System, rather than building a new system.
- (c) California, its Counties, and stakeholders have a decades-long partnership and commitment to excellence in service delivery for its health and human services programs. This partnership is a relationship built on effective communication, transparency, and a shared vision of service to millions of low-income and vulnerable Californians.
- (d) The CalSAWS will be the primary automation system for delivering benefits for several decades.
- (e) The CalSAWS development process will be improved through meaningful stakeholder, client, and advocate input on elements that impact service delivery.

SEC. 16.

Section 10823.1 is added to the Welfare and Institutions Code, to read:

10823.1.

- (a) It is the intent of the Legislature that representatives from the State Department of Social Services, the State Department of Health Care Services, the Office of Systems Integration, the CalSAWS consortia, and the Counties meet with advocates, clients, and other stakeholders no less than quarterly to review the development status of the California Statewide Automated Welfare System (CalSAWS) project.
- (b) Meeting agendas shall be established based on input from all parties, who may indicate their priorities for discussion.
- (c) The State Department of Social Services, the State Department of Health Care Services, the Office of Systems Integration, and the CalSAWS consortia shall engage with stakeholders to discuss current and planned functionality changes, system demonstrations of public portals and mobile applications, and advocates' identification of areas of concern, especially with the design of public-facing elements and other areas that directly impact clients. These entities shall also discuss and recommend how the public-facing elements of CalSAWS may allow users to initiate applications for other health and human services benefits serving low-income Californians, including, but not limited to, the California Special Supplemental Nutrition Program for Women, Infants, and Children (WIC), and other programs that are in substantial use, as determined by the California Health and Human Services Agency, in order to minimize the burdens of the overall enrollment processes for eligible individuals and households to receive health and human services benefits.
- (d) These meetings shall commence in the summer of 2018 and shall continue at least quarterly through development, implementation, and maintenance.

SEC. 17.

Section 10823.2 is added to the Welfare and Institutions Code, to read:

10823.2.

CALIFORNIA LEGISLATION

(a) The State Department of Social Services, the State Department of Health Care Services, and the Office of Systems Integration shall develop, in consultation with the County Welfare Directors Association of California, the CalSAWS consortia, and stakeholders, a formal process for health and human services advocates and clients to provide input into new or changing public facing elements of CalACES and CalSAWS.

(b) The process described in subdivision (a) shall include public portals, mobile applications, notices, certain ancillary services, and intercounty transfers.

(c) The process described in subdivision (a) may include focus groups, user-centered design sessions, and user acceptance testing.

Section 10823.3 is added to the Welfare and Institutions Code, to read:

10823.3.

(a) The development of the SAWS enrollment and eligibility functionality, case management systems, ancillary services, public portals, and mobile applications shall, to the extent possible within the technology, have the goals of:

(1) Minimizing the burden of the overall eligibility process for enrollment and retention of benefits for low-income Californians and streamlining interactions for both clients and eligibility workers.

(2) Facilitating applicant and client submission of feedback.

(b) The parties listed in subdivision (a) of Section 10823.1 shall jointly update the Legislature at least twice per year through existing processes as to how the SAWS development, implementation, and maintenance minimizes client burden in order to improve access to safety net programs and incorporates ongoing applicant and client feedback towards continuous improvement.

2.5.1 Stakeholder Definitions

Several stakeholders are referred to throughout this RFP and attachments, particularly Attachment J - Statewide Portal/Mobile Application Requirements Cross-Reference Matrix. The following definitions have been applied within this RFP to help provide clarity and context to project participation.

1. Client – a person receiving program assistance and/or benefits from health and human services agencies, State or County.
2. Potential Client – a person exploring the website or making an application through the CalSAWS Portal who may become a client.
3. County staff – an individual under the employ of a county, to include, but not limited to eligibility workers and supervisors, technical staff, and others.
4. Consortium staff – an individual assigned to perform work and who is managed by the Consortium.
5. State staff – an individual under the employ of a state agency or organization.
6. Advocates - a person or entity who publicly supports or recommends a particular cause or policy.

7. Application Assister – an individual or organization authorized to provide help and assistance to a client in using the CalSAWS Portal. This includes Community Based Organizations (CBOs) and Faith Based Organizations (FBOs) who serve as Application Assistors.
8. Authorized Representative - an individual or organization, where allowed by program policy, authorized by the Client to act on their behalf, including the facilitation of benefit redemption.
9. User – an individual who uses or interacts directly with the system. This may include clients, county/consortium staff, assisters, and authorized representatives.
10. Stakeholders – an organization or system in which all the members or participants are seen as having an interest in its success, "a stakeholder community". The CalSAWS stakeholder community includes: all parties listed in the previous definitions and others, such as the legislative staff and labor organizations.

3 SAWS BACKGROUND

This section provides background about the SAWS, how the State of California public assistance programs are administered, the statewide strategy, the Consortium's governance, and the SAWS objectives. This section is intended to inform the vendor community of how the Portal/Mobile App fits into the overall SAWS strategy. This section does not contain any Portal/Mobile App statement of work tasks or requirements.

3.1 STATEWIDE AUTOMATED WELFARE SYSTEM (SAWS)

In California, the Counties are responsible for administering numerous Federal, State, and local assistance programs. The SAWS are the county-administered case management systems that support California's public assistance programs by providing eligibility determination and benefit calculation for program recipients. The SAWS provide support for the administration of programs such as Medi-Cal (California's Medicaid program), California Work Opportunity and Responsibility to Kids (CalWORKs)/Temporary Assistance for Needy Families (TANF), CalFresh/Supplemental Nutrition Assistance Program (SNAP), Cash Assistance Program for Immigrants (CAPI), Foster Care, Refugee Cash Assistance, Kinship Guardianship Assistance Program (KinGAP), California Food Assistance Program (CFAP), General Assistance/General Relief (GA/GR), and Adoption Assistance.

Currently, there are three separate SAWS, each managed by the CalSAWS Consortium on behalf of the 58 California Counties:

- CalWORKs Information Network (CalWIN) system supporting 18 Counties
- LEADER Replacement System (LRS), supporting Los Angeles County
- C-IV system, supporting 39 Counties.

3.2 CALIFORNIA'S SINGLE SYSTEM STRATEGY

In order to receive Federal Financial Participation (FFP) for the SAWS, the Centers for Medicare and Medicaid Services (CMS) and the United States Department of Agriculture

(USDA) Food and Nutrition Service (FNS) require that California implement a single statewide system by the end of 2023. To consolidate the number of systems in California, the State enacted California Assembly Bill 1 16 (ABX 1 16, 2011) to codify the mandate for the migration of the 39 C-IV Counties "to a system jointly designed by the C-IV Counties and the County of Los Angeles, under a specified contract". This effort, managed under the LRS contract, resulted in the formation of the 40-county CalACES Consortium and the design and implementation of the LRS; however, the modifications needed to support the migration of the 39 C-IV Counties were deferred to accommodate additional planning activities requested by FNS and CMS.

The execution of California's strategy to implement a single system began with the completion of the LEADER Replacement System (LRS) Project for the County of Los Angeles. By leveraging the application software of the SAWS Consortium IV (C-IV) system as its code base, the LRS was designed and developed with new code and code revisions for enhanced automation, modularity and configurability using rules engine technology and task management functionality for business process flexibility, as well as an advanced, more scalable technical architecture and platform with Service Oriented Architecture (SOA) design and Enterprise Service Bus (ESB) technology. Such efforts created a strong foundation for SAWS consolidation, scalability and extensibility to support statewide capacity. The advancement in SAWS technologies and respective investments made to the LRS solution will be leveraged well into the future for unification, expansion, and longevity of applicable technologies through CalSAWS.

The State of California accelerated its effort to achieve the goal of a single state-wide system by supporting the establishment of the statewide CalSAWS Consortium. The formal CalSAWS Joint Powers Authority (JPA) governance structure was established on June 28, 2019.

The CalSAWS Migration DD&I Project will modify the LRS to support the statewide CalSAWS case management system including transitioning the system to an AWS Cloud hosted environment. The plan for development of the CalSAWS Software leverages releases of CalSAWS-required modifications to the base LRS code into the LRS production instance, thereby, eliminating the need for on-going merges of LRS code changes with a separate set of CalSAWS Software and a Los Angeles County conversion effort. When the CalSAWS Software development and implementation effort has been completed, the 39 C-IV System Counties will be converted to the CalSAWS in a single cutover event, followed by the 18 California Work Opportunity and Responsibility to Kids Information Network (WCDS) CalWIN county conversions in six waves over a 13-month period. The DD&I phase is planned for completion in June 2023 inclusive of a 6-month stabilization period.

3.2.1 CalSAWS Technical Architecture

Over the next three years, the Consortium will apply an incremental, low risk approach to transforming the current monolithic SAWS to cloud services and modern data architectures to support a statewide view of multi-county operations. This transformation will enable responsive application development and changes resulting in an intuitive and dynamic application.

Guiding Principles:

CalSAWS Statewide Portal/Mobile Application Project

- Shift from monolithic to modular architecture to enable a faster and cheaper enhancement schedule while reducing defect rates.
- Create a modern data access and analytics platform to provide insight as well as deliver information to partners with higher quality and lower costs.
- Develop a cost effective, scalable, database architecture to allow for scaling into the future while reducing operating costs.

Tactics:

- Establish a new network to replace the various data center infrastructures that will be decommissioned as part of the transition to cloud as well as ensure a high performance and reliable network is available.
- Scale for CalSAWS as a series of optimizations to address the issues identified in the batch process as the data volume increases.
- Initiate decomposition – Specific services will be separated from the main application to isolate their dependencies and remove them from the main database management system.
- New development will be conducted via a highly decoupled API based design to allow new capabilities to be individually scaled and maintained.
- New development will leverage containerization where appropriate to further increase operational efficiencies.

The following Figure 1 illustrates the CalSAWS strategic target architecture, which is transforming the platform to adhere to a set of architecture principles optimized for speed and cost using cloud native solutions.

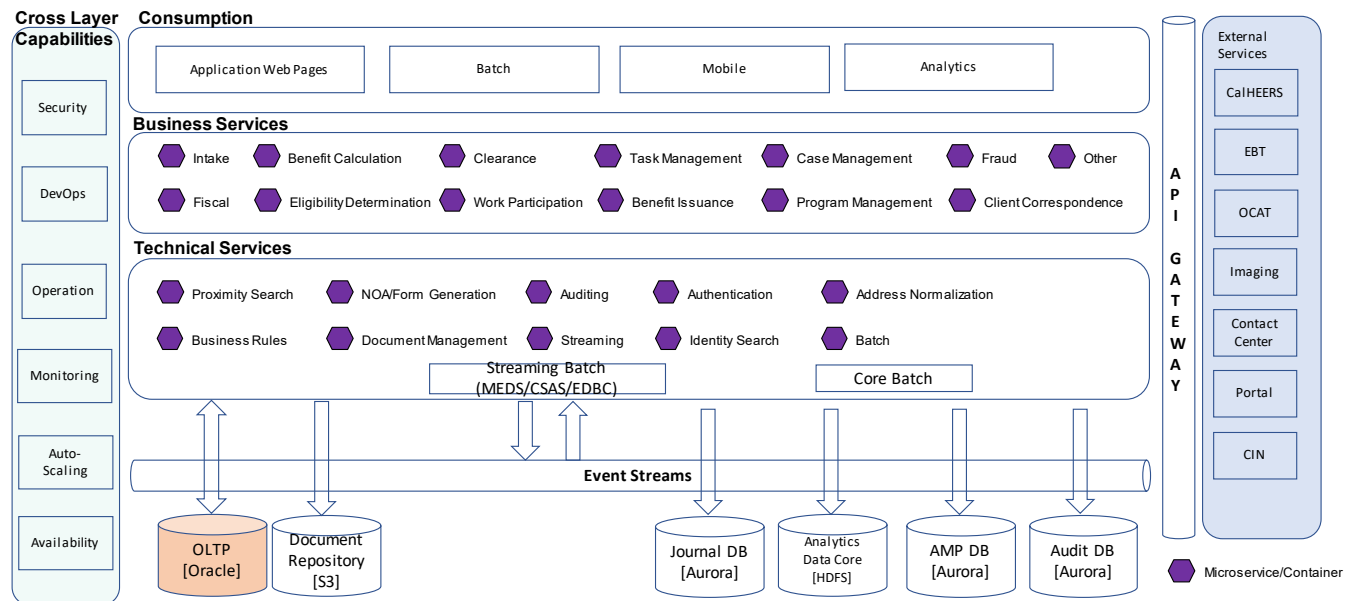


Figure 1 - CalSAWS Strategic Target Architecture

3.3 CALSAWS GOVERNANCE

With the recognition the CalSAWS Migration Project is groundbreaking in its scope and scale, and in accordance with best practices in the health and human services systems development arena, California is wholly committed to actively engaging at the highest stakeholder levels as well as assigning appropriate numbers and types of resources to participate on a fulltime basis throughout the DD&I phase. From a cultural perspective, California's governance model will help foster transparency and visibility as well as communication and collaboration. The unified CalSAWS governance model driven by the stakeholder roles and responsibilities is depicted in Figure 2 below.

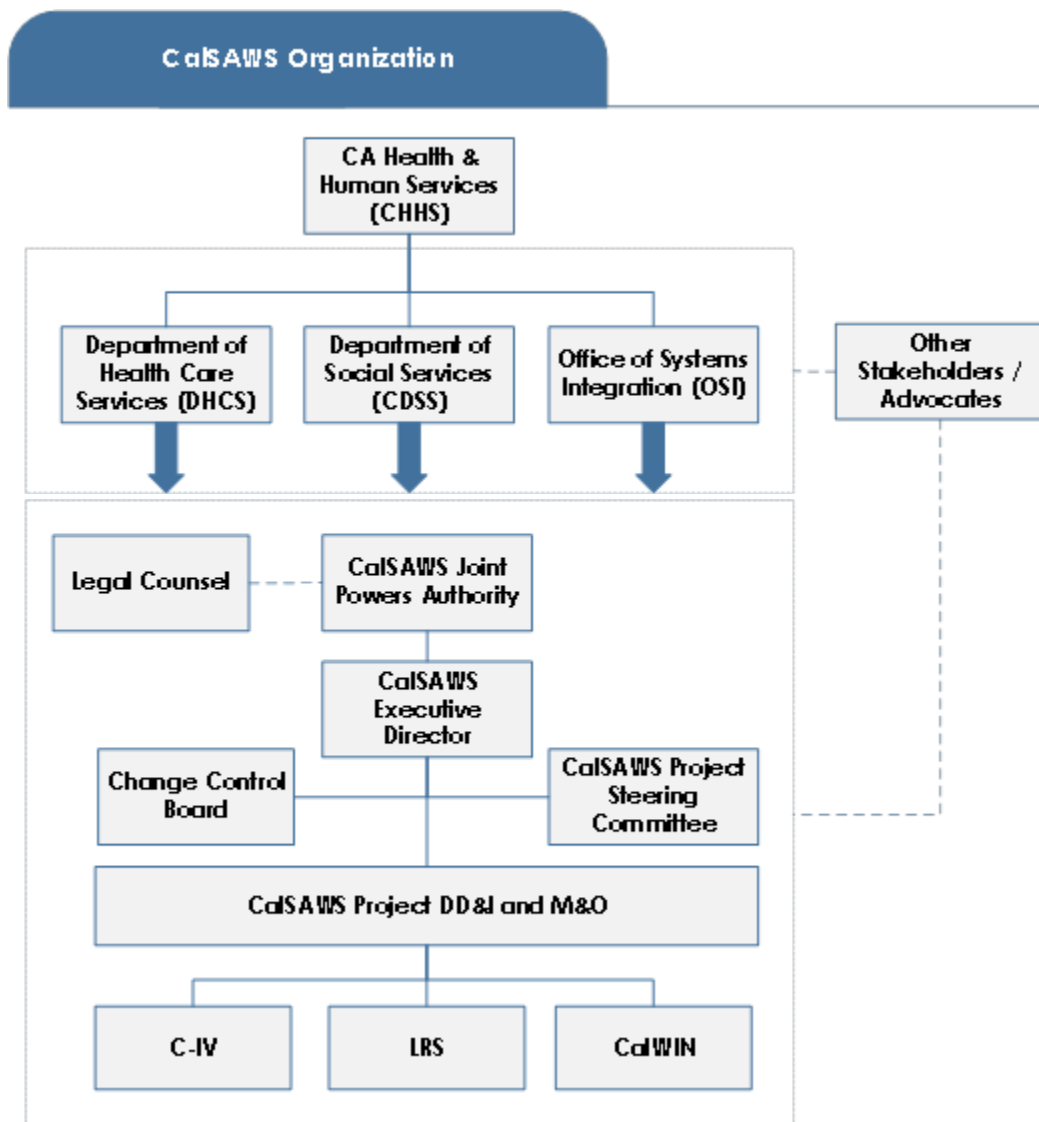


Figure 2 - CalSAWS Governance Model

The CalSAWS JPA now constitutes a single legal entity for purposes of managing the CalSAWS Consortium and the CalSAWS System. The JPA also serves as the contracting authority for all procurements. The 58 California Counties are grouped into six regions. The

JPA is administered by its 12-member Board of Directors through the regional representation model. The six regions and the Board of Directors are served and supported by 18 Regional Managers (RMs). The regions, member Counties, the number of votes per region and the number of Regional Managers are reflected in Figure 3 below.

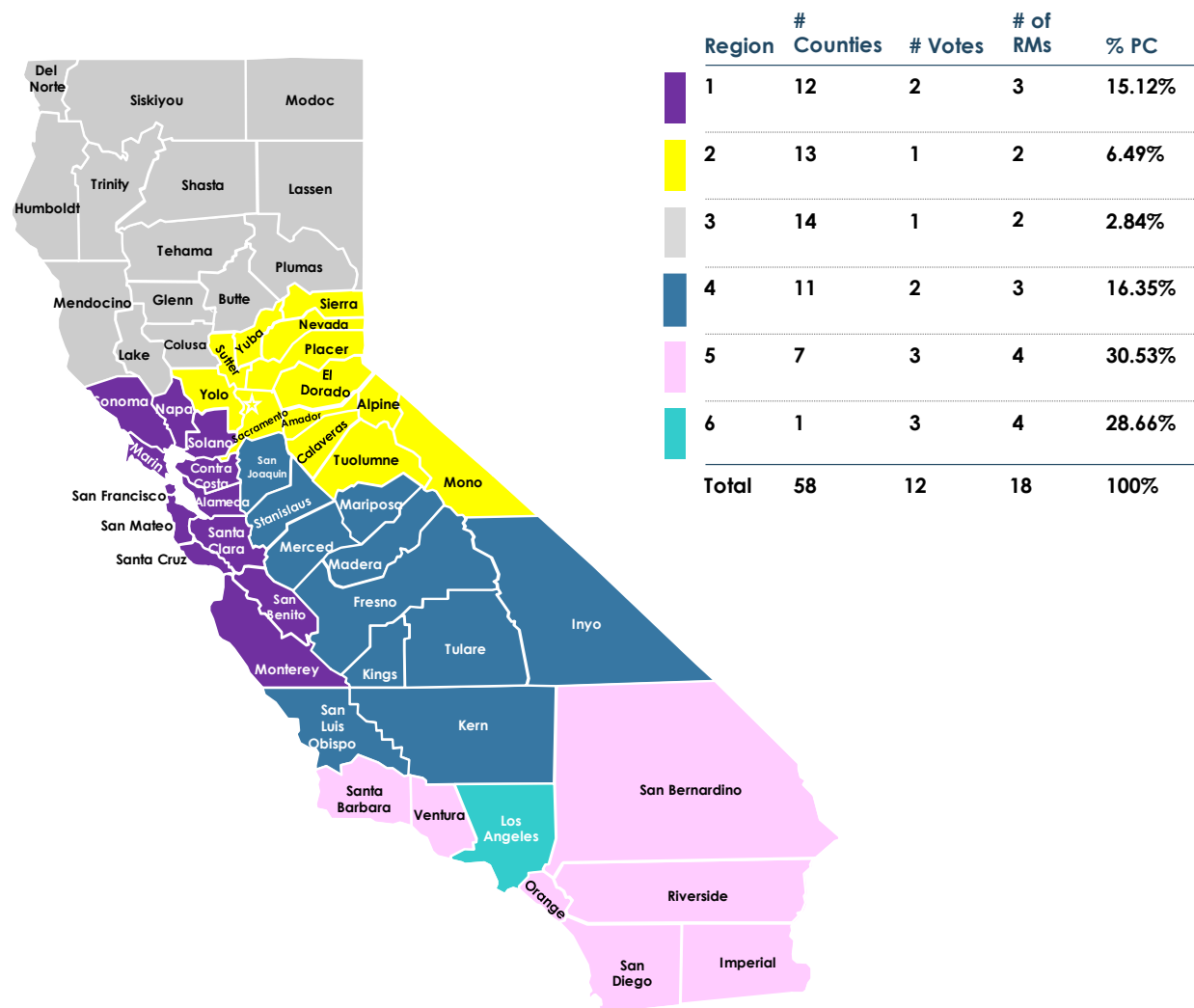


Figure 3 – CalSAWS JPA Regional Model

3.4 CALSAWS OBJECTIVES

The purpose of the CalSAWS Migration Project is to migrate all 58 California Counties to CalSAWS in order to align with State of California legislation and strategy to achieve a single SAWS. Through consolidation of the existing SAWS, the CalSAWS anticipates achieving the following objectives:

- Enable a consistently excellent experience for users across California, including consumers/clients, eligibility workers, administrators, and application assisters.
- Consolidate systems for cost efficient operations.

- Scale infrastructure and architecture to allow for an easy expansion and inclusion of all Counties.
- Provide high-performance systems that are highly available with minimal downtimes.
- Secure systems for data and workloads that comply with required regulations and policies.
- Ensure business continuity.
- Maximize reusability of the technology for future initiatives and business needs.
- Build sustainable business capability. DD&I Project activities will span the course of 46 months but will shape the consortium organizations for many years to come. By focusing on long-term solutions and not short-term fixes, organizational changes resulting from the Project will prepare the consortium to better assimilate change in the future. In the rapidly changing culture of welfare, flexibility and adaptability are critical business capabilities. The DD&I Project will be managed with this key precept in mind.
- Utilize architecture that allows flexibility and adaptability for changing business needs and evolving technology trends.
- Promote a competitive vendor environment to avoid locking into a specific vendor and enable ability to transition between vendors.

While the CalSAWS development is an ongoing process with a set time constraint, its ultimate success depends on its ability to meet the needs of actual users: consumers seeking critical benefits; eligibility workers serving their communities; application assisters supporting their clients; and the county and state administrators and analysts that need reliable data to improve processes and comply with state and federal reporting requirements. Successful implementation of the strategy will meet California's needs and achieve automation benefits for the entire State's caseload. These benefits include, but are not limited to:

- First and foremost, providing efficient and dignified access to public benefits for all low-income Californians.
- Reduced systems M&O costs.
- Enhanced data management for policy decisions at a statewide level.
- Optimized systems and interfaces design that enable ease of use and support, including improved case management data sharing with CalHEERS, MEDS, and other State and Federal systems.
- High-performance systems that are quick to deploy and run workloads.
- Minimized integration challenges and maximized interoperability.
- Nimble design that allows for continuous improvement based on system data.

The participating Federal, State, and County stakeholders are committed to implementation of the single SAWS. Stakeholders, together with strategic technology partners, are positioned to achieve the objectives of developing, implementing,

operating, and maintaining an efficient and cost-effective automated welfare system for California.

3.5 NATURE AND SCOPE OF THE CALSAWS MIGRATION PROJECT

To provide additional context regarding the Portal/Mobile App, a description of the scope and key tasks of the CalSAWS Migration Project is provided in this section. The CalSAWS Migration Project has multiple components spanning the DD&I and M&O phases. These components are further described below:

- Project Management
- Core Application Design and Development
- Ancillaries Design and Development, to include Statewide Portal/Mobile APP
- Technical Infrastructure
- Conversion
- Training, Change Management and Implementation Support
- M&O

3.5.1 Project Management

Ongoing Project management will be conducted for the duration of the CalSAWS Migration Project. The Project management tasks include planning, controlling and managing Project scope, tasks, budget and schedule. Additional key tasks are tracking the detailed work activities, identifying and resolving issues, identifying and mitigating risks, defining and confirming Deliverable and milestone acceptance criteria and regularly communicating Project updates to stakeholders.

3.5.2 Core Application Design and Development

CalSAWS application software development will occur in the cloud infrastructure during the design, build and test phase of the Project timeline. The LRS production instance will be moved as-is to the cloud. Changes to LRS to transform it into CalSAWS will then be incorporated into the normal modification and enhancement production deployment releases.

3.5.3 Ancillaries Design and Development

Supplementary capabilities, or ancillaries, are defined as the capabilities that do not exist wholly in the core application (existing outside of the core Java-based codebase). Although these capabilities are not part of the core, they remain key to the business delivery model and county operations.

These ancillary capabilities must be designed and developed either within the core or an interface built to support the business needs of the 58 Counties:

- Appointment Management

- Business Intelligence
- Central Print
- Contact Center
- County Data Extract (CIS / EDR), includes Online API/web services
- County-Developed Notifications
- Imaging
- Helpdesk Services L1/L2 and Helpdesk L3
- Lobby and kiosk Management
- Task Management
- Statewide Portal/Mobile Application
- The scope of work for the ancillaries includes licenses, development labor, change management, and infrastructure.

3.5.4 Maintenance and Operations

The Migration Project also includes M&O, which will begin with the first go-live implementation. This includes ensuring the availability, efficiency and performance of the system to meet all contractual requirements. Key activities include maintenance of the infrastructure and operational environments that support the application, monitoring the system for consistent, reliable quality of service and consistent deployment of system changes to internal and external customers.

3.5.5 CalSAWS Schedule

The CalSAWS migration schedule and the various companion efforts are depicted in the CalSAWS Roadmap below. A green arrow points to the Portal/Mobile App schedule.

CalSAWS Statewide Portal/Mobile Application Project

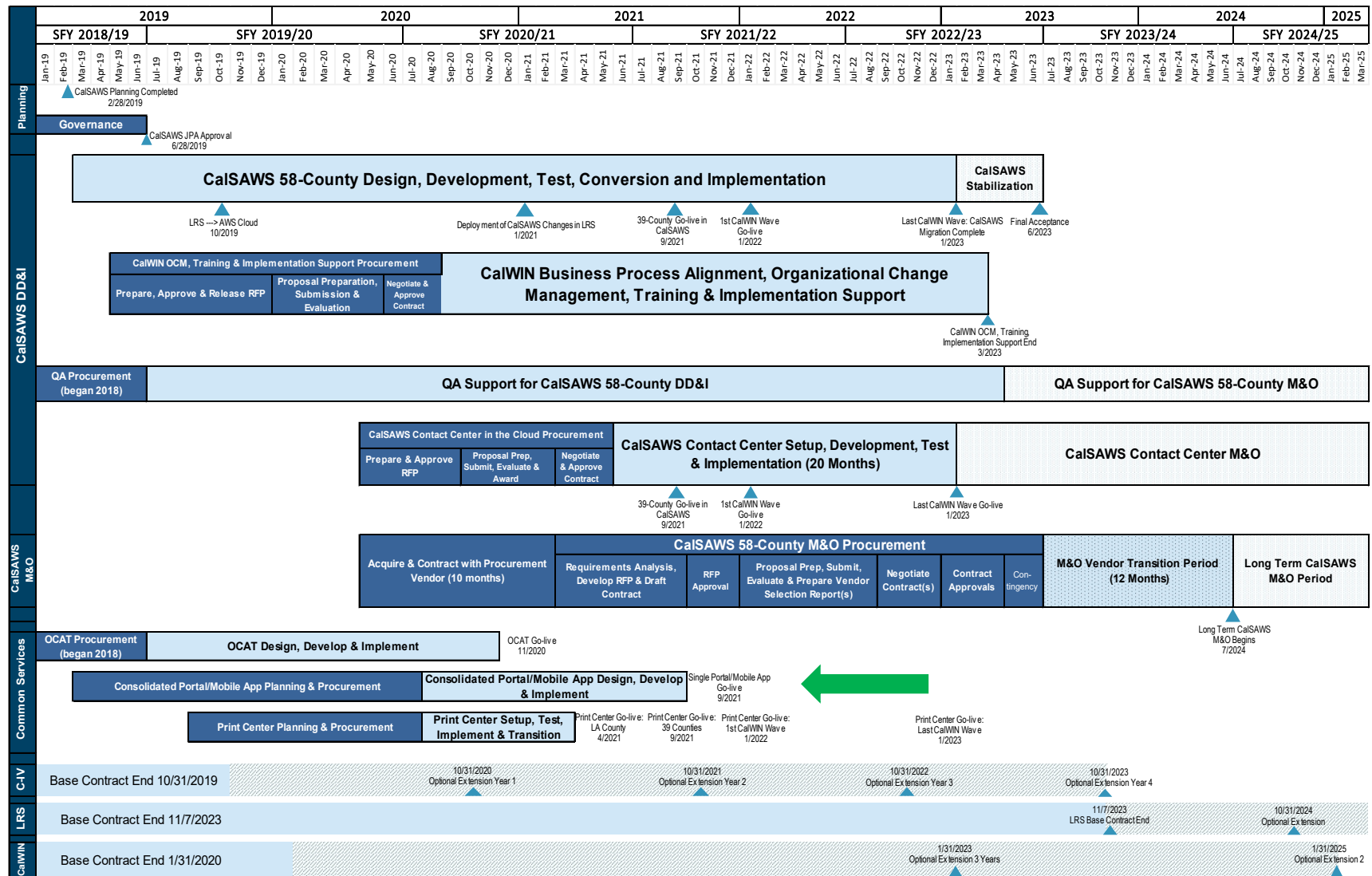


Figure 4 - CalSAWS Roadmap

4 SCOPE OF WORK

4.1 GENERAL

The Portal/Mobile App Contractor shall be responsible for performing activities required to design, develop, and implement the Portal/Mobile infrastructure and application solution. All Portal/Mobile App development must adhere to current program policy. Consortium, County, state, advocate and user engagement is expected throughout the design, development and testing aspects of the project. The Contractor shall also be responsible for the M&O of the Portal/Mobile App. The Contractor shall perform Project tasks and provide respective Deliverables as part of three phases:

- Phase 1 – Design, Development and Implementation (DD&I) Phase
- Phase 2 – Optional Enhancements
- Phase 3 – M&O Phase

Contractors must propose a schedule and work plan for Phase 1. Phase 1 must be completed within fourteen (14) months inclusive of all defined Phase 1 tasks, Deliverables and milestones. Phase 1 is scheduled to begin in August 2020 and must conclude with Final Acceptance no later than September 30, 2021.

Phase 2 will include development and implementation of Optional Enhancements. It is the intent of the Consortium to contract for the Phase 2 Optional Enhancements provided the Contractor has performed its contractual obligations in a satisfactory manner in Phase 1 and funding approval has been provided by applicable State and Federal sponsoring agencies. The Contractor shall determine and indicate the extent to which Phase 2 Optional Enhancements can be completed within the Phase 1 timeframe. The Contractor shall determine and indicate a release date for all Phase 2 Optional Enhancements as part of the completion of the **Attachment A – Price Proposal Schedules**.

The subsequent Phase 3 M&O shall have an initial term of one year with up to two (2) optional one-year extensions as determined by the Consortium, dependent upon Contractor performance during Phase 1 and/or Phase 2, and subject to funding approval by the applicable State and Federal sponsoring agencies. The Contractor is required to maintain, operate and enhance the Portal/Mobile App during the M&O period. If the Consortium elects not to proceed with Phase 2, M&O will commence after completion of Phase 1.

4.2 PHASE 1 – DESIGN, DEVELOPMENT AND IMPLEMENTATION

Phase 1 includes all project management, requirements confirmation, UCD, development, test (inclusive of providing support for UAT) and implementation work required to create and deploy the Portal/Mobile App in the AWS cloud environment, based upon the requirements set forth in **Attachment J – Statewide Portal/Mobile Application Requirements Cross-Reference Matrix**, on all tabs except those labelled Phase 2 – Optional Enhancements.

All Deficiencies identified by either the Contractor or Consortium during Phase 1 must be corrected, as determined by the Executive Director, prior to Final Acceptance of the Portal/Mobile App by the Consortium.

The Contractor shall implement the Portal/Mobile App in a single cut-over event during September 2021, in accordance with the approved CalSAWS schedule as reflected in the CalSAWS Roadmap, Figure 4.

4.3 PHASE 2 – OPTIONAL ENHANCEMENTS

Phase 2 includes a defined set of Optional Enhancements that may be included in the Portal/Mobile App. Contractors are directed to review the requirements for Phase 2 Optional Enhancements and determine the extent to which these enhancements can be incorporated during the Phase 1 timeframe. The requirements for Phase 2 are set forth in Attachment J – Statewide Portal/Mobile Application Requirements Cross-Reference Matrix, on the tab labelled Phase 2 – Optional Enhancements. The Consortium is keenly interested in including Phase 2 Optional Enhancements into the Portal/Mobile App as soon as possible but does not want to put the Phase 1 DD&I schedule at risk. Provided the Consortium decides to proceed with the Phase 2 Optional Enhancements, the Contractor must complete the enhancements in accordance with the schedule approved by the Consortium. The Contractor shall design, develop and implement Phase 2 Optional Enhancements as directed by the Consortium.

4.4 PHASE 3 - MAINTENANCE AND OPERATIONS (M&O)

Phase 3 includes ongoing project management, application maintenance, enhancements and operation of the Portal/Mobile App in the production environment. M&O Services include the continued provision of Consortium requested enhancements to the Portal/Mobile App software (e.g., work associated with development of new application functionality and enhancements of the Portal/Mobile App). It is important that the Portal/Mobile App remain consistent with current program policy throughout the M&O phase. During the M&O phase, the Contractor must also track, analyze and report usage and engagement trends and metrics with the purpose of improving the Portal and Mobile Apps based on factual usage data.

During the initial 1-year M&O period, the Contractor must incorporate enhancements to the Portal/Mobile App as directed by the Consortium. If the option to extend M&O services is exercised, the Contractor must follow and adhere to the standard processes for CalSAWS application maintenance and enhancements. Specifically, the Contractor will be required to document proposed changes as formal System Change Requests (SCRs). Contractors should refer to the procurement library for the current version of the CalSAWS M&O Handbook; this document provides information regarding the SCR process and workflow, prioritization, planning, approvals, the SCR Review Board and the Change Control Board.

4.5 MANDATORY STATEMENT OF WORK (SOW) COMPONENTS

The required elements in the Portal/Mobile App Statement of Work are:

- a. Project Management
- b. Design and Development
- c. Language Translations
- d. Testing
- e. Implementation
- f. Final Acceptance
- g. Optional Enhancements
- h. M&O

4.5.1 Project Management

The Portal/Mobile App Contractor is responsible for staffing and managing the tasks associated with each of the following Project management areas. The Contractor shall:

- Involve stakeholders, advocates and clients in UCD activities during requirements confirmation, design, development and UAT processes to elicit appropriate input.
- Perform general project management tasks for the Portal/Mobile App Project, including communication management, issue and risk management, scope management, Deliverable Expectation Document (DED) and deliverable management and contract management. These key project management activities will be performed in accordance with existing CalSAWS project management processes and standards, as documented in the approved CalSAWS Project Control Document (PCD) contained in the procurement library.
- Document decisions made during requirements confirmation, design, development and test tasks.
- Manage and control the delivery of the Portal/Mobile App software, and deployment support to the AWS cloud environment.
- Establish and maintain the Portal/Mobile App Work Plan inclusive of tasks, milestones, Deliverables and resources required to plan and execute the required scope of work.
- Prepare and submit Deliverable Expectations Documents (DEDs) for all required Deliverables. It is important to note that user satisfaction will be a key factor in achieving acceptance of the UCD-based Application Design Deliverable and as part of the UAT exit criteria (as a precursor to Go-Live). As part of DED development and acceptance, the user satisfaction criteria will be defined in measurable, quantifiable terms.
- Coordinate and work cooperatively with the CalSAWS DD&I contractor project team and other vendors (such as Quality Assurance and IV&V). Effective communication within and across the Consortium, the Counties and all vendors is of critical importance to the Consortium.

- Provide a written Monthly Portal/Mobile App Status Report and verbal status reports during standing weekly, monthly and quarterly management meetings, including the quarterly stakeholder engagement group.

4.5.2 Design and Development

The Portal/Mobile Design and Development task includes two focus areas: the technical infrastructure and the application. The Contractor is responsible for staffing and managing all aspects of the Design and Development task.

The Contractor shall design and develop the Portal/Mobile App based on UCD principles. The Contractor, with assistance and cooperation from Consortium staff, shall employ a robust UCD process to engage Consortium, County and state staff, advocates and clients throughout the development lifecycle. While the State will take the leadership role in the selection and management of advocates and clients, the Contractor shall train, interact with, engage and elicit feedback from the advocate and client participants throughout the DD&I phase.

Design and Development includes the following primary activities:

- **Confirm Requirements** – The Contractor shall engage Consortium, County and state staff, advocates and clients in requirements confirmation, clarification and elicitation sessions. Requirements confirmation is a process during which the requirements documented in Attachment J – Statewide Portal/Mobile Application Requirements Cross-Reference Matrix, will be reviewed, refined, validated and confirmed.
- **Develop a Requirements Traceability Matrix (RTM)** – The Contractor shall develop and maintain an RTM to track and ensure all requirements are satisfied and managed throughout the system lifecycle.
- **Design and Develop the Technical Infrastructure** – The Contractor shall design, develop, test and deploy the technical platform upon which the application will execute and operate in the AWS cloud in accordance with the requirements documented in Attachment J – Statewide Portal/Mobile Application Requirements Cross Reference Matrix, and according to the Project schedule.
- **Design and Develop the Application** - The Contractor shall use a methodology that supports the most expedient Design, Development and Implementation of the application, including UCD and client engagement, in accordance with requirements contained in Attachment J – Statewide Portal/Mobile Application Requirements Cross Reference Matrix and according to the Project schedule.

4.5.3 Language Translations

The Contractor shall provide an approach to translating the CalSAWS portal and mobile applications, including HELP features, in State-approved threshold languages. The approach to language translations includes, but is not limited to, the following activities:

- **Perform Language Translations** – The Contractor shall provide translation services necessary to perform language translations as defined in Attachment J –

Statewide Portal/Mobile Application Requirements Cross Reference Matrix, Phases 1 and 2.

- Until all translations are available, the Contractor shall propose a solution to provide an alternative workaround to address recipient requests for materials in languages other than threshold languages proposed in Phase 1.
- The Contractor shall provide an approach to incrementally add language translations during Phase 2 and the M&O period.
- The Contractor shall work with and support translation activities necessary during testing processes.
- The Contractor shall work with and support the Consortium, counties and State during the translation review, validation and acceptance process. The Contractor shall include an approach for how they will seek input on the development of translated materials by people who are native speakers of those languages.
- The Contractor shall propose a quality assurance/validation process of the translated materials.

4.5.4 Testing

The Portal/Mobile App Contractor shall conduct the System Test and assist the Consortium with the UAT. The Contractor shall perform the following work relating to System Test and UAT, including but not limited to:

- Develop the Master Test Plan that defines and describes all phases of the Portal/Mobile App testing approach including test stage entrance/exit criteria, test tools, test management processes, defect management, configuration management, and test roles/responsibilities.
- Create test environments to execute all stages of System testing, including a separate UAT environment that supports remote access for designated Consortium, County and state staff, advocate and client testers.
- Develop, maintain and execute the System test scripts, as applicable, at all stages of System Testing.
- Support the UAT environments and Consortium, County, state advocate and client testers to facilitate execution of UAT including promptly correcting deficiencies, promptly promulgating updated code into the UAT environments and notifying the Consortium of corrected deficiencies to facilitate retest efforts.

4.5.5 Implementation

The Portal/Mobile App Contractor shall perform the following activities in support of implementation, including but not limited to:

- Coordinate with the other CalSAWS portal vendors to prepare for and transition to the new Portal/Mobile App.

- Prepare and maintain supporting training materials for county staff, clients, potential clients, application assisters and authorized representatives
- Prepare and maintain online training and help for county staff, clients, potential clients, application assisters and authorized representatives.
- Prepare and maintain a user guide for county staff with instructions about information flows between the Portal and CalSAWS.
- Instructional “how to” video help accessible from the Portal landing page for all users.
- Training environments available for county and application assister use in learning Portal/Mobile functionality.
- Implement the new application as a single, cut-over activity.

4.5.6 Final Acceptance

Following successful cutover of the Portal and the Mobile App to the production environment, the Contractor will provide two separate Implementation Complete Reports certifying that all Portal and Mobile App requirements have been met and all known Deficiencies have been corrected. For a period of ninety (90) calendar days immediately following the completion of the implementation cutover event, the Contractor shall monitor and report any Deficiencies to the Consortium. Upon occurrence of a Deficiency, the Contractor shall document and correct such Deficiencies and provide evidence to the Consortium of their disposition. The Portal and Mobile App shall achieve Final Acceptance if and when the two Implementation Certification Reports are approved, and all Deficiencies identified during the ninety (90)-calendar day period immediately following the implementation cutover event have been corrected.

4.5.7 Phase 2 Optional Enhancements

The Consortium has identified a set of Optional Enhancements as part of the Phase 2 requirements. If approved by the Consortium, the Contractor shall Design, Develop, test and Implement Optional Enhancements in accordance with the Contractor's development and implementation methodology.

4.5.8 Phase 3 Maintenance and Operations

The Contractor shall provide system M&O, which shall include all goods and Services necessary to manage, operate, enhance and support the Portal/Mobile App to comply with the approved Portal/Mobile M&O Plan and maintain the Portal/Mobile App consistent with current program policy for the term of the Agreement.

4.6 STATEWIDE PORTAL/MOBILE APP DELIVERABLES

This section defines the Portal/Mobile App Contractor Deliverables as outputs of required SOW tasks. The structure and format for each Deliverable must be documented and approved through a formal DED process as defined by the existing Consortium Project management processes. The following table includes the list of required Deliverables.

Some deliverables specify a due dates. For all others, the Contractor shall specify due dates for DEDs and Deliverables in the Work Plan.

Table 3 – Statewide Portal/Mobile App Deliverables

STATEWIDE PORTAL/MOBILE APP DELIVERABLES	
DELIVERABLE 1 - WORK PLAN	THE CONTRACTOR SHALL DEVELOP A PORTAL/MOBILE WORK PLAN THAT INCLUDES THE FOLLOWING:
	A. Task and subtask descriptions with Deliverables specifically indicated;
	B. Estimated number of Portal/Mobile App Contractor staff identified by levels and types;
	C. Estimated hours by task and subtask; and
	D. Gantt charts showing planned start and end dates (durations) of all tasks, subtasks, and major milestones and Deliverables, including time frames for the Consortium's review and approval of all resulting Deliverables.
	THE WORK PLAN MUST BE UPDATED MONTHLY TO REFLECT THE FOLLOWING:
	A. Task and subtask percent complete;
	B. Actual number of Portal/Mobile App Contractor staff;
	C. Actual hours by task and subtask; and
	D. Updated Gantt charts.
	THE INITIAL WORK PLAN MUST BE SUBMITTED WITHIN TWENTY (20) CALENDAR DAYS OF PROJECT INITIATION AND UPDATED AND SUBMITTED ON A MONTHLY BASIS.
DELIVERABLE 2 - MONTHLY STATUS REPORT	THE CONTRACTOR SHALL PROVIDE A MONTHLY STATUS REPORT THAT PROVIDES DETAILS REGARDING PARTICIPATION BY THE PORTAL/MOBILE APP CONTRACTOR TEAM. AT A MINIMUM THE MONTHLY STATUS MUST INCLUDE THE FOLLOWING:
	A. An executive summary (Both MS Word and MS PowerPoint formats);
	B. An updated summary of the Work Plan progress against the approved baseline Work Plan;
	C. An updated list of DEDs and Deliverables drafted, in process, submitted and approved during the period;
	D. Issues identified by or assigned to the Portal/Mobile App Contractor; and
	E. Risks identified by or assigned to the Portal/Mobile App Contractor.

STATEWIDE PORTAL/MOBILE APP DELIVERABLES	
	THE MONTHLY STATUS REPORT MUST BE SUBMITTED WITHIN FIVE (5) CALENDAR DAYS AFTER THE COMPLETION OF A MONTH.
DELIVERABLE 3 - USER CENTERED DESIGN PLAN	THE CONTRACTOR SHALL PROVIDE A USER CENTERED DESIGN PLAN THAT PROVIDES THE APPROACH FOR CONSORTIUM, COUNTIES, STATE, CLIENT AND ADVOCATE PARTICIPATION DURING REQUIREMENTS CONFIRMATION, DESIGN TEST AND ONGOING M&O ACTIVITIES. AT A MINIMUM THE UCD PLAN MUST INCLUDE THE FOLLOWING:
	A. Approach to UCD, development and test including the application of UCD tools, such as focus groups, participatory design sessions, observations of users interacting with the technology and 1:1 interviews;
	B. Roles and responsibilities of the Contractor, Consortium, Counties, state, advocates and clients;
	C. Communication processes to engage the Consortium, Counties, state, advocates and clients during the design, development and test activities;
	D. Identification and tracking of metrics associated with the overall user experience and application of best practices to a continuous improvement cycle;
	E. How business outcomes will be achieved in a dynamic, intuitive, and user-friendly manner through robust UCD;
	F. Approach to UCD during the M&O Phase, including ongoing user research and solution identification to be conducted as part of system maintenance and improvement over time. Activities could include (but not be limited to):
	<ul style="list-style-type: none"> • Usage data assessment and analysis; • Yearly usability review that includes a number of measures with qualitative feedback from consumers and application assisters; • Assessing findings from yearly usability review for implementation updates and improvements; • Using UCD for implementation of new features as dictated by policy changes; and
	G. Assumptions.
DELIVERABLE 4 - REQUIREMENTS TRACEABILITY MATRIX	THE CONTRACTOR SHALL CREATE A REQUIREMENTS TRACEABILITY MATRIX (RTM) THAT TRACKS THE REQUIREMENTS DEFINED IN THE ATTACHMENT J - STATEWIDE PORTAL/MOBILE APPLICATION REQUIREMENTS CROSS-REFERENCE MATRIX. THE RTM SHALL PROVIDE THE BASIS FOR MONITORING AND CONTROLLING THE EVOLUTION OF THE FUNCTIONALITY THAT WILL FULFILL EACH REQUIREMENT THROUGHOUT THE DESIGN, DEVELOPMENT, TEST AND IMPLEMENTATION TASKS. THIS MATRIX AND UPDATES MUST BE DELIVERED AS FOLLOWS:

STATEWIDE PORTAL/MOBILE APP DELIVERABLES	
	A. The initial RTM must be submitted within 60 calendar days of Project initiation;
	B. RTM Update 1 is due ten (10) calendar days following the conclusion of the requirements confirmation process;
	C. RTM Update 2 is due ten (10) days following the conclusion of the design process;
	D. RTM Update 3 is due ten (10) days following the conclusion of the testing process; and
	E. RTM Update 4 is due ten (10) days following Final Acceptance.
DELIVERABLE 5 – PORTAL GENERAL SYSTEMS DESIGN	THE CONTRACTOR SHALL PROVIDE THE GENERAL SYSTEMS DESIGN, WHICH WILL CONTAIN AND ADDRESS THE FOLLOWING:
	A. Methodology and Assumptions;
	B. Mock Application Page Layouts including navigation;
	C. Storyboards, wireframes and prototypes as applicable;
	D. Reports and Dashboard Layouts;
	E. Logical Data model(s);
	F. SAWS Interface specifications; and
DELIVERABLE 6 – PORTAL TECHNICAL SYSTEMS DESIGN	G. Business Rules.
	THE CONTRACTOR SHALL PROVIDE THE TECHNICAL SYSTEMS DESIGN THAT WILL CONTAIN A COMPREHENSIVE ARCHITECTURAL OVERVIEW OF THE PORTAL SOFTWARE, INCLUDING A DEPICTION OF EACH LAYER AND AREA OF APPLICATION IN TERMS OF SOFTWARE COMPONENTS. IT WILL INCLUDE:
	A. Technical Architecture specifications;
	B. System components and entity relationship diagrams;
	C. Network topology diagrams, including Cloud computing environment;
	D. Information Security design (application and network security protocols);
	E. Application architecture design (software layers);
	F. Webservice/API design;
	G. Physical Data Model;
	H. Physical and logical directory path locations; and
	I. Format library specification, and update tools.

STATEWIDE PORTAL/MOBILE APP DELIVERABLES

DELIVERABLE 7 - MASTER TEST PLAN

THE CONTRACTOR SHALL PROVIDE A MASTER TEST PLAN WHICH WILL ENCOMPASS THE APPROACH AND PROCESSES FOR ALL STAGES OF SYSTEM TESTING, INCLUDING REGRESSION TESTING, AND ENSURE ALL SYSTEM REQUIREMENTS AND SPECIFICATIONS ARE FULLY TESTED AND VERIFIED. THE SYSTEM TEST PLAN MUST INCLUDE BUT IS NOT LIMITED TO THE FOLLOWING:

- A. A description of the purpose and structured test approach for each stage of System testing;
- B. A description of Contractor, Consortium, County, state, advocate and client testing roles and responsibilities;
- C. A description of tools, environments and controls to be used during each stage of system testing;
- D. System test schedule;
- E. Standards for scenario and script development, execution and sign-off;
- F. Processes for identifying, documenting and tracking Deficiencies, corrections to Deficiencies and re-tests once corrected code is promulgated to the system test environments;
- G. Standards and metrics for weekly and monthly test status reporting;
- H. Tracking to the test condition level; and
- I. Entrance and exit criteria for each stage of system testing.

CONTRACTOR SHALL DESCRIBE UAT SUPPORT TO INCLUDE:

- A. Overall approach for supporting UAT;
- B. A description of processes Contractor will perform to support the UAT;
- C. A description of tools, environments and controls to be provided and supported during the UAT;
- D. A proposed UAT schedule;
- E. A description of Contractor, Consortium, County, state, advocate and client roles, responsibilities and resources needed to perform the UAT;
- F. UAT metrics, including UCD metrics, and problem/deficiency reporting, tracking and correction/resolution process; and
- G. Entrance and exit criteria for UAT, which will include user satisfaction and experience.

STATEWIDE PORTAL/MOBILE APP DELIVERABLES	
DELIVERABLE 8 – PORTAL IMPLEMENTATION COMPLETE REPORT	THE CONTRACTOR SHALL PROVIDE AN IMPLEMENTATION COMPLETE REPORT WHICH CERTIFIES THAT ALL PORTAL REQUIREMENTS HAVE BEEN MET AND THAT ALL KNOWN DEFICIENCIES HAVE BEEN CORRECTED.
DELIVERABLE 9 - MAINTENANCE & OPERATIONS (M&O) PLAN	THE CONTRACTOR SHALL PROVIDE AN M&O PLAN TO DOCUMENT THE APPROACH FOR COMPLETING REQUIRED M&O TASKS FOR THE DEFINED PHASE 3 M&O PERIOD. THE M&O PLAN MUST CONTAIN AT A MINIMUM THE FOLLOWING:
	A. Overall approach to M&O;
	B. Staff plan with roles and responsibilities;
	C. Key performance metrics
	D. Proposed service level agreements (SLAs);
	E. Approach for managing and reporting metrics and SLAs; and
	F. Assumptions.
DELIVERABLE 10 – MOBILE APP GENERAL AND TECHNICAL SYSTEMS DESIGN	THE CONTRACTOR SHALL PROVIDE THE GENERAL AND TECHNICAL SYSTEMS DESIGN, WHICH WILL CONTAIN AND ADDRESS THE FOLLOWING:
	A. Methodology and Assumptions;
	B. Mock Application Page Layouts including navigation;
	C. Storyboards, wireframes and prototypes as applicable;
	D. Reports and Dashboard Layouts;
	E. Logical Data model(s);
	F. SAWS Interface specifications;
	G. Business Rules;
	H. Technical Architecture specifications;
	I. System components and entity relationship diagrams;
	J. Network topology diagrams, including Cloud computing environment;
	K. Information Security design (application and network security protocols);
	L. Application architecture design (software layers);

STATEWIDE PORTAL/MOBILE APP DELIVERABLES	
	M. Webservice/application programming interface (API) design;
	N. Physical Data Model;
	O. Physical and logical directory path locations; and
	P. Format library specification, and update tools.
DELIVERABLE 11 – MOBILE APP IMPLEMENTATION COMPLETE REPORT	THE CONTRACTOR SHALL PROVIDE AN IMPLEMENTATION COMPLETE REPORT WHICH CERTIFIES THAT ALL MOBILE APP REQUIREMENTS HAVE BEEN MET AND THAT ALL KNOWN DEFICIENCIES HAVE BEEN CORRECTED.

4.7 STAFFING REQUIREMENTS

The Portal/Mobile App Contractor is responsible for providing all Staff necessary to fulfill the Portal/Mobile App Services requirements defined in this RFP.

The Portal/Mobile App Contractor is responsible for employing an approach for Staff management that facilitates a productive working relationship with Consortium and county staff, DD&I Contractor staff, stakeholder, advocate and client staff and progresses towards task completion. In order to facilitate Project progress, it is important to the Consortium that the Portal/Mobile App Contractor minimizes staff turnover to the extent possible, particularly for Key Staff as detailed below.

- The Portal/Mobile App Contractor is responsible for ensuring all Portal/Mobile App Contractor staff clearly understand both initial and ongoing roles and responsibilities, and how the team and assignments relate to the Portal/Mobile App DD&I effort as well as the overall CalSAWS Migration Project plan.
- The Portal/Mobile App Contractor Staff approach must address and demonstrate the following requirements:
 - All proposed Contractor staff must have good oral and written communication skills. One aspect of good oral communication skills includes the ability to communicate with diverse groups of users as part of the UCD process and to convey IT terms and concepts to non-technical audiences.
 - All Contractor Project staff must be eligible to work in the State of California.
 - All Contractor staff are expected to actively participate in designated Project meetings and represent the best interests of the Consortium, identify and escalate issues as appropriate, and contribute to required weekly and monthly status reports.
- All Portal/Mobile App Key Staff positions, including minimum qualifications, are described in the subsections below. Contractor must use **Attachment G – Staff**

Resumes/Qualifications for each proposed Key Staff. Contractors must use **Attachment I – Additional Application Support Role Definition** to define any proposed non-key roles and minimum qualifications.

4.7.1 Portal/Mobile App Key Staff

The Statewide Portal/Mobile App Key Staff positions include:

- Project Manager
- Application Development Lead
- Test Lead
- User Interface Lead

4.7.1.1 Portal/Mobile App Project Manager

The Portal/Mobile App Contractor Project Manager is responsible for managing the Portal/Mobile App scope of services, their team and administering the Portal/Mobile App Contractor Agreement. The Project Manager is responsible for ensuring the Portal/Mobile App Project receives company support, commitment, and oversight to meet or exceed all its contractual requirements. The Project Manager must have the decision-making authority to bind the Portal/Mobile App Contractor contractually to all terms and conditions in the Agreement. The Project Manager is accountable for Portal/Mobile App Contractor Staff performance.

In addition to the above, the Project Manager responsibilities shall include, but not be limited to, the following:

- Ensuring the Portal/Mobile App Contractor team understands the scope of the Agreement and the Portal/Mobile App Project role in the "big picture" of the Migration Project, including how to work in concert with the Consortium, Counties, state, stakeholders, advocates, clients and other Contractors.
- Overseeing the development and delivery of all Portal/Mobile App Contractor Deliverables, tasks and services and ensuring they are of the highest quality and are delivered in accordance with the approved Portal/Mobile App work plan.
- Participating in ongoing communications and status updates to the CalSAWS Board of Directors, Project Steering Committee (PSC), State and Federal Stakeholders as directed by the Executive Director.

The Portal/Mobile App Project Manager shall have at least the Minimum Qualifications defined in the following table:

Table 4 – Portal/Mobile App Project Manager Qualifications

EXPERIENCE	MINIMUM
A minimum of five (5) years of experience managing an IT Project using a defined system development life cycle (SDLC), including business and system requirement specifications, design, development, testing, and implementation.	5 Years
A PMI PMP Certification.	Desirable

EXPERIENCE	MINIMUM
A minimum of five (5) years of experience leading the development of Deliverables on IT Projects.	5 Years
A minimum of five (5) years of experience managing a team of 5 or more people.	5 Years

4.7.1.2 Application Development Lead

The Application Development Lead is responsible for the overall design and development of the Portal/Mobile Application. The Application Development Lead will monitor and coordinate technical support activities including defining the hardware services and software configuration, defining the programming and testing environments and developing the performance model.

In addition to the above, the Application Lead's responsibilities shall include, but not be limited to, the following:

- Provide technical direction for development, design, and integration of the Portal/Mobile App.
- Participate in the development of user engagement to ensure technical deliverables meet the needs of users.
- Lead the development of all technical design and development Deliverables.
- Plan, prepare for and manage all technical development tasks and resources in accordance with the approved Portal/Mobile App work plan.
- Work closely with a variety of teams to assess, advise, plan, design, build and implement a cloud services solution.
- Engage with current SAWS vendors in communication and coordination of the infrastructure hosting and operations support functions.
- Coordinate with other vendors in making modifications to the current LRS, C-IV, and CalWIN systems to integrate and interface with the Portal/Mobile App technical infrastructure.
- Analyze the technical business needs and requirements to ensure Portal/Mobile App infrastructure is designed to support SAWS integration and ongoing operations.
- Document and maintain detailed design and configuration documentation/diagrams for infrastructure storage, compute, virtualization, network and security.
- Maintain and monitor cloud performance and recommend optimization alternatives within the infrastructure for ongoing performance improvements, capacity management and cost efficiencies.
- Perform risk analysis to identify security issues and remediating plans. Identify and/or mitigate operational risks where appropriate.

The Portal/Mobile Application Development Lead shall have at least the Minimum Qualifications defined in the following table:

Table 5 – Portal/Mobile Application Development Lead Qualifications

EXPERIENCE	MINIMUM
A minimum of seven (7) years of experience in the development, implementation and management of information technology infrastructure and IT systems, including cloud architectures, business systems, server technologies, and communication technologies.	7 Years
A Bachelor's Degree in Information Systems and/or similar Technical Degree and/or four (4) years of demonstrated experience in infrastructure operations development and management, including the development and implementation of telecommunication systems, networks, and webservice interfaces.	4 Years

4.7.1.3 Test Lead

The Portal/Mobile App Test Lead is responsible for planning, preparing for and executing all system test, regression test and UAT tasks, Deliverables, resources and environments. The Test Lead is responsible for training and working collaboratively with Consortium, county, stakeholder, advocate and client staff participating in the UAT effort.

In addition to the above, the Test Lead's responsibilities shall include, but not be limited to, the following:

- Lead the development of all test related Deliverables.
- Plan, prepare for and manage all test tasks and resources in accordance with the approved Portal/Mobile App Work Plan and Master Test Plan.
- Coordinate all system test and UAT environment builds, modifications and deployments.
- Train UAT testers on the concept of UAT, how to work in accordance with the UAT Plan, how to develop and execute UAT scripts, how to conduct unscripted testing, how to document test results and deficiencies in the appropriate tools and retest requirements once deficiencies are corrected.
- Document and track all requirements met through the system test and UAT tasks.
- Provide recommendations to the Consortium regarding the feasibility of promoting the application into the production environment based on system, UAT and regression test results and exit criteria.

The Portal/Mobile App Test Lead shall have at least the Minimum Qualifications defined in the following table:

Table 6 – Portal/Mobile Test Lead Qualifications

EXPERIENCE	MINIMUM
A minimum of two (2) years of experience in a test leadership role for a Project with over 1,000 concurrent users.	2 Years

EXPERIENCE	MINIMUM
A minimum of five (5) years of experience planning, preparing for and executing system test, UAT and/or regression tests in compliance with a recognized standard, such as IEEE or ISO.	5 Years
A minimum of three (3) years of experience with Health and Human Services systems Projects.	3 Years

4.7.1.4 User Interface Lead

The User Interface (UI) Lead is responsible for working closely with the design, development and test teams in support of Consortium, county, state, advocate and client activities. The UI Lead will coordinate with these groups to identify, research and resolve questions, and communicate insights to shape the user experiences. The UI Lead will engage the Consortium, counties, state, advocates and clients in UCD activities throughout the design and development processes and will oversee the design and usability of the Portal/Mobile application. The UI Lead will identify and proactively bring forward options that will provide the most efficient and effective engagement of users, and the best value to the Consortium, Counties, and stakeholders. In addition, the UI Lead will:

- Gather consumer and user business data.
- Interview users to reveals areas of opportunity and pain points.
- Facilitate requirements, design and other sessions as appropriate with various user and stakeholder groups.
- Synthesize UX test and interviews and capture qualitative and quantitative data.
- Convey findings to stakeholders and the design team in order to guide design, development and implementation strategies.

The User Interface Lead shall have at least the Minimum Qualifications defined in the following table:

Table 7 – Portal/Mobile User Interface Lead Qualifications

EXPERIENCE	MINIMUM
A minimum of three (3) years of customer experience, insights and/or strategy in human services systems and/or programs.	3 Years
A minimum of three (3) years of experience gathering consumer and user business data, analyzing of the data, to quantify and inform User Interface/User Experience (UI/UX) strategies.	3 Years
A minimum of three (3) years of experience applying UI/UX Design, implementing UI/UX methodologies and best practices, and designing wireframes or prototypes for research validation.	3 Years

4.7.2 Project Location and Core Hours

The Portal/Mobile App Contractor's staff shall be dedicated to the Portal/Mobile App Project unless otherwise described within the Portal/Mobile App Contractor's approach

and approved by the Executive Director. Work must be conducted at an approved Project site as described in Section 1.5, unless alternate arrangements are approved in writing by the Executive Director. The Project hours are based on a 5-day, 40-hour work week, beginning 12 PM PST on Monday and ending 12 PM PST on Friday, with 10-hour workdays Tuesday through Thursday.

4.7.3 Statewide Portal/Mobile App Contractor Staff Changes

For any expected Portal/Mobile App staff changes, the Portal/Mobile App Contractor shall provide a 30-calendar day notice to the Executive Director regarding the change and plans for transition. The Portal/Mobile App Contractor shall provide the Consortium a resume and three references for any recommended replacement staff. The Consortium reserves the right to require face-to-face or phone interviews of all proposed replacement staff. The Consortium reserves the right to accept or reject any proposed staff.

For any unexpected staff changes, the Portal/Mobile App Contractor shall provide the Consortium Executive Director a written notification within three business days of knowledge and staff action. Within seven (7) calendar days of providing such written notice, the Portal/Mobile App Contractor shall provide the Consortium Executive Director with plans for transition.

4.7.4 Staff Performance

The Portal/Mobile App Contractor shall be responsible for identifying and correcting performance issues for its entire staff (i.e. employees and Subcontractors). Should the Consortium discover performance problems with any Portal/Mobile App Contractor staff, the Executive Director will notify the Portal/Mobile App Project Manager as soon as is reasonably possible. If the Executive Director requests removal of any Portal/Mobile App staff person, the Portal/Mobile App Contractor shall immediately remove such staff from the Project.

5 PROPOSAL CONDITIONS AND CERTIFICATIONS

5.1 AUTHORIZED SIGNATURES

All proposals must be signed by an individual authorized to bind the Contractor to the provisions of the RFP.

5.2 TERM OF OFFER

Proposals shall remain open, valid and subject to acceptance anytime within nine (9) months after the proposal opening.

5.3 REQUIRED REVIEW

Contractors should carefully review this solicitation for defects and questionable or objectionable material. Comments concerning defects and objectionable material must be made in writing and received by the RFP/Proposal contact on or before December 3, 2019 by 3:00PM PST. This will allow for the timely issuance of any necessary amendments.

5.4 INCURRED COSTS

The Consortium is not obligated to pay any costs incurred by Contractor in the preparation of a proposal in response to this RFP. Contractors agree that all costs incurred in developing a proposal are the Contractor's responsibility.

5.5 AMENDMENTS/ADDENDA TO RFP

The Consortium reserves the right to issue addenda or amendments to this RFP if the Consortium considers that changes are necessary and/or additional information is needed.

5.6 BEST VALUE APPROACH TO EVALUATION

As established in this solicitation, the Consortium realizes that criteria other than price are important and will award contract(s) based on the proposal that best meets the needs of the Consortium. The optimal combination of quality, price, and various qualitative elements of required services will provide the Consortium the greatest or best value. Proposals must provide evidence of the following:

- Proven experience in providing similar services for similar Projects, e.g., web, portal and mobile applications for large-scale or statewide Health and Human Services systems.
- An approach to developing the Portal/Mobile solution that demonstrates a clear understanding of the critical timeframes and dependencies with the overall CalSAWS Migration Project.

- Proven experience incorporating UCD principles and engaging users, including clients and advocacy groups, throughout the design, development, test and implementation processes.
- Realistic and well-considered prices, reflective of the proposed Statewide Portal/Mobile App.

5.7 RIGHT OF REJECTION

Offers must comply with all the terms of the RFP, and all applicable local, State, and Federal laws, codes, and regulations. The Consortium may reject as non-responsive any proposal that does not comply with all the material and substantial terms, conditions, and performance requirements of the RFP.

Contractors may not qualify the proposal nor restrict the rights of the Consortium. If Contractor does so, the proposal may be determined to be a non-responsive offer and the proposal may be rejected.

If the proposal contains a minor irregularity, defect or variation and if the irregularity, defect or variation is considered by the Consortium to be immaterial or inconsequential, the Consortium may choose to accept the proposal.

This RFP does not commit the Consortium to award a contract. The Consortium reserves the right to reject any or all proposals if it is in the best interest of the Consortium to do so. The Consortium also reserves the right to terminate this RFP process at any time.

5.8 PUBLIC RECORDS ACT

All Proposals and other material submitted become the property of the Consortium and are subject to release according to the California Public Records Act (Government Code 6250). All Proposal information, including cost information, will be held in confidence during the evaluation process. Thereafter, Proposals are subject to becoming public information.

If a Contractor believes that any portion of its Proposal is exempt from public disclosure, it may clearly mark that portion "Confidential" or "Proprietary" and enclose that information in a separate envelope clearly marked "Confidential or Proprietary." The Contractor also must include a brief description that sets out the reasons for exemption from disclosure. The Consortium will use reasonable means to ensure that such information is safeguarded but will not be held liable for inadvertent disclosure of the information. Proposals marked "Confidential" in their entirety will not be honored, and the Consortium will not deny public disclosure of Proposals so marked.

By submitting a Proposal with portions marked "Confidential" or "Proprietary," a Contractor represents that it has a good faith belief that such portions are exempt from disclosure under the California Public Records Act and agrees to reimburse the Consortium for, and to indemnify, defend and hold harmless the Consortium, its board members, officers, employees and agents, from and against any and all claims, damages, losses, liabilities, suits, judgments, fines, penalties, costs and expenses, including without limitation, attorneys' fees, expenses and court costs of any nature arising from or relating to the Consortium's non-disclosure of any such designated portions of a Proposal.

5.9 IRAN CONTRACTING ACT OF 2010

In accordance with Public Contract Code section 2204(a), the Contractor certifies that at the time the proposal is submitted, the Contractor signing the proposal is not identified on a list created pursuant to subdivision (b) of Public Contract Code section 2203 (<http://www.dgs.ca.gov/pd/Resources/PDLegislation.aspx>) as a person (as defined in Public Contract Code section 2202(e)) engaging in investment activities in Iran described in subdivision (a) of Public Contract Code section 2202.5, or as a person described in subdivision (b) of Public Contract Code section 2202.5, as applicable.

Contractors are cautioned that making a false certification may subject the Contractor to civil penalties, termination of existing contract, and ineligibility to bid on a contract for a period of three (3) years in accordance with Public Contract Code section 2205. Contractor agrees that signing the Proposal shall constitute signature of this Certification.

5.10 DISCLOSURE OF CRIMINAL AND CIVIL PROCEEDINGS

The Consortium reserves the right to request the information described herein from the Contractor selected for contract award. Failure to provide the information may result in a disqualification from the selection process and no award of contract to the Contractor. The Consortium also reserves the right to obtain the requested information by way of a background check performed by an investigative firm, in a manner consistent with Federal and California state law. The selected Contractor also may be requested to provide information to clarify initial responses. Negative information provided or discovered may result in disqualification from the selection process and no award of contract.

The selected Contractor may be asked to disclose whether the firm, or any of its partners, principals, members, associates or Key Employees (as that term is defined herein), within the last ten years, have been indicted on or had charges brought against it or them (if still pending) or convicted of any crime or offense arising directly or indirectly from the conduct of the firm's business, or whether the firm, or any of its partners, principals, members, associates or Key Employees, have within the last ten years, been indicted on or had charges brought against it or them (if still pending) or convicted of any crime or offense involving financial misconduct or fraud. If the response is affirmative, the Contractor will be asked to describe any such indictments or charges (and the status thereof), convictions and the surrounding circumstances in detail.

For purposes of this provision "Key Employees" includes any individuals providing direct service to the Consortium. "Key Employees" do not include clerical personnel providing service at the firm's offices or locations.

5.11 DEBARMENT AND SUSPENSION

Contractor certifies in Attachment D that neither it nor its principals or Subcontractors is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency as required by Executive Order 12549.

Further, Contractor affirms that it has no record of unsatisfactory performance with CalACES, CalSAWS, or WCDS/CalWIN in the twenty-four (24) month period immediately preceding the date of issuance of this RFP.

5.12 SUBCONTRACTORS

All requirements as set forth in this RFP shall apply to proposed Subcontractors in the same manner as to the primary (prime) Portal/Mobile App Contractor unless otherwise indicated. Copies of any such subcontract(s) must be provided to the Consortium within ten (10) business days of their execution.

5.13 FINAL AUTHORITY

The final authority to award contracts as a result of this RFP rests solely with the Consortium.

6 PROPOSAL STRUCTURE AND SUBMISSION

6.1 GENERAL

Responding to this RFP requires the ability to recognize and understand the details which go into performing the required work, personnel and costs for providing the Portal/Mobile App Services which are the subject of this solicitation. When responding, Contractors must address all requirements of the RFP. Inadequate, incomplete or otherwise non-responsive proposals may result in elimination from further consideration, as determined solely by the Consortium.

The RFP should be read carefully, considering all the requirements needed to perform the work. All documents required as part of the Proposal, such as references and specified forms, must be provided by the Contractor in accordance with RFP instructions.

The proposals must sufficiently assure the Consortium that the Contractor can do the job within the proposed price and schedule while meeting all requirements. Proposals shall reflect a realistic job to be performed at a reasonable price.

If in the course of this procurement or in the administration of the resulting Agreement, the Consortium determines that a proposing Contractor has made a material misstatement or misrepresentation, or that materially inaccurate information has been provided to the Consortium, the proposing Contractor may be terminated from the procurement process or in the event an Agreement has been awarded, the Agreement may be immediately terminated. In the event an Agreement has been awarded, and the Consortium provides formal notification of the intent to terminate the Agreement, the Consortium may, at its discretion, notify the next highest scoring Contractor to initiate negotiations and proceed with a new Agreement.

Bids which contain false or misleading statements, or which provide references which do not support an attribute or condition claimed by the Contractor, may be rejected. If, in the opinion of the Consortium, such information was intended to mislead the Consortium in their evaluation of the bid, and the attribute, condition, or capability is a requirement of this RFP, it will be the basis for rejection of the bid.

6.2 PROPOSAL SUBMISSION

Proposals must be received by the designated date and time. Late or incomplete proposals will not be accepted. Proposals must be delivered via regular mail, expedited delivery such as Federal Express, messenger/courier service, or hand-delivered by a Contractor representative. Proposal submissions must be sent to the RFP/Proposal contact as defined in Section 1.7.

Facsimile or electronically transmitted proposals will not be accepted. Any material received that does not explicitly indicate as **"Statewide Portal/Mobile App RFP Proposal"** will be opened as general mail.

The Contractor must submit the proposal in two separate volumes, separately packaged and clearly labeled according to the following categories:

- Volume 1 – Transmittal Letter and Business Proposal; and

- Volume 2 – Price Proposal.

6.2.1 Proposal Format

The Contractor shall submit the proposal as follows:

- Proposals shall be on 8½ x 11-inch pages, except for charts, diagrams, Microsoft Excel spreadsheets, which may be on an 8½ x 14-inch pages. The text font must be 11-point Century Gothic. In tables, 10-point or 11-point font size may be used.
- The Proposal shall be organized into numbered sections and subsections using a decimal numbering system. The pages within each section shall be sequentially numbered.
- Figures and tables should be assigned index numbers and should be referenced by these numbers in the proposal text and in the proposal Table of Contents. Figures and tables should be placed as close to text references as possible.
- Proposals shall be clearly written in the English language.
- The Contractor must submit Volume 1 Transmittal Letter & Business Proposal and Volume 2 Price Proposal as follows:

Table 8 – Proposal Content

VOLUME 1 TRANSMITTAL LETTER & BUSINESS PROPOSAL	VOLUME 2 PRICE PROPOSAL
One (1) Hardcopy signed original	One (1) hardcopy signed original
Ten (10) electronic copy flash drives	Five (5) electronic copy flash drives

- Electronic copies must be submitted using the Microsoft Office Suite. PDF format is acceptable for financial statements and other firm-related financial information. Volume 1 must be submitted on ten separate flash drives.
- Volume 2 must be submitted on five separate flash drives from Volume 1 and in clearly labeled packages to the RFP Contact identified in Section 1.7.
- The electronic proposals shall not be password protected.

6.2.2 Proposal Organization

The appropriate Proposal volumes shall contain the following:

- Volume 1 – Transmittal Letter and Business Proposal:
 - Cover Page
 - Transmittal Letter
 - Table of Contents
 - Executive Summary
 - Firm Qualifications
 - Portal/Mobile App Services Approach

- Portal/Mobile App Solution
- Staffing Qualifications
- Required Attachments
- Volume 2 – Price Proposal;
 - Cover Page
 - Table of Contents
 - Cost Schedules (Attachment A – Price Proposal Schedules)

6.2.3 Volume 1 – Transmittal Letter and Business Proposal

6.2.3.1 Transmittal Letter

The Proposal shall contain a transmittal letter to the Consortium. The Transmittal Letter shall include the following:

- The Contractor's business name and address.
- The Contractor's legal entity, such as: corporation, partnership or other entity.
- The Contractor's Primary Business Contact including name, title, phone number and email.
- A statement certifying that neither the organization, proposed Subcontractor organizations, nor any of their principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal, State or County department or agency.
- A reference to all RFP amendments received by the Contractor. If none has been received, a statement to that effect must be included.
- A statement indicating whether the Contractor has had any contracts terminated within the last five years. If any such terminations exist, the Contractor must include details regarding the contract, the reason for termination, date of termination, and client contact information.
- A statement indicating whether the Contractor is or has been involved in litigation regarding any contracts to which the Contractor is a party, within the previous five years. If any such litigation exists, the Contractor must include details regarding the contract, the reason for litigation, date of litigation, and client contact information.
- A statement certifying that the Contractor's Proposal as submitted will remain in full force and effect for a specified period of time, which must be at least 9 months from the Proposal due date specified in Section 1 or through the end of contract negotiations whichever is later.
- The letter shall be signed by an officer or agent of the Contractor's organization who is authorized to negotiate on behalf of the Contractor and commit the organization to the terms and conditions of the Agreement resulting from this

procurement. The Contractor shall include the job title of the individual who signs the letter.

Price information must not be included in the transmittal letter.

6.2.3.2 Table of Contents

The Proposal must contain a table of contents which shows how the entire Business Proposal is organized and presented using a numeric outline format to the fourth level.

6.2.3.3 Executive Summary

The Executive Summary shall condense and highlight the contents of the Business Proposal in such a way as to provide a broad understanding of the Business Proposal. The primary objective of this summary is to provide an overview of the key points in the Proposal. While no specific format need be followed, it should include salient and significant points and minimize highly technical terms. It should be brief and concise, not to exceed ten (10) pages.

The Executive Summary must not contain price information.

6.2.3.4 Firm Qualifications

The Firm Qualifications sub-section shall include the **Attachment E – Firm Qualifications** and additional information that provides the Consortium with a basis for determining Contractor and Subcontractor financial, Project management, and technical capabilities to undertake a Project of this size and complexity. A concise but thorough description of relevant experience is desired.

The Contractor and Subcontractor(s) information shall be shown separately. The Contractor and each Subcontractor shall provide the requested firm/Project details within **Attachment E – Firm Qualifications**. In the information provided for each Subcontractor, the Contractor shall state the business relationship of the Subcontractor to the Contractor.

The Contractor and Subcontractor(s) shall each provide three references within **Attachment F – Firm References** format. Each reference must clearly indicate the reference entity.

6.2.3.4.1 Details of Firm Qualifications and Financial Resources

The details associated with the prime Contractor and Subcontractor organizations, size, and resources shall include the following:

- The Contractor shall provide a firm organization chart. If the firm is a subsidiary of a parent company, the organization chart must be that of the subsidiary firm. The chart must display the firm's structure and the organizational placement of the oversight for the Portal/Mobile App Project. The organization chart must include names and be dated.
- Financial statements for the past two (2) fiscal years shall be provided for the Contractor and each Subcontractor. These must be audited financial statements unless audited statements are not a part of the routine business practices of the firm. The Consortium will accept financial statements audited

according to either Generally Accepted Accounting Principles (GAAP), Statutory Accounting Principles (SAP) of the National Association of Insurance Commissioners (NAIC) or the International Financial Reporting Standards (IFRS). The Contractor may provide a link to its financial statements in lieu of PDF or Microsoft Office formats. It is solely the responsibility of the Contractor to ensure the link is correct.

- If the Contractor does not produce audited financial statements or file corporate financial information such as a 10-K as part of its routine business practices, Contractors may provide unaudited financial information that includes information relating to liquidity, assets, liabilities, equity, working capital, current ratio and net revenue. Contractors must also provide a privately placed debt rating from the NAIC, or an equivalent nationally recognized credit rating agency.
- The Contractor must also provide a copy of its Dun & Bradstreet (D&B) D-U-N-S number and Business Information Report, inclusive of its D&B viability and credit ratings.
- These financial statements must be accompanied by a signed statement from the Contractor's or its Parent Company's Chief Executive Officer, Chief Financial Officer or Designee(s), certifying the financial information is accurate and complete.
- A description of any formal relationships with the Consortium or California Counties over the last twenty-four (24) months.
- A description and associated contract number(s) of any existing contracts between the Contractor's organization, or any party named in the Contractor's response to this RFP, with the Consortium or individual Counties. If no such contracts exist, so declare.
- A description of how the Contractor will address any potential conflicts between the work underway on current contracts and the Portal/Mobile App Project.
- For any proposed Subcontractors, items contained in this section **6.2.3.4.1** must also be completed.

6.2.3.4.2 Firm Experience Details

Details of firm experience for both the Prime Portal/Mobile App Contractor and all Subcontractors relevant to the proposed Portal/Mobile App Services within at least the last ten (10) years must be included. A list of all Portal/Mobile App Services Projects for both the Prime Portal/Mobile App Contractor and all Subcontractors within the last ten (10) years shall be provided within the form in **Attachment E – Firm Qualifications**.

The Contractor shall also provide a general narrative description highlighting the Contractor's Portal/Mobile App Services experience and capabilities as prime Contractor, Subcontractor or other role including the following areas:

- Proven experience in providing similar services for similar Projects, e.g., web, portal and mobile applications for large-scale and/or statewide Health and Human Services systems.

The Contractor shall supply any additional information not already presented under Section **6.2.3.4.1** Details of Firm Qualifications and Financial Resources, which the Contractor believes to be relevant to the Consortium's assessment of the Contractor's and Subcontractor's experience with regard to the specifics of this RFP.

6.2.3.4.3 Subcontractor Additional Details

The Contractor shall provide a detailed description of all work to be performed by the Subcontractor(s) including:

- Any tasks, or portions thereof, that will be subcontracted must be identified and defined.
- Each Subcontractor(s) responsible shall be identified by name.
- The rationale for selection of the Subcontractor(s) must be stated.
- The exact type and amount of work to be done by each Subcontractor must be identified and defined.
- The Contractor shall delineate the percentage of the total Portal/Mobile App Project work the Subcontractor will perform by State Fiscal Year. The percentage of work shall be calculated using the Subcontractor's portion of the total number of work hours.

6.2.3.5 Statewide Portal/Mobile App Services Approach

The Contractor shall provide a detailed description of all work to be performed in the following areas to satisfy or exceed the RFP requirements as described in Section 4. Statement of Work and **Attachment J – Statewide Portal/Mobile App Requirements Cross-Reference Matrix**.

- Project Management
- Each element of the Portal/Mobile App Approach must include concise and informative descriptions of the required Statement of Work activities, related to:
 - Deliverable development,
 - Proposed approach to user engagement and UCD, and
 - Key interaction with Consortium, state, County, advocate, client and other Contractor staff.

6.2.3.6 Portal/Mobile Solution

The Contractor shall provide a detailed description of how the proposed Portal/Mobile Solution supports the Consortium, demonstrating how the Solution will enable the Consortium to achieve the goals and objectives defined for the Statewide Portal/Mobile App Project. The Solution should clearly demonstrate and prioritize an understanding of end-user and stakeholder needs, including accessibility, a user-friendly interface, and simple and clear language.

The Contractor shall provide a detailed description of the proposed Portal/Mobile Solution demonstrating how the proposed Portal/Mobile Solution meets/exceeds each

requirement within Attachment J – Statewide Portal/Mobile App Requirements Cross-Reference Matrix.

6.2.3.7 Staffing Approach

The Contractor shall describe the overall staffing approach to the Portal/Mobile App Project team including location of staff. The Contractor must include an organization chart displaying the relationships of the Portal/Mobile App team and include the relationships of the Portal/Mobile App team to the CalSAWS Migration Project, Consortium and other Contractors.

Using the **Attachment G – Key Staff Resumes/Staff Qualifications**, the Contractor must define and describe each proposed Key Staff role and its minimum qualifications and responsibilities.

Using the **Attachment I – Application Support Role Definition**, the Contractor must define and describe each proposed non-key role and its minimum qualifications and responsibilities. All proposed Application Support team staff must be assigned as one of the Portal/Mobile App Key Staff positions defined within this RFP or a proposed Application Support Role defined using the RFP Attachment I.

The Contractor shall describe the criteria used to fill the Portal/Mobile App Key Staff positions and should discuss the planned interaction between these individuals and Consortium's Project Staff in similar roles.

The Contractor shall provide a monthly, Deliverable-based staff loading schedule using **Attachment A – Price Proposal Schedules**. The Staff Loading will be separated from the Price Proposal for the Staffing Approach review. The Contractor shall provide a description of how staffing estimates provided within **Attachment A – Price Proposal Schedules** were developed and how adjustments will be made to address changes in staffing needs.

The Contractor shall provide staff résumés and qualifications for all staff in accordance with the format prescribed in **Attachment G – Staff Resumes/Staff Qualifications**.

The Contractor shall provide two (2) Individual Reference Checks for all Key Staff in accordance with the format prescribed in **Attachment H – Individual Reference Check**.

6.2.3.8 Proposal Attachments

The Portal/Mobile app Contractor shall complete and include in this section the completed forms from the list below:

- Draft Agreement, Attachment B
- Exceptions to the Agreement, Attachment C
- Contractor Certification Checklist / Statement of Certification, Attachment D
- Firm Qualifications, Attachment E
- Firm References, Attachment F
- Staff Resumes/Staff Qualifications, Attachment G
- Individual References, Attachment H
- Additional Staff Role Definition, Attachment I

- Statewide Portal/Mobile Application Requirements Cross-Reference Matrix, Attachment J *
- Letter of Intent to Respond, Attachment K
- Certificate of Status, Attachment L

***Statewide Portal/Mobile App Requirements Cross-Reference Matrix (Attachment J) –** Contractors are instructed to indicate whether the requirement was met in column E, provide a comment to describe the extent to which the requirement was met and how it was met, and finally to indicate the relevant page and section numbers in the proposal that demonstrate the requirement was met. This attachment is intended to direct the evaluators to the appropriate location in the response. Do not provide the requirement response approach within the matrix.

Contractors are instructed to include the completed attachments only once as part of the Proposal Attachments section of the proposal.

6.2.4 Volume 2 – Price Proposal

This section describes the requirements to be addressed in the preparation of the Price Proposal Schedules for the Portal/Mobile App Project. Each Price Proposal for the Portal/Mobile App Project shall include Schedules 1 through 10, the form, content and format for which are included as **Attachment A – Price Proposal Schedules**. Attachment A consists of a Microsoft Excel workbook that contains multiple worksheets. Contractor completion of all Price Proposal Schedules is mandatory. In Schedule 1 – Summary, formulas have been inserted in the appropriate cells so that summary numbers automatically calculate. Contractors must document any changes to formulas or links for reasons other than to accommodate additional rows in sums and indicate any such changes as comments in the affected cells. It is solely the responsibility of the proposing Contractor to ensure that all mathematical calculations are correct in their Proposal.

Each of the Price Proposal Schedule worksheets include an area in which to document related assumptions. These are to be used by the Contractor to list and describe any special cost assumptions, conditions, and/or constraints relative to, or which impact, the costs presented on the detailed schedules.

Price proposals must reflect the existing terms and conditions within the draft Agreement.

6.2.4.1 Statewide Portal/Mobile App Summary (Schedule 1)

Schedule 1 – Summary, shall present the Contractor's total firm fixed maximum price to perform all requirements of the RFP for Phase 1: DD&I, Phase 2: Optional Enhancements and Phase 3: First Year of M&O. Schedule 1 summarizes the price details provided in other schedules contained in the workbook. This schedule contains formulas that automatically populate the price information. This schedule reflects the Contractor's total maximum price.

6.2.4.2 Statewide Portal/Mobile App Phase 1 Deliverables (Schedule 2)

Schedule 2 – Phase 1 Deliverables, shall present the Contractor's total firm fixed maximum price by Deliverable to perform the requirements of the RFP for Phase 1 DD&I

(except for those requirements specifically related to the Mobile App Deliverables defined in Schedule 2a below). Schedule 2 defines the Deliverable costs by State Fiscal Year (SFY). The Proposer must indicate the planned Deliverable Due Dates, Review Periods and Target Invoice Dates based upon RFP requirements and the Proposer's Staff Loading Plan (Schedule 9). Contractors are required to manually enter information for Columns E – K.

6.2.4.3 Statewide Mobile App Phase 1 Deliverables (Schedule 2a)

Schedule 2a – Phase 1 Mobile App Deliverables, shall present the Contractor's total firm fixed maximum price by Deliverable to perform the Mobile App requirements of the RFP for Phase 1 DD&I. Schedule 2a defines the Deliverable costs by State Fiscal Year (SFY). The Proposer must indicate the planned Deliverable Due Dates, Review Periods and Target Invoice Dates based upon RFP requirements and the Proposer's Staff Loading Plan (Schedule 9). Contractors are required to manually enter information for Columns E – K.

6.2.4.4 Statewide Portal/Mobile App Phase 2 Optional Enhancements (Schedule 3)

Schedule 3 – Phase 2 Optional Enhancements, shall present the Contractor's total firm fixed maximum price for the proposed hours of work at an average hourly rate across all positions to perform each of the Phase 2 Optional Enhancements requirements defined in **Attachment J – Portal Mobile Proposal Requirements Cross Reference Matrix**. Each Phase 2 requirement from Attachment J must be entered into this Schedule 3 along with the planned implementation/release date; it is important to the Consortium to understand the extent to which any or all Phase 2 requirements can be implemented within the Phase 1 timeframes. Schedule 3 defines the hours and price for each Phase 2 requirement by State Fiscal Year (SFY). The Contractor must determine the required level of effort in hours for each Phase 2 requirement, provide the average hourly rate and categorize hours and prices across SFYs as appropriate.

6.2.4.5 Statewide Portal/Mobile App Phase 1 Hardware and Software (Schedule 4)

Schedule 4 – Phase 1 Hardware & Software shall present the Contractor's total firm fixed price for the Hardware and Software to perform all requirements of the RFP for Phase 1 DD&I. Schedule 4 defines the Hardware and Software prices by State Fiscal Year (SFY). Costs associated with AWS Infrastructure as a Service (IaaS) resources should not be included on Schedule 4; please refer to the instructions for Schedule 10 below.

6.2.4.6 Statewide Portal/Mobile App Phase 2 Hardware and Software (Schedule 5)

Schedule 5 – Phase 2 Hardware & Software shall present the Contractor's total firm fixed price for the Hardware and Software to perform all requirements of the RFP for Phase 2 Optional Enhancements. Schedule 5 defines the Hardware and Software prices by State Fiscal Year (SFY). Costs associated with AWS Infrastructure as a Service (IaaS) resources should not be included on Schedule 4; please refer to the instructions for Schedule 10 below.

6.2.4.7 Statewide Portal/Mobile App Maintenance and Operations (Schedule 6)

Schedule 6 – M&O shall present the Contractor's total firm fixed price for the M&O to perform all requirements of the RFP for the first twelve (12) months of M&O. Schedule 6 defines the M&O costs by State Fiscal Year (SFY).

6.2.4.8 Statewide Portal/Mobile App Hourly Rate Card (Schedule 7)

Schedule 7 – Hourly Rate Card shall present the Contractor's hourly rates for each role within Phase 1 and Phase 2 DD&I. Schedule 7 must include hourly rates for all Key Staff roles and non-key staff roles. The Contractor hourly rates must include all direct and indirect charges for each role. For the Average Hourly Rate field, Contractors are directed to use the calculated weighted Average Hourly Rate from Schedule 9, Staff Loading, column V.

6.2.4.9 Statewide Portal/Mobile App Change Order Rate Card (Schedule 8)

Schedule 8 – Change Order Rate Card shall present the Contractor's hourly rates for each role for any future potential Agreement Change Orders. Future Change Orders would include development and implementation of changes to the Portal and/or Mobile Applications and to support additional county business processes. Schedule 8 must include hourly rates for all Key Staff roles and non-key staff roles. The Schedule 8 hourly rates should be within 10 percent of the Hourly Rate Card (Schedule 7). The Contractor hourly rates must include all direct and indirect charges for each role.

6.2.4.10 Statewide Portal/Mobile App Staff Loading Plan (Schedule 9)

Schedule 9 – Staff Loading shall reflect monthly staff hours by staff role for each Deliverable as defined within Section 4.6, Statewide Portal/Mobile App Deliverables. Subtotals for the Prime Contractor and any Subcontractors must also be calculated.

Schedule 9 will also be separated and used by the Business Proposal Evaluation team in the evaluation of the overall level of effort for the defined Deliverables within the Business Proposal. The Business Proposal Evaluation Team will not have access to the hourly rates or pricing information contained within Schedule 9.

Additional rows must be consistent with the format provided and totals and subtotals must be validated.

6.2.4.11 Statewide Portal/Mobile App – AWS IaaS Resources (Schedule 10)

Schedule 10 – AWS Infrastructure as a Service (IaaS) Resources shall present the Contractor's AWS IaaS needs to perform all requirements of the RFP. Schedule 10 indicates the required resources the Contractor needs for the Consortium to procure through its agreement with the California Department of Technology (CDT). The prices associated with Schedule 10 are not reflected in the overall price summary in Schedule 1 – Summary.

7 EVALUATION

7.1 INTRODUCTION

This section describes the approach the Consortium will use to evaluate proposals submitted in response to this RFP. It identifies in detail the evaluation process, methodology, and criteria, and describes the selection and award process.

The Consortium will conduct a comprehensive, fair, and impartial evaluation of proposals received in response to this RFP. The Consortium will select the successful Contractor through a formal evaluation process, established prior to the opening and evaluation of proposals, and which will remain fixed throughout the procurement cycle. Consideration will be given to capabilities or advantages which are clearly described in the Proposal, confirmed by interviews and verified by information from reference sources.

The Consortium reserves the right to contact individuals, entities, or organizations who have had contracts or relationships with the firm or Staff proposed for this effort, whether or not they are identified as references, to verify that the Contractor has successfully performed its contractual obligations in other similar efforts.

All Proposals submitted will become the property of the Consortium and will be considered a matter of public record after Agreement negotiations are complete.

7.2 EVALUATION PROCESS

The Proposal evaluation process will be conducted as follows:

7.2.1 Evaluation of Business and Price Proposals

The Evaluation Team will rank and score each Business Proposal using the evaluation criteria as established in Section 7.6 Business Proposal Evaluation Criteria. A second Evaluation Team will rank and score Price Proposals using the evaluation criteria as established in Section 7.7.

7.2.2 Best and Final Offer

The Consortium reserves the right to require one or more Best and Final Offers from one or more Contractors, requesting a final adjustment, confirmation, or resubmission of pricing and other terms.

7.2.3 Evaluation Organization

The Consortium will establish formal Evaluation Teams to assist in completing all steps of the evaluation process, and in making a final recommendation for selection to the CalSAWS JPA Board of Directors. The Evaluation Teams will be responsible for evaluating the Business and Price Proposals, including the final scoring of all Proposals, resolving compliance issues, and preparing the final Portal/Mobile App Contractor Selection Report which consolidates the results of the evaluation process and recommends a Contractor for selection. In order to bring the appropriate expertise to the selection process, the Evaluation Team will consist of Consortium staff with appropriate business, technical and

financial experience. Please note that the team evaluating the Price Proposal will be separate and apart from the team evaluating the Business Proposal. The Consortium reserves the right to designate other appropriate experts to assist in the evaluation process or to alter the composition of the Evaluation Team, as deemed necessary.

7.2.4 Evaluation Methodology

The following table reflects the percentage weights for the major sections of the Portal/Mobile App Contractor Proposals:

Table 9 - Evaluation Weights Distribution

CATEGORY/SUBCATEGORY	SUBCATEGORY WEIGHT	OVERALL WEIGHT	MAXIMUM POINTS
Business Proposal		70%	70
Firm Qualifications	5%		
Approach to Statewide Portal/Mobile App Services	15%		
Statewide Portal/Mobile App Solution	20%		
Staffing Approach and Staff Qualifications	20%		
Oral Presentations and Key Staff Interviews	10%		
Price Proposal		30%	30
1. Phase 1 DD&I	25%		
2. Phase 2 Optional Enhancements	5%		
Total	100%	100%	100

7.3 BUSINESS PROPOSAL EVALUATION

Each Proposal will first be reviewed for adherence to the mandatory form and content requirements, and to verify that all required forms are provided and signed by a representative of the Contractor's organization with the authority to bind the firm. **If a proposal does not meet all the mandatory form and content requirements, it may be eliminated from further consideration.** The Contractor will be notified as soon as is reasonably possible if their proposal has been eliminated due to failure to meet mandatory form and content requirements.

The next evaluation phase involves a concurrent evaluation of the Business Proposals. For each of the sections, subject matter experts will be responsible for reviewing the proposals, using the following process:

1. The Evaluation Team members will evaluate each proposal based on the extent to which RFP requirements are met or not met and will be evaluated using the following process:
 - A. An ordinal ranking of first, second, third, or fourth will be applied to the following subsections:

- I. Firm Qualifications
- II. Approach to Portal/Mobile App Services
- III. Portal/Mobile App Solution
- IV. Staffing Approach and Staff Qualifications
- B. Each ordinal ranking will have the following point values:
 - I. First = 10 points
 - II. Second = 7.5 points
 - III. Third = 5 points
 - IV. Fourth = 2.5 points
 - V. If there are more than four submissions, all remaining submissions will receive a point value of 0 points
2. Once the individual reviews of the Business Proposals are completed, the Evaluation Teams will meet to review and discuss the rationale for scores. The Evaluation Team will discuss the Proposals and reach consensus on the scoring of each Proposal subsection.
3. The Oral Presentations and Key Staff Interviews will be rated on a 1-10 scale. The average score of the four Key Staff Interviews represent the Key Staff Interviews subcategory.
4. The resultant points for each subsection will be multiplied by the subcategory weight and totaled to create a weighted Business Proposal score.
5. The bidder with the highest Business Proposal score will receive the maximum allowable score (70 points).
6. The scores of the other bidders will be normalized as follows:
$$(\text{Weighted Business Proposal score} / \text{Highest Business Proposal score}) * 70 = \text{Business Proposal score}$$

7.4 PRICE PROPOSAL EVALUATION

Price Proposals will be evaluated for adherence to the mandatory form and content requirements, and to ensure that all required forms and schedules are provided and signed by a representative of the Contractor's organization with the authority to bind the firm. **If a Price Proposal does not meet all the mandatory form and content requirements, it may be rejected as unresponsive to the RFP.**

Each Contractor's Price Proposal will be evaluated based on the total cost of Phase 1 and Phase 2 DD&I. All Price Proposals will then be ranked from lowest cost to highest cost. Each Contractor will receive a score for the Phase 1 and Phase 2 DD&I based on a proration of 30 points, with the lowest-priced Contractor Price Proposal receiving the full 30 points and each higher-priced Contractor Price Proposal receiving a normalized (reduced) score based on the lowest Contractor Price Proposal divided by that Contractor's Price Proposal (Price Factor).

To simplify, the Price Proposal evaluation formula is:

*Contractor Price Score = (Lowest Price / Contractor Price) * 30.*

Example for the Cost Scoring. The Contractor Price Proposals will be evaluated as follows.

Table 10 - Example Total Price

CONTRACTOR	TOTAL PRICE
A	\$35.0
B	\$27.0
C	\$30.0
D	\$37.0

In this example, Contractor B has the lowest Total Price (\$27.0), so Contractor B will receive the full 30 points available. The other Contractors will receive a prorated score based on their own Total Price in relation to the lowest Total Price, as shown below:

Table 11 - Contractor Price Proposal Scoring

CONTRACTOR	CONTRACTOR TOTAL PRICE (A)	LOWEST CONTRACTOR TOTAL COST (B)	PRICE FACTOR [(B) / (A)]	POINTS POSSIBLE	POINTS RECEIVED
B	\$27.0	\$27.0	1.00	30	30.0
C	\$30.0	\$27.0	0.90	30	27.0
A	\$35.0	\$27.0	0.77	30	23.1
D	\$37.0	\$27.0	0.73	30	21.9

7.5 FINAL PROPOSAL SCORING

The Contractor's final total score will be the sum of the normalized scores for the Business Proposal plus the Price Proposal. Final selection will be on the basis of proposal rank (as derived from total score) which reflects best value to the Consortium.

7.6 BUSINESS PROPOSAL EVALUATION CRITERIA

The criteria outlined in the following sections will provide the basis for evaluation of Business Proposals and is based on the RFP requirements. **Please note all RFP requirements will be evaluated.**

7.6.1 Firm Qualifications

In this section, the Contractor's proposal and related Attachments will be evaluated for the following and all related RFP requirements:

- Firm experience, resources and qualifications as well as customer references and information received through other sources.
- Financial viability and stability.
- Experience in UCD and user engagement as part of UCD.
- Experience in the Health and/or Human Services systems area.
- AWS cloud architecture and/or deployment experience.

- Real-time web-based application experience in JAVA environment of similar size and complexity to the Portal/Mobile App.
- Mobile application development and/or deployment experience using ILS and Android technologies.

7.6.2 Approach to Statewide Portal/Mobile App Services

In this section, the Contractor's proposal and related Attachments will be evaluated in the following areas and in accordance with RFP requirements:

- Project Management.
- Each element of the Portal/Mobile App Approach must include concise and informative descriptions of the required Statement of Work activities, related to:
- Deliverable development.
- Proposed approach to user engagement and UCD.
- Key interaction with Consortium, state, county, advocate, client and other Contractor staff.

The Contractor should consider the following:

- The clarity of approach for each element.
- Application of collaboration and customer-focused philosophy.
- Evidence the Portal/Mobile App staff can deliver the required support.

7.6.3 Portal/Mobile App Solution

The Contractor's proposal and related Attachments will be evaluated in the following areas and in accordance with RFP requirements:

- The degree to which the proposed solution meets/exceeds the requirements of the Consortium.
- The proposed solution's capabilities.
- The demonstration and prioritization of a clear understanding of end-user (client/consumer) needs, including accessibility, a user-friendly interface, and simple and clear language.

7.6.4 Staff

In this section, the Contractor's proposal and related Attachments will be evaluated in the following areas and in accordance with RFP requirements:

- The approach to Staffing.
- The adequate justification of staff types and levels proposed including the extent to which the minimum staff qualifications were met or exceeded.
- Experience of proposed Staff providing Portal/Mobile App Services.
- Performance in Key Staff interviews.

All Contractors are required to participate in an oral presentation. The intent of the oral presentation is to validate the information provided by the Contractor in its proposal. Interviews of Portal/Mobile App Key Staff will be used to confirm staff experience and qualifications. The oral presentation will be designed to address specific areas of the Contractors proposals; the Consortium will provide the topic areas and/or questions to all Contractors invited to participate in oral presentations. The topic areas and/or questions will be identical for all Contractors. The oral presentations will be scheduled for a 45 to 60-minute period.

Immediately following the oral presentation, all proposed Portal/Mobile App Key Staff will be interviewed by one or more panels of Consortium representatives. The interviews will seek information regarding the understanding of the role and relevant experience. The interview questions for each Portal/Mobile App Key Staff position will be identical for all Contractors. Each interview will be scheduled for 20-30 minutes.

Portal/Mobile App Key Staff interviews will be scored using a standard scale of one (1) to ten (10). For each Contractor, an average interview score will be calculated across the seven required Portal/Mobile App Key Staff positions. The average interview score for each Contractor will be factored into the overall score for the staff-related subcategory shown in the evaluation percentage weight table in Section 7.2.4 above.

7.7 PRICE PROPOSAL EVALUATION CRITERIA

Price Proposals will be evaluated for adherence to the mandatory form and content requirements and normalized in accordance with the formula provided. **If a Final Price Proposal does not meet all the mandatory form and content requirements, the whole proposal may be eliminated from further consideration.** No deviations, qualifications, or counteroffers will be accepted in the Proposal. The Consortium reserves the right to review the cost details for reasonableness and reject any Proposal where the cost details show significant and unsupported deviation from normal expectations. The Price Proposals will be scored in accordance with the methodology described in Section 7, Evaluation Methodology.

7.8 FINAL AUTHORITY

The final authority to award an Agreement resulting from this RFP rests solely with the Consortium.

8 NOTICE OF INTENT TO AWARD AND NEGOTIATIONS

8.1 NOTICE OF INTENT TO AWARD

After the completion of the proposal evaluations an electronic Notice of Intent to Award (NOIA) will be issued to all Contractors. The date of NOIA issuance also triggers the beginning of the **appeal period**.

The contract will be awarded based on application of the evaluation criteria set forth in Section 7 above.

The contents of the proposal of the successful Contractor will become contractual obligations and failure to accept these obligations in a contractual Agreement may result in cancellation of the award.

8.2 CONTRACT NEGOTIATIONS

Negotiations may be conducted with the Contractor of the highest-ranked proposal beginning immediately after the NOIA. Contract negotiations may commence in parallel with the appeal period. If the highest-ranked Contractor fails to provide necessary information for negotiations in a timely manner, or fails to negotiate in good faith, the Consortium may terminate negotiations and negotiate with the Contractor of the next highest-ranked proposal.

Contract negotiations will be conducted on-site in the Sacramento area. During this period, the Contractor will be responsible for its travel and expenses.

If the selected Contractor:

- Fails to provide the information required to begin negotiations in a timely manner; or
- Fails to negotiate in good faith; or
- Indicates it cannot perform the contract within the budgeted funds available for the Project; or
- If the Contractor and Consortium, after a good faith effort, simply cannot come to terms;

Then the Consortium may terminate negotiations with the Contractor initially selected and commence negotiations with the next highest rated Contractor.

8.3 APPEAL

The objective of the Consortium procurement process is to award a contract to the selected Contractor for the services or materials described in this RFP that is determined to be most advantageous to the Consortium, with price and other factors considered.

The process that will be followed in the event a Contractor protests a proposed contract award resulting from this Consortium Portal/Mobile App procurement competitive solicitation is explained below.

8.3.1 Grounds for Appeal

Appeals are limited strictly to the following grounds:

- The Consortium failed to follow its evaluation and selection procedures and to adhere to requirements specified in the RFP or any addenda or amendments thereto.
- The Consortium violated California Government Code 87100 et. seq.
- The Consortium violated any State or Federal law.

Appeals will not be accepted for any other reason.

8.3.2 Appeal Method

Any appeal ("Appeal") must be submitted in writing (by e-mail, or first-class mail) and received by the Executive Director within five (5) business days of the date on the NOIA Letter. The Appeal must contain the following information:

- The name, address, electronic mail address, telephone and facsimile numbers of the Appealing Contractor.
- The title of the procurement being appealed.
- Ground(s) for the appeal with supporting facts and documentation.
- Form of relief requested.

The Executive Director is John Boule.

Address: 11290 Pyrites Way, Suite 150
Rancho Cordova, CA 95670

Email: BouleJ@CalSAWS.org

8.3.3 Appeal Review Panel and its Responsibilities

The Executive Director will work with the Consortium Board of Directors to designate an Appeal Review Panel composed of three Board members to handle any appeal. The Appeal Review Panel will not include members of the Procurement Proposal Evaluation Team or Consortium staff.

The Appeal Review Panel will review the Appeal Packet as defined in Section 8.3.5 Appeal Packet and hear presentations relevant to the Appeal. The Appeal Review Panel will deliberate and document its findings in writing.

The Appeal Review Panel will issue the Appeal Findings Report to the Executive Director and the Appealing Contractor within fifteen (15) business days after the oral presentation. The Appeal Review Panel's Appeal Findings Report will be the final administrative decision.

8.3.3.1 Appeal Process

1. Within five (5) business days of receipt of an Appeal, the Executive Director will initiate steps to obtain a panel composed of three members of the Consortium

Board of Directors. The panel members will be contacted as to the date, time and location for the oral presentation.

2. Within five (5) business days after the receipt of an Appeal, the Executive Director will send the Appealing Contractor notification acknowledging receipt of the Appeal.
3. If the Appealing Contractor requests any information from the Consortium within the five (5) business day appeal filing time period, the Acknowledgment Letter may indicate that the request has been received and the documents will be produced within a reasonable period.
4. If additional information has been requested, the Appealing Contractor will also be notified that it will have five (5) business days after receipt of the documents in which it may provide supplemental information in a Detailed Claim supporting the grounds stated in its original appeal document. The Detailed Claim may not include additional grounds for the appeal than those stated in the original Appeal document, unless the Appealing Contractor provides evidence supporting the contention that it could not reasonably have ascertained upon the exercise of due diligence those grounds within the Appeal Filing Period. The Executive Director will determine the reasonableness of the Appealing Contractor's failure to include the additional grounds in the original Appeal, and, in his/her sole discretion, may exclude the additional grounds from the Detailed Claim.
5. The Appeal Review Panel will set a hearing at which both the Appealing Contractor and the Executive Director will make oral presentations. The Appeal Panel shall thereafter provide its written decision in the Appeal Findings Report within fifteen (15) business days of the date the hearing.
6. Upon receipt of the Appeal Findings Report, the Executive Director will have five (5) business days in which to respond in writing to the Appealing Contractor with the decision of the Appeal Review Panel and provide notice, if appropriate, of any remedy. The Executive Director's Response will be distributed to the Appealing Contractor and the Chair of the Consortium Board of Directors.

8.3.4 Appeal Packet

An Appeal Packet will be compiled by the Executive Director and delivered to each member of the Appeal Review Panel.

The Appeal Packet will contain the Appeal, the Acknowledgment notification, the Detailed Claim (if any), and any other document(s) deemed relevant to the Appeal.

The Appeal Packet will be provided to the Appeal Review Panel at least five (5) business days prior to the oral presentation.

8.3.5 Appeal Oral Presentations

A hearing will be scheduled by the Appeal Review Panel to hear presentations relevant to the Appeal by the Appealing Contractor and the Executive Director. The Appealing Contractor will be notified in writing of the date, time and location for the presentation. At the presentation, the Appealing Contractor and the Executive Director or authorized

representative will each have forty-five (45) minutes to make an oral presentation to the Appeal Review Panel, in that order, and the presentations shall be limited to grounds identified in the Appeal and/or properly raised in the Detailed Claim.

The oral presentation is informal in nature and shall be made by the Appealing Contractor or its authorized representative. The Appeal Review Panel will allow Appealing Contractor to argue its position. Witnesses shall not be called and technical rules of evidence shall not apply. The Panel may question the Appealing Contractor or documentation submitted. Within fifteen (15) business days following the presentation, the Panel will issue a written Appeal Findings Report with its decision and submit to the Executive Director. The decision will be final with no provision for reconsideration.

8.3.6 Summary Dismissal of Appeal

The Appeal Review Panel may summarily dismiss an appeal at any time that the panel determines that the protest raises issues beyond those as set forth in Section 8.3.1 Grounds for Appeal of this RFP; is untimely; frivolous or without merit; or is not submitted in the required form. If a decision is made to dismiss the appeal, written notification will be sent to the Appealing Contractor stating the decision and reasons for dismissal.

8.3.7 Appeal Remedies

If the Appeal Review Panel sustains an appeal in whole or in part, the Executive Director has the sole discretion to determine an appropriate remedy. In determining the appropriate remedy, the Director may consider the integrity of the competitive procurement process, the good faith of the parties, the cost to the Executive Director, and the urgency of the procurement.

8.3.8 Appeal Schedule

Table 12 - Appeal Schedule

#	ACTIVITY	DATE
1.	Filing Period Deadline	Five (5) business days after Notice of Intent to Award
2.	(If applicable) Detailed Claim received by the Executive Director	Five (5) business days after receipt of the supplemental documents (if applicable)
3.	Oral Presentations	On a date to be determined
4..	Appeal Review Panel issues Appeal Findings Report	Within fifteen (15) business days after the Oral Presentation
5.	The Executive Director issues final decision on Appeal.	Within five (5) business days of receipt of Appeal Findings Report

9 GENERAL TERMS AND CONDITIONS

Contractor will be required to enter into a formal agreement with the Consortium as provided in Attachment B.

9.1 PURPOSE OF THE AGREEMENT

The purpose of this section is to describe the type of Agreement that the selected Contractor shall be required to execute. This section is not a substitute for any requirement or provision in the Agreement. The Agreement is included as Attachment B of this RFP and sets forth the Consortium's draft terms and conditions. The Consortium expects the selected Contractor to enter into an Agreement essentially the same as the Agreement provided in Attachment B.

9.2 GENERAL AGREEMENT INFORMATION

The Agreement shall include: 1) the Agreement itself and any Agreement amendments; 2) the RFP, RFP Addenda, and/or any RFP Amendments; 3) the Contractor's Proposal submitted in response to the RFP and accepted by the Consortium; and 4) all Specifications as defined in the Agreement.

9.3 AGREEMENT TYPE

The Agreement resulting from this competitive procurement process shall be a firm fixed price Agreement and shall be executed by authorized official(s). All costs, including, but not limited to, indirect costs and out-of-pocket expenses, shall be factored into the Total firm fixed price.

9.4 AGREEMENT TERM

The Agreement will be for a maximum period in accordance with Section 1 of the Agreement, unless extended by the Consortium as provided in the Agreement.

9.5 PAYMENTS

Payment of all services provided in accordance with the provisions of this Agreement is contingent upon the continued availability of County, State, and Federal funds.

9.6 ELECTRONIC FUNDS TRANSFER

The Contractor shall accept all payments from the Consortium via electronic funds transfers (EFT) directly deposited in the Contractor's designated bank account. The Contractor shall promptly comply with directions and accurately complete all forms required to process EFT payments.

LIST OF ATTACHMENTS

Attachment A – Price Proposal Schedules

Attachment B – Draft Agreement

Attachment C – Exceptions to the Agreement

Attachment D – Contractor Certification Checklist / Statement of Certification

Attachment E – Firm Qualifications

Attachment F – Firm References

Attachment G – Staff Resumes/Staff Qualifications

Attachment H – Individual References

Attachment I – Additional Staff Role Definition

Attachment J – Statewide Portal/Mobile Application Requirements Cross-Reference Matrix

Attachment K – Letter of Intent to Respond

Attachment L – Secretary of State Certificate

ATTACHMENT A – PRICE PROPOSAL SCHEDULES

Contractors are required to provide the Price Proposal Schedules as defined within Section 6.2.4.

ATTACHMENT B - DRAFT AGREEMENT

Attachment B can be referenced under separate cover.

ATTACHMENT C - EXCEPTIONS TO THE AGREEMENT

CONTRACTOR NAME _____

ADDRESS _____

TELEPHONE# () _____ Email _____

I have reviewed the **RFP Attachment C – Draft Agreement** in its entirety and have the following exceptions: Please identify and list your exceptions by indicating the Section or Paragraph number, and Page number, as applicable. Be specific about your objections to content, language, or omissions. Add as many pages as required.

#	Section	Page #	Original Language	Proposed Language	Anticipated Impact to Staffing and Cost, as applicable

Name of Authorized Representative _____

Signature of Authorized Representative _____

Date _____

ATTACHMENT D – BIDDER CERTIFICATION CHECKLIST / STATEMENT OF CERTIFICATION

AUTHORIZATION TO NEGOTIATE		
The following individuals are authorized to negotiate and execute an Agreement with the Consortium on behalf of our organization.		
<input type="checkbox"/> Mr. <input type="checkbox"/> Ms. <input type="checkbox"/> Mrs.	NAME	
	TITLE	
	PHONE	
	EMAIL	
<input type="checkbox"/> Mr. <input type="checkbox"/> Ms. <input type="checkbox"/> Mrs.	NAME	
	TITLE	
	PHONE	
	EMAIL	
<input type="checkbox"/> Mr. <input type="checkbox"/> Ms. <input type="checkbox"/> Mrs.	NAME	
	TITLE	
	PHONE	
	EMAIL	
QUALIFICATION CERTIFICATION		
I certify that my firm meets the following requirements.		Contractor Response
1.	My firm has read and is willing to comply with the terms, conditions and the pro forma contract addressed in the RFP, apart from specific items identified as exceptions in Attachment C – Exceptions to the Agreement.	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.	My firm is in good standing and qualified to conduct business in California.	<input type="checkbox"/> Yes <input type="checkbox"/> No

3.	My firm, if selected, will comply with all County, Federal and State laws, regulations, rules, and policies.	<input type="checkbox"/> Yes <input type="checkbox"/> No
4.	My firm has a past record of sound business integrity and a history of being responsive to past contractual obligations. My firm authorizes the Consortium to confirm this claim.	<input type="checkbox"/> Yes <input type="checkbox"/> No
5.	My firm is financially stable and solvent and has adequate cash reserves to meet all financial obligations while awaiting reimbursement from the Consortium.	<input type="checkbox"/> Yes <input type="checkbox"/> No
6.	Neither my firm, nor any of its principals, and/or sub-contractors, is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal, State or county department or agency,	<input type="checkbox"/> Yes <input type="checkbox"/> No
7.	No relationship exists between my firm and the Consortium, or one or more of the individual Counties, that interferes with open and free competition or constitutes a conflict of interest.	<input type="checkbox"/> Yes <input type="checkbox"/> No
8.	No relationship exists between my firm or its' proposed sub-contractors and another person or organization that constitutes a conflict of interest with respect to an existing County or Consortium contract.	<input type="checkbox"/> Yes <input type="checkbox"/> No
9.	My firm will take all steps necessary to safeguard confidential information against unauthorized disclosure or use, and to satisfy its obligations under this Contract.	<input type="checkbox"/> Yes <input type="checkbox"/> No
10.	My firm has all requisite legal authority to submit the Proposal and enter into a resultant contract.	<input type="checkbox"/> Yes <input type="checkbox"/> No
11.	My firm is in compliance with Equal Employment Opportunity regulations and laws.	<input type="checkbox"/> Yes <input type="checkbox"/> No
12.	<p>My firm acknowledges in accordance with Public Contract Code 7110 that:</p> <p>The firm recognizes the importance of child and family support obligations and shall fully comply with all applicable State and Federal laws relating to child and family support enforcement, including, but not limited to, disclosure of information and compliance with earnings assignment orders as provided in Chapter 8 (commencing with Section 5200) of Part 5 of Division 9 of the Family Code; and</p> <p>The firm to the best of its knowledge is fully complying with the earnings assignment order of all employees and is providing the names of all new employees to the New Hire Registry maintained by the California Employment Development Department.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No

13.	My firm certifies that it complies with the requirements of the Electronic Waste Recycling Act of 2003, Chapter 8.5, Part 3 of Division 30, commencing with Section 42460 of the Public Resources Code, relating to hazardous and solid waste. My firm maintains documentation and will provide reasonable access to its records and documents that evidence compliance.	<input type="checkbox"/> Yes <input type="checkbox"/> No
14.	My firm declares that it is not an expatriate corporation or subsidiary of an expatriate corporation within the meaning of Public Contract Code Section 10826 and 10826.1, and is eligible to contract with the Consortium.	<input type="checkbox"/> Yes <input type="checkbox"/> No
15.	My firm declares that no Equipment, materials, or supplies furnished to the Consortium pursuant to this Contract have been produced in whole or in part by sweatshop labor, forced labor, convict labor, indentured labor under penal sanction, abusive forms of child labor, or exploitation of children in sweatshop labor, or with the benefit of sweatshop labor, forced labor, convict labor, indentured labor under penal sanction, abusive forms of child labor, or exploitation of children in sweatshop labor. My firm further declares under penalty of perjury that it adheres to the Sweat-free Code of Conduct as set forth on the California Industrial Relations Website located at www.dir.ca.gov and Public Contract Code Section 6108.	<input type="checkbox"/> Yes <input type="checkbox"/> No
16.	My firm agrees that all aspects of the RFP and the Proposal submitted shall be binding if the Proposal is selected and an Agreement awarded.	<input type="checkbox"/> Yes <input type="checkbox"/> No
17.	The offer made in my firm's Proposal is firm and binding for 270 days from the date the Final Proposal submission date as indicated in Section 2, Procurement Schedule.	<input type="checkbox"/> Yes <input type="checkbox"/> No
18.	All aspects of my firm's Proposal, including cost, have been arrived at independently, without consultation, communication, or agreement, for the purposes of restricting competition, as to any manner relating to such prices with any other Portal/Mobile App Contractor.	<input type="checkbox"/> Yes <input type="checkbox"/> No
19.	The prices quoted within my firm's Proposal have not been knowingly disclosed by the Portal/Mobile App Contractor and will not knowingly be disclosed, prior to the Proposal due date, directly or indirectly to any other Portal/Mobile App Contractor.	<input type="checkbox"/> Yes <input type="checkbox"/> No
20.	No attempt has been made or will be made by my firm to induce any other person or firm to submit or not to submit a Proposal for the purpose of restricting competition.	<input type="checkbox"/> Yes <input type="checkbox"/> No
21.	My firm will bear sole and complete responsibility for the production and completion of all tasks and associated Deliverables as defined in the RFP, except for those items specifically defined as the Consortium's responsibility.	<input type="checkbox"/> Yes <input type="checkbox"/> No

CalSAWS Statewide Portal/Mobile Application Project

22.	All Key Personnel and individuals proposed for the CalSAWS Portal/Mobile App Project by my firm will be those actually assigned to the Portal/Mobile App Support Project.	<input type="checkbox"/> Yes <input type="checkbox"/> No
23.	All proposed sub-contractors have been identified along with a description of the exact type and amount of work each proposed sub-contract will perform has been included in my firm's Proposal.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
24.	My firm and any sub-contractor proposed by my firm will fully cooperate with the incumbent Portal/Mobile App Contractor(s).	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
25.	My firm and any sub-contractor proposed by my firm will fully cooperate with all oversight entities.	<input type="checkbox"/> Yes <input type="checkbox"/> No
26.	All declarations in the Proposal and supporting documents are true and this shall be a warranty, the falsity of which shall entitle the Consortium to pursue any remedy by law.	<input type="checkbox"/> Yes <input type="checkbox"/> No

Certification

I, the official named below, am duly authorized to legally bind the bidding firm to the claims made herein. I certify under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

Name of Bidding Firm	
Signature	Date Signed
Printed/Typed Name	Title

Darfur Contracting Act Certification

Pursuant to Public Contract Code section 10478, if a bidder or Contractor currently or within the previous three years has had business activities or other operations outside of the United States, it must certify that it is not a “scrutinized” company as defined in Public Contract Code section 10476.

Therefore, to be eligible to submit a bid or Proposal, please complete only one of the following three paragraphs (via initials for Paragraph # 1 or Paragraph # 2, or via initials and certification for Paragraph # 3):

Initial	Attestation
	We do not currently have, or we have not had within the previous three years, business activities or other operations outside of the United States.
	We are a scrutinized company as defined in Public Contract Code section 10476, but we have received written permission from the Department of General Services (DGS) to submit a bid or proposal pursuant to Public Contract Code section 10477(b). A copy of the written permission from DGS is included with our bid.
	We currently have, or we have had within the previous three years, business activities or other operations outside of the United States, but we certify below that we are not a scrutinized company as defined in Public Contract Code section 10476.

CERTIFICATION For # 3

I, the official named below, CERTIFY UNDER PENALTY OF PERJURY that I am duly authorized to legally bind the prospective Contractor/bidder to the clause listed above in # 3. This certification is made under the laws of the State of California.

Contractor/ Firm Name			
By (Authorized Signature)			
Printed Name and Title of Person Signing			
Date Executed		Executed in County of	

ATTACHMENT E – FIRM QUALIFICATIONS

Minimum Contractor Requirement – Two years of experience as a Portal/Mobile App Contractor in support of Health and Human Services systems.

The Contractor should complete a separate Table 1 – Minimum Experience submissions for each Project required to demonstrate the required experience. Only the prime Contractor must submit Table 1 – Minimum Experience. Table 1 should not be submitted for subcontractors.

Table 1 – Firm Minimum Experience	
State Agency:	Project Name:
Address:	Contact Person/Title:
	Phone:
	Email:

Table 1 – Firm Minimum Experience	
Contract Dates:	Contract Amount:

Table 1 – Firm Minimum Experience	
Contract Duration (months):	XX Project Type (check all that apply): <input type="checkbox"/> HHS Systems <input type="checkbox"/> Other
Briefly describe the services provided:	

Firm Experience Details Requirement – Provide the details of firm experience for both the Prime Portal/Mobile App Contractor and all Subcontractors relevant to the proposed Portal/Mobile App Services within at least the last 10 years. The Contractor should complete a separate *Table 2 – Portal/Mobile App Contractor/Subcontractor Experience Table* for each entity (Prime and Subcontractors). Each table submission must be clearly labeled indicating the name of the company/organization.

Table 2 – Portal/Mobile App Contractor/Subcontractor Experience Table							
Experience Category		Prime Contractor	Subcontractor	HHS	Other	Contract Duration (months)	Contract Amount
Project Name	State						
Portal/Mobile App Services							
Experience in UCD and user engagement as part of UCD.							
Experience in the Health and/or Human Services systems area.							
AWS cloud architecture and/or deployment experience.							
Real-time web-based application experience in JAVA environment of similar size and complexity to the Portal/Mobile App.							
Mobile application development and/or deployment experience using ILS and Android technologies.							
Total Experience in Months							

ATTACHMENT F – FIRM REFERENCES

Directions:

Provide three (3) Firm References for the prime vendor and all Subcontractors where the same or similar scope of services was provided (completed within the last ten [10] years or still ongoing). Each Firm Reference must clearly identify the firm (prime vendor or Subcontractor).

The Firm references must be submitted within the Business Proposal as defined within RFP Section 6.2.3.4.

Attachment F – Firm Reference

Firm Reference - <Firm Name / prime or Subcontractor>	
Reference Agency Name:	Contact Person/Title:
Address:	Phone:
	Email:
Briefly describe the services provided:	
Contract Start Month – End Month:	Contract Amount:

For each question below, please provide a comment.

Reference Questions:

<p>1. Did the Contractor produce high quality, Deliverables? Please describe briefly.</p>
<p>2. Was the Contractor flexible and willing to work through issues during all stages of the Project?</p>

3. Was communication between the Contractor and your organization's staff open, timely, complete and effective? Please briefly summarize.
4. Did the proposed key Contractor staff work on the job site? Were there any major issues with key staff turnover or replacement?
5. Were any Subcontractors used by this Contractor? If so, for what purpose/major tasks? How well did the Contractor manage its Subcontractors and did your organization ever have to mediate?

6. Was the Project a success?
7. How well did the Contractor handle engagement with end users and user input?
8. Would you rehire/recommend this Contractor? If not, why not?
9. On a scale of 1-10, with 1 being the lowest and 10 being the highest, how would you rate this Contractor's overall performance?
Other Comments:

REFERENCE AFFIRMATION AND SIGNATURES	
The undersigned hereby certifies that the foregoing statements are true and correct.	
Print Name	
Title	
Date	
Signature	

ATTACHMENT G – KEY STAFF RESUMES/STAFF QUALIFICATIONS

Attachment G is comprised of three (3) parts that must be completed for each proposed Key Staff candidate:

- Part 1 - A Staff résumé with a three (3) page limit
- Part 2 – Staff Minimum Qualification Table, which contains staffing requirements for each position defined in this RFP
- Part 3 - Staff Minimum Qualifications Summary Table summarizing and totaling time for each candidate's mandatory minimum qualifications

Part 1 - Résumé

Résumé Instructions:

Include a Résumé for all proposed CalSAWS Portal/Mobile App Services Staff.

This template prescribes the required content and page limitation for résumés that must be submitted with Proposals in response to the RFP. This format should also be used by the successful Contractor for the duration of the CalSAWS Portal/Mobile App Services Agreement.

Education and Certifications: Start with the most recent. Include copies of any degrees and relevant certifications.

Relevant Experience: Start with the most recent experience and repeat the table as many times as necessary to fully document the claimed experience.

Key Skills: Enter all relevant skills

Staff Résumé (three (3) page limit)

Contractor			
Candidate Name			
Position in The Company		Length of time in position	
Project Position & Responsibilities			
Skills & Qualifications for Project Position			

Relevant Experience (Add additional tables as needed)

Project Title					
Position Title					
Begin Date	MM/YYYY	End Date	MM/YYYY	# of Months	
Scope and Description of Responsibility					
Skills Utilized and Experience Attained					

Education (add rows as needed)

Years	Course of Study	School
MM/YYYY		

Professional Certifications or Designations (add rows as needed)

Certification or Designation	Organization	Dates

Part 2 – Key Staff Minimum Qualifications Table

Instructions: Complete a staff qualifications table for each proposed Key Staff. All fields on the form must be completed, providing sufficient information to allow the Consortium to validate that the proposed Key Staff meet the Minimum Qualifications (MQs). The Consortium reserves the right to contact the references listed to validate the staff experience.

Extra points may be given for proposed staff who exceed the minimum qualifications by 75% or more.

Each Project Description, Relevant Experience Description, and Reference Contact shall be tied together with a number, as it appears in the example (add "Project #2", "Reference #2", etc. as necessary). Proposed Key Staff may not cite full time experience gained working simultaneously on multiple Projects.

A. Project Manager Minimum Qualifications

Contractor Name: Type Firm Name Here		Proposed Staff Name: Type Staff Name Here	
Minimum Qualification # 1			
A minimum of five (5) years of experience within the past ten (10) years, managing a system development life cycle (SDLC), including business and system requirement specification, design, development, testing, and implementation, on Projects involving large and complex IT Systems.			
Project #1		Reference #1	
Company Name:		Contact Name:	
Project Name:		Company Name:	
Time Period: (Month, Day, Year – Month, Day, Year)		Phone Number:	
Percentage of Time:		Email:	
Experience			
Staff Role:			
Description of relevant experience:			
Project #2		Reference #2	
Company Name:		Contact Name:	
Project Name:		Company Name:	
Time Period:		Phone Number:	
Percentage of Time:		Email:	
Experience			
Staff Role:			
Description of relevant experience:			
Total Duration of all Projects cited to meet the MQ:			

Contractor Name: Type Firm Name Here		Proposed Staff Name: Type Staff Name Here	
Minimum Qualification # 2			
A minimum of five (5) years' experience within the past ten (10) years, managing/co-managing a Project with experience managing requirements and Deliverables on complex IT Projects.			
Project #1		Reference #1	
Company Name:		Contact Name:	
Project Name:		Company Name:	
Time Period (Month, Day, Year – Month, Day, Year):		Phone Number:	
Percentage of Time:		Email:	
Experience			
Staff Role:			
Description of relevant experience:			
Project #2		Reference #2	
Company Name:		Contact Name:	
Project Name:		Company Name:	
Time Period:		Phone Number:	
Percentage of Time:		Email:	
Experience			
Staff Role:			
Description of relevant experience:			
Total Duration of all Projects cited to meet the MQ:			

Contractor Name: Type Firm Name Here		Proposed Staff Name: Type Staff Name Here	
Minimum Qualification # 3			
A minimum of five (5) years' experience managing a team of five or more people.			
Project #1		Reference #1	
Company Name:		Contact Name:	
Project Name:		Company Name:	
Time Period (Month, Day, Year – Month, Day, Year):		Phone Number:	
Percentage of Time:		Email:	

Experience	
Staff Role:	
Description of relevant experience:	
Project #2	Reference #2
Company Name:	Contact Name:
Project Name:	Company Name:
Time Period:	Phone Number:
Percentage of Time:	Email:
Experience	
Staff Role:	
Description of relevant experience:	
Total Duration of all Projects cited to meet the MQ:	

B. Application Development Lead Minimum Qualifications

Contractor Name: Type Firm Name Here		Proposed Staff Name: Type Staff Name Here	
Minimum Qualification # 1			
A minimum of seven (7) years of experience in the development, implementation and management of information technology infrastructure and IT systems, including cloud architectures, business systems, server technologies, and communication technologies.			
Project #1		Reference #1	
Company Name:		Contact Name:	
Project Name:		Company Name:	
Time Period: (Month, Day, Year – Month, Day, Year)		Phone Number:	
Percentage of Time:		Email:	
Experience			
Staff Role:			
Description of relevant experience:			
Project #2		Reference #2	
Company Name:		Contact Name:	
Project Name:		Company Name:	
Time Period:		Phone Number:	
Percentage of Time:		Email:	
Experience			
Staff Role:			
Description of relevant experience:			
Total Duration of all Projects cited to meet the MQ:			

Contractor Name: Type Firm Name Here		Proposed Staff Name: Type Staff Name Here	
Minimum Qualification # 2			
A Bachelor's Degree in Information Systems and/or similar Technical Degree and/or four (4) years of demonstrated experience in infrastructure operations development and management, including the development and implementation of telecommunication systems, networks, and webservice interfaces.			
Project #1		Reference #1	

Company Name:	Contact Name:
Project Name:	Company Name:
Time Period (Month, Day, Year – Month, Day, Year):	Phone Number:
Percentage of Time:	Email:
Experience	
Staff Role:	
Description of relevant experience:	
Project #2	Reference #2
Company Name:	Contact Name:
Project Name:	Company Name:
Time Period:	Phone Number:
Percentage of Time:	Email:
Experience	
Staff Role:	
Description of relevant experience:	
Total Duration of all Projects cited to meet the MQ:	

C. Test Lead

Contractor Name: Type Firm Name Here		Proposed Staff Name: Type Staff Name Here	
Minimum Qualification # 1			
A minimum of two (2) years of experience in a test leadership role for a Project with over 1,000 concurrent users.			
Project #1		Reference #1	
Company Name:		Contact Name:	
Project Name:		Company Name:	
Time Period: (Month, Day, Year – Month, Day, Year)		Phone Number:	
Percentage of Time:		Email:	
Experience			
Staff Role:			
Description of relevant experience:			
Project #2		Reference #2	
Company Name:		Contact Name:	
Project Name:		Company Name:	
Time Period:		Phone Number:	
Percentage of Time:		Email:	
Experience			
Staff Role:			
Description of relevant experience:			
Total Duration of all Projects cited to meet the MQ:			

Contractor Name: Type Firm Name Here		Proposed Staff Name: Type Staff Name Here	
Minimum Qualification # 2			
A minimum of five (5) years of experience developing and executing system test, independent tests, UAT and/or regression tests in compliance with a recognized standard, such as IEEE or ISO.			
Project #1		Reference #1	
Company Name:		Contact Name:	
Project Name:		Company Name:	
Time Period (Month, Day, Year – Month, Day, Year):		Phone Number:	

Percentage of Time:		Email:	
Experience			
Staff Role:			
Description of relevant experience:			
Project #2		Reference #2	
Company Name:		Contact Name:	
Project Name:		Company Name:	
Time Period:		Phone Number:	
Percentage of Time:		Email:	
Experience			
Staff Role:			
Description of relevant experience:			
Total Duration of all Projects cited to meet the MQ:			

Contractor Name: Type Firm Name Here		Proposed Staff Name: Type Staff Name Here	
Minimum Qualification # 3			
A minimum of four (4) years of experience with Federally-funded Health and Human Services systems Projects.			
Project #1		Reference #1	
Company Name:		Contact Name:	
Project Name:		Company Name:	
Time Period (Month, Day, Year – Month, Day, Year):		Phone Number:	
Percentage of Time:		Email:	
Experience			
Staff Role:			
Description of relevant experience:			
Project #2		Reference #2	
Company Name:		Contact Name:	
Project Name:		Company Name:	
Time Period:		Phone Number:	
Percentage of Time:		Email:	
Experience			

Staff Role:	
Description of relevant experience:	
Total Duration of all Projects cited to meet the MQ:	

D. User Interface Lead

Contractor Name: Type Firm Name Here		Proposed Staff Name: Type Staff Name Here	
Minimum Qualification # 1			
A minimum of three (3) years of experience in customer experience/customer insights and/or customer strategy; and have experience with human services systems and programs.			
Project #1		Reference #1	
Company Name:		Contact Name:	
Project Name:		Company Name:	
Time Period: (Month, Day, Year – Month, Day, Year)		Phone Number:	
Percentage of Time:		Email:	
Experience			
Staff Role:			
Description of relevant experience:			
Project #2		Reference #2	
Company Name:		Contact Name:	
Project Name:		Company Name:	
Time Period:		Phone Number:	
Percentage of Time:		Email:	
Experience			
Staff Role:			
Description of relevant experience:			
Total Duration of all Projects cited to meet the MQ:			

Contractor Name: Type Firm Name Here		Proposed Staff Name: Type Staff Name Here	
Minimum Qualification # 2			
A minimum of three (3) years of experience gathering consumer and user business data, analyzing of the data, to quantify and inform User Interface/User Experience (UI/UX) strategies.			
Project #1		Reference #1	
Company Name:		Contact Name:	
Project Name:		Company Name:	

Time Period (Month, Day, Year – Month, Day, Year):	Phone Number:
Percentage of Time:	Email:
Experience	
Staff Role:	
Description of relevant experience:	
Project #2	Reference #2
Company Name:	Contact Name:
Project Name:	Company Name:
Time Period:	Phone Number:
Percentage of Time:	Email:
Experience	
Staff Role:	
Description of relevant experience:	
Total Duration of all Projects cited to meet the MQ:	

Contractor Name: Type Firm Name Here		Proposed Staff Name: Type Staff Name Here	
Minimum Qualification # 3			
A minimum of three (3) years' experience applying UX Design, implementing UX methodologies and best practices, and designing wireframes or prototypes for research validation.			
Project #1		Reference #1	
Company Name:		Contact Name:	
Project Name:		Company Name:	
Time Period (Month, Day, Year – Month, Day, Year):		Phone Number:	
Percentage of Time:		Email:	
Experience			
Staff Role:			
Description of relevant experience:			
Project #2		Reference #2	
Company Name:		Contact Name:	
Project Name:		Company Name:	
Time Period:		Phone Number:	

<i>Percentage of Time:</i>		<i>Email:</i>	
Experience			
<i>Staff Role:</i>			
<i>Description of relevant experience:</i>			
Total Duration of all Projects cited to meet the MQ:			

Part 3 - Staff Minimum Qualifications Summary Table

Instructions: For every mandatory qualification identify the proposed staff, name of the Project that meets the MQ, start and end dates, percentage of time on the Project (100%, 50%, etc.) and the total duration in months based on the percentage of time. The information contained in this table should summarize the details provided in Part 2 – Staff Minimum Qualifications Table. Proposed staff may not cite full time experience gained working simultaneously on multiple Projects. Do not enter any data into the score column.

	Project Manager					
Minimum Qualification 1	Minimum of five (5) years of experience managing an IT Project using a defined system development life cycle (SDLC), including business and system requirement specifications, design, development, testing, and implementation.					
Staff	Project	Start Date	End Date	Percentage of Time	Duration in Months	Score
Minimum Qualification 2	Minimum of five (5) years of experience leading the development of Deliverables on IT Projects.					
Staff	Project	Start Date	End Date	Percentage of Time	Duration in Months	Score
Minimum Qualification 3	Minimum of five (5) years of experience managing a team of 5 or more people.					
Staff	Project	Start Date	End Date	Percentage of Time	Duration in Months	Score

Desirable Qualification	Possession of a bachelor's degree and a valid Project Management Professional (PMP) certification from the Project Management Institute (PMI).					
Staff	Certification/Degree Title	Certification Number	Original Grant Date	Expiration Date	Online Validation Link, if not available attach a copy to the offer	Pass/Fail

	Application Development Lead					
Minimum Qualification 1	Minimum of seven (7) years of experience in the development, implementation and management of information technology infrastructure and IT systems, including cloud architectures, business systems, server technologies, and communication technologies.					
Staff	Project	Start Date	End Date	Percentage of Time	Duration in Months	Score

Minimum Qualification 2	Bachelor's Degree in Information Systems and/or similar Technical Degree and/or four (4) years of demonstrated experience in infrastructure operations development and management, including the development and implementation of telecommunication systems, networks, and webservice interfaces.					
Staff	Certification/Degree Title	Certification Number	Original Grant Date	Expiration Date	Online Validation Link, if not available attach a copy to the offer	Pass/Fail

CalSAWS | Request for Proposal 2019-01
97

Minimum Qualification 2	Minimum of three (3) years of experience gathering consumer and user business data, analyzing of the data, to quantify and inform User Interface/User Experience (UI/UX) strategies.					
Staff	Project	Start Date	End Date	Percentage of Time	Duration in Months	Score
Minimum Qualification 3	Minimum of three (3) years of experience applying UI/UX Design, implementing UI/UX methodologies and best practices, and designing wireframes or prototypes for research validation.					
Staff	Project	Start Date	End Date	Percentage of Time	Duration in Months	Score

ATTACHMENT H – INDIVIDUAL REFERENCE CHECK FORM

Instructions:

For each Key Staff role, provide two (2) Individual References from two different Projects cited in the Staff Minimum Qualifications Summary that meet the MQs identified in this RFP. Each Individual Reference must clearly identify the firm (prime vendor or Subcontractor) and the Individual.

The Individual references must be submitted within the Business Proposal as defined within RFP Section 6.2.3.7 including signature of the customer/client reference.

References:

Provide two customer/client references from customers/clients who have first-hand knowledge of the job skills, experience, and abilities cited in the résumé. At least one reference must be outside their current position.

INDIVIDUAL REFERENCE FORM**VENDOR'S NAME: xxx****VENDOR'S STAFF NAME: xxx**

Instruction: For each proposed staff, the Contractor shall provide two (2) staff reference forms.

TABLE 1 – Reference's Information This information should match the information provided in Attachment G, Staff Minimum Qualifications Summary.	
Customer/Client Reference Name:	
Customer/Client Reference Title	
Agency, Department, Organization or Company where staff member performed:	
Project Title on which staff member performed	
Reference Phone Number:	
Reference E-mail Address:	

Instruction for References: The Contractor staff above has listed you as a reference and is requesting for you to complete this Staff Reference Form. Please check the appropriate rating based on your experience with the proposed staff.

Step 1: Complete Columns 1-2 in Table 2 by marking "yes" or "no" and providing an explanation if needed.

Step 2: Complete Column 2 of Table 3, by utilizing the description of ratings provided in Table 4.

Step 3: At the bottom of the page, **print your name, company's name, sign and date.**

Step 4: Return the completed Staff Reference Form to Contractor.

TABLE 2 – The Reference Must Complete This Table.	
COLUMN 1	COLUMN 2
Did the Contractor provide you with a copy of the completed Attachment G, Staff Resume Table, for the Contractor's staff named at the top of this page prior to your completion of this form?	Did the Contractor's staff named at the top of this page perform the services described in Attachment G, Staff Minimum Qualifications Table (including the functions as described and the time period provided)?
<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No (If "No" is checked, explain here.)

TABLE 3 – The Reference Must Complete This Table.

The Reference shall rate the Contractor's staff performance and abilities by entering a rating value (in Column 2) for each corresponding Performance and Ability Statement (listed in Column 1). Use the rating values contained in Table 4 – Description of Rating Values.

COLUMN 1	COLUMN 2
Performance and Ability Statements	Enter Rating from Table 4
Rate the performance of the Contractor's staff during this engagement.	xx
Rate the ability of the Contractor's staff to perform the contractually, required work in a timely manner.	xx
Rate the verbal and written communication skills of the Contractor's staff.	xx
Rate the ability of the Contractor's staff to engage in positive working relationships with other coworkers.	xx
Rate the knowledge of the Contractor's staff in the required areas of expertise.	xx
Rate how well the vendor handled engagement with end users and user input.	xx
Would you rehire this staff?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Optional Comments:	

TABLE 4 – Descriptions of Rating Values

Rating Value	Description
10 points	Excellent: The performance and abilities of the Contractor's staff were exceptional during this engagement.
8 points	Good: The performance and abilities of the Contractor's staff were above-average during this engagement.
5 points	Fair: The performance and abilities of the Contractor's staff were average during this engagement.
2 points	Poor: The performance and abilities of the Contractor's staff were below-average during this engagement.
0 points	No Value: The performance and abilities of the Contractor's staff were unsatisfactory during this engagement.

By signing this form, the Reference is certifying that all information provided on this form is correct.

 Name of Reference (print)

 Name of Company Reference (print)

 Signature of Reference

 Date

ATTACHMENT I - PORTAL/MOBILE ADDITIONAL APPLICATION SUPPORT ROLE DEFINITION

Application Support Role Definition

Portal/Mobile Application Support Contractor	< Example – Company ABC >
Application Support Project Role	< Example – Independent Tester >

Role Responsibilities	List the responsibilities, including tasks and Deliverables, for this defined Portal/Mobile App role
------------------------------	--

Role Qualification Requirement #1 (Non-key Staff defined using this RFP Attachment J)

Requirement	Required Minimum Duration (# of years)
<Example – Experience with testing...>	<Example – X years>

Role Qualification Requirement #2 (Non-key Staff defined using this RFP Attachment J)

Requirement	Required Minimum Duration (# of years)
<Example – Experience with ...>	<Example – X years>

Add Role Qualification Requirements as needed

ATTACHMENT J – STATEWIDE PORTAL/MOBILE APPLICATION REQUIREMENTS CROSS-REFERENCE MATRIX

ATTACHMENT K - LETTER OF INTENT TO RESPOND

Instructions: Please see RFP Section 1.13.

Date:

Mr. Tom Hartman
11290 Pyrites Way
Suites 150 and 175
Rancho Cordova, CA 95670

Re: Notice of Intent to Respond on CalSAWS Statewide Portal/Mobile App Project

Dear Mr. Hartman

Company Name has reviewed the CALSAWS Statewide Portal/Mobile App Project RFP and:

- ☐ Intends to submit a response to the CalSAWS Statewide Portal/Mobile App Project RFP and has no problems with the requirements.
- ☐ Intends to submit a response to the CALSAWS Statewide Portal/Mobile App Project RFP and has the following problems with the requirements:
- ☐ Does not intend to submit a response and has no problems with the RFP requirements.
- ☐ Does not intend to submit a response because of one or more problems with the RFP requirements as stated below:

If you have any questions please contact **Single point of contact's Name, Phone Number, and e-mail.**

Sincerely,

Name
Company
Title

ATTACHMENT L - CERTIFICATE OF STATUS

The Contractor shall attach either a copy of the Certificate of Status issued by California's Office of the Secretary of State or a copy of the firm's active on-line status information downloaded from the California Business Portal Website. If the required documentation cannot be supplied, the Contractor must document an explanation.