

Infrastructure Best and Final Offer #1 Instructions

The CalSAWS Consortium hereby releases instructions for the CalSAWS Maintenance and Operations RFP #01-2022 Infrastructure Best and Final Offer (BAFO) #1. The Consortium has concluded the following Infrastructure evaluation steps:

- Business and Price Proposal evaluations
- Oral Presentations and Key Staff Interviews
- Confidential Discussions

The next step in the process is BAFO #1. It provides Bidders the opportunity to review their five Understanding and Approach (U&A) responses and revise to improve those responses where needed. BAFO #1 also includes Infrastructure Price Schedule updates.

Submission Instructions

Bidders are advised to carefully review and follow the BAFO submission instructions described herein. Be advised that responses to BAFO #1 are mandatory. Bidders who fail to respond will no longer have their proposal considered by the Consortium for purposes of the final Contract award.

All BAFO #1 questions and comments must be directed to the RFP/Proposal contact identified in Section 1.8 – RFP Proposal Contact. Bidders are encouraged to submit questions and comments on a flow basis. All questions must be submitted via the BAFO Question and Answer Log located in the Procurement Library. All questions and comments will be responded to and posted to the SharePoint site.

[https://osicagov.sharepoint.com/:x/s/Procurement/CalSAWS/Infrastructure BAFO #1 Question and Answer Log](https://osicagov.sharepoint.com/:x/s/Procurement/CalSAWS/Infrastructure%20BAFO%20#1%20Question%20and%20Answer%20Log)

BAFO #1 Key Action Dates

BAFO#1 Key Action Dates are listed in the following table. Deadlines for all items are due no later than 3:00 PM, Pacific Time (PT).

BEST AND FINAL OFFER #1 KEY ACTION DATES	
ACTION	DATE
BAFO #1 Released by the Consortium	Tuesday, July 18, 2023
BAFO #1 Questions Due from Bidders	Monday, July 24, 2023
BAFO #1 Questions Answered by the Consortium	Monday, July 31, 2023
Bidder Statement of BAFO #1 Intent Due	Friday, August 11, 2023
BAFO #1 Responses Due from Bidders	Tuesday, August 29, 2023

BAFO Responses Format and Organization

BAFO responses must follow the proposal format required in RFP Section 6.3.1 – Proposal Format. BAFO content must be organized as described in the following table. Each U&A subsection must be submitted as a separate file. For example: The Approach to Hardware and Software Management response and the Approach to Service Desk Management must be submitted as two separate files.

INFRASTRUCTURE BAFO CONTENTS	
VOLUME 1A – INFRASTRUCTURE BUSINESS BAFO	
I.	Section 4 Understanding and Approach to Infrastructure Services
A.	Infrastructure Understanding and Approach to the CalSAWS Integrated Multi-Contractor Environment
B.	Infrastructure Understanding and Approach to System Performance
C.	Infrastructure Understanding and Approach to Hardware and Software Management
D.	Infrastructure Understanding and Approach to Service Desk Management
E.	Infrastructure Understanding and Approach to Transition-In
II.	Attachment 13A – Infrastructure Staffing Worksheets
VOLUME 2A – INFRASTRUCTURE PRICE BAFO	
1.	Attachment A5 – Infrastructure Price Proposal Schedules

BAFO Content

This BAFO is comprised of two sections, the Business BAFO and the Price BAFO. Responses to both are required.

Volume 1A – Infrastructure Business BAFO

The Business BAFO topics are limited to the Understanding and Approach section of the RFP. This BAFO requires written responses to two of the five U&A topics. Bidders may, at their option, respond to the remaining three U&A topics. The Consortium requests that each Bidder submit a statement to the Consortium in advance of their BAFO submission informing the Consortium of which optional responses, if any, to which the Bidder intends to respond. Bidders must adhere to the page limits established for each section.

UNDERSTANDING AND APPROACH TOPICS		
U&A SECTION	BAFO RESPONSE	MAXIMUM PAGE LIMIT
5.2.3.1 Infrastructure Understanding and Approach to the CalSAWS Integrated Multi-Contractor Environment	Optional	30
5.2.3.2 Infrastructure Understanding and Approach to System Performance	Optional	30

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UNDERSTANDING AND APPROACH TOPICS		
U&A SECTION	BAFO RESPONSE	MAXIMUM PAGE LIMIT
5.2.3.3 Infrastructure Understanding and Approach to Hardware and Software Management	Mandatory	30
5.2.3.4 Infrastructure Understanding and Approach to Service Desk Management	Mandatory	30
5.2.3.5 Infrastructure Understanding and Approach to Transition-In	Optional	30

Bidders are advised to carefully review and consider the following information when preparing BAFO responses:

- RFP Section 4.3 – CalSAWS Vision
- RFP Section 5.2.3 – Infrastructure Understanding and Approach
- Information shared during the Confidential Discussions

RFP Section 5.2.3 – Infrastructure Understanding and Approach has been revised for this BAFO. Bidders must respond to the revised section content.

Additional Guidance

Bidders are advised to provide responses to RFP Section 5.2.3.3 – Infrastructure Understanding and Approach to Hardware and Software Management that are consistent with the current CalSAWS infrastructure and in compliance with the provided Hardware and Software Inventories. Alternative methods (i.e., AWS Workspaces) could be considered after completion of the Transition-In activities within the CalSAWS Change Management processes.

Bidders are advised that for any original proposal U&A topic submission that exceeds the revised BAFO #1 page limits, a revised BAFO #1 response must be submitted.

Bidders are advised that current Service Desk staffing levels accommodate support for incoming contacts as well as managing the resolution and closure of Service Desk cases, incidents, and problems.

Additional documentation related to the BenefitsCal Technical Help Desk will be added to the procurement library no later than July 21, 2023.

Volume 2A – Infrastructure Price BAFO

RFP Section 6.3.5 Volume 2A – Infrastructure Price Proposal and its corresponding Price Schedules and instructions have been revised for this BAFO. Bidders must respond to the revised section and Attachment contents. At this time, there are no revisions to instructions or requirements to submit M&E or Consolidated Price Schedules.

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Bidders are advised that Third Party Penetration Test Services must include testing for the full CalSAWS environment per requirements.

BAFO Scoring

Infrastructure methodology and percentage weights defined in RFP Section 8.3.1 – Infrastructure Evaluation Methodology will be applied to the Infrastructure BAFO #1 evaluation and scoring.

RFP Section 8.5.1.2 – Infrastructure Understanding and Approach has been revised with the following language:

For each of these areas, the Consortium will consider the clarity and completeness of the response, demonstration of the Bidder's understanding of the RFP requirements, the extent to which risks are recognized, and practical proactive mitigation strategies are identified and described. In scoring the Bidder's proposal, the Consortium will consider the extent to which the Bidder has demonstrated an Understanding and Approach by which the CalSAWS Future State and vision as described in Section 4 will be realized.