

ATTACHMENT 17: NARRATIVE RESPONSE

NARRATIVE RESPONSE

The Bidder must provide a brief narrative describing their understanding of and approach to the questions/topics below. In preparing a response to the Narrative, do not simply restate or paraphrase information in this solicitation and the SOW. Describe or demonstrate, in the Bidder's own words, the information required below.

The response descriptions and explanations should be straightforward, detailed, and precise. Responses will be evaluated as stated in [SECTION 6. EVALUATION](#).

Provide a written response describing and/or demonstrating the following information:

Bidder may submit no more than two (2) pages of diagrams to support each narrative response. The diagrams shall be visual representations of the narrative response and will be limited to no more than 100 words per page, which will include the diagram labels. One (1) page is defined as one (1) side of a physical sheet of letter size (8.5" x 11") paper regardless of single side or double-sided printing.

The Bidder's narrative response:

- Shall be delivered in PDF format, use a 11-point, Century font for normal text and use one inch margins
- Shall cover all aspects of services as defined in [ATTACHMENT 19: APPENDIX A - STATEMENT OF WORK](#)
- Shall not exceed fifty (50) pages total, excluding table of contents. Pages must include page numbers. If Bidder submits more than the 50 page limit only the first 50 pages will be reviewed and evaluated.

Each Narrative Response must adhere to the instructions specified in [SECTION 3.4.2. NARRATIVE REQUIREMENTS \(MS\)](#), contain the content as shown on ATTACHMENT 17: NARRATIVE RESPONSE , and include the following:

1. Table of Contents (not included in page limit)
2. Separate headings to delineate sections (aligned with the Table of Contents)
3. Formatting to ensure greater ease of evaluation, by:
 - a. Use of bold headings and sub-headings to easily locate information
 - b. Use of sub-headings or bullets to address each requirement or element listed for each narrative
 - c. Use of tables for each project described to summarize relevant information
 - d. Use of tables to highlight other relevant content for the narrative sub-sections
 - e. Use of graphics to enhance readability of response
 - f. Avoid use of acronyms
 - g. Provide glossary at the end of each narrative if non-standard terminology is used.

Narrative Responses

Cal ICH has defined response requirements to correlate with [SECTION 7. Maintenance and Operation](#) to which the bidder is to respond.

Item #	Type	Response Requirements	Max Points Available
1	MS	Project/Program Management Please describe your organization's Agile approach to managing the maintenance and operation of the Homeless Data Integration System (HDIS) for Cal ICH. In your response, include the Agile frameworks you use, how your teams are structured and how you plan and prioritize ongoing support, cloud optimization, enhancements, and incident resolution.	250 points

Item #	Type	Response Requirements	Max Points Available
2	MS	Platform Management Please describe your organization's approach to platform management for HDIS as a hybrid data warehouse. In your response, address how you manage licensing, monitor performance, ensure availability and scalability, and maintain development, staging, and production environments. Include your processes for user access control, security incident response, incident resolution, vulnerability management, and applying software updates and patches.	400 points

Item #	Type	Response Requirements	Max Points Available
3	MS	Data Management Please provide a narrative response describing your organization's approach to data management within the HDIS environment. Your response should address how you manage data releases, including data loads, validation, and updates to HDIS work products. Describe your data governance practices, including data quality assurance, and compliance with state and federal data standards.	400 points

Item #	Type	Response Requirements	Max Points Available
		Explain your approach to data archiving, long-term retention, and secure handling of data throughout its lifecycle, including transformation and access controls.	

Item #	Type	Response Requirements	Max Points Available
4	MS	Knowledge Transfer Please provide a narrative response describing your approach to knowledge transfer in support of the maintenance and operation of HDIS. Your response should explain how knowledge related to system architecture, data workflows, operational procedures, and troubleshooting will be documented and transferred to Cal ICH staff. Include the methods and tools you use (e.g., runbooks, training sessions, job aids, shadowing), how you tailor knowledge transfer for technical and non-technical audiences, and how you ensure continuity during staff transitions or project closeout. Describe how you measure the effectiveness of knowledge transfer to ensure Cal ICH staff are equipped to manage and operate HDIS independently.	200 points

Item #	Type	Response Requirements	Max Points Available
5	MS	Documentation Please provide a narrative response describing your approach to documentation in support of the maintenance and operation of HDIS. Your response should include how you develop, maintain, and organize documentation related to system architecture, data pipelines, operational procedures, incident response, and configuration management.	150 points

Item #	Type	Response Requirements	Max Points Available
6	MS	Managed IT/Helpesk Please provide a narrative response describing your approach to delivering	200 points

Item #	Type	Response Requirements	Max Points Available
		Managed IT/Helpdesk Support Services for HDIS operations.	