August 20, 2026

CALIFORNIA DEPARTMENT OF TECHNOLOGY (CDT)
INFORMATION TECHNOLOGY (IT) SERVICES
REQUEST FOR PROPOSALS 26-0214801
CalTABS

Please review this Request for Proposals (RFP) entitled California Department of Technology (CDT) **26-0214801, CalTABS** Exhibit A outlines the services required during this engagement.

In submitting your proposal, you must comply with the instructions contained herein. CDT will review all responses to this RFP, and award in accordance with Public Contract Code sections 12100 et seq..

RFP responses are due by **September 10, 2026**, by **1:00 PM** Pacific Time (PT). Deliver one (1) soft copy via electronic mail (email) of your response to the Department Contact named below. Questions regarding this RFP must be sent via email by the date stated in the Key Action Dates. CDT will release an official response to all interested vendors via a Question & Answer document.

Department Contact: **Richard Vanderzanden** California Department of Technology Acquisitions and IT Program Management Branch P.O. Box 1810, Mail Stop Y14 Rancho Cordova, CA 95741 **(916) 857-8873** **Richard.vanderzanden@state.ca.gov**

Part 1 of the solicitation contains the bidder and bidding instructions, proposal form instructions, solution requirements and instructions, and all other instructional/compliance information that the Proposer must meet in order to be considered responsive and responsible to the solicitation.

Part 2 of the solicitation contains all forms a Proposer must complete and return with its Final Proposal, including the SOW, administrative forms, qualification forms, requirement responses, and all exhibits/ attachments discussed in Part 1.

Disclaimer: The original version and any subsequent solicitation addenda released by the Procurement Official of this solicitation remain the official version. In the event of any inconsistency between the Proposer’s versions, articles, attachments, specifications or provisions (which constitute the Contract), the official State version of the solicitation in its entirety shall take precedence.

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PART 1 – BIDDER INSTRUCTIONS

1. INTRODUCTION

This solicitation is being conducted under the authority of California Department of Technology (CDT) pursuant to Public Contract Code (PCC) §12100 et seq.

This solicitation contains the instructions governing the requirements for proposals to be submitted by Bidders. Also included in this solicitation is the required format and materials all Bidders must follow when responding to this solicitation. This solicitation also addresses the requirements that Proposers must meet to be eligible for consideration, as well as Proposers' responsibilities before and after award.

The following terms are used interchangeably throughout the solicitation documents: (1) "Contract" and "Agreement"; (2) "response" and "proposals". For additional definitions, see ATTACHMENT 21: GLOSSARY OF TERMS.

1.1. PURPOSE OF RFP

The purpose of this Request for Proposal (RFP) (hereafter referred to as "RFP" or "solicitation") is to obtain proposals from qualified Proposers to provide California Department of Technology (hereinafter referred to as "CDT" or the "State"), Office of Administrative Services/Rates and Cost Recovery with comprehensive implementation services and subscription licenses for a modern Software-as-a-Service (SaaS) billing solution to replace the legacy billing system, CalTABS.

The Contract Award, if made, will be to the single Proposer in accordance with the methodology defined in SECTION 6.2: PROPOSAL EVALUATION.

This RFP asks for consulting services to deliver end-to-end implementation services including requirements analysis, system design and configuration that includes set up of data ingestion and transformation processes from 30+ sources, system integrations, testing, training, a Pilot to verify billing functionality, Go-Live and System Stabilization, and ongoing operational support. See SOW SECTION 5. Project Tasks/Deliverables for more information on the services to be procured through this RFP.

1.2. BACKGROUND

CDT provides centralized IT services to state and local entities. It recovers its costs by charging customers specified rates for its services. CDT bills customers through the California Technology Billing System (CalTABS), which provides availability to invoice data, billing details, ability to export reports and 24/7 access to online services. CDT's current CalTABS billing system is a 20+ year-old custom-built cost recovery platform responsible for invoicing approximately $500 million annually for information technology (IT) services used by 220 state departments and agencies, and over 1,000 customer end-users.

CDT seeks to replace the existing CalTABS system with a low/no-code Software-as-a-Service (SaaS) billing solution that improves operational efficiency, billing accuracy, scalability, reporting capabilities, customer experience, and security compliance.

1.3. TERM OF CONTRACT

Effective upon approval of the Agreement (Effective Date), the base term of the Contract is three (3) years.

The State, at its sole discretion, may exercise its option to execute two (2), one (1) year extensions at the originally agreed-upon hourly rates specified in the Contract, for a maximum Contract term of five (5) years.

The Contractor shall not be authorized to deliver goods or commence performance of services described in this Agreement prior to the Effective Date. Any delivery of goods or performance of services by the Contractor that is commenced prior to the Effective Date shall be at no cost to the State.

The State is not obligated to exercise option year extensions. The Agreement and any optional extensions will be of no effect unless approved by CDT.

2. BIDDING INSTRUCTIONS

2.1. BIDDER ADMONISHMENT

This procurement will follow an approach designed to increase the likelihood of a successful proposal and Proposer eligibility for an invitation to interviews.

The Proposer should refer to in SECTION 2.4. BIDDING STEPS to understand the phases applicable to this solicitation and SECTION 6. EVALUATION to understand the evaluation process. It is the Proposer's responsibility to:

1. Carefully read the entire solicitation.
2. Submit questions in a timely manner.
3. Submit all required responses by the required dates and times specified in SECTION 2.3. KEY ACTION DATES.
4. Abide by all procedures and requirements of the solicitation.
5. Not include conditional statements, assumptions, or exception language with proposals.

6. Carefully review the solicitation requirements prior to submission of a proposal to ensure nothing has been overlooked.

2.2. COMMUNICATIONS AND CONTACTS

The State uses an online procurement system known as *Cal eProcure* to communicate with prospective Proposers and suppliers. Information and ongoing communications for this solicitation will be posted by the State on the *Cal eProcure* website, www.caleprocure.ca.gov.

Oral communications by Agency/state entity officers and employees concerning this solicitation shall not be binding on the State and shall in no way excuse the Proposer of any obligations set forth in this solicitation.

2.2.1. PROCUREMENT OFFICERS

The Procurement Officers are the State's designated authorized representatives regarding this procurement and are the sole point of contact.

Proposers are directed to communicate all correspondence regarding this procurement to the Procurement Officer at the contact information below.

Table 2.2.1-1: Procurement Officer

DESCRIPTION	CONTACT INFORMATION
Department Name:	California Department of Technology (CDT), Acquisitions & IT Program Management Branch (APMB)
Procurement Officer:	Richard Vanderzanden
Email:	Richard.vanderzanden@state.ca.gov
Phone:	(916) 857-8873

2.2.2. QUESTIONS REGARDING THE SOLICITATION DOCUMENT

Proposers requesting clarification of the intent, terms and conditions, content of this solicitation, or on procedural matters regarding the competitive bid process should submit ATTACHMENT 1: TEMPLATE FOR QUESTION SUBMITTAL/REQUEST FOR CHANGES via email addressed to the Procurement Officers listed in SECTION 2.2.1. PROCUREMENT OFFICERS.

If the Proposer believes that one or more of the solicitation requirements is onerous, unfair, or imposes unnecessary constraints on the Proposer proposing a less costly or an alternate solution, the Proposer may request a change to the solicitation by submitting, in writing, the recommended change(s) and the facts substantiating this belief and reasons for making the recommended change using ATTACHMENT 1: TEMPLATE FOR QUESTION SUBMITTAL/REQUEST FOR CHANGES. Such request must be submitted to the Procurement Officers by the date specified in SECTION 2.3. KEY ACTION DATES.

Written questions and requests for changes must be submitted, **using Microsoft Excel or Word only,** by email to the Procurement Officers identified in SECTION 2.2.1. PROCUREMENT OFFICERS, using ATTACHMENT 1: TEMPLATE FOR QUESTION SUBMITTAL/REQUEST FOR CHANGES.

The email must include the solicitation identification information from the solicitation title page in the subject line. To ensure a response, questions and/or requests for changes must be received in writing by the date(s) specified in SECTION 2.3. KEY ACTION DATES . Question and answer sets will be posted to Cal eProcure and will not identify the submitters. At the sole discretion of the State, questions may be paraphrased by the State for clarity.

If a Proposer desires clarification or further information on the content of the solicitation, but whose questions relate to the proprietary aspect of its proposal and disclosure exposes its proposal to other Proposers, the question may be submitted using the same criteria above with the notation, "CONFIDENTIAL." The Proposer must explain why the question is sensitive in nature. If the State concurs that the disclosure of the question or the answer would expose the proprietary nature of the proposal, the question will be answered, and both the question and answer will be confidentially maintained. If the State does not concur with the proprietary nature of the question, the Proposer will be notified and may withdraw the question. If the question is not withdrawn, the question and response will not be confidentially maintained.

Only questions submitted in writing and answered in writing by the Procurement Officers shall be binding and official.

2.3. KEY ACTION DATES

Key Action Dates provides the key action dates and times by which actions must be taken or completed. If the State finds it necessary to change these dates or times, it will be accomplished via an addendum to this solicitation except for dates listed after the Proposer's submission of the proposal. All dates listed after the Last Day to Submit Final Proposal are estimated and may be adjusted without addendum to this solicitation. All times listed are for Pacific Time. Unless otherwise specified, all times are 1:00 PM Pacific Time.

Table 2.3-1: Key Action Dates (KAD)

ITEM	ACTION	DATE AND TIME
1.	Release of RFP	**August 20, 2026**
2.	Last Day to Submit Questions/Request for Changes ATTACHMENT 1: TEMPLATE FOR QUESTION SUBMITTAL/REQUEST FOR CHANGES	**August 27, 2026**
3.	State Response to Proposer Questions/Request for Changes and State Release of potential Addendum	**September 3, 2026**
5.	Last Day to Submit Final Proposal	**September 10, 2026**
6.	Invitations to Interview Sent*	**September 16, 2026**
7.	Interviews with Proposers Held*	**September 22, 2026**
8.	Notice of Proposed Award*	**September 23, 2026**
9.	Notification of Award*	**September 30, 2026**
10.	Proposed Agreement Start Date*	**October 6, 2026**

**All dates subsequent to the Proposal deadline may be modified at the discretion of CDT without issuing a formal addendum to this RFP.*

2.4. BIDDING STEPS

The following instructions provide the steps to submit a response to this solicitation by interested Proposers. Details surrounding proposals are described further in SECTION 3. PROPOSAL REQUIREMENTS.

The Proposer is expected to follow the format requirements and utilize all forms included in this solicitation necessary for its response. This solicitation also addresses the Proposer responsibilities and requirements it must meet to be eligible for consideration. If the Proposer fails to follow the provided instructions, the Proposer may be disqualified from the solicitation process.

Refer to SECTION 2.3. KEY ACTION DATES to determine which phases and mandatory steps are included in this solicitation. SECTION 2.3. KEY ACTION DATES lists milestones, mandatory steps, and due dates for deliverables in this solicitation.

2.4.1. FINAL PHASE

The final phase consists of a proposal (Mandatory). The purpose of the final phase is to obtain proposals that are responsive in every respect. The proposal is a mandatory step for all Proposers; all other steps are optional unless otherwise stated in SECTION 2.3. KEY ACTION DATES .

The proposal must be complete, and include all cost information, required signatures, contract changes issued by the State via an addendum and corrections made to those defects noted by the State in its review of the draft proposal, if any. Proposers that submit proposals meeting the criteria identified in SECTION 7. INTERVIEWS, will be eligible to receive an invitation to interview with the State.

The State, at its sole discretion, may request a Process as identified in SECTION 7. INTERVIEWS.

2.4.2. WITHDRAWAL AND RESUBMISSION/MODIFICATION OF PROPOSALS

A Proposer may withdraw its proposal at any time prior to the proposal submission date by submitting a written notification of withdrawal signed by an authorized representative of the Proposer in accordance with SECTION 3.2.1. COVER LETTER (M). The Proposer may thereafter submit a new or modified proposal prior to the submission date and time specified in SECTION 2.3. KEY ACTION DATES . Modifications offered in any other manner, oral or written, will not be considered. Other than as allowed by law, proposals cannot be changed after the deadline date and time designated for receipt, except as provided in the solicitation.

2.4.3. DISPOSITION OF PROPOSALS

All materials submitted in response to this solicitation will become the property of the State of California. All phases of the proposal shall be retained for official files and will become a public record after the Notification of Award is posted.

2.5. RULES GOVERNING COMPETITION

This solicitation, the evaluation of responses, and the award of any resultant Contract shall be made in conformance with current competitive bidding procedures as they relate to the procurement of IT goods and services or telecommunications by public bodies in the State of California.

2.5.1. IDENTIFICATION AND CLASSIFICATION OF SOLICITATION REQUIREMENTS

The State has established certain requirements with respect to proposals to be submitted by prospective Contractors. The use of “shall,” “must,” or “will” (except to indicate simple futurity) in the solicitation indicates a requirement or condition which is mandatory.

Non-compliance with any mandatory requirement may disqualify a Proposer from further participating in Evaluation, Interviews and Contract Award.

The words “should” or “may” in the solicitation indicate desirable attributes or conditions but are non-mandatory in nature.

2.5.2. SOLICITATION DOCUMENTS

This solicitation document includes, in addition to an explanation of the State’s requirements which must be met, instructions which prescribe the format and content of proposals to be submitted and the model of the Contract to be executed between the State and the successful Proposer.

If a Proposer discovers any ambiguity, conflict, discrepancy, omission, or other error in this solicitation document, the Proposer shall immediately notify the Procurement Officers identified in SECTION 2.2.1. PROCUREMENT OFFICERS, of such error in writing and request clarification or modification of the document.

If the solicitation document contains an error known to the Proposer, or an error that reasonably should have been known, the Proposer shall bid at its own risk. If the Proposer fails to notify the State of the error prior to the date fixed for submission of proposals, and is awarded the Contract, the Proposer shall not be entitled to additional compensation or time by reason of the error or its later correction. Modifications will be made by addenda issued pursuant to SECTION 2.5.7. ADDENDA.

2.5.3. EXAMINATION OF THE WORK

The Proposer should carefully examine the entire solicitation document and any addenda thereto, and all related materials and data referenced in the solicitation document or otherwise available to the Proposer and should become fully aware of the nature and location of the work, the quantities of the work, and the conditions to be encountered in performing the work.

2.5.4. EXCLUSION FOR CONFLICT OF INTEREST

No consultant shall be paid out of State funds for developing recommendations on the acquisition of information technology (IT) products or services if that consultant is to be a source of such acquisition or could otherwise directly and/or materially benefit from State adoption of such recommendations. Further, no consultant shall be paid out of State funds for developing recommendations on the disposal of State surplus IT products if that consultant would directly and/or materially benefit from State adoption of such recommendations.

The Proposer must complete and submit ATTACHMENT 3: FOLLOW-ON CONTRACT DISCLOSURE FORM with its proposal.

2.5.5. CONFIDENTIALITY

Proposer material becomes public only after the Notification of Award is released. If material marked “confidential,” “proprietary,” or “trade secret” is requested pursuant to the Public Records Act, the State will make an independent assessment whether it is exempt from disclosure. If the State disagrees with the Proposer, the State will notify the Proposer and give them a reasonable opportunity to justify their position or obtain a court order protecting the material from disclosure.

The Proposer should be aware that marking a document “confidential” or “proprietary” in a proposal may exclude it from consideration for award and will not keep that document from being released after notice of award as part of the public record, unless a court has ordered the State not to release the document.

The content of all working papers and discussions relating to the Proposer’s proposal shall be held in confidence indefinitely, unless the public interest is best served by an item’s disclosure because of its direct pertinence to a decision, agreement or the evaluation of the proposal.

Any disclosure of confidential information by the Proposer may be the basis for rejecting the Proposer’s proposal and ruling the Proposer ineligible to further participate. Any disclosure of confidential information by a State employee is a basis for disciplinary action, including dismissal from State employment, as provided by Government Code §19570 et seq. Total confidentiality is paramount; it cannot be over emphasized.

2.5.6. ADDENDA

The State may modify the solicitation at any time prior to submission of proposal by issuing an addendum. Addenda will be numbered consecutively and released to all Proposers via Cal eProcure.

2.5.7. COST FOR DEVELOPING PROPOSAL

Costs for developing proposals are the responsibility entirely of the Proposer and shall not be chargeable to the State.

2.5.8. IRREVOCABLE OFFER

Proposer’s response to this solicitation shall constitute a firm offer, which shall remain irrevocable for not less than 120 calendar days following the Notification of Award date specified in SECTION 2.3. KEY ACTION DATES. In the event of a delay in Contract Award, a Proposer may extend the expiration date of its firm offer an additional 30 calendar days by written notice to the State.

This expiration date may be further extended by mutual agreement between the State and the Proposer, in order to accommodate processing time for required approvals and other solicitation-related reviews.

2.5.9. FALSE OR MISLEADING STATEMENTS

Proposals that contain false or misleading statements or provide references that do not support an attribute or condition claimed by the Proposer, may be the basis for rejecting the Proposer's proposal. If, in the opinion of the State, such information was intended to mislead the State in its evaluation of the proposal, and the attribute, condition, or capability is a requirement of this solicitation document, such information may be the basis for rejecting the Proposer's proposal.

3. PROPOSAL REQUIREMENTS

This section contains the mandatory and desirable scored proposal requirements that must be met in order to be considered responsive to this solicitation.

The documents that must be submitted with the Proposer's proposal are noted as "Mandatory", "(M)" "Mandatory Scored" "(MS)", or "Mandatory Optional" "(MO)", in this section. Items labeled "Desirable Scored" "(DS)" or "Optional" "(O)" are optional.

The proposal requirements listed in this section are denoted as follows:

1. (M) Sections labeled as "Mandatory", "M", or Mandatory Scored, "MS," are not negotiable. To be considered responsive to these requirements, all such requirements must receive a response from the Proposer. Failure to respond to any Mandatory or Mandatory Scored requirement where indicated shall result in a "fail" for that requirement.

2. (DS) Sections labeled "Desirable Scored," "DS," are not required to be offered by the Proposer in order to be responsive to the solicitation requirements. The Proposer may choose whether to meet requirements labeled as (DS). However, if a Proposer offers any of these (DS) requirements, the Proposer must meet the minimum requirements as stated in the section. The State will review responses to (DS) requirements and apply points, if applicable, per criteria stated in SECTION 6. EVALUATION.

3. (MO) Sections labeled "Mandatory Optional," "MO," are not negotiable. To be considered responsive to these requirements, all requirements identified as (MO) must receive a response. Failure to respond to any (MO) requirement where indicated shall result in a "fail" and disqualification of the proposal. It is at the State's option/discretion on whether to utilize the option in the Contract.

4. (O) Sections labeled as “Optional” or “O” are not required to be offered by the Proposer in order to be responsive to the solicitation requirements. A Proposer may choose whether to meet administrative requirements labeled as (O) such as those relating to preference points. However, if a Proposer offers any of these (O) requirements, the Proposer must meet the minimum requirements as stated in the section. The State will review responses to optional requirements and apply points, if applicable, in accordance with SECTION 6. EVALUATION.

3.1. [INTENTIONALLY OMITTED]

3.2. ADMINISTRATIVE REQUIREMENTS

This section contains the mandatory and optional administrative requirements that must be met in order to be considered responsive to this solicitation. Failure to complete or comply will disqualify Proposer(s) and the State will not move forward with evaluating the Technical Proposal, conducting interviews and contract award. The State will not seek modifications or clarifications after proposal submission due date for any administrative requirements.

3.2.1. COVER LETTER (M)

The Proposer must complete and submit ATTACHMENT 4: COVER LETTER FORM with their proposal.

A cover letter shall be considered an integral part of the proposal and any proposal form requiring signature, must be signed by an individual who is authorized to bind the bidding firm contractually. The signature block must indicate the title or position that the individual holds in the firm. An unsigned proposal may be considered non-responsive and may be the basis for rejecting the Proposer's proposal.

3.2.2. ADMINISTRATIVE REQUIREMENTS DOCUMENT (M)

The Proposer must complete and submit ATTACHMENT 5: RESPONSE TO ADMINISTRATIVE REQUIREMENTS. The Proposer must indicate its willingness and ability to satisfy these requirements by responding “Yes” in the “Proposer Agrees Yes/No” column. A “No” response to any of the mandatory administrative requirements may be considered non-responsive and may be the basis for rejecting the Proposer's proposal.

3.2.3. CONFIDENTIALITY STATEMENT (M)

The Proposer must agree to the State’s confidentiality requirements by submitting a signed ATTACHMENT 6: CONFIDENTIALITY STATEMENT FORM, for the Proposer’s company. The completed confidentiality statement must be submitted with their proposal.

The Proposer engaging in services pertaining to this solicitation, requiring contact with confidential State information or State customer information will be required to exercise security precautions for all such data that is made available and must accept full legal responsibility for the protection of this confidential information. This includes all statistical, personal, technical, and/or other confidential personal data and information relating to the State's operations that are designated confidential by the State.

The Proposer will also be required, upon Contract award, to submit a signed confidentiality statement from all personnel, agents, and subcontractors assigned to the awarded Contract.

3.2.4. ABILITY TO PERFORM

Prior to award of the Contract, the State must be assured that the Proposer selected has all of the resources to successfully perform under the Contract. This includes, but is not limited to, personnel in the quantity and with the skills required; equipment of appropriate type and in sufficient quantity; financial resources sufficient to complete performance under the Contract; and experience in similar endeavors. If, during the evaluation process, the State is unable to assure itself of the Proposer's ability to perform under the Contract if awarded, the State has the option of requesting from the Proposer any information that the State deems necessary to determine the Proposer's responsibility. If such information is required, the Proposer will be so notified and will be permitted five (5) working days to submit the information requested in writing.
Examples of the type of financial responsibility information requested may include annual reports and current audited balance sheets for the Proposer's firm.

3.2.5. PRIMARY PROPOSER

An award, if made, will be to a primary Proposer. The awarded primary Proposer will be responsible for successful performance of all subcontractors and support services offered in response to this solicitation. All State policies, guidelines, and requirements that apply to the primary Proposer also apply to subcontractors, as applicable to the products and services they provide and to their role as a subcontractor. Furthermore, the State will consider the primary Proposer to be the sole point of contact regarding contractual matters for the term of the resulting Contract. The Proposer shall not assign financial documents to a third-party without prior written approval by the State, and an amendment to the resulting Contract.

3.2.6. SUBCONTRACTORS

Nothing contained in the resulting Contract shall create any relationship between the State and any subcontractors, and no subcontract shall relieve the Contractor of its responsibilities and obligations. The Contractor is fully responsible to the State for the acts and omissions of the Contractor's subcontractors and of persons either directly or indirectly employed by the Contractor.

The Contractor shall not change subcontractor(s) and/or DVBE subcontractor(s) if such changes conflict with the work to be performed under this Contract. For DVBE subcontractor changes, the Contractor shall utilize another DVBE subcontractor. The State recognizes that changes to subcontractor(s) may be necessary and in the best interests of the State, however, advance notification of a contemplated change and the reasons for such change must be made to the State no less than seven (7) working days prior to the existing subcontractor's termination. If this should occur, the Contractor should be aware that the State Contract administrator or designee must approve any changes to the subcontractor(s) prior to the termination of the existing subcontractor(s). This also includes any changes made between submittal of the proposal and actual start of the Contract.

Contractor understands and agrees to comply with the requirements set forth in Military and Veterans Code, Section 999 et seq. that should award of this contract be based in part on their commitment to use the Disabled Veteran Business Enterprise (DVBE) subcontractor(s) identified in their bid or offer, per Military and Veterans Code, Section 999.5(f), a DVBE subcontractor may only be replaced by another DVBE subcontractor and must be approved by both the awarding department and the Department of General Services (DGS) prior to the commencement of any work by the proposed subcontractor.
Changes to the scope of work that impact the DVBE subcontractor(s) identified in the bid or offer and approved DVBE substitutions will be documented by contract amendment.

Failure of Contractor to seek substitution and adhere to the DVBE participation level identified in the bid or offer may be cause for contract termination, recovery of damages under rights and remedies due to the State, and penalties as outlined in MVC, Section 999.9; Public Contract Code (PCC), Section 10115.10.

The State will not compensate the Contractor for any of the Contractor's time or effort to educate or otherwise make the new subcontractor(s) ready to begin work on the contract.

The Contractor's obligation to pay its subcontractors is independent of the State's obligation to make payments to the Contractor. Contractor is solely responsible for any payments to or claims made by subcontractors. As a result, the State shall have no obligation to pay or to enforce the payment of any monies to any subcontractor.

3.2.6.1. BIDDER DECLARATION FORM (M)

The Proposer must complete and submit ATTACHMENT 7: BIDDER DECLARATION GSPD 05-105, with its proposal. When completing the declaration, the Proposer must identify all subcontractors proposed for participation in the Contract. The Proposer awarded the Contract is contractually obligated to use the subcontractors for the corresponding work identified, unless the Agency/state entity agrees to a substitution and it is incorporated, in writing. If the Proposer is not using subcontractors, the Proposer must still complete ATTACHMENT 7: BIDDER DECLARATION GSPD 05-105 answering the applicable questions on the form and submit it with its proposal. The form is available at:

https://www.documents.dgs.ca.gov/dgs/fmc/gs/pd/gspd05-105.pdf

3.2.7. AMENDMENT

Any Contract executed as a result of this solicitation may be amended consistent with the terms and conditions of the Contract and by mutual consent of both parties.

3.2.8. FINANCIAL RESPONSIBILITY INFORMATION

In order to minimize the potential risk of default due to financial issues, the State reserves the right to request additional documentation throughout the life of the awarded Contract.

The State must be assured that the Contractor continues to have the financial resources to sustain its operations during the term of the Contract.

3.2.9. GENERAL PROVISIONS

The Contract awarded as a result of this solicitation shall automatically incorporate by reference the following:

- Information Technology General Provisions Cloud Computing Services, DGS PD 402-ITGP (Revised and Effective 2/20/2025)

As a condition of submitting a response to this solicitation, the Proposer agrees to abide by all terms and conditions of the solicitation as written. The Proposer is advised that deviations from the General Provisions' terms and conditions may be the basis for rejection of the Proposer's proposal.

3.2.10. GENERATIVE ARTIFICIAL INTELLIGENCE (GENAI) DISCLOSURE NOTIFICATION

The State of California seeks to realize the potential benefits of GenAI, through the development and deployment of GenAI, while balancing the risks of these technologies.

Proposer must notify the State in writing if it: (1) intends to provide GenAI as a deliverable to the State; or (2), intends to utilize GenAI, including GenAI from third parties, to complete all or a portion of any deliverable that materially impacts: (i) functionality of a State system, (ii) risk to the State, or (iii) Contract performance. For avoidance of doubt, the term "materially impacts" shall have the meaning set forth in State Administrative Manual (SAM) 4986.2.

Failure to report GenAI to the State may result in disqualification. The State reserves its right to seek any and all relief it may be entitled to as a result of such non-disclosure.

Upon notification by a Proposer of GenAI as required, the state reserves the right to incorporate GenAI Special Provisions into the final contract or reject bids that present an unacceptable level of risk to the State.

Government Code 11549.64 defines “Generative Artificial Intelligence (GenAI)” as an artificial intelligence system that can generate derived synthetic content, including text, images, video, and audio that emulates the structure and characteristics of the system’s training data.

The Proposer must complete and submit as part of the proposal response, ATTACHMENT 4: COVER LETTER FORM, notifying the State if it intends to provide or utilize GenAI by responding “Yes” or "No" in the “Proposer Agrees Yes/No” column.

3.2.11. STATEMENT OF WORK (M)

ATTACHMENT 23: APPENDIX A - STATEMENT OF WORK identifies and describes the tasks and responsibilities of the Contractor and the responsibilities of the State during the term of the Contract.

The Proposer is advised that deviations to the SOW may be the basis for rejection of the Proposer’s proposal. Refer to Part 2, Proposer Response ATTACHMENT 23: APPENDIX A - STATEMENT OF WORK.

3.2.11.1. INSURANCE COVERAGE

In accordance with SECTION 24. Insurance Requirements, the Contractor must furnish insurance certificate(s) evidencing required insurance coverage acceptable to the State, including endorsements showing the State as an “additional insured” if required under the Contract. Any required endorsements requested by the State must be separately provided; merely referring to such coverage on the certificates(s) is insufficient for this purpose. When performing work on State-owned or controlled property, Contractor shall provide a waiver of subrogation in favor of the State for its workers’ compensation policy.

The Proposer must certify that it is aware of the provisions of §3700 of the California Labor Code which requires every employer to be insured against liability for workers' compensation or to undertake self-insurance in accordance with the provisions of that Code, and that it will comply with such provisions before commencing with the performance of work of this Contract. ATTACHMENT 8: WORKERS' COMPENSATION CERTIFICATION must be completed and submitted with an original signature with the Proposer's proposal.

The prime Contractor shall furnish the State with satisfactory evidence of insurance per SECTION 24. Insurance Requirements within ten (10) calendar days of Contract award.

3.2.12. SOCIOECONOMIC PROGRAMS

Proposers who claim any of the socioeconomic program points will be evaluated to determine whether they submitted the required forms, documents, exhibits, attachments and/or the responses necessary to validate their qualification and eligibility for the claimed preference(s). If the State determines that the submitted information is insufficient or that the required documents do not otherwise validate the eligibility for points in any of the claimed programs, then the points for that program will not be added to the Proposer's final overall proposal score. If the State is able to validate the Proposer's claim, the qualified preference points will be applied to the Proposer's final overall proposal score provided that the Proposer's proposal is not otherwise determined to be non-responsive to any mandatory requirements.

Completed Small Business and Disabled Veteran Business Enterprise certification applications and required support documents must be submitted to the Department of General Services Office of Small Business and DVBE Services (OSDS) no later than 5:00 p.m. on the proposal due date, and the OSDS must be able to approve the application as submitted. Questions regarding certification should be directed to the OSDS at

Office of Small Business and DVBE Services 707 Third Street, 1st Floor, Room 400
West Sacramento, CA 95606
Receptionist: (916) 375-4940 Fax (916) 375-4650

3.2.12.1. BIDDER'S PREFERENCE AND INCENTIVE DECLARATION

The Proposer must complete and submit ATTACHMENT 10: BIDDING PREFERENCES AND INCENTIVES, with its proposal. The Proposer must indicate on ATTACHMENT 10: BIDDING PREFERENCES AND INCENTIVES whether it is or is not claiming each preference and/or incentive.

3.2.12.2. DISABLED VETERAN BUSINESS ENTERPRISE (DVBE) PROGRAM

The Disabled Veteran Business Enterprise (DVBE) Participation Goal Program for State contracts are established in Public Contract Code (PCC), §10115 et seq., Military and Veterans Code (MVC), §999 et seq., and California Code of Regulations (CCR), Title 2, §1896.60 et seq.

Information regarding the DVBE Program Requirements may be viewed at:

https://www.dgs.ca.gov/PD/Services/Page-Content/Procurement-Division-Services-List-Folder/Apply-for-or-Re-apply-as-Small-Business-Disabled-Veteran-Business-Enterprise

The Proposer who has been certified by California as a DVBE (or who has obtained the participation of subcontractors certified by California as a DVBE) must submit a completed form(s) STD.843 Disabled Veteran Business Declarations for each DVBE. All disabled veteran owners and disabled veteran managers of the DVBE(s) must sign a form for each DVBE and submit as ATTACHMENT 11: DVBE DECLARATIONS.

Please read these requirements carefully. Failure to comply with the minimum DVBE Participation Requirement may be considered non-responsive and may be the basis for rejecting the Proposer's proposal.

3.2.12.2.1. DVBE PARTICIPATION REQUIREMENT (M)

The Proposer must fully comply with DVBE Participation Program requirements in the proposal. Failure to submit a complete response with the Proposer’s proposal may be considered non-responsive and may be the basis for rejecting the Proposer's proposal. **The Proposer’s response must include a minimum DVBE participation goal of three percent (3%) of the Proposer’s net proposal price with one (1) or more DVBE.**

To meet the DVBE Participation requirements, the Proposer must complete and submit the following with its proposal for each DVBE:

1. ATTACHMENT 7: BIDDER DECLARATION GSPD 05-105;
2. ATTACHMENT 10: BIDDING PREFERENCES AND INCENTIVES;
3. ATTACHMENT 11: DVBE DECLARATIONS; and,
4. ATTACHMENT 12: COMMERCIALLY USEFUL FUNCTION (CUF) CERTIFICATION.

3.2.12.3. CERTIFIED SMALL AND MICROBUSINESS PROGRAM

The Small Business (SB) Participation Goal Program for State contracts are established in Government Code (GC), 14838.

Information regarding the SB Requirements may be viewed at:

https://www.dgs.ca.gov/PD/Services/Page-Content/Procurement-Division-Services-List-Folder/Apply-for-or-Re-apply-as-Small-Business-Disabled-Veteran-Business-Enterprise

Please read these requirements carefully. Failure to comply with the minimum SB Participation Requirement may be considered non-responsive and may be the basis for rejecting the Proposer's proposal.

3.2.12.3.1. SB PARTICIPATION REQUIREMENT (M)

The California Government Code §14835 et seq. requires that a five percent (5%) preference be given to Proposers who qualify as a Small Business (SB). The rules and regulations of this law, including the definition of a SB, or qualifying non-small business, are contained in Title 2, California Code of Regulations, §1896 et seq. The definition of nonprofit veteran service agencies qualifying as a SB is contained in §999.50 et seq. of the Military and Veterans Code.

The Proposer’s response **must include a minimum SB participation of five percent (5%)** of the Proposer’s net proposal price with one (1) or more SB. Failure to respond with the Proposer’s proposal may be considered non-responsive and may be the basis for rejecting the Proposer's proposal.

To meet the SB Participation requirements, the Proposer must complete and submit the following with its proposal for each SB:

1. ATTACHMENT 7: BIDDER DECLARATION GSPD 05-105;
2. ATTACHMENT 10: BIDDING PREFERENCES AND INCENTIVES; and,
3. ATTACHMENT 12: COMMERCIALLY USEFUL FUNCTION (CUF) CERTIFICATION.

More information regarding the Small Business Preference may be found at:

https://www.dgs.ca.gov/PD-OSDS

3.2.12.3.2. NON-SMALL BUSINESS SUBCONTRACTOR PREFERENCE (O)

A five percent (5%) proposal preference is available to Proposers who qualify as a non-small business claiming at least 25% California-certified small business subcontractor participation. If claiming the non-small business subcontractor preference, the Proposer’s response must include a list of the small businesses with which the firm commits to subcontract in an amount of at least 25% of the net proposal price with one (1) or more California-certified small businesses. Each listed certified small business must perform a “commercially useful function” in the performance of the Contract as defined in Government Code §14838(b)(1)(2).

The preference for a non-small business firm that commits to small business or microbusiness subcontractor participation of 25% of its net proposal price shall be given five percent (5%) of the highest responsive firm's total score. A non-small business that qualifies for this preference, may not take an award away from a certified small business.

If the Proposer is claiming a non-small business using small business subcontractors, the Proposer must complete and submit the following with its proposal for each SB Subcontractor:

1. ATTACHMENT 7: BIDDER DECLARATION GSPD 05-105;
2. ATTACHMENT 10: BIDDING PREFERENCES AND INCENTIVES; and,
3. ATTACHMENT 12: COMMERCIALLY USEFUL FUNCTION (CUF) CERTIFICATION.

3.2.12.4. COMMERCIALLY USEFUL FUNCTION (M)

All certified small business, micro business, and/or DVBE Contractors, subcontractors or suppliers must meet the commercially useful function requirements under Government Code Section 14837 (for SB), Military and Veterans Code Section 999 (for DVBE), and Title II California Code of Regulations, Section 1896.4 and 1896.62.

A Contractor, subcontractor, or supplier will not be considered to perform a commercially useful function if the Contractor's, subcontractor(s), or supplier's role is limited to that of an extra participant in the transaction, the awarded Contract, or project through which funds are passed to obtain the appearance of small business or micro business participation.

The Proposer must complete ATTACHMENT 12: COMMERCIALLY USEFUL FUNCTION (CUF) CERTIFICATION for each Small Business and/or DVBE (prime and/or subcontractor(s)). All Proposers and subcontractors identified in the proposal response to fulfill the requirements for one (1) or more of the socio-economic programs (DVBE and small business) must perform a commercially useful function (CUF) in the resulting Contract. CUF is defined pursuant to Military and Veterans Code §999(b)(5)(B) and Government Code §14837(d)(4)(A) for the DVBE and small business programs, respectively.

Proposer(s) may be required to submit additional written clarifying information regarding CUF on ATTACHMENT 12: COMMERCIALLY USEFUL FUNCTION (CUF) CERTIFICATION. Failure to submit the requested written information as specified may be the basis for rejection of the Proposer's proposal.

3.2.12.5. TARGET AREA CONTRACT PREFERENCE ACT (TACPA) (O)

Target Area Contract Preference Act (TACPA) will be granted to California-based firms in accordance with Government Code §4530 whenever contracts for goods or services are in excess of $100,000 and the Proposer meets certain requirements as defined in the California Administrative Code (Title 2, §1896.30 et seq.) regarding labor needed to produce the goods or provide the services being procured. The TACPA is optional on the part of the Proposer (not mandatory), is for proposal evaluation purposes only, and does not alter the amount of the awarded Contract.

Proposers wishing to take advantage of this preference will need to review the website below and submit the required applications/forms listed with its proposal as ATTACHMENT 24: TACPA PREFERENCE REQUEST FORMS. The Proposer's proposal may omit these if there is no intention to claim this preference.

The required applications/forms are as follows:

- TACPA (Std. 830)
- Bidder's Summary of Contract Activities and Labor Hours (DGS/PD 525)
- Manufacturer Summary of Contract Activities and Labor Hours (DGS/PD 526).

https://www.dgs.ca.gov/PD/Services/Page-Content/Procurement-Division-Services-List-Folder/Request-Target-Area-Contract-Preference?search=tacpa

3.3. QUALIFICATION REQUIREMENTS

This subsection contains the mandatory qualifications pertaining to the required services that must be met in order to be considered responsive and responsible to this RFP. In addition to meeting these requirements, the Proposer must adhere to the SOW requirements described in ATTACHMENT 23: APPENDIX A - STATEMENT OF WORK.

3.3.1. PROPOSER QUALIFICATIONS (M)

The Proposer must complete and submit as part of the proposal response, ATTACHMENT 14: PROPOSER QUALIFICATIONS FORM, to confirm that the Proposer's experience meets all the mandatory requirements identified in ATTACHMENT 14: PROPOSER QUALIFICATIONS FORM, It is incumbent upon the Proposer to provide enough detail in proposal for the state to evaluate the Proposer's ability to meet the requirements and perform the services as described in this solicitation. Refer to ATTACHMENT 13: PROPOSER QUALIFICATIONS FORM - INSTRUCTIONS for further requirements and instructions.

The Proposer must provide information for a minimum of two (2) projects. A separate ATTACHMENT 14: PROPOSER QUALIFICATIONS FORM must be submitted for every project used to meet the mandatory experience required. Any given project may meet multiple requirements, but at least two (2) projects and not more than five (5) projects must be provided to meet the requirements in ATTACHMENT 14: PROPOSER QUALIFICATIONS FORM. If more than five (5) Proposer Qualification Forms are submitted, only the first five (5) in the order presented in the proposal will be evaluated.

Unless stated otherwise, experience must have occurred within seven (7) years prior to the Release of Solicitation for all projects and must have been completed in the United States of America. Points will be awarded based on desirable experience in accordance with SECTION 6. EVALUATION.

3.3.2. PROPOSER REFERENCES (M)

The Proposer must complete and submit as part of proposal, ATTACHMENT 15: PROPOSER REFERENCE FORM for each of the projects cited on the corresponding ATTACHMENT 14: PROPOSER QUALIFICATIONS FORM.

The purpose of the Proposer reference requirement is to provide the State with the ability to evaluate the Proposer's experience in providing similar or relevant services to other organizations through a satisfaction rating provided by the Proposer's previous project clients. The description of their projects must be detailed and comprehensive enough to permit the State to assess the similarity of those projects to the work anticipated for the Contract resulting from this solicitation.

ATTACHMENT 15: PROPOSER REFERENCE FORM must be completed in its entirety and dated by a reference that performed a management or supervisory role on the reference project to be considered responsive. The ATTACHMENT 15: PROPOSER REFERENCE FORM must be returned to the Proposer for submission with proposal. No information corrections or changes may be made to the reference form by the Proposer. Forms with alterations or changes to the entered information may be considered non-responsive and may be the basis for rejecting the Proposer's proposal.

References may be contacted to validate submitted responses based on customer satisfaction in accordance with SECTION 6. EVALUATION. References must be external to a Proposer's organization and corporate structure. Failure to provide verifiable references may be considered non-responsive and may be the basis for rejecting the Proposer's proposal.

References must meet the following criteria:

- Must be from the company (customer) or Agency for which the project was developed and/or services provided.
- Must be someone who performs a management or supervisory role on the referenced project.
- Must be external to the Proposer's organization and corporate structure.
- Must not be from employees or individuals who have or are currently working for the Proposer.
- Amendments to contracts shall not be considered separate and distinct contracts and cannot be used as separate projects.

- Must be able to provide an objective evaluation of the proposed Proposer and/or Key Staff's performance.

Prior to the Proposer using a current State employee as a reference, the Proposer shall contact the State Procurement Officers identified in SECTION 2.2.1. PROCUREMENT OFFICERS, to ensure the current State employee is not a member of the Evaluation Team. In addition, only one (1) reference from the CDT is permitted.

3.3.3. KEY STAFF QUALIFICATIONS (M)(DS)

The Proposer is fully responsible for all necessary staffing resources to successfully implement the Consulting Services within the agreed-upon schedule and to perform all required deliverables as set forth in the SOW. The Proposer's staff may be comprised of Contractor Key Staff and any non-Key Staff that the Proposer requires to implement the Solution. Non-Key Staff will be at no cost to the State.

The Proposer must complete and submit Key Staff Qualification forms. The Proposer must provide complete information to confirm that each of the proposed Key Staff possess the experience and qualifications as specified for their project role. Refer to ATTACHMENT 16: KEY STAFF QUALIFICATIONS FORM – INSTRUCTIONS for further requirements and instructions.

Each cited project for each Key Staff must be submitted separately on the appropriate form. It is incumbent upon the Proposer to provide enough detail in the response for the State to evaluate the Proposer’s proposed Key Staff’s ability to meet the requirements and perform the services as described in this solicitation and the SOW.

The Proposer’s proposed Key Staff must meet all mandatory qualification requirements. All experience used to meet the mandatory requirements must have occurred within the last seven (7) years from the Release of Solicitation. Points will be awarded to Proposers that meet the criteria set forth in the desirable experience qualifications as specified in SECTION 6. EVALUATION.

3.3.3.1. FULL-TIME/PART-TIME MONTH EQUIVALENTS DEFINITION

For each experience requirement (marked by “x”) that is met or partially met on the referenced project, specify the number of full-time month equivalent (FTE) experience that the Staff accrued on the referenced project. For each period in which the Staff performed work applicable to the claimed experience for a minimum of twenty (20) workdays of a minimum total of one hundred sixty (160) hours (the minimum required to represent working full-time), the Staff accrues one (1) full-time month equivalent experience.

To calculate and report the full-time month equivalents experience for Staff who worked part-time (partial) on a referenced project, use the following calculation:

If the Staff worked half (½) time on a referenced project, experience should be pro-rated to one-half (½) or 0.5 month full-time month equivalent experience for each period in which the staff person worked a minimum of eighty (80) hours over twenty (20) State Business Days in a month.

For each experience requirement that the Staff's work on a referenced project addresses, report the total number of full-time month equivalents' experience the Staff's work represents using the calculations as previously described in this section, which depend upon the time period (calendar period) during which the Staff worked on the referenced project and whether he/she worked on a full-time or some other basis.

Refer to the details in SECTION 6. EVALUATION on how the requirements will be scored as part of the overall evaluation.

3.3.4. KEY STAFF REFERENCES (M)

The Proposer must complete and submit as part of its proposal an ATTACHMENT 16.2: KEY STAFF REFERENCE FORM for each of the projects cited on the corresponding Key Staff Qualifications Form.

The purpose of the Key Staff reference requirement is to provide the State the ability to evaluate the proposed Key Staff's experience in providing similar or relevant services to other organizations through a satisfaction rating provided by the Key Staff's previous project clients. The description of their projects must be detailed and comprehensive enough to permit the State to evaluate the work performed on the project meets the requirement(s).

Key Staff Reference Form must be completed in its entirety and dated by a reference that performed a management or supervisory role on the referenced project to be considered responsive. The Key Staff Reference Form must be returned to the Proposer for submission with proposal.

No information corrections or changes may be made on the reference form by the Proposer. Forms with alterations or changes to the entered information may be considered non-responsive and may be the basis for rejecting the Proposer's proposal.

References may be contacted to validate submitted responses. Failure to provide verifiable references may be considered non-responsive and may be the basis for rejecting the Proposer's proposal.

References must meet the following criteria:

- Must be from the company (customer) or Agency for which the project was developed and/or services provided.

- Must be someone who performs a management or supervisory role on the referenced project.
- Must be external to the Proposer's organization and corporate structure.
- Must not be from employees or individuals who have or are currently working for the Proposer.
- A contract and all amendments to it are considered as one project. Amendments to a contract cannot be submitted as separate projects.
- Must be able to provide an objective evaluation of the proposed Key Staff's performance.

Prior to the proposed Key Staff person using a current State employee as a reference, the Proposer shall contact the State Procurement Officers identified in SECTION 2.2.1. PROCUREMENT OFFICERS, to ensure the current State employee is not a member of the Evaluation Team. In addition, only one (1) reference from the CDT is permitted.

3.4. SOLUTION REQUIREMENTS

This section contains the detailed solution requirements and narrative response requirements pertaining to the proposed system that must be met in order to be considered responsive to this solicitation. In addition to meeting these requirements, the Proposer must adhere to ATTACHMENT 23: APPENDIX A - STATEMENT OF WORK.

3.4.1. UNDERSTANDING AND APPROACH

The Proposer must submit their Understanding and Approach as ATTACHMENT 17: NARRATIVE RESPONSE of their response to the RFP.

Proposers must provide a narrative describing their understanding and approach to the performance of the work described in this RFP and SOW SECTION 5. Project Tasks/Deliverables

In preparing the response to the Understanding & Approach, do not simply restate or paraphrase information in this RFP and the SOW. The Proposer shall describe or demonstrate, in their own words, the information required, as described below. Simply restating or paraphrasing the information in this RFP will result in zero (0) points being awarded.

Narratives shall explain how deliverables stated in SOW SECTION 5. Project Tasks/Deliverables will be executed. The response to SOW SECTION 5. Project Tasks/Deliverables must be completed, and the Proposer must submit ATTACHMENT 17: NARRATIVE RESPONSE.

1. A point-by-point response to all items and sub-items included in SECTION 5. Project Tasks/ Deliverables of this RFP. Font size shall be Arial twelve (12) and single-spaced.

a. Response should be a narrative or bulleted list that provides a response on how the Proposer would meet or satisfy each deliverable. Responses that simply restate each of the deliverables may result in a score of zero (0).
b. Identify the Deliverable Number and Deliverable Title above the Narrative response for each Deliverable.
c. Describe the approach, methodology and strategies the Proposer will use to complete each deliverable.
d. Schedule a timeline for each deliverable, for the project duration, and include any sub-tasks to complete the deliverables and due dates for each deliverable.

2. Outline and describe the methodology and strategies to accomplish the project objectives including any proposed tools.

3. Provide a timeline/schedule, including, but not limited to:

    a. When activities will be accomplished, estimated time (hours) to complete.

    b. A draft task schedule including task dependencies and resource assignments.

4. The response shall not exceed sixty (60) pages total.

Note: It is the Proposer's responsibility to ensure that their narrative response to each deliverable requirement is met in full and addressed herein for the State to determine compliance with the deliverable requirements. If the State cannot determine that the Proposer's Understanding and Approach meets the State’s needs, the Proposer's offer may be deemed non-responsive.

4. COST

Cost is a primary evaluation criterion weighted at 50% of the total points.

This is a time and materials-based contract. All services rendered under the resulting agreement are on a time and materials basis and the Proposer is responsible for performing all tasks and responsibilities and providing all services identified in the resulting agreement at the rates provided on EXHIBIT A: COST WORKBOOK. The hourly rates for these services included in EXHIBIT A: COST WORKBOOK are those that the Proposer must provide for the term of the Contract as identified in the SOW, which includes all costs for the optional year(s). All Proposers must provide individual costs as indicated in the cost worksheet and submit with its offer response.

Any elements not specifically priced or identified in the Proposer’s Cost Workbook, or those that are identified after Contract Award as necessary to meet the requirements of this RFP, will be at no additional cost to the State.

The intent is to structure the cost format in order to facilitate a straightforward comparison among all Proposers and foster competition to obtain the best cost. Therefore, the Proposers are advised that failure to comply with the instructions, such as submission of an incomplete offer, use of alternative cost structures or different formats than the one required, may be the basis for rejection of the Proposer's offer.

4.1. COST WORKBOOK (MS)

The Proposer must submit a completed EXHIBIT B-1: COST WORKBOOK separately in Volume 2, as part of their response, in accordance with the requirements specified in this section.

Services, features, equipment, and costs included in EXHIBIT B-1: COST WORKBOOK are those that the Proposer must provide for the term of the Contract as identified in the ATTACHMENT 23: APPENDIX A - STATEMENT OF WORK, which includes all optional years.

4.2. COST WORKBOOK INSTRUCTIONS

The Cost Workbook includes multiple cost worksheets that must be completed by the Proposer and submitted with its Final Cost Proposal to be considered responsive. The Cost Workbook lists all cost elements required.

The Proposer is required to enter all cost data in the format prescribed by the Cost Workbook, even if there are no costs for the item indicated on the worksheet(s). In these instances, the Proposer must indicate the cost as a zero ($0). In addition, if any character other than a numeral is used (e.g., a dash), the State will assume the cost of the item to be zero ($0). Items submitted with no price will be considered as offered at no cost. Costs cannot exceed two (2) decimal places.

The Proposer's completed Cost Workbook must be submitted separately with its proposal no later than the date and time identified in SECTION 2.3. KEY ACTION DATES to be considered responsive. The Cost Workbook shall list all cost elements required to implement, maintain, and operate the proposed services.

See SECTION 5.3. DELIVERY OF SUBMITTALS for details surrounding the Cost Workbook submission.

Unless specified, all other fields must not be modified. If the Cost Workbook is modified or cells are left blank, the State may be considered non-responsive and may be the basis for rejecting the Proposer's proposal. The Cost Workbook must be filled out completely or the State may be considered non-responsive and may be the basis for rejecting the Proposer's proposal.

The State has populated some of the cells with formulas. However, it is the responsibility of the Proposer to ensure worksheets and calculations are correct and accurate. The State will not assume responsibility for any cost figures that do not calculate properly. Cells highlighted in yellow, indicate the cells in which the Proposers must enter the corresponding information.

A detailed description of each worksheet is provided in the EXHIBIT B-1: COST WORKBOOK.

4.3. SALES TAX

Sales tax is not to be included in EXHIBIT B-1: COST WORKBOOK. If awarded the Contract, sales tax, if applicable, should be added at time of invoicing. The sales tax rate applied should be based on the rate of the area where the service is to be provided. See California Department of Tax and Fee Administration Regulation 1502 (f) (1) (D).

5. PROPOSAL/BID FORMAT AND SUBMISSION REQUIREMENTS

These instructions identify the mandatory proposal format and the approach for the development and presentation of proposals. The format instructions must be followed, all requirements and questions in the solicitation must be completed, and all requested data must be supplied. The Proposer shall carefully examine the solicitation and be satisfied with the compliance conditions prior to submittal.

Proposer shall email an electronic copy of its proposal, including the cost workbook, as specified in SECTION 5.4. PROPOSAL CONTENT AND STRUCTURE. It is important that Proposer’s electronic files that comprise its proposal are clearly labeled, or they may be considered non-responsive and may be the basis for rejecting the Proposer's proposal.

The State will not be liable for any costs incurred by any Proposer in responding to this solicitation, regardless of whether the State awards the Contract through this process, decides not to move forward with the project, cancels this solicitation for any reason, or Contracts for the project through other processes or by issuing another solicitation.

5.1. PREPARATION

Proposals are to be prepared in such a way as to provide a straightforward, concise delineation of capabilities to satisfy the requirements of this solicitation document. High-definition graphics, multi-colored content, promotional materials, etc., are not necessary or desired. Emphasis should be concentrated on conformance to the solicitation document instructions, responsiveness to the solicitation document requirements, and completeness and clarity of content.

5.2. COMPLETION OF PROPOSALS

Proposals must be complete in all respects as required. A proposal may be rejected if it is conditional, includes assumptions, includes exceptions that conflict with requirements or the intent of the effort, includes modifications to requirements, or if it contains any alterations of form or other irregularities of any kind. A proposal may be considered non-responsive and may be the basis for rejecting the Proposer's proposal if any such defect or irregularity from the solicitation document requirements. The proposal must contain all costs as required in SECTION 4. COST and SECTION 5. PROPOSAL/BID FORMAT AND SUBMISSION REQUIREMENTS.

5.3. DELIVERY OF SUBMITTALS

The Proposer must email the Procurement Officers by the due date specified in SECTION 2.3. KEY ACTION DATES, one electronic copy of their Proposal in two (2) separate PDFs containing its Technical Proposal and its Cost Proposal. Each Proposal shall be in a printable and searchable .pdf format. The .pdfs should not be password protected.

COST:

- Proposers will be required to submit a complete copy of the Proposer's EXHIBIT B-1: COST WORKBOOK in the appropriate format.
- The Proposer's EXHIBIT B-1: COST WORKBOOK file shall be titled with the [*Proposer's Name*] and Project Name - *[CDT 26-0214801 - EXHIBIT C: COST WORKBOOK*].
- The Proposer's cost workbook shall be in MS Excel format (version 2019 or higher).
- Prior to submission, Proposers MUST apply an encryption password to the cost workbook.
- **The Proposer will be required to send a separate email with the encryption password to the Procurement Officer at the same time the Proposer submits their cost workbook.**

Proposals must be received no later than the date and time specified in SECTION 2.3. KEY ACTION DATES. Late receipt of a proposal may be considered non-responsive and may be the basis for rejecting the Proposer's proposal.

5.4. PROPOSAL CONTENT AND STRUCTURE

It is the Proposer's responsibility to ensure its proposal is submitted in a manner that enables the State to easily locate all response descriptions, Attachments, and Exhibits for each requirement of this solicitation. Page numbers should be in the same position throughout the proposal. Figures, tables, charts, etc., should be assigned index numbers and should be referenced by these numbers in the text and in the Table of Contents. Figures, tables, charts, etc., should be placed as close to text references as possible. The proposal should be organized to identify the Attachments/Exhibits.

1. Show the following on each page of the proposal:
    a. Solicitation #

   b. Name of Proposer
   c. Attachment/Exhibit Number
   d. Page number (Page # of ##)

2. Response components shall be submitted electronically using the Arial typeface no smaller than twelve (12) points, with headers/footers and table/figures no smaller than ten (10) point font.
3. Documents must be formatted to fit, if printed, on 8.5” x 11” letter-size paper and have a perimeter margin no less than one-half inch (0.5”).
4. Electronic copies of the proposal must be in Microsoft Office version 2019 or higher (e.g., MS Word, MS Excel, MS Visio, etc.). The Proposer may include a PDF version of its proposal; however, the Proposer must ensure PDF versions are identical in content and pagination. **The content of all PDF files must be searchable.**
5. PDF versions of documents shall be used for those submissions of the proposal that require signature.
6. The Proposer must ensure that no cost information of any type is included outside of the cost workbook. The inclusion of cost in any part of the proposal, except for Volume 2, may be the basis for rejection of the Proposer’s proposal.
7. As stated in SECTION 2.5.5. CONFIDENTIALITY, proposals marked “confidential” or “proprietary” may exclude the Proposer from consideration for award.

5.4.1. VOLUME 1: RESPONSE TO ADMINISTRATIVE AND TECHNICAL REQUIREMENTS

Volume 1 submission must contain the following in this order:

1. Table of Contents
2. ATTACHMENT 3: FOLLOW-ON CONTRACT DISCLOSURE FORM
3. ATTACHMENT 4: COVER LETTER FORM
4. ATTACHMENT 5: RESPONSE TO ADMINISTRATIVE REQUIREMENTS
5. ATTACHMENT 6: CONFIDENTIALITY STATEMENT FORM
6. ATTACHMENT 7: BIDDER DECLARATION GSPD 05-105
7. ATTACHMENT 8: WORKERS' COMPENSATION CERTIFICATION
8. ATTACHMENT 10: BIDDING PREFERENCES AND INCENTIVES
9. ATTACHMENT 11: DVBE DECLARATIONS
10. ATTACHMENT 12: COMMERCIALLY USEFUL FUNCTION (CUF) CERTIFICATION (if applicable)
11. ATTACHMENT 14: PROPOSER QUALIFICATIONS FORM
12. ATTACHMENT 15: PROPOSER REFERENCE FORM

13. ATTACHMENT 16.1: KEY STAFF QUALIFICATIONS FORM
14. ATTACHMENT 16.2: KEY STAFF REFERENCE FORM
15. ATTACHMENT 17: NARRATIVE RESPONSE
16. ATTACHMENT 24: TACPA PREFERENCE REQUEST FORMS

5.4.2. VOLUME 2: COST

This volume must contain: EXHIBIT B-1: COST WORKBOOK

6. EVALUATION

This section details the evaluation process and scoring procedures the State will follow when evaluating proposals submitted in response to this solicitation. The evaluation process is a multi-step review of each Proposer's proposal to determine that it is responsive and provides a "value effective" solution to the State. The value effective proposal is the proposal that best meets all requirements set forth in this solicitation.

The State reserves the right to modify or cancel this procurement in its entirety or in part at any time.

6.1. EVALUATION TEAM

This procurement is being conducted under the guidance of Procurement Officers from CDT (refer to SECTION 2.2.1. PROCUREMENT OFFICERS). The Procurement Officers will serve as the Proposer's point of contact for questions and clarification and will identify the rules governing this procurement.

The State will establish an evaluation team consisting of CDT employees only, including management and staff, to review and evaluate proposals. The State Procurement Officers will provide guidance and oversight to the evaluation team. The State may engage additional qualified individuals or subject matter experts (SME) during the evaluation process to assist the State in gaining a better understanding of technical, financial, legal, contractual, or program issues. These individuals/SME do not have voting privileges or responsibility for the evaluation process and will serve solely in an advisory capacity.

6.2. PROPOSAL EVALUATION

This section identifies how the State will evaluate and award points for each proposal in a manner that preserves the integrity of the competitive procurement process.

Proposals will be based on compliance with all requirements, with points allocated fifty percent (50%) for scored administrative, qualification, and solution requirements, with the remaining fifty percent (50%) being allocated for Cost. The evaluation methodology and distribution and allocation of maximum possible points for each proposal component is provided in Table 6.2-1: Evaluation Scoring and Point Distribution.

Proposals will be evaluated using a combination of mandatory Pass/Fail and numerically scored criteria. All Proposers should read this section carefully to understand how points and scores are assigned.

A proposal may be rejected if it is conditional or incomplete, contradicts the requirements, contains alterations of any form, or contains other irregularities of any kind, including alterations to any terms and conditions.

Evaluation scoring will be by consensus of the Evaluation Team members.

There are one thousand (1000.00) points available (500.00 non-cost points, and 500.00 cost points), excluding preferences, incentives, and interviews. All point calculations will be rounded to the nearest hundredth (two (2) decimal places).

Table 6.2-1: Evaluation Scoring and Point Distribution

ADMINISTRATIVE ASSESSMENT	
Follow-On Contract Disclosure Form	Pass/Fail
Cover Page	Pass/Fail
Table of Contents	Pass/Fail
Response to Administrative Requirements	Pass/Fail
Confidentiality Statement Form	Pass/Fail
Bidder Declaration	Pass/Fail
Workers' Compensation Certification	Pass/Fail
Bidding Preferences and Incentives	Pass/Fail
Disabled Veteran Business Enterprise (DVBE) Declarations, if applicable	Pass/Fail
Commercial Useful Function (CUF), if applicable	Pass/Fail
Proposer's Proof of SB and/or DVBE, if applicable	Pass/Fail
QUALIFICATION REQUIREMENTS	
Proposer Qualifications	Pass/Fail
Proposer Qualification References	Pass/Fail
Key Staff Qualifications – Mandatory	Pass/Fail
Key Staff Qualifications – Desirable	50 Points
Key Staff References	Pass/Fail
SOLUTION REQUIREMENTS (NARRATIVE RESPONSE)	
Understanding and Approach	200 points
Outline and Methodology	100 points

Timeline/Schedule	**150 points**
COST ASSESSMENT	
Cost Worksheet	**500 points**

6.2.1. VALIDATION AGAINST REQUIREMENTS

The State will review each proposal in detail to determine its compliance with the solicitation requirements. The State reserves the right to use multiple means to validate and determine the Proposer's response to a requirement. This may be through details in its description and/or supporting documentation provided or material that is publicly available, that may either support or contradict the Proposer's claim of intended compliance.

During the Proposal evaluation, the State may request the Proposer clarify any area of the proposal that the State determines to be unclear in accordance with SECTION 6. EVALUATION.

If a Proposer's proposal fails to meet a mandatory requirement, it will be considered a deviation in accordance with SECTION 2.5.1. IDENTIFICATION AND CLASSIFICATION OF SOLICITATION REQUIREMENTS.

6.2.2. ERRORS IN THE FINAL PROPOSAL

An error in the proposal may cause the rejection of that proposal; however, the State may at its sole option retain the proposal and make certain corrections. In determining if a correction will be made, the State will consider the conformance of the proposal to the format and content required by the solicitation, and any unusual complexity of the format and content required by the solicitation. If appropriate, errors may be corrected in accordance with the following:

1. If the Proposer's intent is clearly established based on review of the complete proposal submittal, the State may at its sole option correct an error based on that established intent.
2. If the State discovers obvious clerical or arithmetic errors, the State may, at its sole option, correct such errors. If the mathematical correction results in significant changes to the Proposer's response, the State will provide the Proposer the opportunity to validate the resulting correction.
3. It is essential that Proposers carefully review the cost elements in their proposals since they may not be provided the opportunity to correct errors after submission.
4. In the event an ambiguity or discrepancy between any of the State's solicitation documents, is detected after review of the bids, the State reserves the right to seek clarification and acceptance from the Proposer.
5. The Proposer is required to thoroughly review the solicitation to ensure that its proposal is fully responsive with the solicitation requirements and thereby avoid the possibility of being

ruled non-responsive. It is the Proposer's responsibility to utilize the question and answer process to clarify any ambiguities in the solicitation requirements to ensure that the Proposer is submitting a responsive proposal.

6. At the State's sole discretion, it may declare all proposals to be Draft Proposals. Proposers may not protest the State's determination of all Proposals being declared Draft Proposals. If all proposals are declared to be Draft Proposals, the State may issue an addendum to this solicitation. Should this occur, confidential discussions may be held with Proposers that wish to remain under consideration. Each Proposer will be notified of the due date for the submission of a new Proposal to the State. This submission must conform to the requirements of the original RFP or as modified by an addendum. The new proposals will be evaluated as required by SECTION 6. EVALUATION.

6.2.2.1. PROPOSER RESPONSE CLARIFICATION

The State may request that a Proposer clarify any area of their response that the State determines to be unclear. The State may also request clarification for areas that may render the proposal non-responsive to the requirements and provide Proposers the opportunity to resubmit a responsive proposal by the date and time specified by the State. However, if the Proposer does not resubmit a responsive proposal to the areas identified by the date and time specified by the State, the Proposer's proposal will be rendered non-responsive, and ineligible to proceed to the next phase of the solicitation process. Clarifications may be requested via writing or confidential discussion.

6.3. ADMINISTRATIVE EVALUATION

All SECTION 3.2. ADMINISTRATIVE REQUIREMENTS labeled with (M) are mandatory, whereas Administrative Requirements labeled with (O) are optional. Proposers are not required to respond to optional requirements. Review of the proposals will begin with ensuring that the Proposer has responded to all mandatory Administrative Requirements. Unless otherwise required, e-Signatures or copies of an original signature are acceptable.

Administrative Requirements will be evaluated as Pass/Fail. If a Proposal fails to meet any mandatory requirement specified in SECTION 3.2. ADMINISTRATIVE REQUIREMENTS, it may be considered non-responsive and may be the basis for rejecting the Proposer's proposal.

6.4. QUALIFICATION EVALUATION

All SECTION 3.3. QUALIFICATION REQUIREMENTS labeled with (M) are mandatory, whereas Qualification Requirements labeled with (DS) are optional. Proposers are not required to respond to optional requirements. Review of the proposals will begin with ensuring that the Proposer has responded to all mandatory Qualification Requirements.

Qualification Requirements will be evaluated as a Pass/Fail and, for (DS) requirements, points will be awarded. If a proposal fails to meet any mandatory requirement specified in SECTION 3.3. QUALIFICATION REQUIREMENTS, it may be considered non-responsive and may be the basis for rejecting the Proposer's proposal.

6.4.1. PROPOSER QUALIFICATIONS EVALUATION

The State will evaluate Proposer qualifications using the information contained in the completed ATTACHMENT 14: PROPOSER QUALIFICATIONS FORM. Descriptions of experience must be clear, concise, and apply directly to the requirements.

To aid the State in evaluating Proposer qualifications, the Proposer should use a MM/DD/YYYY format when indicating project start and end dates. If a Proposer submits a proposal using any other date format, the State will count only the whole months or years between the start and end dates specified. For example, Proposer "A" cites start and end dates for a project as 01/01/25 through 04/15/2025. The Proposer or Key Staff member would only be credited with 3.5 months of experience.

If a project end date is ongoing or exceeds the Last Day to Submit Final Proposal, then the Proposer will receive credit for only the experience acquired up to the Last Day to Submit Final Proposal in SECTION 2.3. KEY ACTION DATES. In this instance, Proposers are instructed to use the Last Day to Submit Final Proposal date as the end date of ongoing projects. Concurrent project timeframes (overlapping dates) will only count once for calculating the number of years and months of qualification experience.

If the number of years and months for a project was not indicated on the Proposer Qualification form "Experience gained on this cited Project" and the Proposer checked "yes" to meeting the total experience on the project cited, then the Proposer will only receive experience credit for the minimum number of years required for that requirement **OR** will receive the number of years indicated on the start/end date of the Proposer Qualification form, whichever is less.

Proposers that do not complete and submit all required Proposer qualification forms with their proposal may be considered non-responsive and may be the basis for rejecting the Proposer's proposal.

6.4.2. PROPOSER REFERENCES EVALUATION

The State will evaluate the Proposer's references using the information provided in each ATTACHMENT 15: PROPOSER REFERENCE FORM.

Proposers that do not return the required reference forms may be considered non-responsive and may be the basis for rejecting the Proposer's proposal.

Reference scores will be calculated on a Pass/Fail basis. The lack of a response to any question or a rating of "0" (Unsatisfactory) on any Proposer Reference Form may be considered non-responsive and be the basis for rejecting the Proposer's proposal.

If the State wishes to validate the claimed information and experience listed on a Proposer Reference Form, the State will make two (2) attempts via email or phone to the reference contact identified on the Proposer Reference Form. The Proposer should ensure that its Proposer Reference Form contacts are available for validation during the evaluation period identified in SECTION 2.3. KEY ACTION DATES.

If the State has not received a response from the reference contact after the first contact attempt, a second attempt will be made. If no response is received after the second contact attempt, the State will seek assistance from the Proposer requesting the reference to respond to the State within forty-eight (48) hours of the second contact attempt.

If the State remains unable to contact the reference, the Proposer’s proposal may be considered non-responsive and may be the basis for rejecting the Proposer's proposal for failure to provide a verifiable reference.

6.4.3. KEY STAFF QUALIFICATIONS EVALUATION

The State will evaluate Key Staff Qualifications and experience using the information contained in the Proposer’s Key Staff qualification forms.

To aid the State in evaluating Key Staff qualifications, the Proposer should use a MM/DD/YYYY format when indicating project start and end dates on the Key Staff Qualification forms. If a Proposer submits a response using any other date format, the State will count only the whole months or years between the start and end dates specified.

If a project end date is ongoing or exceeds the Last Day to Submit Final Proposal, then the Key Staff member will receive credit for only the experience acquired up to the proposal due date, as shown on SECTION 2.3. KEY ACTION DATES.

Concurrent project timeframes (overlapping dates) will only count once for calculating the number of years and months of qualification experience for Key Staff.

Proposers that fail to submit a completed Key Staff Qualification form together with all required completed corresponding Key Staff reference forms may be considered non-responsive and may be the basis for rejecting the Proposer's proposal.

For each Key Staff, the Evaluation Team will first evaluate the completed ATTACHMENT 16: KEY STAFF QUALIFICATIONS FORM – INSTRUCTIONS for compliance with the instructions specified in the form and in SECTION 3.3.3. KEY STAFF QUALIFICATIONS (M)(DS). The State will evaluate Key Staff experience and award points as applicable using the Proposer's response to the mandatory and desirable requirements.

If the State is unable to validate that the information supplied qualifies for any desirable scored experience points, no points will be awarded for such experience.

Below are the Evaluation Criteria for the Contractor Technical Manager Desirable Qualifications. Proposed Contractor Technical Manager must show a minimum of three (3) years within the past seven (7) years, for role experience, knowledge, skills, and abilities in the Desirable Scored (DS) criteria.

Each evaluation team member will score each response item and then all individual scores will be added together and divided by the number of evaluators. Example: Three scores are 40, 30, and 20 added together equal 90, and for this example only, assume there are 3 evaluators. 90 divided by 3 equals 30. The proportion would be 30/ 50=0.60. For an item that is worth a maximum of 50 points, the score would be 0.60*50 =30 points.

Mandatory Key Staff Requirements are scored Pass/Fail. Desirable Requirements will be scored as noted above and shown below:

KEY STAFF REQUIREMENT CRITERIA	
A numerical scale with "0" being the lowest value and "50" being the highest value.	
Evaluation Criteria	**Score**
Significantly exceeds requirements, clearly concisely presented, and logically organized.	50
Somewhat exceeds requirements, clearly concisely presented, logically organized and well-integrated.	40
Meets requirements, acceptably presented, and organized.	30
Somewhat less than meeting requirements, less than acceptably presented, and/or somewhat unorganized.	20
Significantly less than requirements, requirements not fully addressed.	10
Not addressed or failed to answer the question appropriately.	0

6.4.4. KEY STAFF REFERENCES EVALUATION

The Proposer must complete and submit a minimum of two (2) ATTACHMENT 16.2: KEY STAFF REFERENCE FORM for each Key Staff project cited in the Key Staff Qualification Forms.

Each Key Staff reference form must be from a reference contact who performed a management or supervisory role on the cited project.

All Key Staff Reference Forms must be returned with the Proposer's Final Proposal. Proposals that do not include the required Key Staff reference forms shall be considered non-responsive and may be the basis for rejecting the Proposer's proposal.

The Evaluation Team may validate claimed Key Staff experience specified in the Key Staff Qualification Forms using the corresponding Key Staff Reference Form for each project cited to meet the mandatory (M) experience and, if applicable, Desirable Scored (DS) experience. If the State is unable to validate that the claimed experience meets the (M) requirement, the response may be considered non-responsive and may be the basis for rejecting the Proposer's proposal. If the State is unable to validate that the claimed experience meets the applicable Desirable Scored (DS) experience, points will not be awarded.

References will be scored based upon the ratings provided by the reference(s). Any conflicting information may result in the offer being deemed non-responsive.

Reference scores will be calculated on a Pass/Fail basis. The lack of a response to any question or a rating of "0" (Unsatisfactory) or "No" for Yes/No questions on any Key Staff Reference Form may be considered non-responsive and may be the basis for rejecting the Proposer's proposal.

If the State decides to contact the Key Staff reference, the State will make two (2) attempts to contact the reference identified on the Key Staff Reference Form to validate the claimed information and experience. The Proposer should ensure that its Reference Form contacts are available for validation during the evaluation period identified in SECTION 2.3. KEY ACTION DATES. Reference Contacts listed on the Reference Forms must be the same contact person listed on each Proposer Qualification Form.

If the State has not received a response from the reference contact after the first contact attempt, a second attempt will be made. If no response is received after the second contact attempt, the State will seek assistance from the Proposer requesting the reference to respond to the State within forty-eight (48) hours of the second contact attempt.

If the State remains unable to contact the reference, the Proposer’s proposal may be considered non-responsive and may be the basis for rejecting the Proposer's proposal for failure to provide a verifiable reference.

6.5. SOLUTION REQUIREMENTS EVALUATION

SECTION 3.4. SOLUTION REQUIREMENTS labeled with (M), (MS), and (MO) are mandatory, whereas Solution Requirements labeled with (DS) and (O) are optional. Proposers are not required to respond to optional requirements. The State Evaluation Team will confirm that the Proposer has responded to all mandatory Solution Requirements.

Solution Requirements will be evaluated as a Pass/Fail and, if applicable, points will be awarded. If a proposal fails to meet any mandatory requirement specified in SECTION 3.4. SOLUTION REQUIREMENTS, it may be considered non-responsive and may be the basis for rejecting the Proposer's proposal.

6.5.1. UNDERSTANDING AND APPROACH EVALUATION (250 points)

The table below shows the points assigned to each of the questions listed in ATTACHMENT 17: NARRATIVE RESPONSE. The maximum number of points available is two hundred (200).

Requirement #	Type	SOW Reference	Requirement	Maximum Points Available
1	MS	Task Group #1	Contractor Onboarding/ Planning/ Project Management Requirements	15
2	MS	Task Group #2	Analysis and Design Requirements	30
3	MS	Task Group #3	Development/ Configuration Requirements	30
4	MS	Task Group #4	System Testing Requirements	30

5	MS	Task Group #5	Training Requirements	10
6	MS	Task Group #6	System Pilot	30
7	MS	Task Group #7	Go-Live and System Stabilization	20
8	MS	Task Group #8	System Acceptance Requirements	10
9	MS	Task Group #9	Maintenance and Operations (M&O) Requirements	25

Below are the evaluation criteria for the Narrative Response Requirements. Each evaluation team member will score each narrative response item and then all individual scores will be added together and divided by the number of evaluators. Example: Three scores are 5, 3, and 4 added together equal 12, and for this example only, assume there are 3 evaluators. 12 divided by 3 equals 4. The proportion would be 4/5=0.80. For an item that is worth a maximum of 25 points, the score would be 0.80*25 =20 points.

NARRATIVE RESPONSE REQUIREMENTS		
Scoring Criteria	**Rating**	**Percentage of Points Possible**
• The response fully meets the Narrative requirements. • The Proposer has demonstrated a complete understanding of the required Narrative and has provided a complete approach to meeting the requirements.	Fully Meets	100%

• The response mostly addresses the Narrative requirements. • The Proposer has demonstrated more than partial, but less than full understanding of the Narrative requirement. The omission(s), flaw(s), or defect(s), if any, are inconsequential.	Mostly Meets	75%
• The response partially addresses the Narrative requirements. • The Proposer has demonstrated only a partial understanding, but less than full understanding of the Narrative requirement. The omission(s), flaw(s), or defect(s), if any, are inconsequential.	Partially Meets	50%
• The response minimally meets the Narrative requirements. • The Proposer has demonstrated less than partial understanding of the Narrative requirement. The omission(s), flaw(s), or defect(s), if any, are consequential; where Evaluation Team cannot deduce an overall competency	Minimally Meets	25%
• The response fails to address the Narrative requirements. • The Proposer has either not included a response to the requirement or demonstrates a lack of understanding of the Narrative requirements. The omission(s), flaw(s), or defect(s) are significant.	Does Not Meet	0%

6.6. COST EVALUATION

After SECTION 3. PROPOSAL REQUIREMENTS have been evaluated, the evaluation team will evaluate the Cost Workbook (Proposer’s response to Volume 2) for those Proposers whose proposals have been deemed responsive. If a Proposer is determined non-responsive, its Cost Workbook will remain unopened.

If a Proposer’s Cost Workbook fails to meet the password protection requirement, the State may consider the Proposer to be non-responsive and may reject the Proposer's proposal.

The Total Cost points are weighted at fifty percent (50%) of the maximum available points for this solicitation.

All proposed costs for all line items must be all-inclusive, thereby including the cost of any and all associated services and deliverables required in this solicitation to implement and maintain the full solution through the term of the Agreement.

The intent is to structure the pricing format to facilitate a straightforward comparison among all Cost submissions and foster competition to obtain the best market pricing. Consequently, CDT requires that each Proposer's cost information be in the format identified in EXHIBIT B-1: COST WORKBOOK are advised that failure to comply with the instructions listed, such as submission of incomplete proposals or use of alternative pricing structures or different formats than the one requested, may result in the rejection of Proposer's proposal.

Any elements not specifically priced or identified in the Proposer's Cost Workbook, or those that are identified after Notification of Award as necessary to meet the requirements of this solicitation, will be at no additional cost to the State.

NOTE: It is imperative that no cost information be included anywhere other than in EXHIBIT B-1: COST WORKBOOK; otherwise, the Proposer may be considered non-responsive and the State may reject its proposal.

6.6.1. COST SCORE CALCULATION

Evaluation of the Cost Proposal shall consist of two distinct, independent components weighted as follows: Consultant Hourly Rates and Fixed-Price Deliverables.

6.6.1.1 Component A: Consultant Hourly Rates (250 Points)

Proposers must submit fully burdened hourly rates for all six (6) proposed labor categories. A single consultant may fulfill multiple Labor Categories; however, the Cost Worksheet shall be completed for each Labor Category. The hourly rate score will be calculated as the average hourly rate. The lowest calculated average hourly rate will receive the maximum points, with higher costs scored proportionally.

6.6.1.2 Component B: Fixed-Price Deliverables (250 Points)

Proposers must provide a firm, fixed price for the fixed price deliverables outlined in the Cost Workbook. The fixed-price score will be based on the cumulative total of all fixed-price deliverables. The lowest cumulative fixed-price total will receive the maximum points, with higher totals scored proportionally. All Cost Worksheets will be validated to verify completeness and mathematical accuracy. If appropriate, errors will be corrected in accordance with SECTION 6.2.2. ERRORS IN THE FINAL PROPOSAL. After costs have been verified for accuracy, the final Total Cost score will be the sum of the points earned in Component A and Component B. The Proposer with the lowest proposed Total Cost will receive the maximum score of five hundred (500) points. All other Proposers will receive a proportionally lower score using the ratio of the lowest proposed Total Cost to the Proposer's proposed Total Cost applied to the maximum of five hundred (500) points, as shown in Table 6.6.1-1 below:

Table 6.6.1-1: Proposer Total Cost Score Formula

(Lowest proposed Avg. Hourly Rate) / (Proposer's Avg Hourly Rate)	X 250 points = Proposer Component A Cost Score

(Lowest proposed Total Fixed Rate) / (Proposer's Avg Total Fixed Rate)	X 250 points = Proposer Component B Cost Score

Component A Score + Component B Score	= Proposer Total Cost Score

The total evaluated cost score calculation in Table 6.6.1-2, Example of Proposer Total Cost Score Calculation illustrates that Proposer C proposed the lowest Total Cost and received the highest point total.

Table 6.6.1-2: Example of Proposer Total Cost Score Calculation

PROPOSER	PROPOSER COMPONENT A COST	CALCULATION	PROPOSER COMPONENT B COST	CALCULATION	PROPOSER'S TOTAL COST SCORE
A	$165.00/ hr	($135.50/$165.00) X 250 points =205.30 points	$500,000	($300,000/$500,000) X 250 points =150 points	204.55 + 150 =354.55 points
B	$200.00/ hr	($135.50/$200.00) X 250 points =169.38 points	$300,000	($300,000/$300,000) X 250 points =250 points	169.38 + 250 =419.38 points
C	$135.50/ hr	($135.50/$135.50) X 250 points =250 points	$400,000	($300,000/$400,000) X 250 points =187.50 points	250 + 187.50 =437.50 points

NOTE: Point values in this example explain the calculations and have no other significance.

6.7. SOCIOECONOMIC PROGRAMS EVALUATION

Proposers who claim preference points will be evaluated to determine whether they submitted the required forms, documents, exhibits, and/or the responses necessary to validate their qualification and eligibility for the claimed preference(s). If the State determines that the submitted information is insufficient or that the required documents do not otherwise validate the eligibility for points in any of the claimed programs, then the points for that program will not be added to the Proposer's final overall proposal score. If the State is able to validate the Proposer's claim, the qualified preference points will be applied to the Proposer's final overall proposal score as illustrated in Table 6.8-1 Final Score and Rank Determination provided that the Proposer's proposal is not otherwise determined to be non-responsive to any mandatory requirements.

The total proposal score calculation is shown in Table 6.7-1, Example of Proposer Total Proposal Score Calculation.

Table 6.7-1: Proposer Total Proposal Score Calculation

PROPOSER	TOTAL NON-COST SCORE		TOTAL COST SCORE		TOTAL INTERVIEW SCORE		TOTAL PROPOSAL SCORE
A	440 points	+	400 points	+	0	=	840 points
B	400 points	+	480 points	+	220	=	1100 points
C	375 points	+	500 points	+	250	=	1125 points

NOTE: Point values in this example explain the calculations and have no other significance.

6.7.1. DVBE INCENTIVE EVALUATION

In accordance with §999.5(a) of the Military and Veterans Code, for evaluation purposes only, the State shall provide an incentive to Proposers who provide California-certified DVBE participation that exceeds the mandatory California-certified DVBE participation goal in the amounts shown in Table 6.7.1-1 DVBE Participation Incentive Formula.

The State will verify DVBE and apply the incentive accordingly. The DVBE Incentive points are a percentage of the total possible points. The maximum incentive for this procurement is five percent (5%) of the total points available and is based on the amount of DVBE participation confirmed. Table 6.7.1-1 below is an illustration of this calculation. For purposes of this example only, the total possible points are 50:

Table 6.7.1-1: DVBE Participation Incentive Formula

Confirmed DVBE Participation of	DVBE Incentive Amount
5% or more	5% of highest responsive and responsible Proposal
4% - 4.99%	4% of highest responsive and responsible Proposal
3% - 3.99%	3% of highest responsive and responsible Proposal
2% - 2.99%	2% of highest responsive and responsible Proposal
.01% - 1.99%	1% of highest responsive and responsible Proposal

NOTE: Point values in this example explain the calculations and have no other significance.

6.7.2. SMALL BUSINESS PREFERENCE EVALUATION

The State will verify Small Business/Non-Small Business preference claim and apply the five percent (5%) preference accordingly. Refer to SECTION 3.2.12.3 CERTIFIED SMALL AND MICROBUSINESS PROGRAM and SECTION 3.2.12.3.2. NON-SMALL BUSINESS SUBCONTRACTOR PREFERENCE (O) for more information.

In accordance with Government Code §14835 et seq., Proposers who qualify as a small business will be given a five percent (5%) preference for evaluation purposes only. The five percent (5%) preference is calculated on the total number of points awarded to the highest scoring non-small business that is responsive to the proposal requirements. The rules and regulations of this law, including the definition of a small business for the delivery of goods and services, are contained in the California Code of Regulations, Title 2, § 1896 et seq.

This five percent (5%) small business preference is also available to a non-small business claiming 25% California certified small business subcontractor participation. The five percent (5%) preference is calculated on the total number of points awarded to the highest scoring non-small business that is responsive to the proposal requirements and that is not subcontracting a minimum of 25% to a small business. Non-small business Proposers claiming the five percent (5%) small business preference must commit to subcontract at least 25% of the net proposal price with one (1) or more California certified small businesses.

Completed certification applications and required support documents must be submitted to the Department of General Services Office of Small Business and DVBE Services (OSDS) no later than 5:00 p.m. on the proposal due date, and the OSDS must be able to approve the application as submitted. Questions regarding certification should be directed to the OSDS at (916) 375-4940.

For an illustration of this process, refer to the example in Table 6.7.2-1, Small Business Preference Points Calculation. Points in this example explain the calculations and have no other significance.

The preference points for Proposers A and B are based on five percent (5%) of the Proposer proposal score of Proposer C, the highest scorer of a non-small business, which for this example only is (1125.00 points) x (.05) = 56.25 points (rounded). Proposer C, which is neither a small business nor a non-small business subcontracting a minimum of 25 percent (25%) to a small business, receives no small business preference points.

Table 6.7.2-1: Small Business Preference Points Calculation

BIDDER	BIDDER TOTAL PROPOSAL SCORE	SMALL BUSINESS PREFERENCE CLAIM?	NON-SMALL BUSINESS PREFERENCE CLAIM?	SMALL BUSINESS PREFERENCE POINTS AWARDED
A	840.00 points	Yes	No	56.25 points
B	1100.00 points	No	Yes	56.25 points
C	1125.00 points	No	No	0.00 points

NOTE: Calculation is based on 5% of the Proposer with the highest “Proposer proposal score” that is a non-small business. In the example Table 6.7.2-1, Proposer C has the highest non-small business score.

6.8. PROPOSER FINAL SCORE CALCULATION

The evaluation team will calculate the Proposer’s final score. Table 6.8-1, Proposer Final Score Calculation, illustrates the Proposer’s final score that incorporates both preference and incentive points:

Table 6.8-1: Proposer Final Score Calculation

BIDDER	BIDDER TOTAL PROPOSAL SCORE	SMALL BUSINESS PREFERENCE POINTS AWARDED	VERIFIED DVBE %	DVBE INCENTIVE POINTS AWARDED	BIDDER FINAL SCORE
A	840.00 points	56.25 points	3%	33.75 points	930 points

B	1100.00 points	56.25 points	4%	45.00 points	1201.25 points
C	1125.00 points	0.00 points	5%	56.25 points	1181.25 points

NOTE: Proposer's final score calculation in Table 6.8-1 is an example that explains the calculations and has no other significance.

6.9. PROPOSAL RANK DETERMINATION

The State will determine which Proposer has the highest combined score for the bid requirements and cost, up to the maximum points, plus any preference and/or incentive points. The State will rank all qualified proposals by the Proposer's final score.

7. INTERVIEWS (IF APPLICABLE)

CDT will conduct interviews, at a minimum, with all Proposers receiving a score of 85 percent (850 points) or higher on the Proposal, including both the Technical and Cost Proposal. Proposers with scores under 85 percent may be invited to participate in an interview at the sole discretion of CDT. Interviews will be separately scored using the criteria in ATTACHMENT 26: CRITERIA FOR AWARDING POINTS FOR THE INTERVIEW. The Combined Proposal Score will be established after the interviews.

8. NOTICE OF PROPOSED AWARD

After the Proposer with the highest total Final Score is determined, the Notice of Proposed Award will be posted in CDT's Prospect Green (PG) 1 office, 2nd floor in the security lobby at 10860 Gold Center Drive, Rancho Cordova, CA 95670.

The successful Proposer must complete and submit to CDT the Payee Data Record (STD 204) before the execution of any Agreement resulting from this RFP, to determine if the Proposer is subject to State income tax withholding pursuant to California Revenue and Taxation Code section 18662. This form can be found at:

www.documents.dgs.ca.gov/dgs/fmc/pdf/std204.pdf.

No payment shall be made unless a completed STD 204 has been returned to CDT.

9. CONTRACT AWARD

Contract award, if made, will be to the Proposer that meets and/or exceeds the State's requirements and provides the best value to the State and will occur pursuant to the Key Action Dates of the solicitation document specified in SECTION 2.3. KEY ACTION DATES. However, the State, at its sole option, may change the Contract Award date.

The State will publish a Notification of Award to all Proposers that have submitted a proposal in response to this solicitation. Notification of Award will be sent at the time of Agreement execution.

All aspects of the Proposer's proposal are confidential until after the issuance of the Notification of Award.

10. DEBRIEFING

A debriefing may be held within fifteen (15) calendar days following Contract award at the request of any Proposer for the purpose of receiving specific information concerning the evaluation. The discussion will be based primarily on the qualifications, solution requirements and cost evaluations of the Proposer's proposal. A debriefing is not the forum to challenge the solicitation specifications or requirements. Statements made during the debrief are non-binding on the State and are intended for informational purposes only.

11. PROTESTS

A Proposer may file a protest against the proposed awarding of an Agreement. Once a protest has been filed, no Agreement will be awarded until either the protest is withdrawn, CDT cancels the RFP, or DGS decides on the matter.

Please note the following:

1. Protests are limited to the grounds contained in California Public Contract Code section 12102.2.
2. There is no jurisdiction for DGS to consider a protest if:
   a. The protestant was not a Proposer;
   b. The protestant has not alleged that it was the highest-scored Proposer;
   c. The protestant is not in a position to make a supportable assertion that it should have been the highest-scored Proposer;
   d. The protest was not submitted timely; or
   e. The grounds for the protest do not meet the permissible grounds stated above.
3. If an eligible Proposer wishes to protest the intended Agreement award, the Proposer must file a "Notice of Intent to Protest" with both CDT and DGS within five Business Days after the Notice of Proposed Award is posted. The Notice of Intent to Protest may be brief. Any Notice of Intent to Protest filed more than five working days after posting of the Notice of Proposed Award shall be untimely.

4. Within five days after filing the Notice of Intent to Protest, the protesting Proposer must file with DGS and CDT's Designated Point of Contact a full and complete written protest statement specifying the grounds for the protest. The statement must contain, in detail, the reasons, law, rule, regulation, or practice that the protesting Proposer believes CDT has improperly applied in awarding the Agreement.
5. All Proposals and all evaluation and scoring sheets will be available for public inspection after the Notice of Proposed Award is posted.
6. If the protest is not withdrawn or the solicitation is not canceled, DGS will decide the matter. There may be a formal hearing conducted by a DGS hearing officer or there may be briefs prepared by the Proposer and CDT for the DGS hearing officer's consideration.
7. All protests must be made in writing, signed by an individual authorized to bind the Proposer and contain the initial Notice of Intent to Protest, and a detailed written statement of protest, including the RFP number, the name of the State agency involved, the agency Point of Contact, and all contact information of the protestant including fax numbers, if available. The protester must provide facts and evidence to support the claim. Protests may be sent by regular mail, facsimile, courier, or personal delivery. Protests must be delivered to both of the following addresses:

Department of General Services
Office of Legal Services
Attention: Protest Coordinator
707 Third Street, 7th Floor, Suite 7-330
West Sacramento, CA 95605
Fax: (916) 376-5088

California Department of Technology
Attention: Danielle Ceriani, Deputy Branch Chief
Acquisition & IT Program Management Branch
PO Box 1810 Mail Stop (MS) Y-14
Rancho Cordova, CA 95741-1810

RFP PART 2 – FORMS, SOW, CONTRACT EXHIBITS

ATTACHMENT 1: TEMPLATE FOR QUESTION SUBMITTAL/ REQUEST FOR CHANGES

The Proposer is required to use the format listed below when submitting questions and request for changes to the Procurement Officer listed in SECTION 2.2.1. PROCUREMENT OFFICERS. **Written questions and request for changes must be submitted in Microsoft Excel or Word version only**. Instructions are as follows:

Name of Proposer – Provide the name of the bidding firm

Contact Person – Provide the name of the person to contact if the State needs clarification about the question.

Contact Email and Phone Number – Provide the email and phone number (including area code) for the listed contact person.

Q # – Sequentially number each question/request for change, always starting at one (1) for each submission.

Section/Document(s) – Identify the section or document the request pertains to, such as "Request for Proposal, SECTION 3.3.3. KEY STAFF QUALIFICATIONS (M)(DS)."

Page # – Identify the page number of the section/document name or title the question pertains to.

Question/Request for Change – Write the question and/or request for change in this column. If the Proposer is requesting a change, the Proposer must apply track changes to ensure the requested change is evident.

Proposer's Rationale for Change Requests - Provide an explanation for the requested change.

Expand or reduce the number of rows to accommodate the number of questions.

QUESTION/REQUEST FOR CHANGES FORM
Name of Proposer:
Contact Person:
Contact Email and Phone Number:

QUESTION/REQUEST FOR CHANGES FORM

Q #	Section/Document(s)	Page #	Question/Request for Change	Proposer's Rationale for Change Request

ATTACHMENT 2: [INTENTIONALLY OMMITTED]

ATTACHMENT 3: FOLLOW-ON CONTRACT DISCLOSURE FORM

1. Background Information

PCC Section 10365.5 generally prohibits a person, firm, or subsidiary thereof that has been awarded a consulting services contract from submitting a bid for and/or being awarded an agreement for, the provision of services, procurement of goods or supplies, or any other related action that is required, suggested, or otherwise deemed appropriate in the end product of a consulting services contract.

PCC Section 10365.5 does not apply to any person, firm, or subsidiary thereof that is awarded a subcontract of a consulting services agreement that totals no more than 10 percent of the total monetary value of the consulting services agreement.

Consultants/employees of a firm that provides consulting advice under an original consulting contract are not prohibited from providing services as employees of another firm on a follow-on contract, unless the persons are named contracting parties or named parties in a subcontract of the original contract.

PCC Section 10365.5 does not distinguish between intentional, negligent, and/or inadvertent violations. A violation could result in disqualification from bidding, a void contract, and/or imposition of criminal penalties.

2. Contract Disclosure

Proposer to select the appropriate box below.

	I hereby certify that neither my firm nor any subcontractor that my firm intends to use under the contract resulting from this procurement, is currently providing consulting services to the state under a state contract (or as a subcontractor providing more than 10 percent of dollar value of a consulting service contract with the state) or has provided such services within five (5) years prior to the release of this solicitation that are related in any manner to the services, goods, or supplies being acquired pursuant to this solicitation. **Proposer must sign below.** This option is likely to apply to bidding firms that do not currently and/or never have provided consultant services to the state.
	Attached is a disclosure of current and/or prior consulting services provided by my firm or a proposed subcontractor to the state under a state contract within five (5) years prior to the release of this solicitation that may be related in some manner to the services, goods, or supplies being acquired pursuant to this solicitation. In addition, provide a detailed explanation why your firm is not prohibited from bidding under PCC Section 10365.5. Please also refer to the Department of General Services' Management Memo 07-04 for additional information regarding the follow-on contracting prohibition, which is located at

	https://www.dgs.ca.gov/Resources/ManagementMemos **Bidder must sign below and attach a detailed disclosure.**

The Bidder's Authorized Representative or Corporate Officer:	
Bidder/Firm Name:	
Printed Name of Authorized Representative:	
Title/Role:	
Signature:	
Date:	

ATTACHMENT 4: COVER LETTER FORM

The Proposer must complete and submit this form with its proposal.

COVER LETTER REQUIREMENTS	PROPOSER AGREES YES/NO
The Proposer agrees this proposal is an irrevocable offer per SECTION 2.5.9. IRREVOCABLE OFFER.	☐ Yes ☐ No
The Proposer agrees to the terms and conditions of this solicitation and accepts responsibility as the prime contractor if awarded the contract resulting from this solicitation.	☐ Yes ☐ No
The Proposer agrees to having available staff with the appropriate skills to complete the contract for all services as described in this solicitation and SOW.	☐ Yes ☐ No
The Proposer must notify the State in writing if it: (1) intends to provide GenAI as a deliverable to the State; or (2), intends to utilize GenAI, including GenAI from third parties, to complete all or a portion of any deliverable that materially impacts: (i) functionality of a State system, (ii) risk to the State, or (iii) Contract performance. Refer to General Provision Section 22 for the GenAI Disclosure Obligations	☐ Yes ☐ No
This form is signed by an individual who is authorized to bind the bidding firm contractually. The individual's name must also be typed, and include the title or position that the individual holds in the firm. An unsigned bid may be rejected.	☐ Yes ☐ No

PROPOSER'S INFORMATION	
Bidding Firm's Legal Name	
Bidding Firm's Address	
Printed Name of Authorized Representative	
Title/Role	
Address	
Phone Number	
Email	
Signature	
Date	

ATTACHMENT 5: RESPONSE TO ADMINISTRATIVE REQUIREMENTS

The Proposer must complete and submit this form by indicating agreement to each of the administrative requirements in the table below as described in SECTION 3.2. ADMINISTRATIVE REQUIREMENTS. By indicating "Yes," the Proposer affirms that it understands the requirement and agrees to comply with the requirement. Answering "No" to any of the mandatory administrative requirements in the proposal will deem the Proposer non-responsive and may be the basis for rejecting the Proposer's proposal.

ADMINISTRATIVE REQUIREMENTS	PROPOSER AGREES YES / NO
SECTION 3.2.1. COVER LETTER (M)	☐ Yes ☐ No
SECTION 3.2.2. ADMINISTRATIVE REQUIREMENTS DOCUMENT (M)	☐ Yes ☐ No
SECTION 3.2.3. CONFIDENTIALITY STATEMENT (M)	☐ Yes ☐ No
SECTION 3.2.4. ABILITY TO PERFORM	☐ Yes ☐ No
SECTION 3.2.5. PRIMARY PROPOSER	☐ Yes ☐ No
SECTION 3.2.6. SUBCONTRACTORS	☐ Yes ☐ No
SECTION 3.2.6.1. BIDDER DECLARATION FORM (M)	☒ Yes ☐ No
SECTION 3.2.7. AMENDMENT	☐ Yes ☐ No
SECTION 3.2.8. FINANCIAL RESPONSIBILITY INFORMATION	☐ Yes ☐ No
SECTION 3.2.9. GENERAL PROVISIONS	☐ Yes ☐ No
SECTION 3.2.10. GENERATIVE ARTIFICIAL INTELLIGENCE (GENAI) DISCLOSURE NOTIFICATION	☐ Yes ☐ No
SECTION 3.2.11. STATEMENT OF WORK (M)	☐ Yes ☐ No
SECTION 3.2.11.1. INSURANCE COVERAGE	☐ Yes ☐ No
SECTION 3.2.12. SOCIOECONOMIC PROGRAMS	☐ Yes ☐ No

ATTACHMENT 6: CONFIDENTIALITY STATEMENT FORM

The Proposer must complete and submit this form with its proposal.

As an authorized representative or corporate officer of the company name below, I have the authority to bind the company contractually, and I agree that all persons employed by this company will adhere to the following policy:

All information belonging to the California Department of Technology (CDT) or its affiliated agencies is considered sensitive and confidential and cannot be disclosed to any person or entity that is not directly approved to participate in the work required to execute this Agreement.

I certify that I will keep all project information including (but not limited to) information concerning the planning, processes, development or procedures of the project, and all communication with CDT or its affiliates related to any procurement process, confidential and secure. I will not copy, give or otherwise disclose such information to any other person unless CDT has on file a Confidentiality Statement signed by the other person(s), and the disclosure is authorized and necessary for the project. I understand that the information to be kept confidential includes, but is not limited to, specifications, administrative requirements, terms and conditions, concepts and discussions, as well as written and electronic materials. I further understand that if I leave this project before it ends, I must still keep all project information confidential. I agree to follow any instructions provided by the project relating to the confidentiality of project information.

I fully understand that any unauthorized disclosure I make may be basis for civil and/or criminal penalties. I agree to advise the Procurement Officer immediately in the event of an unauthorized disclosure, inappropriate access, misuse, theft or loss of data.

I warrant that if my company is awarded the Contract, it will not enter into any agreements or discussions with a third party concerning such materials prior to receiving written confirmation from the State that such third party has an agreement with the State similar in nature to this one.

All materials provided for this Project, except where explicitly stated will be promptly returned or destroyed, as instructed by the Procurement Officer. If the materials are destroyed and not returned, a letter attesting to their complete destruction, which documents the destruction procedures, must be sent to the Procurement Officer before payment can be made for services rendered. In addition, all copies or derivations, including any working or archival backups of the information, will be physically and/or electronically destroyed within five (5) calendar days immediately following either the end of the Contract period or the final payment, as determined by the contracting Agency/state entity.

In addition to all the confidentiality requirements set forth in the General Provisions, upon Contract award, Proposer to submit a signed confidentiality statement from all personnel, agents, and subcontractors
assigned to the awarded Contract.

The Bidder's Authorized Representative or Corporate Officer:	
Bidder/Firm Name:	
Printed Name of Authorized Representative:	
Title/Role:	
Phone Number:	
Email:	
Signature:	
Date:	

ATTACHMENT 7: BIDDER DECLARATION GSPD 05-105

In accordance with SECTION 3.2.6.1. BIDDER DECLARATION FORM (M), the Proposer must complete and submit with its proposal the Bidder Declaration GSPD-05-105 form.

The form and its instructions are available as a fill and print PDF at: https://www.documents.dgs.ca.gov/ dgs/fmc/gs/pd/gspd05-105.pdf

ATTACHMENT 8: WORKERS' COMPENSATION CERTIFICATION

The Proposer must complete and submit this form with its proposal.

The undersigned in submitting this document hereby certifies the following:

I am aware of the provisions of Section 3700 of the California Labor Code which require every employer to be insured against liability for workers' compensation or to undertake self-insurance in accordance with such provisions before commencing the performance of the work of this Contract.

The Bidder's Authorized Representative or Corporate Officer:	
Bidder/Firm Name:	
Printed Name of Authorized Representative:	
Title/Role:	
Signature:	
Date:	

ATTACHMENT 9: [INTENTIONALLY OMMITTED]

ATTACHMENT 10: BIDDING PREFERENCES AND INCENTIVES

The Proposer must complete all of the sections below and submit with its proposal.

1. SMALL BUSINESS PREFERENCE:
   Proposer must check the appropriate box from the choices below.

SMALL BUSINESS PREFERENCE	
☐	I am a DGS certified Small Business and claim the Small Business Preference. My DGS Small Business certification number is:
☐	I have recently filed for DGS Small Business certification. I have not yet been certified, but I am claiming the Small Business Preference.
☐	I am not a DGS certified Small Business, but 25% or more of the net bid price will go to a DGS certified Small Business subcontractor(s) performing a Commercially Useful Function and therefore, I am claiming the Small Business preference. Proposer must complete and submit ATTACHMENT 7: BIDDER DECLARATION GSPD 05-105, indicating the percentage of the net bid price that will be received by each DGS certified Small Business subcontractor. The form can be found at the following link: https://www.documents.dgs.ca.gov/dgs/fmc/gs/pd/gspd05-105.pdf
☐	I am not claiming the Small Business Preference.

2. DVBE INCENTIVE:
   Proposer must check the appropriate box from the choices below.

DVBE INCENTIVE	
☐	I am a DGS certified DVBE and claim the DVBE Incentive. My DGS DVBE certification number is:
☐	I have recently filed for DGS DVBE certification. I have not yet been certified, but I am claiming the DVBE Incentive.
☐	I am not a DGS certified DVBE, but a percentage of the net bid price will go to a DGS certified DVBE subcontractor(s) performing a Commercially Useful Function and therefore, I am claiming the DVBE Incentive.

	Proposer must complete and submit ATTACHMENT 7: BIDDER DECLARATION GSPD 05-105, indicating the percentage of the net bid price that will be received by each DGS certified DVBE subcontractor. The Proposer must also complete and submit an ATTACHMENT 11: DVBE DECLARATIONS, for each DVBE subcontractor, signed by the DVBE owner/manager. The forms can be found at the following links: https://www.documents.dgs.ca.gov/dgs/fmc/gs/pd/gspd05-105.pdf https://www.documents.dgs.ca.gov/dgs/fmc/gs/pd/pd_843.pdf
☐	I am not claiming the DVBE Incentive.

3. TARGET AREA CONTRACTOR PREFERENCE ACT (TACPA):
Proposer must check the appropriate box from the choices below.

TACPA PREFERENCE	
☐	I am not claiming the TACPA Preference.
☐	I am claiming the TACPA Preference. Bidder must complete and submit ATTACHMENT 24: TACPA PREFERENCE REQUEST FORMS. The forms can be found at the following link: https://www.dgs.ca.gov/PD/Services/Page-Content/Procurement-Division-Services-List-Folder/ Request-Target-Area-Contract-Preference?search=tacpa

ATTACHMENT 11: DVBE DECLARATIONS

In accordance with SECTION 3.2.12.2. DISABLED VETERAN BUSINESS ENTERPRISE (DVBE) PROGRAM, the Proposer must complete and submit with its proposal the STD. 843, Disabled Veteran Business Enterprise Declarations form.

The form and its instructions are available as a fill and print PDF at: https://www.documents.dgs.ca.gov/ dgs/fmc/gs/pd/pd_843.pdf

ATTACHMENT 12: COMMERCIALLY USEFUL FUNCTION (CUF) CERTIFICATION

The Proposer must complete and submit this form with its proposal.

Bidder Name
Subcontractor Name (submit one form for each SB/DVBE (prime and/or subcontractor(s))

Mark all that apply: ☐ DVBE ☐ Small Business ☐ Micro Business ☐ N/A

All certified small business (SB), micro business (MB), and/or DVBE Contractors, subcontractors or suppliers must meet the commercially useful function requirements under Government Code Section 14837 (for SB), Military and Veterans Code Section 999 (for DVBE), and Title II California Code of Regulations, Section 1896.4 and 1896.62.

Answer questions 1-5 below, as they apply to your company for the goods and/or services being acquired in this solicitation. A California certified SB, MB, or DVBE business must be deemed to perform a Commercially Useful Function (CUF) by meeting **ALL** of the following CUF requirements for Contract award consideration.

CUF REQUIREMENTS			
1.	Is responsible for the execution of a distinct element of the resulting Contract	☐ Yes	☐ No
2.	Carries out its obligation by actually performing, managing, or supervising the work involved.	☐ Yes	☐ No
3.	Performs work that is normal for its business services and functions.	☐ Yes	☐ No
4.	Is responsible, with respect to products, inventories, materials, and supplies required for the contract, for negotiating price, determining quality and quantity, ordering, installing, if applicable, and making payment. If this is a SERVICE with **NO** goods involved, check **N/A** and go to #5.	☐ Yes	☐ No
5.	Is not further subcontracting a portion of the work that is greater than that expected to be subcontracted by normal industry practices.	☐ Yes	☐ No

If the answer to any of the five (5) questions is "NO" (except for #4 when marked with "N/A"), may result in your proposal being deemed non-responsive.

The Proposer must provide a written statement below detailing the role, services and goods the subcontractor(s) will provide to meet the commercially useful function requirement. If the Proposer is not claiming a SB or DVBE, indicate "Not claiming a preference" in the box below.

Written Statement or Statement of No Claim

At the State's option prior to award, the Proposer may be required to submit additional written clarifying information.

By signing this form, the undersigned Proposer certifies that the Certified Small Business or DVBE satisfies the Commercially Useful Function requirement, and will provide the role, services, and/or goods stated above.

The Bidder's Authorized Representative or Corporate Officer:	
Bidder/Firm Name:	
Printed Name of Authorized Representative:	
Title/Role:	
Signature:	

Date:	

ATTACHMENT 13: PROPOSER QUALIFICATIONS FORM - INSTRUCTIONS

The Proposer must complete ATTACHMENT 14: PROPOSER QUALIFICATIONS FORM with the qualifying project information being used to meet the mandatory qualifications (and if applicable, desirable qualifications) as required for this project. A separate ATTACHMENT 14: PROPOSER QUALIFICATIONS FORM must be completed for each project used to meet the mandatory (and if applicable, desirable) qualifications.

ATTACHMENT 14: PROPOSER QUALIFICATIONS FORM will be used by the California Department of Technology to evaluate the Proposer's qualifications. The Proposer must specify the required experience in the pertinent row for each requirement in ATTACHMENT 14: PROPOSER QUALIFICATIONS FORM. Use additional forms as needed to complete each response. Any conflicting information may result in the proposal being deemed non-responsive.

For the purposes and context of the Proposer qualifications forms and reference forms only, the term "Project" is defined as an individual effort or contract where the Proposer was the Prime Contractor on the cited contract.

Box 1, Proposer: Provide the company name of the Proposer submitting the proposal.

Box 2, Project Name: Provide the name of the qualifying project used to meet the required experience.

Box 3, Name of Company for whom the project was completed: Identify the company or government agency for whom the project was completed.

Box 4, Contact name and information of the Proposer's reference: Identify the contact information from whom the project was completed. Enter the name, title, e-mail address, and phone number for the reference contact for the project. By submitting a proposal, the Proposer declares that the reference person identified is/was employed by the company identified in Box 3. This reference must be the same person identified in the ATTACHMENT 15: PROPOSER REFERENCE FORM. This person must have been:

- Must be from the company (customer) or Agency for which the project was developed and/or services provided.
- Must be someone who performs a management or supervisory role on the referenced project.
- Must be external to the Proposer's organization and corporate structure.
- Must not be from employees or individuals who have or are currently working for the Proposer.
- Amendments to contracts shall not be considered separate and distinct contracts and cannot be used as separate projects.

- Must be able to provide an objective evaluation of the proposed Proposer.

Boxes 5 and 6, Start Date and End Date: Provide the start and end date that the Proposer worked on the cited project using MM/DD/YYYY format.

- All experience must have occurred within the last seven (7) years prior to the Release of Solicitation due date, unless stated otherwise.
- For projects that are currently ongoing, experience will be calculated only for the work performed up to the Release of Solicitation due date.

Box 7, Project Description: Provide a brief description of the nature of the Proposer's cited project.

Box 8, Proposer was Prime Contractor: Check the appropriate response: “Yes” or “No”. If the “No” box is checked, time spent on that project will not count towards Proposer experience.

Box 9, Contract Amount: Provide the dollar amount of the contract value in US dollars.

Box 10, Instructions for documenting the years of experience gained from the project cited. Note: It is the Proposer’s responsibility to ensure that each mandatory (and if applicable, desirable) experience requirement is met in full and is addressed in the Proposer qualification forms for the State to determine compliance to the requirements. If the State cannot determine that the years of experience for each of the mandatory experience requirements have been met, Proposer’s proposal may be deemed non-responsive.

ATTACHMENT 14: PROPOSER QUALIFICATIONS FORM

The Proposer may use multiple projects to meet the total experience required for each mandatory experience and, if applicable, desirable experience. A separate form must be completed for each project cited.

PROPOSER QUALIFICATION FORM		
1.	Proposer:	
2.	Project Name:	
3.	Name of Company for whom the Project was completed:	
4.	Contact Name and Information of the Proposer's Reference:	
5.	Start Date (MM/DD/YYYY)	
6.	End Date: (MM/DD/YYYY)	
7.	Project Description:	
8.	Proposer was Prime Contractor:	☐ Yes ☐ No
9.	Contractor Amount:	$
10.	**Documenting instructions when a minimum number of years of experience is required.** For each mandatory experience below: - Check "Yes" if the total years of experience was met on this referenced project; or - Check "Partial" if fewer than the total years of the experience was met on this referenced project; or - Check "No" if none of the experience was met on this referenced project. If "Partial" or Yes" is checked, enter the years and/or months of "Experience gained on this referenced project" and describe the Bidder's role and responsibilities performed on the project in the "Description of services provided" field. The Bidder must ensure that each description clearly addresses how the project meets each of the minimum qualification components of the Mandatory Experience Requirement, as defined in each of the requirements.	

Requirement Number	Classification	Qualifications
1.	Mandatory (M)	Experience with the implementation of two (2) projects involving IT systems for a public entity or agency, at least one (1) of which was the implementation of an enterprise billing system. Each of the two (2) projects must have occurred within the last ten (10) years.
2.	Mandatory (M)	Experience performing maintenance and system modifications on two (2) projects involving IT Systems, with one (1) of the projects having been on an enterprise billing system. Each of the two (2) projects must have occurred within the last ten (10) years.
3.	Mandatory (M)	Experience performing operational activities including system engineering, capacity planning, performance testing, performance monitoring, batch processing, and system modifications on two (2) projects involving Software as a Service (SaaS) solutions hosted in the cloud. Each of the two (2) projects must have occurred within the last ten (10) years.
4.	Mandatory (M)	Must provide link(s) and/or documentation that can verify that the Proposer implemented an enterprise billing system for a public entity of agency.

ATTACHMENT 15: PROPOSER REFERENCE FORM

Purpose: Based on the satisfaction ratings received from the Proposer's references, the State will use the ratings to score the Proposers.

Instructions to Proposer: Complete Part A, items 1-8 of this form, attach the corresponding ATTACHMENT 14: PROPOSER QUALIFICATIONS FORM and send to references to complete Part B, items 10-12 and Part C. Once this form is completed, the Proposer must submit it with its proposal.

The Proposer must complete and submit a Reference Form for each corresponding project cited on ATTACHMENT 14: PROPOSER QUALIFICATIONS FORM.

Instructions to the Proposer's Reference: Complete Part B, items 10-12 of this form using the rating scale in "Reference Satisfaction Rating" field (item 9). Rate your satisfaction with the Proposer who performed the services described in item 8, Project Description & Proposer's role on the project, and confirm that the information in Part A is consistent and corresponds with ATTACHMENT 14: PROPOSER QUALIFICATIONS FORM attached. Complete the bottom of this form and return the form to the Proposer.

PART A: TO BE COMPLETED BY PROPOSER		
1.	Bidder:	
2.	Project Name:	
3.	Name of Company for whom the Project was completed:	
4.	Contact Name and Information of the Proposer's Reference:	
5.	The Proposer was the Prime Contractor for this Project:	☐ Yes ☐ No
6.	Proposer's Start and End Dates on the Project:	
7.	Contract Amount:	$
8.	Project Description & Proposer's role on the Project:	

PART B: TO BE COMPLETED BY PROPOSER'S REFERNCE	
9.	**<u>Reference Satisfaction Rating:</u>** Using the following scale to rate the Proposer's overall performance on the services provided:

	0 = Unsatisfactory, 1 = Satisfactory, 2 = Excellent **Check only one number for each question below. A '0' answer may result in Proposer/Company disqualification and therefore may be cause for rejection of the proposal.**			
10.	How would you rate the Proposer's overall performance?	☐ 0	☐ 1	☐ 2
11.	How would you rate the Proposer's effectiveness at communicating (orally and in writing) with project members and stakeholders?	☐ 0	☐ 1	☐ 2
12.	How would you rate the Proposer's effectiveness in dealing with conflicting priorities?	☐ 0	☐ 1	☐ 2

By completing this reference form, I declare the following:

1. I have reviewed the information contained in Part A, items 1-8 above, and ATTACHMENT 14: PROPOSER QUALIFICATIONS FORM and the information is true and correct;
2. I am/was employed by the company for whom the project was completed; and
3. I performed a management or supervisory role on the cited project.

PART C: TO BE COMPLETED BY PROPOSER'S REFERNCE	
Reference Signature:	Date:
Printed Name:	
Reference Title or role on Project:	
Reference Email:	
Reference Phone:	

ATTACHMENT 16: KEY STAFF QUALIFICATIONS FORM – INSTRUCTIONS

The Proposer must complete and submit each Key Staff Qualification Form with the qualifying project information being used to meet the mandatory qualifications (and if applicable, desirable qualifications) as required for this project. A separate Key Staff Qualification Form must be completed for each project used to meet the mandatory (and if applicable, desirable) qualifications.

The Key Staff Qualification Form will be used by the State to evaluate Key Staff qualifications. The Proposer must specify the required experience in the pertinent row for each requirement in the Key Staff Qualification Forms. Use additional forms as needed to complete each response. Any conflicting information may result in the proposal being deemed non-responsive.

"Project" is defined as an individual effort or contract where the key staff played a role on the cited contract.

Box 1, Proposer: Provide the company name of the Proposer submitting the proposal.

Box 2, Key Staff Name: Provide the name of the Proposer's proposed key staff.

Box 3, Project Name: Provide the name of the qualifying project in which the proposed staff gained experience to meet the requirement(s).

Box 4, Name of Company for whom the Project was completed: Provide the company or government agency for whom the project was completed.

Box 5, Contact Name and Information of the Key Staff's Reference: Enter the name, title, e-mail address and phone number for the reference contact for the project. By submitting a proposal, the Proposer declares that the reference person identified is/was employed by the company identified in Box 4. The reference must be the same person identified in the Key Staff Reference Form. This person must:

- Be from the company (customer) or Agency for which the project was developed and/or services provided.
- Be someone who performs a management or supervisory role on the referenced project.
- Be external to the Proposer's organization and corporate structure.
- Not be from employees or individuals who have or are currently working for the Proposer.
- Be able to provide an objective evaluation of the proposed Key Staff's performance.

Boxes 6 and 7, Staff Start Date and End Date: Provide the start and end dates the key staff worked on the cited project using MM/DD/YYYY format.

- All experience must have occurred within the last five (5) years from the Release of Solicitation, unless stated otherwise.
- For projects that are currently ongoing, experience will be calculated only for the work performed up to the Release of Solicitation date.

Box 8, Full-time/Part-time: Check the appropriate box for time proposed staff worked on the cited project. Refer to SECTION 3.3.3.1. FULL-TIME/PART-TIME MONTH EQUIVALENTS DEFINITION for additional details on calculating experience.

Box 9, Project Description: Provide a brief description of the nature of the proposed staff's cited project.

Box 10, Contract Amount: Provide the dollar amount of the contract value in US dollars.

Box 11, Instructions for documenting the years of experience gained from the project cited.

Note: It is the Proposer's responsibility to ensure that each mandatory (and if applicable, desirable)experience requirement is met in full and is addressed in the Key Staff qualification forms in order for the State to determine compliance with the requirements. If the State cannot determine that the years of experience for each of the mandatory experience requirements have been met, Proposer's proposal may be deemed non-responsive.

ATTACHMENT 16.1: KEY STAFF QUALIFICATIONS FORM

The Proposer may use multiple projects to meet the total experience required for each mandatory experience and, if applicable, desirable experience. Each cited project for each staff member must be submitted separately on the appropriate form. It is incumbent upon the Proposer to provide enough detail in response for the State to evaluate the Proposer's proposed staff's ability to meet the requirements and perform the services as described in this solicitation and the ATTACHMENT 23: APPENDIX A - STATEMENT OF WORK.

KEY STAFF QUALIFICATION FORM		
1.	Proposer:	
2.	Project Role:	☐ Contractor Project Manager ☐ Contractor Technical Manager ☐ Contractor Trainer ☐ Business Analyst ☐ Testing Manager ☐ Maintenance and Operations Lead
3.	Key Staff Name:	
4.	Project Name:	
5.	Name of Company for whom the Project was completed:	
6.	Contact Name and Information of the Proposer's Reference:	
7.	Start Date (MM/DD/YYYY)	
8.	End Date: (MM/DD/YYYY)	
9.	Key Staff Work Schedule	☐ Full-Time ☐ Part-Time
10.	Project Description:	

11.	Contractor Amount:	$
	Documenting instructions when a minimum number of years of experience is required. For each mandatory experience below: - Check "Yes" if the total years of experience was met on this referenced project; or - Check "Partial" if fewer than the total years of the experience was met on this referenced project; or - Check "No" if none of the experience was met on this referenced project. If "Partial" or "Yes" is checked, enter the years and/or months of "Experience gained on this referenced project" and describe the Bidder's role and responsibilities performed on the project in the "Description of services provided" field. The Bidder must ensure that each description clearly addresses how the project meets each of the minimum qualification components of the Mandatory Experience Requirement, as defined in each of the requirements.	

Project Role:	**Contract Project Manager**			
Requirement Number	**Classification**	**Qualification**	**Total Experience Required**	**Experience Gained on this Cited Project**
1.	Mandatory (M)	Experience as primary project manager for large-scale public sector IT projects.	3 years	☐ Yes ☐ No ☐ Partial Yr.____ Mo.____
	Provide a description of the work performed on the cited project and how it meets this requirement:			
2.	Mandatory (M)	Experience managing IT projects with multiple	3 years	☐ Yes

		stakeholders		☐ No ☐ Partial Yr.____ Mo.____
	Provide a description of the work performed on the cited project and how it meets this requirement:			
3.	Mandatory (M)	Experience leading teams through System Development Lifecycle	2 years	☐ Yes ☐ No ☐ Partial Yr.____ Mo.____
	Provide a description of the work performed on the cited project and how it meets this requirement:			
4.	Mandatory (M)	Active PMP certification	N/A	☐ Yes ☐ No

	Provide a description of the work performed on the cited project and how it meets this requirement:			
5.	Mandatory (M)	Experience managing IT contracts valued at $1M+	2 years	☐ Yes ☐ No ☐ Partial Yr.____ Mo.____
	Provide a description of the work performed on the cited project and how it meets this requirement:			
6.	Mandatory (M)	Experience managing contract requirements and deliverables	3 years	☐ Yes ☐ No ☐ Partial Yr.____ Mo.____

	Provide a description of the work performed on the cited project and how it meets this requirement:

Project Role:	**Contractor Technical Manager**			
Requirement Number	**Classification**	**Qualification**	**Total Experience Required**	**Experience Gained on this Cited Project**
1.	Mandatory (M)	Experience configuring and implementing cloud IT solutions for large-scale projects.	3 years	☐ Yes ☐ No ☐ Partial Yr.____ Mo.____
	Provide a description of the work performed on the cited project and how it meets this requirement:			
2.	Mandatory (M)	Experience leading cross-functional teams for large-scale projects.	3 years	☐ Yes ☐ No ☐ Partial Yr.____

				Mo.____
	Provide a description of the work performed on the cited project and how it meets this requirement:			
3.	Mandatory (M)	Public sector experience delivering technical communication.	2 years	☐ Yes ☐ No ☐ Partial Yr.____ Mo.____
	Provide a description of the work performed on the cited project and how it meets this requirement:			
4.	Mandatory (M)	Experience managing projects with multiple stakeholders and system interfaces.	3 years	☐ Yes ☐ No ☐ Partial Yr.____ Mo.____

	Provide a description of the work performed on the cited project and how it meets this requirement:			
5.	Mandatory (M)	Mainframe experience, including: - Extracting data from z/OS and storage systems using SMF data or specialized extractors - Managing JCL members to process data on the mainframe - Isolating batch job costs associated with specific job names/numbers to support accurate chargeback - Setting up/supporting hierarchical customer structures for invoicing	3 years	☐ Yes ☐ No ☐ Partial Yr.____ Mo.____
	Provide a description of the work performed on the cited project and how it meets this requirement:			
6.	Desirable Scored (DS)	Knowledge and experience of Statistical Analysis System (SAS) &	3 years	☐ Yes ☐ No

		SAS Merrill's Expanded Guide (MXG) used to extract, transform and load existing service usage data from source/mainframe systems.		☐ Partial Yr.____ Mo.____
	Provide a description of the work performed on the cited project and how it meets this requirement:			
7.	Desirable Scored (DS)	Knowledge and experience evaluating IBM's Z/OS mainframe usage data for System Management Facility (SMF), Hardware Security Modules (HSM), Removable Media Manager (RMM) Tape, Direct Access Storage Devices (DASD), and Adaptable Database System (ADABAS). Knowledge of IBM mainframe operating systems and components including Job Control Language (JCL) and Tivoli Usage and Accounting Manager (TUAM).	3 years	☐ Yes ☐ No ☐ Partial Yr.____ Mo.____

	Provide a description of the work performed on the cited project and how it meets this requirement:			
8.	Desirable Scored (DS)	Knowledge and experience working within data center services and related technologies, including networking, telecommunications, cloud computing, and storage solutions.	3 years	☐ Yes ☐ No ☐ Partial Yr.____ Mo.____
	Provide a description of the work performed on the cited project and how it meets this requirement:			

Project Role:	**Contractor Trainer**			
Requirement Number	**Classification**	**Qualification**	**Total Experience Required**	**Experience Gained on this Cited Project**
1.	Mandatory (M)	Experience leading training for large-scale IT projects.	3 years	☐ Yes ☐ No ☐ Partial Yr.____

				Mo.____
	Provide a description of the work performed on the cited project and how it meets this requirement:			
2.	Mandatory (M)	Experience in multiple training delivery methods (in-person, web-based, multimedia)	3 years	☐ Yes ☐ No ☐ Partial Yr.____ Mo.____
	Provide a description of the work performed on the cited project and how it meets this requirement:			

Project Role:	**Business Analyst**			
Requirement Number	**Classification**	**Qualification**	**Total Experience Required**	**Experience Gained on this Cited Project**
1.	Mandatory (M)	Experience leading business analysis for large-scale IT projects.	3 years	☐ Yes ☐ No ☐ Partial Yr.____

				Mo.____
	Provide a description of the work performed on the cited project and how it meets this requirement:			
2.	Mandatory (M)	Experience managing requirements traceability and gap analysis.	3 years	☐ Yes ☐ No ☐ Partial Yr.____ Mo.____
	Provide a description of the work performed on the cited project and how it meets this requirement:			
3.	Mandatory (M)	Experience communicating technical information to non-technical audience.	3 years	☐ Yes ☐ No ☐ Partial Yr.____ Mo.____

	Provide a description of the work performed on the cited project and how it meets this requirement:

Project Role:	**Testing Manager**			
Requirement Number	**Classification**	**Qualification**	**Total Experience Required**	**Experience Gained on this Cited Project**
1.	Mandatory (M)	Experience leading system testing for large-scale IT projects.	3 years	☐ Yes ☐ No ☐ Partial Yr.____ Mo.____
	Provide a description of the work performed on the cited project and how it meets this requirement:			
2.	Mandatory (M)	Experience in software quality assurance and testing.	3 years	☐ Yes ☐ No ☐ Partial Yr.____ Mo.____

	Provide a description of the work performed on the cited project and how it meets this requirement:			
3.	Mandatory (M)	Demonstrated experience with full Software Development Lifecycle	3 years	☐ Yes ☐ No ☐ Partial Yr.____ Mo.____
	Provide a description of the work performed on the cited project and how it meets this requirement:			

Project Role:	**Maintenance and Operations Lead**			
Requirement Number	**Classification**	**Qualification**	**Total Experience Required**	**Experience Gained on this Cited Project**
1.	Mandatory (M)	Experience managing IT system operations for large-scale projects.	3 years	☐ Yes ☐ No ☐ Partial Yr.____ Mo.____

	Provide a description of the work performed on the cited project and how it meets this requirement:			
2.	Mandatory (M)	ITIL® v3 or later certification (or equivalent)	N/A	☐ Yes ☐ No Yr.____ Mo.____
	Provide a description of the work performed on the cited project and how it meets this requirement:			

ATTACHMENT 16.2: KEY STAFF REFERENCE FORM

Purpose: Based on the satisfaction ratings received from the proposed Key Staff's references, the State will use the ratings to score the Key Staff.

Instructions to Proposer: Complete Part A, items 1-8 of this Key Staff Reference Form, attach the corresponding Key Staff Qualifications Form and send to references to complete Part B, items 10-15 and Part C. Once the Key Staff Reference Form is completed, the Proposer must submit it with its proposal.

The Proposer must complete and submit a Key Staff Reference Form for each of the projects cited on the corresponding Key Staff Qualification Form.

Reference scores will be calculated on a Pass/Fail basis. The lack of a response to any question or a rating of "0" (Unsatisfactory) or "No" for Yes/No questions on any Key Staff Reference Form may be considered non-responsive and may be the basis for rejecting the Proposer's proposal.

Instructions to the Key Staff's Reference: Complete Part B, items 10-15 of this form using the rating scale in the "Reference Satisfaction Rating" field (item 9). Rate your satisfaction with the Key Staff who performed the services described in item 8, Project Description & Key Staff's role on the project, and confirm that the information in Part A is consistent and corresponds with the corresponding Key Staff Qualification Form attached. Complete Part C and return the form to the Proposer.

PART A: TO BE COMPLETED BY PROPOSER		
1.	Bidder:	
2.	Key Staff Name:	
3.	Project Name:	
4.	Name of Company for whom the Project was completed:	
5.	Contact Name and Information of the Key Staff's Reference:	
6.	Key Staff's Start and End Dates on the Project:	
7.	Contract Amount:	$
8.	Project Description & Proposer's role on the Project:	

PART B: TO BE COMPLETED BY KEY STAFF'S REFERNCE		
9.	**Reference Satisfaction Rating:** Using the following scale to rate the Key Staff's overall performance on the services provided: 0 = Unsatisfactory, 1 = Satisfactory, 2 = Excellent **Rate your satisfaction with the individual who provided the services described in the corresponding attached Key Staff Qualifications Form. Mark only one number for each question below. A "No" or "0" answer may result in Key Staff disqualification and therefore may be cause for rejection of the proposal.** **Circle only one number for each question below.**	
10.	Can you confirm that the individual worked on the project as listed in item #3?	☐ Yes ☐ No
11.	How would you rate the individual's overall performance?	☐ 0 ☐ 1 ☐ 2
12.	How would you rate the individual's effectiveness at communicating (orally and in writing) with project members and stakeholders?	☐ 0 ☐ 1 ☐ 2
13.	How would you rate the individual's effectiveness in dealing with conflicting priorities?	☐ 0 ☐ 1 ☐ 2
14.	How would you rate the individual's effectiveness to work in a team setting?	☐ 0 ☐ 1 ☐ 2
15.	Would you recommend working with the individual?	☐ Yes ☐ No

By completing this reference form, I declare the following:

1. I have reviewed the information contained in Part A, items 1-8 above, and the corresponding Key Staff Qualifications Form and the information is true and correct;
2. I am/was employed by the company for whom the project was completed; and
3. I performed a management or supervisory role on the cited project.

PART C: TO BE COMPLETED BY KEY STAFF'S REFERNCE	
Reference Signature:	Date:

Printed Name:
Reference Title or role on Project:
Reference Email:
Reference Phone:

ATTACHMENT 17: NARRATIVE RESPONSE

The Proposer must submit their Understanding and Approach as ATTACHMENT 17: NARRATIVE RESPONSE in their response to the RFP.

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

Proposers must provide a narrative describing their understanding and approach to the performance of the work described in this RFP and SOW SECTION 5. Project Tasks/Deliverables.

In preparing the response to the Understanding & Approach, do not simply restate or paraphrase information in this RFP and the SOW. The Proposer shall describe or demonstrate, in their own words, the information required, as described below. Simply restating or paraphrasing the information in this RFP will result in zero (0) points being awarded.

Narratives shall explain how deliverables stated in SOW SECTION 5. Project Tasks/Deliverables will be executed. The response to SOW SECTION 5. Project Tasks/Deliverables, must be completed, and the Proposer must submit ATTACHMENT 17: NARRATIVE RESPONSE that includes:

1. A point-by-point response to all Task Groups included in SECTION 5. Project Tasks/ Deliverables of the SOW. Font size shall be Arial twelve (12) and single-spaced.
    a. Response should be a narrative or bulleted list that provides a response on how the Proposer would meet or satisfy each deliverable. Responses that simply restate each of the deliverables may result in a score of zero (0).
    b. Identify the Deliverable Number and Deliverable Title above the Narrative response for each Deliverable.
    c. Describe the approach, methodology and strategies the Proposer will use to complete each deliverable.
    d. Schedule a timeline for each deliverable, for the project duration, and include any sub-tasks to complete the deliverables and due dates for each deliverable.
2. Outline and describe the methodology and strategies to accomplish the project objectives including any proposed tools.
3. Provide a timeline/schedule, including, but not limited to:
    a. When activities will be accomplished, estimated time (hours) to complete.
    b. A draft task schedule including task dependencies and resource assignments.
4. The response shall not exceed sixty (60) pages total.

Note: It is the Proposer's responsibility to ensure that their narrative response to each deliverable requirement is met in full and addressed herein for the State to determine compliance with the deliverable requirements. If the State cannot determine that the Proposer's understanding and approach meets the State's needs, the Proposer's offer may be deemed non-responsive.

ATTACHMENT 18: PERSONNEL CHANGE ORDER FORM

CHANGE ORDER NO.

Contractor Name: _____ Contract Number: _____

Proposed Start Date: ____ or upon approval by the CDT Contract Manager, whichever occurs later.

Reason for Change:

Description of Change:
To replace the following personnel.

Current Personnel: (Name, classification, and hourly rate)

Proposed Personnel: (Name, including phone number and email address)

Proposed Personnel Classification: (Must meet or exceed current classification)	Proposed Hourly Rate: (Must be less than or equal to current rate)

Resume Attached?

Experience Worksheet included?

Approval:
Changes identified above are in accordance with the terms and conditions of the contract. By signing below, the Contractor Contract Manager has confirmed that the proposed staff meets the personnel classification requirements, and any requirements listed in the Statement of Work (SOW), Exhibit A. The Contract Manager's signatures below indicate that they have confirmed that the proposed personnel staff meets the requirements listed in the SOW.

Contractor Contract Manager (Print name & Sign/Date)

✍

CDT Contract Manager (Print name & Sign/Date)

✍

CDT Business Administrator (Print name & Sign/Date)

✍

ATTACHMENT 19: WORK AUTHORIZATION FORM

The task/deliverable(s) will be performed in accordance with this Work Authorization and the provision of Contract Number:

WORK AUTHORIZATION NUMBER	PAGE(S) of
TITLE OF TASK/DELIVERABLE	
TASK/DELIVERABLE SUMMARY (Brief description of task/deliverable to be performed under work authorization)	

START DATE	COMPLETION DATE
TOTAL ESTIMATED LABOR HOURS	TOTAL ESTIMATED COST

AUTHORIZED AND APPROVED BY:

CONTRACTOR CONTRACT MANAGER NAME

TITLE

SIGNATURE

DATE

CDT CONTRACT MANAGER NAME

TITLE

SIGNATURE

DATE

RECEIVED BY:

CDT BUSINESS ADMINISTRATOR NAME

TITLE

SIGNATURE

DATE

ATFTACHMENT 20: WORK AUTHORIZATION ACCEPTANCE DOCUMENT

CONTRACTOR NAME:
CDT CONTRACT NUMBER:
WORK AUTHORIZATION ACCEPTANCE DOCUMENT (WAAD) NUMBER:
WORK AUTHORIZATION TITLE:
WORK AUTHORIZATION COMPLETION DATE:
TOTAL COST OF WORK AUTHORIZATION:

WORK AUTHORIZATION DESCRIPTION:

AUTHORIZED AND APPROVED BY:

CONTRACTOR CONTRACT MANAGER NAME | TITLE

SIGNATURE | DATE

CDT CONTRACT MANAGER NAME | TITLE

SIGNATURE | DATE

RECEIVED BY:

CDT BUSINESS ADMINISTRATOR NAME | TITLE

SIGNATURE | DATE

Note: Once the Contractor and CDT have approved the WAAD as stipulated in the contract, the Contractor may submit an invoice to CDT. Refer to payment terms in Exhibit B.

ATTACHMENT 21: GLOSSARY OF TERMS

Definitions, Acronyms, and Abbreviations

Acronyms	Definition
ADABAS	Adaptable Data Base System
AD	Active Directory
Admin	Administrator
API	Application Programming Interface
CalTABS	California Technology Billing System
CAP	Corrective Action Plan
CDT	California Department of Technology
CICS	Customer Information Control System
DAD	Deliverable Acceptance Document
DEL	Deliverable
DVBE	Disabled Veteran Business Enterprise
ETL	Extract, Transform, Load
FI$Cal	Financial Information System for California
ID	Identifier/Identification
M&O	Maintenance and Operations
MFA	Multi-Factor Authentication
OCM	Organizational Change Management
PM	Project Manager/Project Management
PMP	Project Management Plan
RFP	Request for Proposal
RTM	Requirements Traceability Matrix
SaaS	Software-as-a-Service
SAM	State Administrative Manual
SB	Small Business
SCO	State Controller's Office
SDLC	Software/System Development Life Cycle
SIEM	Security Information and Event Management
SIMM	Statewide Information Management Manual
SLA	Service Level Agreement
SME	Subject Matter Expert
SOW	Statement of Work
UAT	User Acceptance Testing
UI	User Interface
UX	User Experience
XML	Extensible Markup Language

Terms	Definition
Acceptance	A State confirmation to the Contractor that a Deliverable or Service has conformed to its applicable Acceptance Criteria in accordance with the processes described in the SOW.
Acceptance Criteria	The subset of Specification against which each Deliverable or Service shall be evaluated in accordance with the SOW and applicable Work Authorizations.
Action Item	Requires the completion of a task or activity.
Active Directory	Microsoft's proprietary directory service.
Americans with Disabilities Act	State and Local Government Activities

Terms	Definition
	Title II covers all activities of State and local governments regardless of the government entity's size or receipt of Federal funding. Title II requires that State and local governments give people with disabilities an equal opportunity to benefit from all of their programs, services and activities (e.g., public educations, employment, transportation, recreation, health care, social services, courts, voting, and town meetings). State and local governments are required to follow specific architectural standards in the new construction and alteration of their buildings. They also must relocate programs or otherwise provide access in inaccessible older buildings, and communicate effectively with people who have hearing, vision, or speech disabilities. Public entities are not required to take actions that would result in undue financial and administrative burdens. They are required to make reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination, unless they can demonstrate that doing so would fundamentally alter the nature of the service, program, or activity being provided.
As-Is	The current business environment/processes used at the California Department of Technology and customer entities.
Authentication	The Process of verification that an individual or an entity is who it claims to be. Ensures that the authenticated user has the appropriate privileges to access resources.
Availability	The property that data or information is accessible and useable upon demand by an authorized user.
Customer ID	A unique 3-digit code that identifies a specific customer to be billed. Customers can have more than one Customer ID code that is uniquely tied to their specific funding sources and is used to track transactions, billing, and account activity.
Business Analyst	A Business Analyst identifies and document requirements and process improvements and provides support through the project lifecycle.
Business Day	All days that all State agencies are open for business, excluding weekends, State holidays, or other days mutually agreed upon by the parties in writing. Unless otherwise indicated, a business day commences at 8:00 a.m. and concludes at 5:00 p.m., Pacific Time (PT).
Business Process	A sequence of suer activities which, when complete, results in the accomplishment of a business objective.
California Public Records Act	Governmental records shall be disclosed to the public, upon request, unless there is a specific reason not to do so. Most of the reasons for withholding disclosure of a record are set forth in specific exemptions contained in the CPRA. However, some confidentiality provisions are incorporated by reference to other laws. In addition, the CPRA provides for a general balancing test by which an agency may withhold records from disclosure if it can establish that the public interest in nondisclosure clearly outweighs the public interest in disclosure. For additional information, please see the Department of Justice's Summary of the California Public Records Act.
Cancellation	Occurs before effectuation & effective date.
Change Request	A written form that when mutually agreed to and executed, in writing, modifies, deletes, or adds to the Deliverables or Services, in whole or in part, and that is made in accordance with the terms for the SOW.
Charges	The amount(s) to be paid for Services and Deliverables, in whole or in part, as described in the Contract.
Confidential Information	Various trade secrets and information that the State desires to protect against unrestricted disclosure and that may be exempt from disclosure to the public or other unauthorized persons under State and federal laws, including without limitation (i) any nonpublic information or documentation concerning the State's business or future products or plans; and (ii) information that is designated as confidential by the

Terms	Definition
	State. The following are also hereby designated the State's Confidential Information: customer, customer employee, client, client employee, and CDT employee personal information, including but not limited to names, addresses, Social Security numbers, e-mail addresses, telephone numbers, financial profiles, credit card information, driver's license numbers, medical data and health information, and law enforcement records, and such other Confidential Information as is described in this definition.
Confidentiality	The property that data or information is not made available or disclosed to unauthorized person or processes.
Configuration(s)	The setting up of the business rules and workflow of business decisions to be used to implement the specific business rules and workflow of CDT, without utilizing program language or database queries and the entering of data into tables that a software "rules engine" will process to determine workflow sequences, value limitation, and other variables, all without altering the Software source code.
Conflict of Interest	Contractor, by entering into the Agreement with CDT to perform or provide work, Services or materials, has thereby covenanted that it has no direct or indirect pecuniary or proprietary interest, and that it shall not acquire any interest, which conflicts in any manner or degree with the work, services or materials required to be performed and/or provided under the Agreement and that it shall not employ any person or agent having any such interests.
Customer	An individual, employer, or an employee, or qualified entity seeking information or services from CDT.
Customer Account Code	A lower-level code stemming from the Customer ID code to track, bill or bucket billing activity by project, area, system based on specifications from the Customer.
Data	The State's records, files, forms, data, converted Data, and other information and documents in electronic or hard copy form. In addition, Data is any information, formulae, algorithms, or other content that the State, the State's employees, agents and end users upload, create or modify. Data also includes user identification information and metadata which may contain Data or from which the State's Data may be ascertainable
Day(s)	Calendar day(s), unless otherwise indicated.
Disclosure	The release, transfer, provision of access to, or divulging in any other manner of PII outside the entity holding the information. Disclosure includes if a person or entity outside of the entity holding the information takes possession or control of PII, such as if PII is encrypted by an unauthorized person as the result of a ransomware attack.
End User License Agreement	A legal contract entered into between a software developer or vendor and the user of a software detailing the rights and restrictions which apply to the use of the software. Often shortened to "EULA."
Enhancement(s)	Updates, additions and modifications to, and new releases for the Software and ThirdParty Software, and all associated changes to the Documentation as a result of Enhancements, including but not limited to Enhancements produced by executed Change Requests (CR).
Extensible Markup Language	A markup language created by the World Wide Web Consortium (W3C) to define a syntax for encoding documents that both humans and machines could read. It does this through the use of tags that define the structure of the document, as well as how the document should be stored and transported. Often shortened to "XML."
Final Acceptance	Final Acceptance occurs when the Contractor repairs all Deficiencies, identified during the applicable Warranty Period, related to the Baseline system requirements. The Contractor will receive a Final Acceptance Notice from the State when this event has occurred.
Fixed Price Amount	The fixed price amount payable and paid by the State to the Contractor under this Contract.

Terms	Definition
Funding	The parties acknowledge and agree that this Agreement is dependent upon the availability of State funding.
Go-Live	The event that occurs after CDT gives Acceptance for Release and puts a Release into Production.
Implementation	The process for making the solution operational in Production.
Integrity	The property that data or information have not been altered or destroyed in an unauthorized manner.
Interfaces	Custom Software that is developed for transmitting Data between the System and other systems.
Interoperability	Being able to accomplish end-user applications using different types of computer systems, operating systems, and application software, interconnected by different types of local and wide area networks. (James A. O'Brien and George M. Marakas)
Job Role	Logical grouping of job functions (responsibilities) needed to produce specific service offering and/or work. There may be one or more roles for each job category.
Key Action Dates and Times	Important actions, dates and times associated with this solicitation by which the actions must be taken or complete.
Key Staff	The Contractor's required key personnel for this Contract, as listed in the SOW.
Notice	A written document given by one party to the other. Except as the parties may otherwise agree, any notice or demand or other communication required or permitted to be given under this Contract or applicable law shall be effective if and only if it is in writing, properly addressed, and either delivered in person, or by a recognized courier service, or deposited with the United States Postal Service as first-class certified mail, postage prepaid, return receipt requested. Notices shall be effective upon receipt or four (4) business days after mailing, whichever is earlier.
Operational	The condition when a Software Deliverable, a Service, or the System and Hosting Services are functional in accordance with applicable Specifications and used for their purposes in Production.
Performance	Contractor shall begin to perform the Services on the Execution Date. Contractor shall perform the Services as described in this Agreement.
Privacy Incident	Shall mean either: i) the loss of control, compromise, unauthorized disclosure, unauthorized acquisition, unauthorized access, or any similar term referring to situations where persons other than authorized users and for an other than authorized purpose have access or potential access to PII, whether physical, or electronic; or ii) a reasonable belief that unauthorized acquisition of PII that compromises the security, confidentiality or integrity of the PII has occurred.
Public Records	Contractor acknowledges that this Agreement shall be a public record under State law, subject to California Government Code Section 100508. Any specific information that is claimed by Contractor to be Confidential Information must be clearly identified as such by Contractor.
Request for Proposal	A request for proposal (RFP) is a solicitation made, often through a bidding process, by an agency or company interested in procurement of a commodity, service or valuable asset, to potential suppliers to submit business proposals.
Requirements Traceability Matrix	The RTM contains all project requirements which are individually linked to the deliverables, test cases, or other project activities that confirm the completeness of each requirement.
Root Cause Analysis	The process of discovering the root cause of problems in order to identify appropriate solutions.
Schedule	The dates described in a Work Plan for deadlines for performance of Services and other Project events and activities.
Security Incident	The act of violating an explicit or implied security policy, which includes attempts (either failed or successful) to gain unauthorized access to a

Terms	Definition
	system or its data, unwanted disruption or denial of service, the unauthorized use of a system for the processing or storage of data, and changes to system hardware, firmware, or software characteristics without the owner's knowledge, instruction, or consent. Incidents include the loss of data through theft or device misplacement, loss or misplacement of hardcopy documents, and misrouting of mail, all of which may have the potential to put the data at risk of unauthorized access, use, disclosure, modification, or destruction. Adverse events such as floods, fires, electrical outages, excessive heat are not considered security incidents.
Service Level Agreement	The standards to which the System shall perform, and which Services and Deliverables will meet as described in this Contract.
Services	The tasks and services to be performed by the Contractor (and/or its Subcontractors), as described in the Contract.
Software-as-a-Service	A software distribution model in which applications are hosted by a vendor or service provider and made available to customers over a network, typically the Internet.
State Business Day	A working day recognized by State of California, typically excluding weekends and state-observed holidays.
State Project Director	The State Project Director is responsible for planning, directing, and overseeing the Project, and ensure that Deliverables and Functionality are achieved as defined in the Contract, Project Charter, funding documentation and subsequent Project plans. The Project Director provides leadership and strategic direction to the organization to ensure Project and organization objectives are accomplished via effective Project management. The Contractor will report to the State Project Director. The State Project Director is also responsible for the management of all resources assigned to the Project, serves as the primary liaison between the Project and the Project Sponsors and Steering Committee, and escalates decisions and issues as needed. The Project Director coordinates Project related issues with other efforts, reviews and resolves Project issues not resolved at lower levels and directs the Project management Functions. The Project Director acts as the principal interface to the Contractors.
Statement of Work	Captures a detailed overview of the project in all its dimensions.
Subcontractor	A person, partnership, or company, which is not in the employment of or owned by Contractor and which is performing Services under this Contract under a separate agreement with and/or on behalf of Contractor.
Subject Matter Expert	A person who is an expert in a particular area or topic.
Support	The technical and customer support Services which are described as such in this Contract.
Tool	An application or application data file that the project uses that may generate a report or be a vehicle for referencing specific information.
User Experience	UX (User Experience) refers to a person's emotions and attitudes about using a particular product, system or service. It includes the practical, experiential, affective, meaningful and valuable aspects of human–computer interaction and product ownership.
User Role	A set of responsibilities or job functions assigned to or expected of a person or group of individuals. Individuals assigned to a role must be able to complete functions associated with the role.
User(s)	Parties who will have use of and access to the System and Services.

ATTACHMENT 22: SECURITY AND CONFIDENTIALITY STATEMENT (POST AWARD)

In addition to the confidentiality requirements set forth in the General Provisions, upon Contract award, Contractor to submit a signed confidentiality statement from all personnel, agents, and subcontractors assigned to the awarded Contract.

All personnel assigned to this project shall be provided a Confidentiality Statement and will be expected to sign and return it to the State's Contract Manager before beginning work on this project.

As an authorized representative or corporate officer of the company named below, I have the authority to bind the company contractually, and I agree that all persons employed by this company will adhere to the following policy:

All information belonging to CDT, or its affiliated agencies is considered sensitive and/or confidential and cannot be disclosed to any person or entity that is not directly approved to participate in the work required to execute this Agreement.

I certify that I will keep all project information, including information concerning the planning, processes, development, or procedures of the project, confidential and secure. I will not copy, give, or otherwise disclose such information to any other person unless CDT has on file a Security and Confidentiality Statement signed by the other persons, and the disclosure is authorized and necessary for the project. I understand that the information to be kept confidential includes, but is not limited to, specifications, administrative requirements, terms and conditions, concepts, and discussions, as well as written and electronic materials. I further understand that if I leave this project before it ends, I must still keep all project information confidential. I agree to follow any instructions provided by the project relating to the confidentiality of project information.

I fully understand that any unauthorized disclosure I make may be a basis for civil or criminal penalties and/or disciplinary action (for State employees). I agree to advise the Contract Manager immediately in the event of an unauthorized disclosure, inappropriate access, misuse, theft, or loss of data.

All materials provided for this project, except where explicitly stated, will be promptly returned, or destroyed, as instructed by an authorized CDT representative. If the materials are destroyed and not returned, a letter attesting to their complete destruction which documents the destruction procedures must be sent to the Contract Manager at CDT before payment can be made for services rendered. In addition, all copies, or derivations, including any working or archival backups of the information, will be physically and/or electronically destroyed within five (5) calendar days immediately following either the end of the contract period or the final payment, as determined by CDT.

All personnel assigned to this project shall be provided a Security and Confidentiality Statement and will be expected to sign and return it to the CDT Business Administrator before beginning work on this project.

REPRESENTATIVE NAME	TITLE	PHONE NUMBER
COMPANY NAME		
STREET ADDRESS		
CITY	STATE	ZIP CODE

SIGNATURE

DATE

ATTACHMENT 23: APPENDIX A - STATEMENT OF WORK

1. OBJECTIVE

The Contractor [TBD] (hereinafter referred to as the "Contractor") agrees to provide the California Department of Technology (hereinafter referred to as "CDT" or the "State"), Office of Administrative Services/Rates and Cost Recovery with comprehensive implementation services and subscription licenses for a modern Software-as-a-Service (SaaS) billing solution to replace the legacy billing system, CalTABS. The Contractor shall deliver end-to-end implementation services including requirements analysis, system design and configuration that includes set up of data ingestion and transformation processes from 30+ sources, system integrations, testing, training, Go-Live and System Stabilization, and ongoing operational support.

2. TERM/PERIOD OF PERFORMANCE

A. The period of performance for the Contract shall be three years from October 1, 2026, or upon approval, whichever is later, through September 30, 2029, with an option to extend for two additional twelve (12) month term at the original rates evaluated and considered and exercised at the State's sole discretion.

B. The Contractor shall not be authorized to deliver or commence the performance of services as described in this SOW until written approval has been obtained from all entities. Any delivery or performance of service that is commenced prior to the signing of the Contract shall be considered voluntary on the part of the Contractor and non- compensable.

C. Consistent with the terms and conditions of the original solicitation, and upon mutual consent, CDT and the Contractor may execute written amendments for changes to this contract that were evaluated and considered.

3. LICENSEE SITE/LOCATION

The "Licensee Site" shall mean CDT, as identified in this Agreement, which Licensee represents, is operated or controlled by the Licensee. The Licensee may change the Licensee Site to another location located within the United States without incurring additional charges.

CDT, Office of Technology Services	
Gold Camp Campus	Vacaville Campus
3101 Gold Camp Drive	1020 Vaquero Circle
Rancho Cordova, CA 95670	Vacaville, CA 95688

4. LICENSE TYPE

Software as a Service (SaaS) Subscription per designated user, per year.

5. INSTALLED ON

All the software associated with this SaaS is installed at the manufacturer's or Contractor's site.

6. CONTRACT REPRESENTATIVES

All notices required by, or relating to, this Contract shall be in writing and shall be sent to the parties identified below. For Contract Manager and/or Business Administrator changes, each party shall notify the other in writing. All such notices shall be deemed duly given if emailed and directed to the prevailing addresses.

The Contract Managers during the term of this contract will be:

State:	California Department of Technology	Contractor:	TBD
Name:	Gary Alarid	Name:	
Phone:	916-715-6724	Phone:	
e-mail:	Gary. Alarid@state.ca.gov	e-mail:	

The Business Administrators during the term of this contract will be:

State:	California Department of Technology	Contractor:	TBD
Unit:	Acquisitions & IT Program Management Branch (APMB)	Name:	
Name:	Richard Vanderzanden	Address:	
Address:	P.O. Box 1810 MY Y-14 Rancho Cordova, CA 95741		
Phone:	916-857-8873	Phone:	
e-mail:	Richard.Vanderzanden@state.ca.gov	e-mail:	

7. CONTRACTOR QUALIFICATIONS

The Contractor shall provide at least three and no more than six consultants who meet the qualifications described below and can complete the identified tasks and deliverables described in Section 5 Project Tasks/Deliverables and resume must validate that the proposed consultant meets the mandatory qualifications. All experience used to meet the minimum requirements must have occurred within the last seven (7) years prior to the solicitation release date, unless stated otherwise. If the Contractor proposes a consultant perform more than one role, that consultant shall meet the minimum qualifications for both roles.

For all mandatory qualifications and desirable qualifications for Contractor Key Staff, a large-scale IT project is defined as a project with at least one thousand (1,000) system end users distributed across multiple locations and a total budget of at least three (3) million dollars.

A. Mandatory Qualifications - Must show a minimum of years as indicated for each role's experience, knowledge, skills, and abilities in the following areas, including but not limited to:

1. Contractor Project Manager

Responsibilities: Overall project management of the contractor team, liaison with State, manage contract compliance, deliverables, budgets, invoicing for the contractor team.

Minimum Qualifications:

- 3+ years as primary project manager for large-scale public sector IT projects
- 3+ years managing IT projects with multiple stakeholders
- 2+ years leading teams through System Development Lifecycle
- Active PMP certification

- 2+ years managing IT contracts valued at $1M+
- 3+ years managing contract requirements and deliverables

2. Contractor Technical Manager

Responsibilities: Oversee technical design, configuration, testing, implementation, security compliance, and hosting. Develop implementation plan, data conversion plan, oversee ETL processes, oversee operational readiness and Go-Live/System Stabilization.

Minimum Qualifications:

- 3+ years configuring and implementing cloud IT solutions for large-scale projects
- 3+ years leading cross-functional teams for large-scale projects
- 3+ years public sector experience delivering technical communication
- 3+ years managing projects with multiple stakeholders and system interfaces
- 3+ years mainframe experience, including:
- Extracting data from z/OS and storage systems using SMF data or specialized extractors
- Managing JCL members to process data on the mainframe
- Isolating batch job costs associated with specific job names/numbers to support accurate chargeback
- Setting up/supporting hierarchical customer structures for invoicing

Desirable Qualifications:

- 2+ years knowledge and experience of Statistical Analysis System (SAS) & SAS MXG (Merrill's Expanded Guide) used to extract transform and load existing service usage data from source/mainframe systems.
- 2+ years knowledge and experience evaluating IBM's Z/OS mainframe usage data for System Management Facility (SMF), Hardware Security Modules (HSM), Removable Media Manager (RMM) Tape, Direct Access Storage Devices (DASD), and Adaptable Database System (ADABAS). Knowledge of IBM mainframe operating systems and components including Job Control Language (JCL) and Tivoli Usage and Accounting Manager (TUAM).
- 2+ years knowledge and experience working within data center services and related technologies, including networking, telecommunications, cloud computing, and storage solutions.

3. Contractor Trainer

Responsibilities: Develop training plan/materials, deliver training sessions, manage training environment.

Minimum Qualifications:

- 3+ years leading training for large-scale IT projects
- Experience in multiple training delivery methods (in-person, web-based, multimedia)

4. Business Analyst

Responsibilities: Manage requirements analysis, gap analysis, Requirements Traceability Matrix, liaison between technical and business teams.

Minimum Qualifications:

- 3+ years leading business analysis for large-scale IT projects
- 3+ years managing requirements traceability and gap analysis
- 3+ years communicating technical information to non-technical audience

5. Testing Manager

Responsibilities: Develop system test plan and testing materials, manage all testing phases.

Minimum Qualifications:

- 3+ years leading system testing for large-scale IT projects
- 3+ years in software quality assurance and testing
- Demonstrated experience with full Software Development Lifecycle

6. Maintenance and Operations Lead

Responsibilities: Oversee system operations, release management, SLA compliance.

Minimum Qualifications:

- 3+ years managing IT system operations for large-scale projects
- ITIL® v3 or later certification (or equivalent)

8. PROJECT TASKS/DELIVERABLES

CDT and the Contractor shall identify tasks within the scope of this Contract, to be agreed upon and approved by CDT in Exhibit A-2, Work Authorization (WA). All WAs shall be written to reflect agreed upon tasks, deliverables, and roles/responsibilities, and approved by the CDT Contract Manager and the Contractor, with a copy sent to the CDT Business Administrator, prior to work beginning. The final version of each task/deliverable shall be presented to the CDT Contract Manager for review and approval or rejection. Work on a task or deliverable shall not begin unless WA has been obtained from CDT.

The Contractor's tasks include, but are not limited to:

Task Group #1 – Contractor Onboarding/Planning/Project Management Requirements

Req #	Task Group #1 Requirement
TG1.1	The Contractor shall review and, as applicable, provide input to the State-approved Project Management Plans, processes, and procedures.
TG1.2	The Contractor shall adhere to and follow the State-approved Project Management Plans, processes, and procedures. In the event the Contractor recommends deviations from prescribed standards, Contract shall obtain pre-approval from the State Project Director or designee.
TG1.3	The Contractor shall develop and deliver a written Monthly Status Report to the State, per SOW Attachment 2 - Deliverables.
TG1.4	The Contractor shall develop and deliver a Training Plan, per SOW Attachment 2 - Deliverables.
TG1.5	The Contractor shall develop and deliver a System Test Plan, per SOW Attachment 2 - Deliverables.
TG1.6	The Contractor shall develop and deliver an Implementation Management Plan, per SOW Attachment 2 - Deliverables.
TG1.7	The Contractor shall participate in and contribute to an in-person Project Kickoff Meeting with the State Project Team, Project Sponsors, and Key Stakeholders identified by the State.
TG1.8	The Contractor shall, in coordination with the State Project Director, contribute to the development of Project Kickoff Presentation materials no less than five (5) State business days prior to the scheduled Project Kickoff Meeting.
TG1.9	The Contractor Project Manager and Contractor Key Staff shall attend the Project Kickoff Presentation and deliver major portions of the presentation.
TG1.10	The Contractor shall participate in regularly scheduled and ad hoc project meetings with the State to provide and discuss project status and schedule updates, as requested by the State Project Director or designee.
TG1.11	The Contractor shall cooperate, collaborate, and participate in identifying and analyzing Project risks, issues, action items, decision items, change requests in accordance with approved Project Management Plans, processes, and procedures.
TG1.12	The Contractor shall prepare and deliver meeting agenda and meeting notes for all Contractor-initiated meetings with the State. Meeting agendas shall be provided no later than one (1) State business day prior to the scheduled meeting, and meeting minutes shall be provided no later than 1 (one) business day after the scheduled meeting.
TG1.13	The Contractor shall provide the State with regular status updates, as requested by the State Project Director.
TG1.14	The Contractor shall provide responses to inquiries and requests for information as requested by the State Project Director, within three (3) business days unless otherwise agreed upon by the State Project Director or designee.
TG1.15	The Contractor shall not contact, respond to, or otherwise engage in communication with external State or federal agencies/entities or Project Stakeholders without permission and participation from the State Project Director or designee.
TG1.16	The Contractor shall, in coordination with the State Project Director, provide input into the development of a Project Schedule which includes all required Contractor tasks, deliverables, timelines, and resources to deliver the full scope of this Contract.
TG1.17	The Contractor shall comply with the baselined Project Schedule, adhere to schedule dates, and identify, escalate, and work to mitigate potential schedule variances, risks, and issues.
TG1.18	The Contractor shall collaborate and work with the State Project Director to ensure all project activities are planned and performed in accordance with the

Req #	Task Group #1 Requirement
	Project Schedule.
TG1.19	Upon request from the State Project Director, the Contractor shall provide regular schedule updates to accurately reflect the status of activities, tasks, events, deliverables, and/or services.
TG1.20	The Contractor shall collaborate with the State to plan, perform, and support organizational change, at the request of the State Project Director.
TG1.21	The Contractor shall contribute to the State's organizational change management approach related to readiness, outreach, and marketing, at the request of the State Project Director.
TG1.22	The Contractor shall provide a Corrective Action Plan (CAP) within five (5) State business days for a Deliverable or service provided by the Contractor, as directed by the State Project Director or designee. The CAP shall describe the changes necessary that the Contractor will make to bring the system, process, deliverable, or Contract performance to an acceptable level of compliance as determined by the State.
TG1.23	The Contractor shall develop the CAP to include, at a minimum, the following content: • Subject title identifying the issue or problem. • Date (and if needed time) of occurrence. • Deliverable and SOW requirement ID number, if applicable. • Description of the issue or problem (e.g., deficiency, breach, outage), including if there had been a previous CAP for the same issue or problem. • Root Cause Analysis. • Impacts (I.e., to the system, Project schedule, program areas, stakeholders, etc.) • Proposed corrective actions, with a minimum of one (1) alternative option for the State's consideration. All options shall include pros and cons, and the Contractor's recommended choice. No option shall be to leave as-is. • Assigned vendor resources (including names and positions). • Action plan outlining the activities and schedule for each option, including planned completion dates of key action items and CAP completion. • Changes necessary for the Contractor to take to prevent reoccurrence of the issue or problem.
TG1.24	The Contractor shall only execute a CAP following receipt of written approval from the State Project Director or designee. For any revisions requested by the State to the CAP, the Contractor shall submit a revised CAP within five (5) State business days.
TG1.25	The Contractor shall provide a written report of the status and progress of the CAP activities on a weekly basis to the State Project Director or designee until the State determines it is completed.
TG1.26	The Contractor shall notify the State Project Director or designee in writing when the CAP activities within a CAP have been successfully executed. The notification to the State shall include, at a minimum, the following content: • Overview of the actions the Contractor took and any findings. • Confirmation of the preventive actions and their target dates the Contractor will take to mitigate reoccurrence of the issue or problem.
TG1.27	The Contractor shall deliver for review, any documentation requested by the State Project Director or designee, to support the State's CAP completion evaluation.
TG1.28	The Contractor shall consider the CAP complete based upon the State Project

Req #	Task Group #1 Requirement
	Director or designee's evaluation and approval.

Task Group #1 Deliverables

The Contractor shall produce the following deliverables as part of Task Group #1, in accordance with SOW Attachment 2 - Deliverables.

Del ID	Deliverable Name	Submission Type
DEL-11	Monthly Status Report (MSR)	Initial
DEL-07	Implementation Management Plan	Initial
DEL-22	Training Plan	Initial
DEL-18	System Test Plan	Initial

Task Group #2 – Analysis and Design Requirements

Req #	Task Group #2 Requirement
TG2.1	The Contractor shall collaborate with Project and program staff to clarify any questions regarding the SOW Attachment 1 - Detailed System Requirements in order to ensure a thorough understanding of the Project's needs and identify any potential gaps, impacts, risks, and/or issues.
TG2.2	The Contractor shall lead and facilitate analysis, design, and configuration sessions with Project and program staff to validate the State's functional and non-functional system requirements.
TG2.3	The Contractor shall ensure validated requirements are unambiguous, consistent, complete, accurate, and testable.
TG2.4	The Contractor shall, in collaboration with the State, update, deliver, and maintain a Requirements Traceability Matrix, per SOW Attachment 2 - Deliverables that includes the detailed functional and non-functional requirements in SOW Attachment 1 - Detailed System Requirements.
TG2.5	The Contractor shall manage all System requirements in accordance with the State-accepted Requirements Management Plan and State-accepted Detailed Design Specification document.
TG2.6	The Contractor shall provide full access (read/write) to designed State staff to the Contractor-provided Requirements Traceability Matrix tool.
TG2.7	The Contractor shall, with concurrence from the State Project Director or designee, baseline the System requirements.
TG2.8	The Contractor shall trace baselined requirements through System Acceptance.
TG2.9	The Contractor shall clarify, finalize, and document the System user roles and permissions through collaboration with Project and program staff.
TG2.10	The Contractor shall develop and deliver a Detailed Design Specification document, per SOW Attachment 2 - Deliverables.
TG2.11	The Contractor shall conduct a walkthrough of the Detailed Design Specification document with designated State staff.
TG2.12	The Contractor shall incorporate approved changes into the Detailed Design Specification in accordance with the State-approved Project Management Plan, processes, and procedures.
TG2.13	The Contractor shall collaborate with the State to ensure approved System requirements changes are updated in the Requirements Traceability Matrix in

Req #	Task Group #2 Requirement
	accordance with the State-approved Project Management Plan, processes, and procedures.
TG2.14	The Contractor shall develop and deliver a Configuration Management Plan, per SOW Attachment 2 - Deliverables.
TG2.15	The Contractor shall develop and deliver a Release Management Plan, per SOW Attachment 2 - Deliverables.
TG2.16	The Contractor shall design the system such that each design element, component, and/or architectural decision directly satisfies and can be traced to one or more requirements documented in the State-accepted Requirements Traceability Matrix, and all requirements are addressed in the system design with no omissions.

Task Group #2 Deliverables

The Contractor shall produce the following deliverables as part of Task Group #2, in accordance with SOW Attachment 2 - Deliverables.

Del ID	Deliverable Name	Submission Type
DEL-04	Detailed Design Specification	Initial
DEL-02	Configuration Management Plan	Initial
DEL-13	Release Management Plan	Initial
DEL-14	Requirements Traceability Matrix	Initial

Task Group #3 – Development/Configuration Requirements

Req #	Task Group #3 Requirement
TG3.1	The Contractor shall develop and deliver a System Architecture and Infrastructure Specifications document, per SOW Attachment 2 - Deliverables.
TG3.2	The Contractor shall develop and deliver an Interface and Integration Specification document, per SOW Attachment 2 - Deliverables.
TG3.3	The Contractor shall develop and deliver a Defect Management Plan, per SOW Attachment 2 - Deliverables.
TG3.4	The Contractor shall develop and deliver an Incident Management Plan, per SOW Attachment 2 - Deliverables.
TG3.5	The Contractor shall develop and deliver a System Security Plan, per SOW Attachment 2 - Deliverables.
TG3.6	The Contractor shall configure the System to implement every State requirement in SOW Attachment 1 – Detailed System requirements and in accordance with the State-accepted Detailed Design Specifications, System Architecture and Infrastructure Specifications, and Interface and Integration Specification.
TG3.7	The Contractor shall configure the System such that that each deliverable, component, and/or feature directly satisfies and can be traced to one or more requirements documented in the State-accepted Requirements Traceability Matrix.
TG3.8	The Contractor shall configure and manage the Solution for all required Environments, in accordance with the State-accepted Configuration Management Plan and State-accepted Release Management Plan.
TG3.9	The Contractor shall manage and track requests for configuration and application

Req #	Task Group #3 Requirement
	changes, in accordance with the Project Management Plan, processes, and procedures.
TG3.10	The Contractor shall integrate the State's configuration management and release processes with its own to manage the new Solution's software configurations and releases for each system environment.
TG3.11	The Contractor shall establish, configure, load data to, and maintain through the Contract term the following permanent environments: • Development – where developers write, modify, and initially test code/configuration changes • Test – where formal testing and quality assurance occurs • Training – where users learn to use the system without affecting Production • Production – the live environment where business operations occur
TG3.12	The Contractor shall host the proposed Solution using Software as a Service (SaaS) Cloud Computing in accordance with the State's Cloud Computing SaaS General Provisions.
TG3.13	The Contractor shall provide reports on metrics, issues, and performance of the hosted Solution and environment monthly or as requested by the State.
TG3.14	The Contractor shall perform regular audits to verify compliance with SAM Section 4983 cloud computing standards and provide results to the State.
TG3.15	The Contractor shall comply with the Security related requirements and policies outlined in SOW Attachment 1 - Detailed System Requirements for the term of this Contract.
TG3.16	The Contractor shall comply with Audit requirements and associated policies outlines in SOW Attachment 1 - Detailed System Requirements for the term of this Contract.
TG3.17	The Contractor shall develop and deliver maintain an Application User Guide, per SOW Attachment 2 - Deliverables.
TG3.18	The Contractor shall provide Solution Test Environment migration notes that describe what to expect from the migration into the Test environment (e.g., defects that have been corrected, changes, requirements implemented).
TG3.19	The Contractor shall provide a Solution navigation demonstration to the State prior to proceeding to the Test phase.

Task Group #3 Deliverables

The Contractor shall produce the following deliverables as part of Task Group #3, in accordance with SOW Attachment 2 - Deliverables.

Del ID	Deliverable Name	Submission Type
DEL-15	System Architecture and Infrastructure Specifications Document	Initial
DEL-09	Interface and Integration Specification Document	Initial
DEL-17	System Security Plan	Initial
DEL-01	Application User Guide	Initial
DEL-03	Defect Management Plan	Initial
DEL-08	Incident Management Plan	Initial
DEL-14	Requirements Traceability Matrix	Update

Task Group #4 – System Testing Requirements

Req #	Task Group #4 Requirement
TG4.1	The Contractor shall internally verify the completeness, correctness, and integrity of all configurations to the Solution as necessary to meet the Detailed Design Specifications.
TG4.2	The Contractor shall demonstrate and document that the System satisfies all State requirements in the State-accepted Requirements Traceability Matrix.
TG4.3	The Contractor shall plan and perform all testing activities consistent with the State-accepted Test Plan and State-accepted Defect Management Plan.
TG4.4	The Contractor shall develop and deliver Test Support Materials and Artifacts, including test cases, test scripts, test plans, and test data for the test phase, per SOW Attachment 2 - Deliverables, to enable User Acceptance Testing.
TG4.5	The Contractor shall allow the State to create test cases, entities, users and roles, and data in the Test Environment that mirror Production expectations.
TG4.6	The Contractor shall update test scenarios, cases, and scripts, as appropriate, when changes are made to the Solution.
TG4.7	The Contractor shall validate that software changes made to fix defects have resolved the problems without introducing new defects.
TG4.8	The Contractor shall provide weekly test status reports throughout each test phase, as outlined in the State-accepted System Test Plan.
TG4.9	The Contractor shall present to the State a Solution demonstration after each testing phase, as requested by the State.
TG4.10	The Contractor shall perform integration testing of groups of related software components in accordance with the State-accepted System Test Plan to validate that related software components meet the requirements defined in the State-accepted Detailed Design Specification and Interface and Integration Specifications documents.
TG4.11	The Contractor shall perform cross platform testing in accordance with the State-accepted Test Plan to validate that related software components meet the requirements defined in the State-accepted Detailed Design Specification. These platforms include, but are not limited to, different operating systems (like Windows, iOS, Android, MacOS, Linux), browsers (i.e., Chrome, Firefox, Safari, Edge), and devices (i.e., mobile phones, tablets, laptops, desktops of various brands).
TG4.12	The Contractor shall perform regression testing prior to any new software release in accordance with the State-accepted System Test Plan and Release Management Plan.
TG4.13	The Contractor shall perform comprehensive end-to-end testing of all external system interfaces.
TG4.14	The Contractor shall perform performance testing of the configured Solution in a replica, pre-production, or load testing environment comparable to, and of the most recent version of, the Production Environment reflecting expected load and/or volume of data, as defined in the State-accepted Performance and Capacity Management Plan.
TG4.15	The Contractor shall test Solution performance under maximum operational load conditions.
TG4.16	The Contractor shall test performance with the Solution containing at least twice the anticipated volumes and users.
TG4.17	The Contractor shall test to ensure the Solution completes after-hours processing during allotted timeframes under expected workloads as identified in the State-accepted Performance and Capacity Management Plan.
TG4.18	The Contractor shall resolve any identified performance or capacity issues per

Req #	Task Group #4 Requirement
	SOW Attachment 3 – Service Level Agreements.
TG4.19	The Contractor shall perform a software security review and system security scan to verify compliance with the State's security requirements and standards identified in the State-accepted System Security Plan.
TG4.20	The Contractor shall receive pre-approval from the State before performing security scans.
TG4.21	The Contractor shall ensure that the Solution satisfies the security test acceptance metrics, as defined in the State-accepted System Test Plan and System Security Plan.
TG4.22	The Contractor shall correct any security flaws, anomalies, and defects identified during any and all security tests and throughout System usage through the Contract term, in accordance with the State-accepted System Security Plan, unless the State provides an explicit written waiver for a given flaw, anomaly, or defect.
TG4.23	The Contractor shall provide a Test Results Completion Report to the State that includes a summary and detailed test results, in alignment with the State-accepted System Test Plan, per SOW Attachment 2 - Deliverables.
TG4.24	The Contractor shall present to the State a Functional Demonstration prior to User Acceptance Testing (UAT) that demonstrates completion of all functional requirements and demonstrates readiness for UAT.
TG4.25	The Contractor shall collaborate with the State to successfully execute UAT activities.
TG4.26	The Contractor shall support the State's UAT, including but not limited to assisting the State in developing a UAT test approach and testing materials and providing access to the Test environment.
TG4.27	The Contractor shall provide comprehensive System training for the State-designated UAT team.
TG4.28	The Contractor shall create and load test data, create test roles and load test users to enable UAT activities.
TG4.29	The Contractor shall prepare and manage UAT test data sets, including refreshing data to a baseline data set upon request from the State.
TG4.30	The Contractor shall provide access to their testing tool to designated State resources, so the State resources can directly log defects and validate their resolution.
TG4.31	The Contractor shall maintain and refresh the Test environment as needed during UAT per request of the State.
TG4.32	The Contractor shall resolve test environment issues and defects that impede testing activities as defined in the State-accepted System Test Plan.
TG4.33	The Contractor shall conduct a regression test prior to Statewide Rollout for conformance to accessibility standards specified in SOW Attachment 1 - Detailed System Requirements.
TG4.34	The Contractor shall conduct required Americans with Disabilities Act (ADA) accessibility testing using commonly available assistive technology products such as screen reading software, screen magnification software, braille displays, and speech recognition software.
TG4.35	The Contractor shall correct any identified ADA deficiency to the State's satisfaction prior to Pilot.
TG4.36	The Contractor shall perform accessibility testing per the State-accepted System Test Plan for all releases.
TG4.37	The system shall undergo annual and on-request accessibility audits to ensure ongoing compliance with ADA regulations.
TG4.38	The Contractor shall document defects and associated defect information

Req #	Task Group #4 Requirement
	identified during testing and shall make the data available to the State in real time and on a historical basis.
TG4.39	The Contractor shall perform all defect tracking and resolution activities in accordance with the State-accepted Defect Management Plan.
TG4.40	The Contractor shall track Solution anomalies and defects by the environment, test phase, or implementation in which the defect was discovered.
TG4.41	The Contractor shall analyze and resolve documented defects and related impacts per the State-accepted Defect Management Plan and in accordance with SOW Attachment 3 - Service Level Agreements.
TG4.42	The Contractor shall update the State on the status and resolution of system defects and modifications.
TG4.43	The Contractor shall provide weekly defect reports to the State per the State-accepted Defect Management Plan.
TG4.44	The Contractor shall allow the anomaly or defect submitter to verify the resolution and approve the closure of the defect.

Task Group #4 Deliverables

The Contractor shall produce the following deliverables as part of Task Group #4, in accordance with SOW Attachment 2 - Deliverables.

Del ID	Deliverable Name	Submission Type
DEL-20	Test Support Materials and Artifacts	Initial
DEL-19	Test Results Completion Report	Initial
DEL-14	Requirements Traceability Matrix	Update

Task Group #5 – Training Requirements

Req #	Task Group #5 Requirement
TG5.1	The Contractor shall train designated State system administrator staff on administering the System, aligned with their user role and responsibilities.
TG5.2	The Contractor shall develop, deliver, and support a Train-the-Trainer program for designated State staff, which includes: • Structured learning modules covering system navigation, functional workflows, troubleshooting, and common user scenarios • Clear instructions for State trainers to adapt content for different user roles and skill levels
TG5.3	The Contractor shall incorporate adult learning principles and interactive teaching techniques to ensure State trainers can effectively engage end users.
TG5.4	The Contractor shall develop and deliver Training materials, per SOW Attachment 2 - Deliverables, in fully editable formats in accordance with the State-accepted Train-the-Trainer Plan.
TG5.5	The Contractor shall ensure training materials are updated and consistent with the current Production version.
TG5.6	The Contractor shall provide comprehensive Train-the-Trainer instruction to designated State staff to enable the State to provide end-user training.
TG5.7	The Contractor shall provide a dedicated Training Environment that mirrors Production, including:

Req #	Task Group #5 Requirement
	• Configured roles, permissions, and workflows • Sample data sets representative of real-world scenarios
TG5.8	The Contractor shall allow the State to create training cases, entities, users and roles, and data in the Training Environment that mirrors the Production Environment.
TG5.9	The Contractor shall develop and deliver the System Operations and Administrative Manual, per SOW Attachment 2 - Deliverables.

Task Group #5 Deliverables

The Contractor shall produce the following deliverables as part of Task Group #5, in accordance with SOW Attachment 2 - Deliverables.

Del ID	Deliverable Name	Submission Type
DEL-22	Training Plan	Update
DEL-21	Training Materials	Initial
DEL-16	System Operations and Administration Manual	Initial
DEL-14	Requirements Traceability Matrix	Update

Task Group #6 – System Pilot

Req #	Task Group #6 Requirement
TG6.1	The Contractor shall conduct a Pilot of the System for a minimum of three (3) consecutive months to validate the new System functionality through parallel billing cycles alongside the legacy system. The Pilot shall include: • Identical data input sources as the legacy system • All customer accounts within defined Pilot scope • All billing cycle types • All rate plans, tax calculations • Payment application and account reconciliation • Output reconciliation • Variance analysis
TG6.2	The Contractor shall complete all requirements associated with technical configuration of the System, including hosting, provisioning, installation, configuration, performance testing, and operation of the System, in all required environments prior to Pilot start.
TG6.3	The Contractor shall implement the System into its Production Environment and onboard all Pilot user groups as outlined in the State-accepted Implementation Management Plan.
TG6.4	The Contractor shall collaborate with designated State staff to coordinate the onboarding of Pilot end-users, such as coordinating user identification and user role mapping.
TG6.5	The Contractor shall demonstrate the technical readiness of the configured System in the Production Environment prior to Pilot start.

Req #	Task Group #6 Requirement
TG6.6	The Contractor shall not proceed to Pilot until the Contractor has obtained written approval from the State and authorization to proceed.
TG6.7	The Contractor shall provide access to the System to all intended Pilot users and/or systems based on applicable roles and responsibilities and through all supported user interfaces without restriction, such as licensing.
TG6.8	The Contractor shall develop and deliver a Pilot Completion Report to the State, per SOW Attachment 2 - Deliverables.
TG6.9	The Contractor shall develop, deliver, and maintain a Go-Live Readiness Checklist, per SOW Attachment 2 - Deliverables, that includes all technical, functional, and operational prerequisites for Go-Live.

Task Group #6 Deliverables

The Contractor shall produce the following deliverables as part of Task Group #6, in accordance with SOW Attachment 2 - Deliverables.

Del ID	Deliverable Name	Submission Type
DEL-12	Pilot Completion Report	Initial
DEL-05	Go-Live Readiness Checklist	Initial
DEL-14	Requirements Traceability Matrix	Update

Task Group #7 – Go-Live and System Stabilization

Req #	Task Group #7 Requirement
TG7.1	The Contractor shall implement the System into its Production Environment and onboard all user groups as outlined in the State-accepted Implementation Management Plan.
TG7.2	The Contractor shall collaborate with designated State staff to coordinate the onboarding of external end-users, including user identification, user role mapping, and access provisioning.
TG7.3	The Contractor shall demonstrate the technical readiness of the configured System in the Production Environment prior to Go-Live.
TG7.4	The Contractor shall not proceed to Go-Live until the Contractor has obtained written approval from the State and authorization to proceed.
TG7.5	The Contractor shall provide access to the System to all intended users and/or systems based on applicable roles and responsibilities and through all supported user interfaces without restriction, such as licensing.
TG7.6	The Contractor shall deliver the System, configured and operational for the State, as a service from Implementation through the Contract term.
TG7.7	The Contractor shall develop, deliver, and maintain the Maintenance and Operations (M&O) Plan, per SOW Attachment 2 - Deliverables.
TG7.8	The Contractor shall provide on-site and/or remote support during Go-Live, including technical, functional, and operational assistance to ensure a successful transition.
TG7.9	The Contractor shall establish and maintain a Go-Live command center staffed

Req #	Task Group #7 Requirement
	with qualified personnel to monitor system performance, resolve issues, and coordinate communications with the State.
TG7.10	The Contractor shall provide real-time issue tracking and resolution during Go-Live, including escalation procedures and defined response times for critical incidents.
TG7.11	The Contractor shall ensure continuous system monitoring during Go-Live, including performance metrics, transaction processing, and integration points, and report findings to the State.
TG7.12	The Contractor shall provide end-user support services, including troubleshooting and guidance, for all user groups during the Go-Live period.
TG713	The Contractor shall conduct daily status meetings with the State during the Go-Live period to review progress, issues, and mitigation actions.
TG7.14	The Contractor shall implement contingency and rollback procedures approved by the State to address any critical failures during Go-Live.
TG7.15	The Contractor shall provide post-Go-Live stabilization support for a minimum of ninety (90) calendar days, or as otherwise agreed upon by the State, to ensure system performance and reliability.
TG7.16	The Contractor shall monitor and report on system health, performance, and error rates during the stabilization period, including recommendations for optimization.
TG7.17	The Contractor shall provide enhanced support services during stabilization, including priority handling of incidents and defects.

Task Group #7 Deliverables

The Contractor shall produce the following deliverables as part of Task Group #7, in accordance with SOW Attachment 2 - Deliverables.

Del ID	Deliverable Name	Submission Type
DEL-10	Maintenance and Operations (M&O) Plan	Initial
DEL-14	Requirements Traceability Matrix	Update

Task Group #8 – System Acceptance Requirements

Req #	Task Group #8 Requirement
TG8.1	The Contractor shall develop and deliver the Implementation Completion Report, per SOW Attachment 2 - Deliverables.
TG8.2	The Contractor shall ensure and provide confirmation in writing that all detailed system requirements documented in the Requirements Traceability Matrix (RTM) are fully implemented and validated.
TG8.3	The Contractor shall provide: • A final Requirements Traceability Matrix showing traceability from requirements to design, configuration, testing, and acceptance • Evidence that all functional and non-functional requirements have been tested and passed • Documentation of any State-approved exceptions or waivers
TG8.4	The Contractor shall complete and obtain State Acceptance for all detailed system requirements as documented in the Requirements Traceability Matrix.
TG8.5	The Contractor shall conduct a System Acceptance Review with designated State

Req #	Task Group #8 Requirement
	staff to confirm all system requirements are met, and that all defects identified during testing, Pilot, Go-Live, and/or System Stabilization are resolved.
TG8.6	The Contractor shall support the State in performing final acceptance testing or validation activities.
TG8.7	The Contractor shall provide all necessary access, documentation, and resources to facilitate acceptance.
TG8.8	The Contractor shall address any deficiencies identified during acceptance review promptly and provide corrective actions.
TG8.9	The Contractor shall obtain written confirmation of System Acceptance from the State Project Director or designee.
TG8.10	The Contractor shall provide evidence of completion for each deliverable from Task Groups #1-7, including supporting documentation and sign-off forms.

Task Group #8 Deliverables

The Contractor shall produce the following deliverables as part of Task Group #8, in accordance with SOW Attachment 2 - Deliverables.

Del ID	Deliverable Name	Submission Type
DEL-06	Implementation Completion Report	Initial
DEL-01	Application User Guide	Update
DEL-20	System Operations and Administration Manual	Update
DEL-14	Requirements Traceability Matrix	Update

Task Group #9 – Maintenance and Operations Requirements

Req #	Task Group #9 Requirement
TG9.1	The Contractor shall manage all Maintenance and Operations (M&O) services through the Contract term following industry standards and best practices, such as the use of Information Technology Infrastructure Library (ITIL) v3 or later.
TG9.2	The Contractor shall perform all M&O services in accordance with the State-accepted M&O Plan.
TG9.3	The Contractor shall update and maintain the State-accepted M&O Plan, processes and procedures and provide updated documents to the State within thirty (30) calendar days of any updates.
TG9.4	The Contractor shall provide incident management services, as defined in the State-accepted Incident Management Plan including logging, monitoring, resolving, closing, and providing metrics on reported incidents.
TG9.5	The Contractor shall provide all the infrastructure required to host the System, meet the system requirements and adhere to the SOW Attachment 3 - Service Level Agreements.
TG9.6	The Contractor shall perform capacity and performance management tasks that ensure computation, memory, storage, and network resources are sufficiently provisioned to meet service levels, including scaling the system as outlined in the State-accepted Maintenance and Operations (M&O) Plan.
TG9.7	The Contractor shall conduct annual and on-request performance tests, as requested by the State.
TG9.8	The Contractor shall conduct annual and ad-hoc security tests, as requested by

Req #	Task Group #9 Requirement
	the State.
TG9.9	The Contractor shall perform all System Operations activities required to ensure all aspects of the System meet SOW Attachment 3 - Service Level Agreements.
TG9.10	The Contractor shall perform all System Operations activities (e.g., database layer, webserver layer, storage, data protection and recovery, availability services) to ensure all aspects of the System meets SOW Attachment 3 - Service Level Agreements.
TG9.11	The Contractor shall perform incident management tasks to ensure all operational problems are resolved promptly and root cause analyses are performed, as defined in SOW Attachment 3 - Service Level Agreements.
TG9.12	The Contractor shall allow the State to create users and roles, and make configuration changes in Production, as agreed to by the State and Contractor.
TG9.13	The Contractor shall provide technical support for all System interfaces, including but not limited to operational execution of all interface files and processes, providing test environments as needed for interface testing by interface partners, processing real-time interface transactions, running test bulk data transaction files, providing automated transaction processing responses to Production and Test data, providing interface guides and documentation, and providing live technical support for Test and Production interface problems and issues.
TG9.14	The Contractor shall maintain all aspects of the System and its infrastructure, including all required Environments and instances.
TG9.15	The Contractor shall not co-mingle Production and Test data.
TG9.16	The Contractor shall maintain all software and hardware products supporting the System consistent with the Contractor's written configuration management processes and procedures and the State-accepted Configuration Management Plan.
TG9.17	The Contractor shall apply upgrades to all system and infrastructure software to keep it current within eighteen (18) months of the latest version or the current version minus one (1), unless otherwise agreed to by the State.
TG9.18	The Contractor shall provide release management services that ensure the State is using the most recent version of the Contractor's Base Product.
TG9.19	The Contractor shall provide Solution release notes that describe what to expect from the migration into the Production Environment (e.g., incidents that have been corrected, changes, requirements implemented).
TG9.20	The Contractor shall facilitate a Production release walkthrough, for major releases or as requested by the State, that provides an overview of the release contents, schedule, impact to Project resources, training, and documentation.
TG9.21	The Contractor shall coordinate scheduling release deployments with the State resulting from any and all updates or changes to the Contractor's Base Product to minimize impact to State end-users.
TG9.22	The Contractor shall coordinate updates to the Contractor's Base Product with the State by giving the State the option to acceptance test and approve a release prior to deployment and perform any other necessary testing activities consistent with the State-accepted Test Plan.
TG9.23	The Contractor shall perform hardware, software, or operating system maintenance to include refresh or to otherwise ensure supportability under manufacturer warranty of all system components upon which the System depends.
TG9.24	The Contractor shall implement configuration changes requested by the State after the initial implementation subject to the level of effort specified in this Contract.
TG9.25	The Contractor shall manage and track requests for configuration and application

Req #	Task Group #9 Requirement
	changes, in accordance with the State-accepted Implementation Management Plan.
TG9.26	The Contractor shall manage configuration items through the Contract term, to include but not be limited to business rules and reference tables, and in accordance with the State-accepted Configuration Management Plan.
TG9.27	The Contract shall develop and deliver a Transition and Close-Out Plan to the State, per SOW Attachment 2 - Deliverables.
TG9.28	The Contractor shall provide support for transition and close out of services provided under this Contract up to the level of effort specified in the Contract, as defined in the State-accepted Close-Out Plan.
TG9.29	The Contractor shall work collaboratively with the State to help ensure the shutdown of services and smooth transition to replacement products or services as required within the final twelve (12) months of the Contract term or extension period.
TG9.30	The Contractor shall provide requested project artifacts, reports, responses to inquiries, and other information as requested by the State pertaining to delivery of all services specified in the Contract.
TG9.31	The Contractor shall enable the State's efforts to extract all State-owned data from the System prior to Contract close.
TG9.32	The Contractor shall collaborate with the State to ensure the State is able to validate that all data has been extracted successfully prior to Contract close.
TG9.33	The Contractor shall ensure and verify that all State-owned data is deleted from all Contractor systems or instances no later than the last day of the Contract, once the data has been extracted by the State.

Task Group #9 Deliverables

The Contractor shall produce the following deliverables as part of Task Group #9, in accordance with SOW Attachment 2 - Deliverables.

Del ID	Deliverable Name	Submission Type
DEL-23	Transition and Close-Out Plan	Initial
DEL-10	Maintenance and Operations (M&O) Plan	Update

9. ACCEPTANCE OF PROJECT TASKS/DELIVERABLES

It shall be in the State's sole determination as to whether a project task/deliverable identified in this Contract or in a supplemental WA, has been successfully completed and acceptable to the State. Acceptance criteria shall consist of the following:

A. The approval process is outlined in Section 11, Performance.

B. A signed WA Acceptance Document (WAAD), Exhibit A-3 is required for each project task/deliverable identified in a WA.

C. The Contractor shall meet all timelines, as agreed to in the Contract or in WA.

10. CONTRACTOR REPORTING REQUIREMENTS

The Contractor must submit weekly written Contract Status Reports in MS Word format to the CDT Contract Manager or as directed. The Contract Status Reports shall detail the current status and future activities of this Contract. The Contract Status Reports are not considered deliverables under the terms of this Contract. The Contract Status Reports shall include, but not limited to the following information:

A. A summary of the work completed during the reporting period, showing actual versus planned work.

B. The tasks that are behind schedule, the overall impact on the Contract, and the approach for remediation.

C. The status of the overall engagement and all phases/projects, including discussion of risks, problems encountered, solutions, and proposed solutions.

D. The tasks expected to be completed in the next reporting period.

E. Escalations, as appropriate, relating to the Contractor's performance of tasks or any risks and issues.

F. An accounting of Contractor's staff hours for the reporting period and for the Contract to date (i.e., time sheets).

G. Ad hoc reporting as required.

11. CONTRACTOR RESPONSIBILITIES

A. The Contractor shall provide their own equipment necessary to perform the required duties.

B. The Contractor shall designate a primary contact person to whom all project communications may be addressed and who has the authority to act on all aspects of the services.

C. The Contractor shall notify CDT, in writing, within five (5) calendar days of any changes in the personnel assigned to the project tasks/deliverables by completing Exhibit A-4, Personnel Change Order Request form, with attached resume(s) and staff experience worksheet(s). If the Contractor's staff is unable to perform due to illness, resignation, or other factors beyond the Contractor's control, the Contractor shall make every reasonable effort to provide suitable substitute personnel. The substitute personnel must meet or exceed the qualifications, meet all mandatory requirements, and be approved by the CDT Contract Manager in advance of any performance under the contract via an approved Personnel Change Order Request form. The rates for the substituted personnel must be less than or equal to the rates of the personnel that they are replacing.

D. The Contractor shall provide equivalent full-time services under this Contract, up to eight (8) hours per day, forty (40) hours per week, or in accordance with a fully signed Work Authorization. Work may occasionally be scheduled outside of normal working hours and during preventative maintenance windows that occur on weekends. The work will be conducted at CDT and customer facilities located in Rancho Cordova, Sacramento, Vacaville and San Jose, California. Normal business hours are 7:00 A.M. to 6:00 P.M., Monday - Friday, State holidays excluded, and at all other times as required to successfully provide the services described in this SOW. When working remotely, the Contractor shall adhere to CDT Telework Policies and Procedures (number 2017) and the Remote Access Request Procedure (number 3134).

E. The Contractor shall adhere to CDT policies and procedures, guidelines and templates including access and security requirements.

F. If requested, the Contractor shall participate in periodic briefings for Executive Management, as deemed appropriate by CDT.

G. Prior to the expiration of the Contract, the Contractor shall return all CDT property, including security badges.

H. The Contractor shall develop a template, which includes but is not limited to, a Work Plan, Timeline/Schedule and Project Organization Chart. The CDT Contract Manager must approve the final document.

12. CDT RESPONSIBILITIES

A. CDT will designate a person to whom all Contractor communication should be addressed and who has the authority to act on all aspects of the services. The designee will review the SOW and associated documents with the Contractor to ensure an understanding of the responsibilities of both parties.

B. CDT will provide access to department staff and management, offices, and operation areas, as required to complete the tasks and activities defined under this Contract.

C. CDT will provide a minimum of ten (10) State business days for the timely review and approval of information and documentation provided by the Contractor to perform their obligations.

D. CDT will provide information regarding the business structure of CDT, and schedule the availability of CDT personnel for interviews, as required by the Contractor to perform its responsibilities.

13. WORK AUTHORIZATIONS

A. Each WA shall consist of a detailed statement of the purpose, objective, or goals to be undertaken by the Contractor and all information requested to be provided per WA.

B. All WAs must be in writing and signed by the Contractor and the CDT Contract Manager(s) before beginning the work identified in the WAs.

C. CDT has the right to require the Contractor to stop or suspend work on any WA.

D. Personnel resources will not be expended (at a cost to CDT) on task/deliverable accomplishment(s) in excess of the estimated work hours identified in the WA unless the procedure below is followed:

(1) If, in performance of the work, the Contractor determines that a WA under this Contract cannot be accomplished within the estimated work hours, the Contractor shall immediately notify CDT in writing of the revised estimate of the work hours which will be required to complete the WA in full. Upon receipt of such notification, CDT may:

(a) Authorize the Contractor to expend the estimated additional work hours or service in excess of the original estimate necessary to accomplish the WA.

(b) Alter the scope of the WA in order to define tasks that can be accomplished within the remaining estimated work hours; or

(c) Terminate the WA.

(2) CDT will notify the Contractor, in writing, of its decision within seven (7) calendar days after receipt of the Contractor’s notification. If written notice to proceed is given via an amended WA signed by the Contractor and CDT, the Contractor may expend the estimated additional work hours for the agreed upon services. Via the written approved and signed WA, CDT agrees to reimburse the Contractor for such additional work hours.

14. PERFORMANCE

CDT will be the sole judge of the acceptability of all work performed and all work products produced by the Contractor as part of this SOW or any WA. Should the work performed, or the products produced by the Contractor fail to meet CDT conditions, requirements, specifications, guidelines, or other applicable standards, the following resolution process will be employed, except as superseded by other binding processes:

A. CDT will notify the Contractor in writing within five (5) State business days after the Contractor completes each phase of service of any acceptance problems by identifying the specific inadequacies and/or failures in the services performed and/or the products produced by the Contractor. The costs related to rework of unacceptable work products shall not be borne by or billed to CDT.

B. The Contractor shall, within five (5) State business days after initial problem notification, respond to CDT by submitting a detailed explanation describing precisely how the identified services and/or products adhere to and satisfy all applicable requirements and/or a provide a proposed corrective action plan to address the specific inadequacies and/or failures in the identified services and/or products. Failure by the Contractor to respond to CDT's initial problem notification within the required time limits may result in immediate termination of the Contract. In the event of such termination, CDT will pay all amounts due the Contractor for all work accepted prior to termination commenced.

C. Within five (5) State business days after receipt of the Contractor's detailed explanation and/or proposed corrective action plan, CDT will notify the Contractor in writing whether it accepts or rejects the explanation and/or plan. If CDT rejects the explanation and/or plan, the Contractor shall submit a revised corrective action plan within three (3) State business days of notification of rejection. Failure by the Contractor to respond to CDT's notification of rejection by submitting a revised corrective action plan within the required time limits may result in immediate termination of the Contract. In the event of such termination, CDT will pay all amounts due the Contractor for all work accepted before the termination commenced.

D. CDT will, within three (3) State business days of receipt of the revised corrective action plan, notify the Contractor in writing whether it accepts or rejects the revised corrective action plan proposed by the Contractor. Rejection of the revised corrective action plan will result in immediate termination of the Contract. In the event of such termination, CDT will pay all amounts due the Contractor for all work accepted before the termination commenced.

15. PROBLEM ESCALATION

The parties acknowledge and agree that certain technical and project-related problems or issues may arise and that such matters shall be brought to CDT's attention. Problems or issues shall normally be reported in regular Contract Status Reports. However, there may be instances where the severity of the problem(s) justifies escalated reporting. To this extent, the Contractor shall determine the severity level and notify the appropriate CDT personnel. The CDT personnel notified, and the time taken to report the problem or issue shall be at a level commensurate with the severity of the problem or issue. The CDT personnel to notify include, but are not limited to the following:

First level:
Departmental Project and Portfolio Management, Project Director

Second level: Office of Administrative Services, Deputy Chief Administrative Officer/CDT Chief Information Officer

Third level:
Officer of Administrative Services, Chief Administrative Officer

16. CANCELLATION

CDT may exercise its option to terminate the Contract at any time with 30 calendar days prior written notice. In the event of such termination, CDT shall pay all amounts due to the Contractor for all tasks/deliverables accepted prior to termination.

17. OTHER CONTRACT CONSIDERATIONS

A. The Contractor will act as prime contractor under this Contract. In addition to identifying all personnel proposed to work under this Contract, the Contractor shall also identify its subcontractor affiliation, as applicable.

B. CDT reserves the right to approve all subcontractors prior to the performance of any work by the subcontractor.

C. Nothing contained in this Contract shall create any conceptual relationship between the State and any subcontractors, and no subcontract shall relieve the Contractor of its responsibilities and obligations hereunder. The Contractor is fully responsible to the CDT for the acts and omissions of its subcontractors and of persons either directly or indirectly employed by any of them.

D. If a subcontractor is a California Certified Small Business (SB) and/or Disabled Veteran Business Enterprise (DVBE), then those amounts paid to certified subcontractors shall be identified on the Contractor's invoice(s).

E. The Contractor's obligation to pay its subcontractors is an independent obligation from the State's obligation to make payments to the Contractor. As a result, the State shall have no obligation to pay or to enforce the payment of any monies to any subcontractor.

F. Military and Veteran Code (MVC) 999.5(d), Government Code (GC) 14841, and California Code of Regulations (CCR) 1896.78(e) requires all Prime Contractor's that had a DVBE firm preform any element of work for a contract to report DVBE information.

G. Prime Contractors must maintain records supporting the information that they have made all payments to DVBE subcontractor(s).

   (1) The Prime DVBE Subcontracting form is located at: https://www.documents.dgs.ca.gov/dgs/fmc/pdf/std817.pdf

   (2) Prime Contractors shall email completed forms to: primeDVBE@state.ca.gov.

18. FEDERAL TAX ADMINISTRATION REQUIREMENTS

Subject to the Internal Revenue Service (IRS), federal tax information (FTI) requirements, if an unfavorable response is received by the IRS, this contract will be terminated immediately, per GSPD-401 IT CMAS General Provisions, clause 23, Termination for Default.

19. SECURITY AND DATA PROTECTION REQUIREMENTS

CDT must ensure agreements with state and non-state entities include provisions which protect and minimize risk to the state when engaging in the development, use, or maintenance of information systems, products, solutions, or services. The Contractor must comply with the State Administrative Manual (SAM) Section 5305.8.

EXHIBIT A ATTACHMENTS

1. Exhibit A-5: Detailed System Requirements

Refer to the Excel Workbook file on Cal eProcure labeled **EXHIBIT A-5: Detailed System Requirements** for CalTABS System Requirements

2. Exhibit A-6: Deliverables

Refer to the PDF file on Cal eProcure labeled **EXHIBIT A-6: Deliverables** for detailed contract deliverables.

3. Exhibit A-7: SLAs

Refer to the PDF file on Cal eProcure labeled **EXHIBIT A-7 SLAs** for detailed contract Service Level Agreements.

EXHIBIT B-1: COST WORKBOOK

The cost workbook shall be completed in accordance with the instructions in SECTION 4. COST and SECTION 5. PROPOSAL/BID FORMAT AND SUBMISSION REQUIREMENTS.

Refer to the Excel Workbook file on Cal eProcure labeled EXHIBIT B-1: COST WORKBOOK for submission of your Cost Data.

EXHIBIT B: BUDGET DETAIL AND PAYMENT PROVISIONS

1. Payment for software will be made annually in advance upon receipt of a correct invoice. Payment for professional services performed under this Contract shall be hourly by Work Authorization. It shall be CDT's determination as to whether a task/deliverable has been successfully completed and is acceptable. Payment will be made A signed Work Authorization Acceptance Document, Exhibit A-3, is required from the CDT Contract Manager before processing an invoice for payment.

2. Invoices shall be submitted in triplicate and shall identify labor and costs charged for each task/deliverable. Invoices shall be submitted monthly, in arrears, identifying Contractor personnel by name and classification, hourly rate of pay and hours expended by tasks/deliverable; however, invoices shall be due and payable, and payment shall be made, only after the CDT acceptance of hours worked or completion of each deliverable under this Contract.

3. The Contractor costs related to items such as travel and per diem are costs of the Contractor, shall be inclusive of the hourly rate offer, and **will not be paid separately** as part of this Contract.

4. Submit your invoice using <u>ONE</u> of the following options referencing the Contract Number or Agency Order Number:

   A. Send via U.S. Mail in **TRIPLICATE** to:

      California Department of Technology
      Financial Management Branch – Accounting Office
      P.O. Box 1810 Y-14
      Rancho Cordova, CA 95741

   OR

   B. Send electronically to: APInvoices@state.ca.gov

5. It is mutually agreed that if the Budget Act of the current year and/or any subsequent years covered under this Contract does not appropriate sufficient funds for the program, this Contract shall be of no further force and effect. In this event, the State shall have no liability to pay any funds whatsoever to the Contractor or to furnish any other considerations under this Contract and Contractor shall not be obligated to perform any provisions of this Contract.

6. If funding for any fiscal year is reduced or deleted by the Budget Act for purposes of this program, the State shall have the option to either cancel this Contract with no liability occurring to the State, or offer a contract amendment to the Contractor to reflect the reduced amount.

7. Payment will be made in accordance with, and within the time specified in, Government Code Chapter 4.5, commencing with Section 927. Payment to small/micro businesses shall be made in accordance with and within the time specified in Chapter 4.5, Government Code 927 et seq.

EXHIBIT C: INFORMATION TECHNOLOGY – GENERAL PROVISIONS

The General Provisions applicable to this contract will be attached by reference. The full General Provisions are as follows:

Information Technology General Provisions Cloud Computing Services, DGS PD 402-ITGP (Revised and Effective 2/20/2025)

ATTACHMENT 24: TACPA PREFERENCE REQUEST FORMS

In accordance with SECTION 3.2.13.6. TARGET AREA CONTRACT PREFERENCE ACT (TACPA) (O)

The required applications/forms are as follows:

• TACPA (Std. 830)
• Proposer's Summary of Contract Activities and Labor Hours (DGS/PD 525)
• Manufacturer Summary of Contract Activities and Labor Hours (DGS/PD 526).

https://www.dgs.ca.gov/PD/Services/Page-Content/Procurement-Division-Services-List-Folder/Request-Target-Area-Contract-Preference?search=tacpa

ATTACHMENT 25: CRITERIA FOR AWARDING POINTS FOR THE PROPOSAL

		Maximum Score	Actual Score
1.	**UNDERSTANDING AND APPROACH** • Has the Proposer demonstrated a thorough knowledge of the project requirements and key characteristics, including scope, timeline, and constraints? • Has the Proposer addressed the scope of responsibilities and activities, including how the Proposer will provide the flexibility to address issues as they arise while maintaining the expected level of service quality? • Does the Proposer’s approach include the early identification of issues and risks, especially how the approach will directly contribute to resolution and mitigation? • Has the Proposer given clear evidence through narrative that it has the capability to carry out the deliverables for a project of this complexity and magnitude with innovation and autonomy? • Has the Proposer demonstrated a successful and repeatable approach to delivering high-quality products with schedule constraints?	200	
2.	**METHODOLOGY AND STRATEGIES** • Is there sufficient evidence of analysis to lend credibility to the commitments made? • Is the Proposer’s plan for how the work will be completed specific, measurable, actionable, realistic, and timebound? • Does the Proposer include the tools they propose using to complete the project work? • Does the Proposer’s approach specify how defects, deviations, or rework will be handled? • Does the Proposer’s approach include the assumptions made to complete the narrative?	100	
3.	**TIMELINE/SCHEDULE** • Does the proposed project timeline present a clear and logical framework? • Does the Proposer identify milestones, deliverables, and dependencies? • Does the proposed project timeline address the full expanse of tasks in the scope? • Does the proposed project timeline identify task owners for project tasks? • Is the proposed project timeline realistic?	150	
	Total Technical Proposal Score	**450**	
	Desirable Qualifications	**50**	
	Total Cost Proposal Score	**500**	
	Total Proposal Score (Technical + Cost)	**1000**	

ATTACHMENT 26: CRITERIA FOR AWARDING POINTS FOR THE INTERVIEW AND TOTAL SCORE WORKSHEET

		Maximum Score	Actual Score
1.	**PRESENTATION** • Quality and appropriateness of the presentation • Logic of the chosen speakers relative to project challenges • Project manager control over the team	50	
2.	**PROJECT MANAGER PARTICIPATION** • Clear and responsive answers to questions • Understanding of RFP 26-0214801 CalTABS challenges and requirements • Perceived level of involvement with Proposal structure, content and presentation plan	25	
3.	**KEY STAFF PARTICIPATION** • Clear and responsive answers to questions • Understanding of assignment challenges and requirements • Perceived level of involvement with Proposal preparation	75	
4.	**UNDERSTANDING OF PROJECT** • Conveys an understanding of the critical project success factors • Provides evidence of successful small business utilization for this project (if applicable) • Provides evidence of prior project experience, including lessons learned or challenges, with projects of this magnitude and complexity • Identification of likely technical and delivery risks with proposed mitigation	100	
	Total:	**250**	

	Maximum Score	Actual Score
Total Proposal Score (Narrative + Cost)	**1000**	
Total Desirable Scored Qualifications Score	**50**	
Total Interview Score	**250**	
Preference and Incentive Points		

FINAL PROPOSAL SCORE	**1300**	