A picture containing sky, screenshot, text, outdoor

Description automatically generated

Logo

Description automatically generated

**CalSAWS M&O RFP #01-2022  
VOLUME 1A – INFRASTRUCTURE BUSINESS BAFO**

**Compliance Matrix**

August 29, 2023

Table of Contents

[Compliance Matrix 1](#_Toc144143164)

[Introduction 1](#_Toc144143165)

[Confidential Discussions 1](#_Toc144143166)

[Volume 1A – Infrastructure Business BAFO U&A Proposal Responses 7](#_Toc144143167)

[Volume 1A – Infrastructure Business BAFO Imaging Services Response 10](#_Toc144143168)

Table of Figures

None.

Table of Tables

[Table 1. Response Concerns – Service Desk 1](#_Toc144143174)

[Table 2. Response Concerns – Pricing (CalSAWS M&O Infrastructure Service Desk) 2](#_Toc144143175)

[Table 3. Response Concerns –Vendor Specific Concerns or Clarification Requests 6](#_Toc144143176)

[Table 4. 5.2.3.1 Infrastructure Understanding and Approach to the CalSAWS Integrated Multi-Contractor Environment 7](#_Toc144143177)

[Table 5. 5.2.3.2 Infrastructure Understanding and Approach to System Performance 7](#_Toc144143178)

[Table 6. 5.2.3.3 Infrastructure Understanding and Approach to Hardware and Software Management 8](#_Toc144143179)

[Table 7. 5.2.3.4 Infrastructure Understanding and Approach to Service Desk Management 9](#_Toc144143180)

[Table 8. 5.2.3.5 Infrastructure Understanding and Approach to Transition-In 10](#_Toc144143181)

[Table 9. 5.2.4 Approach to Imaging Services 10](#_Toc144143182)

# Compliance Matrix

## Introduction

**We are including a compliance matrix with our BAFO submission to demonstrate we have listened to you and addressed the items** addressedin the confidential discussions on June 7, 2023.

In addition, **we have included a cross reference to Volume 1A Infrastructure U&A BAFO proposal questions and responses to validate we have answered each question and have provided a compliant response**. We have adhered to the page limits for each document. A response to the Imaging requirements is also included.

## Confidential Discussions

The tables below align to the topics in the presentation referenced above.

Table . Response Concerns – Service Desk

| Confidential Discussions | | |
| --- | --- | --- |
| Service Desk Topic (Response Concerns) | Where Addressed | |
| Document Name | Section &  Page Number |
| Transition-In Ramp up   * How will the Service Desk be ready on Day 1 of the Base Year if the Service Desk Staff has not participated during Transition-In? | Infrastructure Understanding and Approach to Service Desk Management | Section 5.2.3.4.3.2 Training, Page 18 |
| Staffing   * Justification for reduced staffing incomplete   + - * Unclear how staffing levels can be achieved.       * Estimated CalSAWS Staffing for SFY 23/24 – 27.0 FTEs       * Proposed Base Year 1 – 17.3 FTEs (including Lead)       * Proposal states “14 agents” provided. * Unclear how staffing levels can be achieved. * Estimated CalSAWS Staffing for SFY 23/24 – 27.0 FTEs * Proposed Base Year 1 – 17.3 FTEs (including Lead) * Proposal states “14 agents” provided. | Infrastructure Understanding and Approach to Service Desk Management | Section 5.2.3.4.4, Page 26 |
| Remote Support Integration   * What Role provides Remote Maintenance Support? * What Role supports the Depots? | Infrastructure Understanding and Approach to Hardware and Software Management | Section 5.2.3.3.4, Page 6 |
| Recruitment / Training   * Training/Execution reliant upon the Knowledge Base.   + - * Without access to local resources, developing CalSAWS expertise will be challenging. * Without access to local resources, developing CalSAWS expertise will be challenging. | Infrastructure Understanding and Approach to Service Desk Management | Section 5.2.3.4.3.2 Training, Page 18 |
| Tier 3 Integration   * Acknowledged the responsibility, however approach has very little content around the complexity and multiple integrated responsibilities that exist within the CalSAWS environment. * Unclear how tickets are triaged and integrated problem solving with appropriate Tier 3 team(s). | Infrastructure Understanding and Approach to Service Desk Management | Section 5.2.3.4.2, Pages 15-16 |
| Resubmit vendor proposals for Understanding & Approach 4 – Service Desk Management   * Fixed Page Limit (25 pages) * Details for the submissions including any adjustments to the U&A requirements will be provided with subsequent BAFO response instructions. * Be sure to consider all of the information provided in the prior slides. * Any adjustments in staffing and/or pricing will be captured in the respective RFP Attachments. | Infrastructure Understanding and Approach to Service Desk Management | All Pages |

Table . Response Concerns – Pricing (CalSAWS M&O Infrastructure Service Desk)

| Confidential Discussions – Presentation | | |
| --- | --- | --- |
| CalSAWS M&O Infrastructure Service Desk Pricing Topic (Response Concerns) | Where Addressed | |
| Kyndryl  Response | Document Name / Page # |
| * **Assumption 3:** Consistent with the pricing forms above, the hardware transaction is modeled as a re-sale. Please provide an explanation of this assumption as it is unclear. | Assumption removed | N/A |
| * Provide prices for software and software maintenance | Included | Attachment A5, Schedule 5 |
| * **Assumption 1:** This response is based upon the information you provided plus assumptions where deemed necessary to develop our response. Any estimates set forth herein are for discussion purposes only and do not represent a committed. * This assumption is invalid and must be removed. | Assumption revised | Attachment A5, Schedule 1 |
| * **Assumption 2:** Steady State delivery prices are included in the labor rates. (Same assumption also noted on the Deliverables Price Schedule.) * Please provide an explanation of this assumption as it is unclear. | Assumption revised | Attachment A5, Schedule 2 |
| * **Assumption 3:** The "Infrastructure Services: November 2024 - October 2030" excluded labor productivity, as precluded in the pricing forms, which would drive approximately 3% ($1M) additional labor savings per year. This additional savings is achieved with automation within Kyndryl's integrated AIOPS platform. * **Assumption 3:** The "Infrastructure Services November 2024 - October 2030" excluded labor productivity, as precluded in the pricing forms, which would drive approximately 3% ($1M) additional labor savings per year. This additional savings is achieved with automation within Kyndryl's integrated AIOPS platform. | Assumption removed | N/A |
| * Given the timing of Deliverables, payments cannot be made in SFY 2023/24. * As instructed by RFP Section 6.3.5.2, Bidders are directed as follows: “The Proposer must indicate the proposed Deliverable Due Dates, Target Invoice Dates and Payment Dates. Contractors are required to manually enter information for Columns D through I”. | Payments are aligned with Attachment A5 | Attachment A5, Schedule 2 |
| * **Assumptions on lines 1 – 30 and 32 – 37:** There are numerous assumptions regarding volumes and other metrics, presumably associated with the staff needed to support those parts of the CalSAWS ecosystem. * The CalSAWS environment is dynamic in nature and evolves continually. The RFP and Procurement Library contents were designed to document key information regarding what the selected vendor must support. While that information is only valid for a point in time, it is important that all Bidders use consistent information upon which to base their Price Proposals. * The 6-month Infrastructure Transition-in Period will be used to verify volumes, metrics and other key information to confirm and refine the selected Contractor’s statement of work, requirements, hardware, software and telecom inventories and purchase/maintenance timing. * Changes to the Infrastructure Agreement may be made, as appropriate, to update the statement of work, requirements, inventories and Price Schedules. | We acknowledge the baselines may change. | N/A |
| * **Assumption on lines 31:** Counties provide secure warehouse space. * While counties may provide small storage areas for spare equipment in some offices, this assumption is invalid and must be removed. * The Consortium will confer with the counties to determine what space may be available for spare equipment. The Consortium will provide this information as part of the BAFO process. | Assumption removed now that we are aware of 23 county locations | N/A |
| * There are no annual increases in any line item during the option years. * From RFP Section 6.3.5.9: Bidders must manually enter annual percentage increases that apply to the Services, Hardware, Software, Telecom and Other line items. * BAFO instructions will direct Bidders to enter 0% to confirm no expected annual increases. | Updated in the BAFO submission | Attachment A5 |
| * **Assumption 1:** Rates will be adjusted annually for inflation beginning in January, 2025. * As indicated in RFP Section 6.3.5.10: Hourly rates must remain flat for the Transition-In Period and the Six-Year Base Contract term combined. * This assumption is invalid and must be removed. * As indicated in RFP Section 6.3.5.11: Change Order rates must be within 10% of the hourly rates documented in the Infrastructure Services Hourly Rate Card for the Transition-In Period and the Base Contract Term. * This assumption is invalid and must be removed. | Assumption removed | N/A |
| The Consortium will require vendors to provide both on-shore and off-shore hourly rates for all positions.   * The Consortium will require vendors to provide subtotals of hours for on-shore and off-shore Services as part of the Transition-in Staff Loading and Infrastructure Staff Loading Price Schedules. | Included in BAFO submission | Attachment A5 |
| * A separate line item was included for “Internal tooling and servers, network, facilities” with an annual price of * $4,216,080. * Please provide an explanation of this line item as it is unclear and without supporting detail. | Explanation revised | Attachment A5, Schedule 17 |
| * Travel costs were separately delineated as a line item. * As indicated in RFP Section 6.3.5.10: The Contractor hourly rates must include all direct and indirect Charges for each position. The Consortium requires travel costs to be included within the hourly rates for all positions. * Section 7.3.3 of the Infrastructure Agreement states: * Contractor will be solely responsible for Contractor’s travel and other out-of-pocket expenses incurred in connection with providing the Deliverables and Services required by this Agreement. * The Consortium does not pay separately for travel costs. | Travel costs are bundled in the labor rates, as required | Attachment A5, Labor Schedules |
| * Resubmit Price Proposals * Additional structure will be defined within the Hardware/Software/Telecom/Other Pricing Schedules. * The Consortium will rework the Price Proposal Schedules to reflect the now anticipated contract start date of August 2024 (versus the original May 2024 start date). * Details for the submissions including any adjustments to the requirements will be provided with subsequent BAFO instructions. * Be sure to consider all information provided within this PowerPoint deck. * Any adjustments in staffing and/or pricing will be captured in the respective Pricing Schedules. | Included in BAFO Submission | Attachment A5 |

Table . Response Concerns –Vendor Specific Concerns or Clarification Requests

| Confidential Discussions – Presentation | | |
| --- | --- | --- |
| Vendor Specific Concerns or Clarification Requests Topic (Response Concerns) | Where Addressed | |
| Kyndryl Response | Document Name / Page # |
| Business Proposal Topics |  |  |
| * Kyndryl exceeded the 100-page limit for the Understanding & Approach section of the Business Proposal response. Please pay attention to subsequent directions within the BAFO response request. | All documents now adhere to page limits | N/A |
| * Where will your Hardware Break/Fix Depots be located? | Roseville and Norwalk | Hardware & Software Mgmt., Page 12 |
| * Describe your approach to partnering with managed counties within your Hardware and Software Management approaches. | Included in updated response | Hardware & Software Mgmt., Page 11 |
| * Clarify the following statements within subsection response to I-UA8: |  |  |
| * + - * All references to “possible” approaches and/or solutions. We need to understand your proposed approach, not the possibility of approaches and/or solutions. | Removed | All documents |
| * + - * Further define the “campus” designation and how the threshold would be determined for the designation. | Removed | Hardware & Software Mgmt. |
| * The proposal makes the statement “Kyndryl’s solution assumes that CalSAWS maintains its hardware break-fix vendors(s) up to the point, specific devices are refreshed, when Kyndryl assumes responsibility for the assets and associated maintenance”. The Infrastructure vendor will be responsible for the support of the CalSAWS environment at the point of Transition-In completion. Please explain this statement further. | Removed | Hardware & Software Mgmt. |
| * Describe how performance or security issues which occur during Transition-In will be addressed. | Included in response | Transition-In, Pages 6 & 11 |

## Volume 1A – Infrastructure Business BAFO U&A Proposal Responses

Table . 5.2.3.1 Infrastructure Understanding and Approach to the CalSAWS Integrated Multi-Contractor Environment

The questions below map to the appropriate sections and pages in the CalSAWS Integrated Multi-Contractor Environment document (filename: Kyndryl\_CalSAWS BAFO Volume 1A A. Multi-vendor VFinal.docx).

| 5.2.3.1 Infrastructure Understanding and Approach to the CalSAWS Integrated Multi-Contractor Environment | | | |
| --- | --- | --- | --- |
| Req # | Mandatory Requirement | Section # | Page # |
| IUA-1 | Describe your approach to managing your scope of work and how you will coordinate with other involved CalSAWS contractors and the CalSAWS Delivery Integration Team to ensure understanding and agreement of the roles and responsibilities of each Contractor and the Consortium. | 5.2.3.1.1 – 5.2.3.1.3 | 1-8 |
| IUA-2 | Describe your approach to working and collaborating with the CalSAWS M&E Contractor to perform shared services, such as security, and supporting Application Evolution and Innovation. | 5.2.3.1.4 – 5.2.3.1.6 | 9-13 |
| IUA-3 | Identify major risks inherent in the Integrated Multi-Contractor Environment and your proposed mitigation strategies. | 5.2.3.1.7 | 13-14 |

Table . 5.2.3.2 Infrastructure Understanding and Approach to System Performance

The questions below map to the appropriate sections and pages in the System Performance document (filename: Kyndryl\_CalSAWS BAFO Volume 1A B. System Performance VFinal.docx).

| 5.2.3.2 Infrastructure Understanding and Approach to System Performance | | | |
| --- | --- | --- | --- |
| Req # | Mandatory Requirement | Section # | Page # |
| IUA-4 | Describe your approach to proactively monitoring and managing SLAs to ensure performance requirements and appropriate security measures are met. | 5.2.3.2.1 – 5.2.3.2.2 | 1-12 |
| IUA-5 | Describe your approach to proactively assessing CalSAWS system performance, and how you will optimize and continually improve system performance. | 5.2.3.2.3 – 5.2.3.2.5 | 13 - 21 |
| Based on your experience, describe how your past system performance and SLA management processes delivered improved system performance and measures and the extent to which you met or exceeded stated SLAs. |  |  |
| IUA-6 | Identify major risks inherent in multi-contractor system performance requirements and your proposed mitigation strategies. | 5.2.3.2.6 | 21-22 |

Table . 5.2.3.3 Infrastructure Understanding and Approach to Hardware and Software Management

The questions below map to the appropriate sections and pages in the Hardware and Software Management document (filename: Kyndryl\_CalSAWS BAFO Volume 1A C. Hardware and Software Management VFinal.docx).

| 5.2.3.3 Infrastructure Understanding and Approach to Hardware and Software Management | | | |
| --- | --- | --- | --- |
| Req # | Mandatory Requirement | Section # | Page # |
| IUA-7 | Describe your approach for providing CalSAWS Software maintenance services, including CalSAWS Software upgrades and patches, and ensuring appropriate security measures are continually addressed. | 5.2.3.3.1 – 5.2.3.3.5 | 1-11 |
| Describe how Infrastructure staff will be allocated and/or shared to support Hardware/Software Maintenance as well as with Operations and Innovation/Innovation Support. |  |  |
| IUA-8 | Describe your approach for providing central and remote CalSAWS Hardware maintenance services for the Project Offices and CalSAWS Managed Hardware located in the Counties. | 5.2.3.3.6 – 5.2.3.3.9 | 11-15 |
| Describe your depot location(s), where and how equipment will be staged for deployment, and which staff will be deployed, along with the manner of deployment, to support Central Project Office support and remote County support. |  |  |
| Describe your approach for technology refresh efforts and incident/issue support. |  |  |
| IUA-9 | Describe challenges and risks to providing CalSAWS Hardware and CalSAWS Software management for CalSAWS and how you will mitigate the risks. | 5.2.3.3.10 | 15 |

Table . 5.2.3.4 Infrastructure Understanding and Approach to Service Desk Management

The questions below map to the appropriate sections and pages in the Service Desk Management document (filename: Kyndryl\_CalSAWS BAFO Volume 1A D. Service Desk VFinal.docx).

| 5.2.3.4 Infrastructure Understanding and Approach to Service Desk Management | | | |
| --- | --- | --- | --- |
| Req # | Mandatory Requirement | Section # | Page # |
| IUA-10 | Provide your approach to delivering Service Desk Management and identify enhancements and improvements to current CalSAWS Service Desk operations. | 5.2.3.4.1 | 1-15 |
| Include in your approach: |  |  |
| Describe and differentiate between Tier 1 and Tier 2 staffing approach. |  |  |
| Describe managed versus non-managed County support. |  |  |
| Describe integration and adoption of the BenefitsCal Technical Helpdesk. |  |  |
| Describe integration with Hardware/Software Remote support. |  |  |
| IUA-11 | Describe your approach to coordinating service desk responsibilities with other Tier 3 Contractors. Include a description of how the Infrastructure Service Desk will manage incidents and issues to closure that may include other Tier 3 contractors. | 5.2.3.4.2 | 15-17 |
| IUA-12 | Describe your approach to Staffing the Service Desk to include recruitment, training and retention strategies. Include a description of the Transition-In training and ramp up approach, the approach for training material maintenance and/or enhancement including the responsible and participating Infrastructure staff. | 5.2.3.4.3 – 5.2.3.4.4 | 17-26 |
| Explain how your staffing levels defined within Attachment A13 – Infrastructure Staffing Worksheets align with your approach. Justification for staffing levels below the current efforts described in Section 3 must be strongly supported. |  |  |
| IUA-13 | Describe challenges and risks related to delivering Service Desk services to CalSAWS and how you will mitigate the risks. | 5.2.3.4.5 | 27 |

Table . 5.2.3.5 Infrastructure Understanding and Approach to Transition-In

The questions below map to the appropriate sections and pages in the Transition-In document (filename: Kyndryl\_CalSAWS BAFO Volume 1A E. Transition-in VFinal.docx).

| 5.2.3.5 Infrastructure Understanding and Approach to Transition-In | | | |
| --- | --- | --- | --- |
| Req # | Mandatory Requirement | Section # | Page # |
| IUA-14 | Describe your firm’s experience with one or more transitions from one (1) company or contract to another in a cloud-based environment and the corresponding outcomes.  Include the system components and services that were transitioned as well as the transition timeline.  Describe the key best practices you will bring to the CalSAWS engagement as recommendations for the Infrastructure transition. | 5.2.3.5.1 – 5.2.3.5.4 | 1-12 |
| IUA-15 | Describe your proposed Transition Manager’s experience with one or more like transitions managing the successful transition of large and complex IT Systems from one (1) company or contract to another on at least two (2) separate Projects. Describe the outcomes of the transition and what key best practices the Transition Manager will bring to the CalSAWS engagement. | 5.2.3.5.5 – 5.2.3.5.7 | 13-16 |
| IUA-16 | Please identify the greatest risks inherent with the overall transition effort, and those risks associated with each transition area along with your planned mitigation measures to ensure no disruption to CalSAWS services. | 5.2.3.5.8 – 5.2.3.5.10 | 16-19 |

## Volume 1A – Infrastructure Business BAFO Imaging Services Response

Table . 5.2.4 Approach to Imaging Services

The questions below map to the appropriate sections and pages in the Imaging Services document (filename: Kyndryl\_CalSAWS BAFO Volume 1A Imaging Services VFinal.docx).

| 5.2.4 Approach to Imaging Services | | | |
| --- | --- | --- | --- |
| Req # | Mandatory Requirement | Section # | Page # |
| IMG-1 | The Bidder will provide a narrative describing its approach to Imaging Services with its Proposal. | 5.2.4.1 – 5.2.4.6 | 1-6 |