



ID #	Received Date	Page	Section/ Req. #	Questions and Comments	Project Response
1.	7/16/07		Section 5.6	In Section 5.6 Proposal Organization and Format, the RFP does not state where to include the project management and staffing sections of the response. Where should the project management and staffing sections be included in the proposal response format?	Section 5.6.2.4, Project Management, Work Tasks, and Staffing, will be added as part of RFP Amendment 1. The current section 5.6.2.4 and subsequent sections will be renumbered appropriately. Attachment 12 - Business Proposal Requirements Cross-Reference Matrix will be updated and included in RFP Amendment 1.
2.	7/16/07	4-7 & 4-8	Section 4.1.2, Staffing	Can you provide guidelines or expectations as to the minimum qualifications for each key staff position?	The Consortium has not specified minimum qualifications for key staff. It is incumbent upon Vendors to propose staff with appropriate experience, skills and capabilities to perform the required tasks.
3.	7/16/07	4-51	Section 4.5.2.1/ Req. #178	Requirement 178 references a Change Management Training for all appropriate staff as determined in each County. Could you clarify what is meant by "Change Management Training"? For example, does this reference training to educate appropriate county staff on the change management activities/methodology the vendor will be guiding in the counties? Or are you referencing county specific trainings on new business process, etc. that will be conducted throughout the change management support period in the counties?	The Consortium requires Vendors to communicate and educate the appropriate county staff regarding change management methodologies, plans and activities. These tasks will be conducted prior to and during each county's implementation. The Consortium also requires Vendors to conduct county-specific trainings on new business processes throughout the change management support period. Since this effort will address county-specific policies and procedures, the Vendor will be assisted by a county change management coordinator. Both activities are to be provided to the number of county staff indicated in Section 4.5.2.1, Requirement #178.



ID #	Received Date	Page	Section/ Req. #	Questions and Comments	Project Response
4.	7/16/07	4-51	Section 4.5.2.1/ Req. #178	Requirement 178 references a Change Management Training for all appropriate staff as determined in each County. Is there an expectation that this training will be a centralized training? Or that this training will be conducted in each county?	The location of Change Management Training is left to the Vendor to propose; however, the Consortium requires Vendors to recognize each county's specific training requirements and to propose appropriate solutions and methods to achieve the Change Management Training for the appropriate staff within the appropriate timeframes.
5.	7/16/07			Will the implementation vendor have input into the determination of implementation waves and the counties within them?	As stated in Section 4.5.1, Implementation, the Consortium requires implementation of the system in three waves within 12 months. A preliminary determination of the counties within each wave was provided at the C-IV JPA Meeting on June 29, 2007, and is available on the Migration Project website. The counties will review how they fit within this draft approach and will provide input to the Consortium. The Consortium will work with the selected Implementation Vendor during the contract negotiation process to finalize the specific counties within each of the three waves. If Vendors wish to alternate counties within waves, please include that information as part of the proposal response, with appropriate justification.
6.	7/16/07	4-15	Section 4.2.1.5 Req # 25 and # 26	Laptops are referenced in the RFP requirements #25 and #26 on Page 4-15; however; a line item for laptops are not included in Attachment 8 – Hardware and Software Configuration. Could you please identify the laptop requirements?	Local Laptop specifications and quantities needed have been added to Attachment 8 and will be part of RFP Amendment 1.



ID #	Received Date	Page	Section/ Req. #	Questions and Comments	Project Response
7.	7/16/07	3-9 & 4-64	Section 3.0 Section 4.6.1/ Req. #215	When will the Consortium Implementation staff be hired and start, and what, if any, on-boarding expectations exist for the vendor in regard to these staff?	<p>Please refer to the chart in Section 3.0, page 3-9, which indicates the Migration Consortium Implementation Staff and estimated start and end timeframes.</p> <p>Please refer to Section 4.6.1, page 4-64, Requirement #215; this indicates that the Vendor must provide training/orientation to all new Project staff.</p>
8.	7/16/07			Requirement #173a, pg. 4-48. Is application functionality or county business process content required for the training of coaches and supervisors?	<p>Yes, the Implementation Vendor is required to provide county business process training (change management) for a predefined number of staff per county (each county will decide who these individuals are and may, in fact, be coaches and/or supervisors). Refer to Section 4.5.2.1, Change Management Requirement #178 for more information.</p> <p>The Implementation Vendor is also required to provide application functionality training for a predefined number of staff per county (T4T). Refer to Section 4.5.3.6, Training Delivery Requirement #184 for more information.</p>



ID #	Received Date	Page	Section/ Req. #	Questions and Comments	Project Response
9.	7/16/07			<p>RFP requirement # 183 states "...12 Consortium-provided trainers who will assist the Vendor during the Migration County training timeframe." Attachment 17, section 17.4 Consortium Training Team, outlines the role of the Consortium Trainers and states,</p> <p>The Trainers will be responsible for:</p> <ul style="list-style-type: none">• Learning and understanding the C-IV System inclusive of all training materials and becoming certified as a C-IV System trainer;• Day-to-day training delivery at County training centers;• Developing and submitting written status reports to the Training Lead; and• Identifying, documenting, resolving, and/or escalating issues to the appropriate level. <p>Will the Consortium Trainers augment the Implementation Vendor trainers, and effectively be part of the dedicated training team performing full-time training?</p>	<p>Yes. As the requirement states (and per Section 3.3.2.6, Migration Consortium Staffing, and the corresponding table on page 3-9), there will be 12 Consortium-provided trainers who will augment the Implementation Vendor trainers and be part of the dedicated training team performing full-time training. Depending on the training schedule that is developed by the Implementation Vendor and ultimately approved by the Consortium, the training team will be performing training in the counties or at a regional location if that is the resultant preference.</p> <p>Additionally, per the table on page 3-9, the Consortium will also provide 1 training lead and 6 training coordinators to augment and support the Implementation Vendor's training team.</p>
10.	7/16/07		Attachment 8	<p>In Attachment 8, there are some line items where the specs column is blank (e.g. Lines 12 – 22 on Page A8-2). The quantities of these line items match other line items within the same Wave. Could you please let us know if this implies that these are to be updated with the actual specifications that are proposed by the implementation vendor?</p>	<p>An updated version of Attachment 8 will be provided in RFP Amendment 1.</p>



ID #	Received Date	Page	Section/ Req. #	Questions and Comments	Project Response
11.	7/16/07		New Attachment 19	In Section 4.2 Infrastructure (Page A-10), the 4 County networking models are outlined. The only County breakdown is for the Managed Network Model in Attachment 10: Managed Network Site Information. This attachment highlights that 14 Counties and 80 facilities fall into this category. Can you please provide information on which Counties and associated facilities fall into the other 3 categories; non-managed, County POP and DTS POP?	RFP Amendment 1 will add Attachment 19 – Other Network Information.
12.	7/16/07		Attachment 10	In Attachment 10: Managed Network Site Information, no responses were provided for the Butte County facilities (please see Attachment 10- rows 7-9). Can you please provide this site information for the Butte County facilities?	The Butte County information has been added to Attachment 10 and will be provided in RFP Amendment 1.
13.	7/16/07	4-11	Section 4.2	In Section 4.2 Infrastructure (Page A-10), the Non-Managed network model does not have a reference to the Implementation Vendor conducting site survey tasks and other responsibilities as identified in the other 3 models. Can you please let us know if the Site Preparation and Installation requirements apply to this Non-Managed Network Model (Requirements 32 – 65 starting on Page 4-18)?	Section 4.2, Infrastructure, (Page 4-11) has been updated to include the following statement: The Vendor will acquire and deliver all Equipment and Software as defined in Attachment 8, Equipment and Software Configurations, and specified in Attachment 10, Managed Network Site Information, necessary to run the System at the Non-Managed Migration County Site.



ID #	Received Date	Page	Section/ Req. #	Questions and Comments	Project Response
14.	7/16/07			How will the central, regional and local models for the Imaging and IVR solution be evaluated from a cost perspective?	The costs associated with the three imaging and three IVR models will not be evaluated as part of the cost evaluation process. Each model will be evaluated based on how well it reflects the Consortium requirements, both from a technical and business perspective. A recommendation for the model which best meets requirements will be made by the Proposal Evaluation Team to the Consortium. Once a model is selected by the Consortium, the costs associated with that model will be addressed as part of contract negotiations with the successful Vendor.
15.	7/16/07	4-26	Sections 4.3.1 & 4.3.2	In reference to Section 4.3.1 Central Model (Page 4-26) and Section 4.4.1 Central Model (Page 4-26) , could you please let us know if the C-IV Production Data Center (PDC) could host the Imaging and IVR solutions? If not, how would the consortium level the playing field for all the vendors when the ISAWS Migration development vendor could leverage the existing C-IV PDC and associated network, processes and human resources for hosting Imaging and IVR solutions	The PDC operated by the Existing Contractor will not be available to other Vendors to host the imaging and IVR solutions. The only imaging Equipment at the PDC is a server which contains central index data. Vendors should assume access to this server will be provided by the Existing Contractor. All Vendors are allowed to propose their own leveraged solutions that could operate in an existing data center.
16.	7/16/07	4-26	Section 4.3.2& 4.4.2	In reference to Section 4.3.2 Regional Model (Page 4-26) and 4.4.2 Regional Model (Page 4-26) could one of the Counties in each Wave be considered as a hosting site for the Imaging and IVR solutions?	Yes, the Consortium will work with any proposed host Counties to determine the feasibility of the approach. In the event a Regional Model is selected, host Counties and their involvement will be finalized during contract negotiations.



ID #	Received Date	Page	Section/ Req. #	Questions and Comments	Project Response
17.	7/16/07	4-30	Section 4.3.4 Req #87	In requirement #87, Page 4-30 the Vendor is required to provide an imaging solution with integration capabilities. This will allow Counties with an existing imaging solution the ability to integrate into the Vendors proposed solution. In addition, the proposed solution is required to provide a one-time automated conversion of the Counties images. In the table on Page 4-36, San Joaquin is identified as the County that requires this integration and conversion. Can you please let us know what technology San Joaquin currently uses for Imaging?	<p>San Joaquin County can send images to and receive images from other imaging systems by using an agreed upon standard file format with indexing information. This could involve a central or regional imaging system repository, or even a local county imaging system.</p> <p>Current imaging system:</p> <ul style="list-style-type: none"> • Questys Enterprise, version 9 <p>Storage of images:</p> <ul style="list-style-type: none"> • Active Files, new files, and updates • No back-file conversion • Multiple formats: Primarily TIFF images but can be any image or file format • Group indexing on Active File conversion • Individual document indexing going forward • Start-up conversion of Active Files: 5,000,000 documents • Daily storage estimate: 4,000 documents • Daily imaging queries estimate 8,000 documents
18.	7/16/07			For the Imaging solution are projected scanning volumes and performance service level objectives available? If so, could you please provide these metrics?	Service Level Agreements (SLAs) have not been established for Imaging at this time. The Consortium will require Imaging SLAs for the model selected during contract negotiations.
19.	7/16/07			For the IVR solution are performance service level objectives available? If so, could you please provide these metrics?	Service Level Agreements (SLAs) have not been established for IVR at this time. The Consortium will require IVR SLAs for the model selected during contract negotiations.



ID #	Received Date	Page	Section/ Req. #	Questions and Comments	Project Response
20.	7/16/07		Attachment 15 & Attach 8	Please clarify in Attachment 15 (Equipment and Software Confirmation) what is intended by the term Consortium? For example, is that a neutral third party, or an entity the prevailing Prime Contractor will choose?	The Consortium consists of the 39-County JPA. The Consortium has published their Standard Equipment and Software specifications in Attachment 8. All Equipment and Software procured by the Implementation Vendor must meet or exceed the specifications listed in Attachment 8.
21.	7/16/07			Is it an absolute requirement that the prevailing Prime Contractor both price and source all of the technology?	Yes. The Implementation Vendor is required to acquire and install the items listed in RFP Attachment 8, Equipment and Software Configurations. Additional details can be found in RFP Attachment 15, Equipment and Software Confirmation. Except for Non-Managed, all local Equipment and Software must be installed within the Counties as well as all Imaging and IVR Equipment and Software for the selected model.
22.	7/16/07			What is the call routing capability of the current IVR solution in the C-IV counties? Could you please provide any documentation regarding the current IVR solution that provides information related to the call routing practices in the current C-IV counties?	Additional information regarding the current IVR and Imaging solution has been posted on the Procurement Website. See also Deliverable #176 within the Procurement Vendor Library: http://www.isawsconsortium.org/migration/library.htm .
23.	7/16/07			Will the selected Implementation vendor have access to the templates and scripts used for the initial imaging and IVR implementation for the C-IV counties?	Additional information regarding the current IVR and Imaging solution has been posted on the Procurement Website. See also Deliverable #176 within the Procurement Vendor Library: http://www.isawsconsortium.org/migration/library.htm .
24.	7/16/07			Could the C-IV test environments be used for Imaging and IVR integration testing with the C-IV application?	The Consortium will provide necessary access to the C-IV central imaging index to accommodate integration testing by the Implementation Vendor.



ID #	Received Date	Page	Section/ Req. #	Questions and Comments	Project Response
25.	7/16/07			Will the Implementation vendor be able to use the county training facilities in order to minimize training cost? If the Implementation vendor is expected to provide the training facilities, will the C-IV application be accessible via the internet?	<p>Please refer to Section 4.5.3.6, Requirement #187 which requests that “various schedules be proposed (regional/geographical and local).” Also refer to RFP Attachment 5 – Migration County Training Delivery Survey Results, which captures county information on their preferences for regional vs. local training, willingness to host other counties, and training room availability.</p> <p>Because the Consortium requires Vendors to provide various training schedule approaches, the Implementation Vendor may be able to use county training facilities if they are available. The Consortium will need to work with the individual county regarding the specifics about county site availability. However, the Implementation Vendor for their proposal should not assume County training facilities will be available. This assumption will be clarified in Section 4.5.3, Training Development and Delivery, and Attachment 5, Migration County Training Delivery Survey Results, as part of Amendment 1. The Implementation Vendor must acquire and prepare all non-county facilities (per Section 4.5.3.6, Training Delivery Sites, Facilities, and Equipment requirements). The C-IV application is available via the Internet; however multiple training environments will be made available by the Consortium for end-user training. Please refer to Section 4.5.3.6, Requirement #186(k), Training Delivery Touch Points, and Training Delivery Assumptions.</p>



ID #	Received Date	Page	Section/ Req. #	Questions and Comments	Project Response
26.	7/16/07			Could you please provide the lessons learned documents for the C-IV implementations in the original 4 counties?	Proven Practices for each release and County is posted on the Procurement Vendor Library: http://www.isawsconsortium.org/migration/library.htm See Attachment E within Deliverables #: 124, 125, 126, 127, 132, 133, 134, 135, 137, 139, 141, and 143.
27.	7/16/07	4-6	Section 4.1.2 Req. #1	Section 6.2.10.2 Project Management and Staffing of the RFP requires "The selection and intended use of automated project control tool(s) to document and support the PCD, including the Work Plan". Does the consortium currently use a tool for the 4 original C-IV counties? If so, please provide information on this tool. Also, is there a preference to continue the use of this tool for the 39 counties?	Per Requirement #1, the Work Plan must be created and maintained using Microsoft Project. The Vendor may choose to use other tools to document and support the other facets of the PCD, but must describe the proposed tools and provide the reasons for the choice of tools. The Consortium currently utilizes Microsoft Excel to track project issues and risks.
28.	7/25/07	5-6	Section 5.6.2.3	In reference to the Requirement 5.6.2.3 "A description of any relationships with the Consortium or individual Counties over the last 24 months", please clarify the definition of the consortium – ISAWS with 35 counties; C-IV consisting of original 4 counties or recently changed C-IV with 39 counties?	The Consortium is interested in the description of any relationship the Vendor has had or currently has with: <ul style="list-style-type: none">▪ The original C-IV Consortium JPA (4 Counties);▪ The ISAWS Consortium (35 Counties);▪ The current C-IV Consortium JPA (39 Counties); and/or▪ Any of the 39 Counties individually.



ID #	Received Date	Page	Section/ Req. #	Questions and Comments	Project Response
29.	7/25/07	4-58	Section 4.5.3.6 Req. #188	<p>Requirement #188 indicates that a) users receive training no more than three weeks before the deployment of C-IV in their county and b) no more than 50 percent of staff per function is scheduled for training at any one time.</p> <p>Based on the details provided in Attachment 6 C-IV Training Course Information, some functions require courses that are in excess of 2 weeks in duration (i.e.; eligibility, policy and research, help desk). Therefore, we would need greater than the 3 weeks to deliver training to 100% of staff in those functions utilizing the existing C-IV training curriculum.</p> <p>Does Requirement 188a indicate that training must begin no more than 3 weeks prior to deployment of C-IV, or that training must conclude no more than 3 weeks prior to deployment of C-IV?</p>	<p>Requirement #188 will be revised in Amendment 2 as follows:</p> <p>The Vendor shall work with the Consortium to develop a training schedule that ensures:</p> <ul style="list-style-type: none"> a) Training must conclude no more than three (3) weeks before the deployment of C-IV in a given user's County; and b) No more than 50% (or an amount as agreed upon with the Migration County) of staff per function (such as eligibility, employment services, fiscal, or support staff) is scheduled for training at any one time. <p>The Vendor must meet the above requirements but, in the proposal response, the Vendor may provide alternative ideas and suggestions regarding training schedule and logistics. The final training approach will be determined during contract negotiations.</p>
30.	7/25/07	4-56	Section 4.5.3.6 Req. #184	<p>In reference to Requirement #184 and Attachment 7. For County early/advanced T4T, are we training: a) 3 people in the small counties, 6 people in the medium counties, and 12 people in the large counties; b) are we doing T4T training for the numbers of Help Desk, Staff Development, IT, Program & Policy; or c) are we training 3, 6, and 12 of them during T4T and the remainder during End User?</p>	<p>The answer is "c." During the early T4T sessions, the Vendor is only required to train 3 people in the small counties, 6 in the medium, and 12 in the large. The County shall decide who those individuals are but, most likely they will be representative staff from Help Desk, Staff Dev, Coaches, and/or Program/Policy. The intent is that this key group of staff receive early training so that they can assist with other trainings, change management, coaching, and other related activities. The remainder of the County staff will be trained during end user training.</p>



ID #	Received Date	Page	Section/ Req. #	Questions and Comments	Project Response
31.	7/25/07	4-48	4.5.1.1 Req. #171	In reference to Requirement #171, please define the expected scope of 60 calendar days of on-site post-implementation support.	<p>On-site support includes, but is not limited to:</p> <ul style="list-style-type: none"> ▪ Ensuring adherence to the Implementation readiness and go-live checklists; ▪ Coaching and assisting staff on the new system as well as business process changes; ▪ Documenting issues, concerns and resolutions; ▪ Conducting daily meetings with appropriate County staff; ▪ Assisting the County in communications related to items such as business process changes, issue resolution, etc.; and ▪ Any other activities that the Vendor recommends.
32.	7/25/07	4-48	4.5.1.1 Req. #169	Implementation Requirement #169, page 4-48: Is the "county specific transition plan" that is referenced as a component of the Implementation Plan the same as the Change Management Plan referred to in the Change Management Section (Requirement 176)?	<p>The County Specific Transition Plan is not the same as the Change Management Plan. The purposes of the County Specific Transition Plans are to:</p> <ul style="list-style-type: none"> ▪ Address other functions, processes and organizations within the Counties that are impacted by the new system and business processes in order to prepare those entities for the transition to the new system; ▪ Prepare those entities to use the checklists as part of the go-live procedures to aid in the transition to C-IV; and ▪ Document procedures and protocols to be used to handle any issues or concerns.



ID #	Received Date	Page	Section/ Req. #	Questions and Comments	Project Response
33.	7/25/07	4-29	4.3.4 Req. #73	In reference to Section 4.3.4 Imaging Requirements (Page 4-29), the requirement reads "The proposed Imaging Solution shall support non-proprietary (ISIS Level 1-3 and up) duplex scanners and High Speed duplex scanners (e.g., at least 50 Pages Per Minute)". To be more cost efficient, can you please let us know if smaller than 50 PPM scanners would be acceptable for the smaller counties that are anticipated to scan less than 500 pages per day?	Yes, a smaller scanner is acceptable for the smaller counties.
34.	7/25/07		N/A	Site surveys in the migration library (http://www.isawsconsortium.org/migration/ISAWS_Sites.htm) outline that some of the smaller counties have individual sites/facilities with less than 10 FTEs. To be more cost effective, would a physical scanner need to be provided to all county facilities or would it be acceptable for smaller counties to share scanners across sites/facilities?	In a Regional Model, Vendors may propose solutions in which smaller Sites share scanners. If scanners are shared across Sites, Vendors are required to document which Sites will share scanners.
35.	7/25/07	4-60	Section 4.5.3.6 Req. #200	Requirement #'s 199 and 200 indicate that LMS Software (SumTotal) will be used as the training delivery tracking tool. Will counties be required to purchase the LMS software (SumTotal) and/or licenses, or will this be provided by the Consortium? If counties are required to purchase the LMS Software (SumTotal), will counties purchase the software or licenses through the Vendor or through the Consortium or directly from SumTotal?	<p>The Counties will not be required to purchase the Software nor the licenses.</p> <p>Refer to Requirement #200 which indicates "the Vendor shall procure the necessary licenses for the Learning Management System (LMS) by SumTotal."</p> <p>To further clarify the requirement, the Vendor shall determine the number of licenses needed taking into consideration the following potential LMS users: Vendor staff, Consortium staff, and County staff. Once all end-user training is completed, the Vendor does not have to provide ongoing support and maintenance for the LMS users in the Counties.</p>



ID #	Received Date	Page	Section/ Req. #	Questions and Comments	Project Response
36.	7/25/07		N/A	We would like to schedule county visits with the C-IV and ISAWS counties. Could you please let us know the procedure for selecting the counties and when these visits can be scheduled?	<p>The Consortium has selected Merced and San Joaquin to host the County Site visits, which are scheduled for August 3, 2007.</p> <p>The Consortium distributed County Site visit information on July 31, 2007, which is also posted to the Migration Project website at: http://www.isawsconsortium.org/migration/migration.htm</p>
37.	7/25/07		4.3.4 & 4.3.5	Section 8 Deliverables List includes "Transition Plan" referenced in section 4.3.4 (Imaging Transition Plan), but does not reference the Transition Plan referenced in Section 4.3.5 (IVR Transition Plan). Is the Transition Plan referenced in section 4.3.5 (IVR Transition Plan) also a deliverable?	<p>The Transition Plan in Section 4.3.4 is the Imaging Transition Plan. The Transition Plan in Section 4.4.4 is the IVR Transition Plan. The Requirements within Section 4.3.4 and 4.4.4 will be modified with Amendment 2.</p> <p>An updated version of the Section 8, Deliverables List, will also be provided in Amendment 2.</p>



ID #	Received Date	Page	Section/ Req. #	Questions and Comments	Project Response
38.	7/25/07		N/A	Will there be an opportunity for us to get access to C-IV training/demo application prior to the submission of draft and final proposals?"	<p>The C-IV demonstration environment will be made available to Vendors within two weeks of the State Fiscal Year 2007/08 budget approval by the Governor. Vendors will be required to provide an IP address for accessing the C-IV demonstration environment from an offsite location. The license agreement is available on the Migration Project website at: http://www.isawsconsortium.org/migration/migration.htm. An announcement will be made when the environment becomes available, and detailed instructions for use and support will be provided.</p> <p>Vendors should contact the ISAWS Project Director regarding access to ISAWS. Please refer to the Migration Project website at: http://www.isawsconsortium.org/migration/migration.htm for contact information.</p> <p>See also Question #70.</p>
39.	7/25/07	4-9	Section 4.2.1 Req. #15	Section 4.1.2 (Project Management Requirements), Requirement 15, Letter "C" states that Imaging and IVR work plans are not to be included until the Consortium selects a model, however section 4.3 (Imaging) and section 4.4 (IVR) states that schedule and staffing information needs to be provided for each model. Please clarify if work plans are required for IVR and Imaging.	Work Plans for Imaging and IVR are not required to be submitted as part of the proposal, but will be required after the specific models are selected during contract negotiations.
40.	7/25/07		Section 4.3	The RFP states that 3 models must be proposed by the Vendor for Imaging (Central, Regional, Local). Will all counties adopt the same Imaging Model (Central, Regional, Local)?	The Consortium will select an Imaging Model during contract negotiations. The Consortium may select a single Imaging model or a combination of Imaging Models.



ID #	Received Date	Page	Section/ Req. #	Questions and Comments	Project Response
41.	7/25/07		Section 4.4	The RFP states that 3 models must be proposed by the Vendor for IVR (Central, Regional, Local). Will all counties adopt the same IVR Model (Central, Regional, Local)?	The Consortium will select an IVR Model during contract negotiations. The Consortium may select a single IVR model or a combination of IVR Models.
42.	7/25/07	5-10	Section 5.6.3.2 Attachment 14	Schedule J1 (Migration Project Vendor Central Imaging Staff Loading by Task), J2 (Migration Project Vendor Central Imaging Staff Loading by Person), K1 (Migration Project Vendor Central IVR Staff Loading by Task), and K2 (Migration Project Vendor Central IVR Staff Loading by Person) require information that would only be available through the creation of a Work Plan for Central Imaging and Central IVR. Please confirm if J1, J2, K1, and K2 are required to be completed for the draft proposal.	Yes, Schedules J1, J2, K1 and K2 are required to be completed for the draft proposal in accordance with the instructions provided in Section 5.6.3.2, Cost Schedules. Vendors are not required to submit a Work Plan for Imaging or IVR until after the Consortium has selected the IVR and Imaging models, during contract negotiations.
43.	7/25/07		Attachment 12	In reference to Attachment 12 – Business Proposal Requirements Cross-Reference Matrix, A-12.1 – Proposal Submission Requirements, how do we identify a particular section and page number for some of these requirements? For example, the first requirement is to provide our proposal in three separate sections. Do we need to explicitly state that requirement somewhere in our response, and respond by saying that we have provided three separate sections; then reference the section and page number to where we responded to that requirement? Or for section #, do we just say "Section 1-3" and Page # "All"?	Yes, Vendors should explicitly state the status of the requirement in Attachment 12 and all referenced sections and pages. For example, if the requirement is referenced in three separate sections, the Vendor must state which three sections and all applicable pages.
44.	7/25/07		Attachment 12	In reference to Attachment 12 – Business Proposal Requirements Cross-Reference Matrix, there are many requirements that have multiple sub-requirements. Are you looking for us to provide the Section # and Page # for each sub-requirement or only the main requirement?	Yes, Vendors must provide the section number and page number for each component of a requirement.



ID #	Received Date	Page	Section/ Req. #	Questions and Comments	Project Response
45.	7/25/07	4-11	Section 4.2	As referenced in Section 4.2 Infrastructure (Page 4-11), can you please elaborate on the meaning of a "site?" Is it 1 physical building or a cluster of buildings?	Each Site, as documented in Attachment 9, County Site Information, is a location with a separate physical address.
46.	7/25/07	4-11	Section 4.2	As outlined in Section 4.2 Infrastructure (Page 4-11) Managed Networks, the Existing Vendor will be responsible for network connections from the Production Data Center (PDC); and Network connections to the Managed Local Area Network (LAN). Can you please let us know if the Existing Vendor will be responsible for installing the physical circuit connections from the PDC for each managed site (each physical building)?	Yes, the Existing Contractor will be responsible for installing the physical circuit connections from the PDC for each Managed Site.
47.	7/25/07	4-11	Section 4.2	In Section 4.2 Infrastructure (Page 4-11) Managed Networks, can you please elaborate on the meaning of the second bullet referencing the Existing Vendors responsibilities, "Network connections to the Managed Local Area Network (LAN)"?	Under the Managed Network model, the Existing Contractor will acquire, configure and install the network lines from the C-IV Production Data Center to the Managed router at the Managed Site. The Existing Contractor shall acquire, configure, and install the Managed router; the Implementation Vendor shall acquire, configure, and install all other network components of the C-IV Managed Local Area Network. The Existing Contractor will be responsible for operating and supporting the network connections from the C-IV Production Data Center to the C-IV Managed Desktop.
48.	7/25/07	4-12	Section 4.2	In Section 4.2 Infrastructure (Page 4-12) County POP and DTS POP Network, our assumption is that the County and DTS are responsible for the County network (including WAN/LAN as appropriate). Is this a correct assumption?	Yes, the County and DTS are responsible for the County network (including WAN/LAN as appropriate).



ID #	Received Date	Page	Section/ Req. #	Questions and Comments	Project Response
49.	7/25/07	4-11	Section 4.2	In Section 4.2 Infrastructure (Page 4-11) the 4 county Network models are outlined; Managed, Non-Managed, County-POP and DTS POP. Can you please let us know what cost evaluation criteria you are planning on applying to the responses?	The Consortium will be evaluating total costs for all four network models for all vendors. All vendors are responsible for determining costs for all four models.
50.	7/25/07		Attachment 11	As outlined in Attachment 11 (11.1.3), could you please elaborate on what is meant by ring topology? Are they referring to a spanning-tree or RSTP ring? If so, how would you prefer for the switches to be physically connected?	The C-IV Standard is spanning-tree ring topology. Switches are required to be physically connected via the backplane.
51.	7/25/07		Attachment 11	As outlined in Attachment 11 (A-11.1.4), in regard to the Cisco 3750F-24T switch listed, there are no such devices listed on Cisco's product line. Would the Cisco 3750G-24T switch be acceptable?	Yes, The Cisco 3750G-24T is the correct switch. Attachment 11 (A-11.1.4) has been updated. All Equipment and Software procured by the Implementation Vendor must meet or exceed the specifications listed in Attachment 8. The Consortium will continue to update C-IV Standards when Equipment or Software becomes obsolete.
52.	7/25/07		Attachment 11	As outlined in Attachment 11 (A-11.1.4), in regard to the Cisco 3750-12TS switch listed, there is no such switch on Cisco's product line. Would the Cisco 3750G-12S switch be acceptable?	Attachment 11 (A-11.1.4) has been updated to reflect the Cisco switch 3750G-12S-E.
53.	7/25/07		Attachment 11	As outlined in Attachment 11 (A-11.1.1/A-11.2.2), for the DSL modules installed on the Cisco routers, what type of DSL is desired? The type of DSL may affect the model of the card.	The C-IV standard is an Asymmetric Digital Subscriber Line (ADSL) Multi Protocol Label Switching (MPLS) router.



ID #	Received Date	Page	Section/ Req. #	Questions and Comments	Project Response
54.	7/25/07		Section 4.2.1.5 Req. #21	In 4.2 Infrastructure, Section 4.2.1.5 (Requirement 21), the requirement for no single points of failure is definitely understandable; however it seems to contradict the network layout as specified in Attachment 11. Specifically, there is a single router per site, and there is a single core switch in designs with less than 205 users as shown in Attachment 11 (A-11.1.4 and A-11.2.3). Are the switch layout and the WAN router an exception to this requirement?	<p>Yes, The C-IV Standard, as documented in Attachment 11 (A-11.1.4 and A-11.2.3), states that Sites that have 1 -15 users require one single core Cisco 3750G-24T switch and 1 Cisco 2821XM WAN Router, Sites that have 15 – 205 users require a single core Cisco 3750G-48TS switch and 1 Cisco 2821XM router. The C-IV Standard for Sites that have less than 205 users is an exception to Requirement #21 within Section 4.2.1.5.</p> <p>09/17/2007 – The Consortium has modified this response to be the following:</p> <p>Sites that have 1 -15 users require one single core Cisco 3750G-24T switch and 1 Cisco 2821XM WAN Router, Sites that have 15 – 205 users require a single core Cisco 3750G-48TS switch and 1 Cisco 2821XM router.</p> <p>For C-IV Managed Sites that have 1 - 50 users require one single core Cisco 3750G-24T switch and 1 Cisco 2821XM WAN Router, 50 - 205 users require a single core Cisco 3750G-48TS switch and 2 Cisco 2821XM routers. Additionally, any site that serves as a County's primary (or only) Site are required to have two Cisco 2821 XM routers regardless of workstation count.</p>



ID #	Received Date	Page	Section/ Req. #	Questions and Comments	Project Response
55.	7/25/07		N/A	Considering the available WAN bandwidth has implications on the applications and the layout of both the imaging and IVR solutions, could you please provide specifications of the WAN layout with the available bandwidth for all 35 counties?	Vendors are required to provide WAN architecture for each Imaging and IVR model. Vendors are required not to assume leveraging existing facilities, architectures, Equipment or Software. However, during contract negotiations and after the Consortium has selected the Imaging and IVR options, existing facilities, architectures, Equipment and Software will be considered.
56.	7/25/07		N/A	If the imaging or IVR applications require additional bandwidth, could the existing WAN architecture be augmented?	No, Vendors are required to propose a separate WAN architecture for the Central and Regional Imaging and IVR models.
57.	7/25/07		Section 4.4.1	As outlined in Section 4.4 IVR, the implementation vendor is responsible for bidding 3 models (Central, Regional and Local). To appropriately outline the pros/cons and impacts to the counties and to provide our recommendations can you please provide telephony environment product list for all 28 counties that are requesting IVR functionality (as outlined on page 4-46)? In addition, can you please provide a network diagram of existing telephony environment for each of these counties?	No, a telephony environment product list and network diagram of existing telephony environment for all 28 counties is not available. Vendors are required to propose a separate WAN architecture for the Central and Regional IVR model. Vendors are required not to assume leveraging existing facilities, architectures, Equipment or Software for the Central and Regional models. However, during contract negotiations and after the Consortium has selected an IVR model, existing facilities, architectures, Equipment and Software will be considered.



ID #	Received Date	Page	Section/Req. #	Questions and Comments	Project Response
58.	7/25/07	2-1	2.1	Request an extension to the draft proposal submission due date for the Migration Project Implementation RFP.	The Consortium intends to maintain the current schedule. The Consortium believes sufficient time is allowed for the Vendors to prepare draft proposals by August 22, 2007 since the Migration Project Implementation RFP was available to all Vendors in draft form as of June 29, 2007. Additionally, Vendors have an opportunity to address any gaps or make corrections as part of their final proposal due October 22, 2007.
59.	7/25/07	4-32	4.3.4 Req. #103	Requirement #103 states "The Vendor shall be responsible for providing all facilities that house Imaging servers or data and must have, at a minimum, basic physical security measures to protect the Imaging Solution. The Vendor must propose the appropriate number of geographical regions that the Vendor deems is the best solution for the Regional Imaging Solution model." There is no place in the Attachment 14 cost worksheets to capture the costs of regional imaging facilities costs. Where are these costs to be provided?	<p>Amendment 2 of the RFP includes the addition of two new cost schedules to Attachment 14, Cost Proposal Forms. The additional cost schedules are:</p> <ul style="list-style-type: none">▪ Schedule J29, Migration Project Vendor Regional Imaging Facilities Cost Detail; and▪ Schedule J30, Migration Project Vendor Local Imaging Facilities Cost Detail. <p>Instructions for completing the additional cost schedules have been added to Section 5.6.3.2, Cost Schedules. Attachment 13, Cost Proposal Requirements Cross-Reference Matrix has also been updated to list the additional cost schedules.</p> <p>Vendors are required to provide facilities within the Central and Regional models.</p>



ID #	Received Date	Page	Section/ Req. #	Questions and Comments	Project Response
60.	7/25/07	4-30	Section 4.3.4 Req. #87	Requirement #87 states, "The proposed Imaging Solution must have the ability to integrate with existing designated Migration County Imaging systems, allowing the Migration County images to be viewed through the C-IV System. The Imaging Solution shall have the ability to convert existing Migration County images, in a one-time automated Conversion effort, and also support ongoing interface Imaging updates, to the proposed Imaging Solution." What are the "existing designated Migration County Imaging systems" with which the vendor is required to integrate with as part of the proposed Imaging Solution?	The existing designated Migration County Imaging system is the San Joaquin County Imaging system. Refer to Question #17 for information regarding the San Joaquin County Imaging System.
61.	7/25/07	5-3	5.6	Section 5.6 Proposal Organization and Format specifies "Proposals shall be printed on 8½ x 11-inch paper, single-spaced, and single-sided". Would it be acceptable to include 11x17-inch fold-outs in the Vendor's response?	It is acceptable to include 11x17 inch fold-outs in the responses.
62.	7/25/07	4-13	4.2.1.1	Section 4.2.1.1 states, "Vendors are to assume a workstation must be provided for every staff member, as well as workstations for interview rooms and training facilities, as delineated in Attachment 9, County Site Information." Section 4.2 Non-Managed Network does not indicate that the Vendor will be installing or configuring any equipment. Please clarify if the Vendor is required to install or configure equipment for Non-Managed sites?	See Amendment 1, Question #13 and Attachment 19, Other Network Information.



ID #	Received Date	Page	Section/ Req. #	Questions and Comments	Project Response
63.	7/25/07	4-15, 4-22	4.2.1.5, 4.2.26 Req. #31 Req. #51	Requirement #31 states, "The Consortium requires that the Vendor strategically position the location of spare components and parts so the inoperable Equipment can be repaired and brought back to an operational status or replaced with minimal delay." Requirement #51 states, "The Vendor shall procure and position the location of spare components and parts within each Migration County." A strategy to locate spare components and parts that restores operational status with minimal delay may not involve storage in each and every Migration County. Is such a strategy allowed? Also, are county facilities available for the storing of spare components and parts?	Requirement #31 has been modified to state "The Consortium requires that the Vendor strategically position spare components and parts so the inoperable Equipment can be repaired and brought back to an operational status or replaced with minimal delay." Requirement #51 has been modified to state "The Vendor shall procure and position spare components and parts within each Migration County or at a location to ensure minimal delay in deploying spares, including a Site that can serve multiple Counties." The Consortium agrees that a strategy to locate spare components and parts that restores operational status with minimal delay may not involve storage in each and every Migration County. County facilities will be available for storing spare components and parts.
64.	7/25/07	4-23	4.2.2.6 Req. #58	Requirement #58 states, "The Vendor shall perform the installation of CAT 5e data cabling or of a higher standard, from the MDF or the IDF to all locations where Equipment will be installed, as well as MDF to IDF interconnects as approved in the detail Site Preparation Plans. This includes individual data jacks for each and every piece of Equipment in all Networks proposed." Requirement #58 indicates it applies to all Networks proposed; however, Requirements #57 through 61 are For Managed Sites Only. Please clarify if the Requirement #58 applies to all Network models or only Managed sites.	Yes, The Vendor is required to perform Site Preparation and Installation activities for every Site to ensure each Site meets or exceeds C-IV standards regardless of the network model selected by the Counties. Requirement #58 applies to all Sites.



ID #	Received Date	Page	Section/ Req. #	Questions and Comments	Project Response
65.	7/25/07	A1 – Line Item Summary	Attachment 14	Attachment 14 Cost Proposal Forms allow for the pricing of deliverables through staff costs by task and staff costs by person only. The cost worksheets do not allow the inclusion of service-based costs such as construction fees for electrical circuits and cabling. How are costs for completing work related to electrical power and CAT 5e cabling to be captured in the cost worksheets?	Attachment 14, Cost Proposal Forms, Schedule I, Migration Project Vendor Other Costs is provided for Vendors to include costs not specified elsewhere in the schedules. Amendment 2 will include an update to Section 5.6.3.2.25, Migration Project Vendor Other Costs (Schedule I) to provide clarification that service-based costs such as construction fees for electrical circuits and cabling may be included in this category.



ID #	Received Date	Page	Section/ Req. #	Questions and Comments	Project Response
66.	7/25/07	Attachment 5	Attachment 5	<p>Attachment 5 - A-5 Migration County Training Delivery Survey Results lists out Training Room Information. To help determine if existing county training rooms are capable of supporting Migration Training, please provide the following information for those sites denoted as a "Yes" or "Maybe" for whether or not the sites are sufficient for training to be held in the county:</p> <ul style="list-style-type: none">• Number of staff the room(s) will support (capacity)• Is there furniture in the room to support the room capacity?• Does the room have HVAC capability?• How many electrical power receptacles are present in the room?• Is the room wired for a local area network?• What is the WAN bandwidth to the room?• Does the training site have a phone number (to determine if room is close enough to the DSLAM for DSL)? <p>In addition, would the Vendor be allowed to bring in a network connection to the MPOE/MDF/IDF/Room? Would it be acceptable for the Vendor to install a temporary wi-fi?</p>	<p>Per Amendment 1, Vendors shall assume that no County training facilities are available for end-user training. Refer to updated Requirements #187 and #192.</p>



ID #	Received Date	Page	Section/Req. #	Questions and Comments	Project Response
67.	7/25/07	3-7, 3-8	3.3.2.6	Section 3.2.6 indicates that the Consortium staff are dedicated full time to the project and "will be co-located with the Vendor's Project Staff at the Project Site." Will the Training, Implementation, and Change Management staff on the Consortium team be available to travel and work full time in the counties from March 2009 through April 2010 with the Vendor's Project staff? If not, please clarify their availability.	The Consortium staff will be available to travel and work in the Counties when required.
68.	7/25/07	3-9	3.3.2.6	The total number of Implementation, Change Management and Training Consortium FTEs per month, starting in March 2009, is 33 FTEs. Are all of these staff available to travel through all 3 Waves of implementation, for the duration of the project, or will staff only be available to work in the Wave associated with their counties of origin?	The Consortium staff will be available to travel and work in the Counties when required and will not be limited to work associated only with their County of origin.
69.	7/26/07		N/A	If there are additional questions, is the process to bring them up during confidential discussions?	Yes.



ID #	Received Date	Page	Section/Req. #	Questions and Comments	Project Response
70.	7/26/07		N/A	Will the C-IV demonstration environment be available onsite?	<p>No onsite access will be made available. The C-IV demonstration environment will be made available to Vendors within two weeks of the State Fiscal Year 2007/08 budget approval by the Governor. Vendors will be required to provide an IP address for accessing the C-IV demonstration environment from an offsite location. The license agreement is available on the Migration Project website at: http://www.isawsconsortium.org/migration/migration.htm. An announcement will be made when the environment becomes available, and detailed instructions for use and support will be provided.</p> <p>Vendors should contact the ISAWS Project Director regarding access to ISAWS. Please refer to the Migration Project website at: http://www.isawsconsortium.org/migration/migration.htm for contact information.</p> <p>See also Question #38.</p>
71.	7/26/07		N/A	Will the Consortium be willing to release a draft of the license agreement?	<p>The C-IV Demonstration License Agreement is currently available on the Migration website at: http://www.isawsconsortium.org/migration/migration.htm</p> <p>See also Question # 38.</p>



ID #	Received Date	Page	Section/ Req. #	Questions and Comments	Project Response
72.	7/26/07		Attachment 7	Attachment 7, Migration County Staff Training Information, provides training counts by Eligibility Worker positions only. Can the break-down by supervisor and workers be provided?	<p>The break-down of supervisors to workers is currently not available. However, for purposes of proposing a training schedule, Vendors shall assume a ratio of 8:1 (8 workers to 1 supervisor). Refer to the staff numbers by role in Attachment 7 to determine the break-down based on this information.</p> <p>The data provided in Attachment 7, Migration County Staff Training Facilities, represent a point-in-time and is subject to change. Additionally, the counts provided represent some duplicated staff as many perform multiple functions.</p>