



# CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES



## CALIFORNIA MULTIPLE AWARD SCHEDULE (CMAS)

### REQUEST FOR OFFER

#### LEVERAGED PROCUREMENT AGREEMENT INFORMATION TECHNOLOGY CONSULTING SERVICES ORGANIZATIONAL CHANGE MANAGEMENT SUBJECT MATTER EXPERT (SME) RFO #11-077-ITS

#### ADDENDUM #2

### BACKGROUND

The California Department of Corrections and Rehabilitation (CDCR), California Correctional Health Care Services (CCHCS), is requesting offers for a Subject Matter Expert (SME) to provide change management expertise and services. The SME will help manage organizational and business cultural changes required to implement Allied Health Services' (AHS) IT projects and program initiatives publicized in the Receiver's Turnaround Plan of Action.

The term of proposed Agreement is targeted for December 1, 2011, through November 30, 2012. CCHCS reserves the option to extend the Agreement for up to two (2) years at the same hourly rate and/or to add additional funds up to the maximum CMAS threshold. Contract award is subject to availability of funds approved for this purpose and renewal of the Information Technology (IT) Consulting Services (CMAS) agreement.

All offers must be signed by an authorized officer of the company or firm who has legal and binding authority. By submitting an offer, your firm agrees to the terms and conditions stated in this Request for Offer and in accordance with your authorized Leveraged Procurement Agreement (e.g. CMAS contract).

Offers are due by **4:00 p.m., Tuesday, November 22, 2011. Responses and any required copies must be submitted by electronic mail and clearly labeled to the department contact noted below.**

#### **Department Contact:**

California Correctional Health Care Services  
Attention: CYNTHIA BASA  
P.O. Box 4038  
Sacramento, CA 95812-4038  
(916) 324-8045  
[Cynthia.Basa@cdcr.ca.gov](mailto:Cynthia.Basa@cdcr.ca.gov)

### ACTION(S)

1. RFO #11-077-ITS, Key Dates, has been corrected as follows.

## KEY DATES

<b>Event</b>	<b>Date</b>	<b>Time</b>
Release of Request for Offer	11/14/2011	
Questions or Clarifications Submittal (latest date)	11/17/2011	4:00 p.m.
Offer Response Submission Due Date	11/22/2011	4:00 p.m.
Comparison of Offers and Interview(s), if warranted.	<del>11/23/2011 to 11/25/2011</del> <u>11/28/2011 to 11/29/2011</u>	
Best Value Determination – Selection of Vendor	<del>10/25/2011</del> <u>11/30/2011</u>	4:00 p.m.
Proposed Contract Start Date <sup>1</sup>	12/01/2011	

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<sup>1</sup> Date subject to change.

## **QUESTIONS/STATEMENTS AND ANSWERS**

### 1) Question(s)/Statement(s):

“On page 7 of the RFO, in the ‘Best Value Criteria’ table, and on page 10 in bullet 2 of ‘Mandatory Qualifications’, the RFO states, ‘Experience supporting deployment and/or change management efforts for technology solutions to non-technical end-users at CCHCS headquarters and at adult correctional institutions statewide’. Would CDCR consider changing the requirement to read, ‘Experience supporting deployment and/or change management efforts for technology solutions to non-technical end-users.’?”

Answer(s)/Statement(s):

No.

### 2) Question(s)/Statement(s):

“In reference to ‘D. Assumptions and Constraints,’ item 1, second bullet which states ‘Contractor will generally work 40 hours per week.’; and the ‘Hours’ column of the Rate Sheet table in Exhibit B-1 Rate Sheet on page 19 of the RFO which states 2008 hours.

Would CDCR consider proposals for less than 40 hours per week or less than 2008 hours annual availability?”

Answer(s)/Statement(s):

Yes; Response Guidelines, Item 12, specifies Offeror's must submit a detailed description of their approach for completing requested services.

### 3) Question(s)/Statement(s):

“In reference to ‘D. Assumptions and Constraints,’ item 1, second bullet which states ‘Contractor will generally work 40 hours per week.’; and the ‘Hours’ column of the Rate Sheet table in Exhibit B-1 Rate Sheet on page 19 of the RFO which states 2008 hours.

Would CDCR consider a team approach as long as the hours did not exceed 40 hours per week or 2008 hours annually?”

Answer(s)/Statement(s):

Yes; see Question #2 above.

4) Question(s)/Statement(s):

“On page 3, item 14 of the RFO states that submissions must include three (3) customer references for Offeror; and page 4, item 15 states submissions must include three (3) customer references for the proposed personnel.

If the proposed personnel has also performed the referenceable work employee of the company, may the same reference be repeated for both offeror and personnel reference requirements?”

Answer(s)/Statement(s):

Yes.

5) Question(s)/Statement(s):

“On page 10 (of 31), Section B.2. Mandatory Qualifications MQ):

*‘Experience supporting deployment and/or change management efforts for technology solutions to non-technical end-users at CCHCS headquarters and at adult correctional institutions statewide’*

This severely restricts the number of potential candidates that can be considered for this position, and would like to know if this solicitation is for an existing resource?”

Answer(s)/Statement(s):

No, RFO #11-077-ITS seeks services from a new consultant and not an existing resource.

6) Question(s)/Statement(s):

“If this is for a new position, we request that MQ #2 be removed since the pool of candidates is now limited to those who have performed this same work for the same client.”

Answer(s)/Statement(s):

No. Please recognize the pool is not limited to consultants that have already performed similar work as requested; however, Mandatory Qualification #2 will be scored higher for consultants with the requested expertise.

7) Question(s)/Statement(s):

“May we submit more than one candidate for this RFO?”

Answer(s)/Statement(s):

Yes.