

KHS Professional Technical Resources RFQ Questions	Answers
Will these roles operate onsite at KHS facilities, or are remote/hybrid arrangements possible?	Remote and hybrid arrangements are acceptable unless otherwise specified for certain roles or project requirements.
What is the estimated number of personnel KHS intends to staff across these 18 disciplines (e.g., total volume over the first year)?	The total number of personnel will depend on project demand; KHS does not have a fixed volume established for the first year.
Are there specific shift schedules (e.g., 24/7 support, evening/weekend rotation) we need to be aware of for any of the roles?	Standard business hours are expected unless otherwise noted in individual task orders.
What is the target timeline for having the first resources placed and operational?	KHS anticipates initial placements within 30–60 days following contract award.
How will Vendor communicate with KHS managers, and what is the formal process/notification channel for receiving confirmed open roles?	Vendors will communicate directly with the MIS Admin team via email
How many vendors were awarded last year's RFQ? What were the company names?	Six (6) vendors were awarded: CEI, Citius Tech, Tegria, Gebbs Consulting, TEKsystemes, Kforce
Last year, we were not chosen and did not receive feedback on where our bid fell short. Can you share feedback with us on our bid for last year's RFQ?	For any requests on prior bids, please send to rfp@khs-net.com
How many vendors are you planning on awarding?	Multiple vendors are expected to be awarded to ensure coverage across service areas.
If more than one firm is selected, please explain how job requisitions will be distributed to firms.	Requisitions will be distributed based on best fit, availability, performance history, and competitive pricing.
Can you tell us more detail about the planned projects?	Specific projects will be defined post-award through individual task orders as needs are identified.
How many of each "job title" do you anticipate needing? What is the anticipated volume of requisitions for each role type?	Role quantities will vary by project scope; exact volumes are not predetermined.
Can you identify which resources are anticipated to be part-time vs full-time? What are the estimated hours for part-time resources?	Part-time is generally under 30 hours per week; full-time is 40 hours per week.
Do any positions require non-standard hours? (e.g. supporting weekend implementations, incident support, etc.)	Assume standard hours unless clarified later.
On average, how long are the project assignments?	Assignments typically range from 6 to 12 months, depending on project scope.
Are there specific roles that have unique work location requirements in terms of onsite, remote, or hybrid?	Most roles may be remote; specific infrastructure or support positions may require onsite presence.
Given some of the roles could be fulfilled with varying levels of experience, should pricing be presented with options reflecting different experience levels for each resource type or is the intention to provide a single rate for each resource type?	Vendors may propose rates based on experience tiers (e.g., junior, mid, senior) for each role type.
Is there a dedicated function for testing or is this covered solely by the analyst roles?	Testing responsibilities are generally included under analyst or QA-related roles within the functional areas.
What is the expected annual spend for this contract?	The budget has not yet been approved; spend will depend on task orders and funding availability.
Is there an incumbent vendor(s) providing these services? If so, are you able to share the bill rates from your current vendor(s)?	KHS does not disclose incumbent rate information.
Can you give more detail for the cost matrix? Potentially share an example? Are you ok with hourly bill rate ranges?	Hourly bill rate ranges are acceptable; please ensure they align with the defined service areas.
We can give an item description as job title, but wouldn't quantity required be determined by the project needs (which we don't have details on yet)?	Quantities will be determined based on project needs once specific task orders are defined. Please list job titles and corresponding rates only at this stage.
Can you give more information on the installation and travel required for your projects?	No travel is required.
How do we determine target date of completion costs without information on the project?	The target date and costs are to be proposed based on your professional assumptions and typical project approach; detailed information will be provided upon award.
Could KHS kindly clarify whether vendors are permitted to designate their pricing information as confidential?	Yes, vendors may designate their pricing information as confidential or proprietary. KHS will treat such information accordingly, subject to applicable public disclosure laws.
In case firms are submitting confidential information in the response, is it required to provide a redacted version?	Yes, if any portion of your response contains confidential or proprietary information, please also provide a redacted version for public release purposes.
Could KHS please clarify whether vendors located outside of Kern County will be evaluated under the same criteria as local vendors, or if companies based within Kern County will receive additional consideration or preference?	All vendors will be evaluated under the same criteria. No additional preference or consideration is given to vendors based within Kern County.
A reputable and financially stable organization with a proven history of delivering professional technical services. Could KHS please clarify what specific documentation or information should be submitted to demonstrate financial stability?	Vendors may demonstrate financial stability by providing recent audited financial statements, annual reports, or other official documentation such as balance sheets or income statements that reflect the organization's financial health.
Is there a tentative budget assigned for the resultant contract?	A budget has not yet been approved for this contract; funding will be determined upon review and approval of the final proposal.
Is this a new contract or an existing contract?	New contract
Is the certificate of Insurance required with the response?	Yes
If there is an incumbent vendor, could KHS please clarify whether they are eligible to participate in this RFQ?	Yes
Do vendors have to provide references within their response? If yes, how many?	Yes, three (3) references
Does KHS provide any preference to California local vendors?	No, KHS does not provide preference to California local vendors. All proposals are evaluated equally based on the established criteria.

Are there scores for the evaluation criteria? If yes, could you please disclose it?	Yes. Proposals are scored 0-5 across these weighted criteria: Cost 40%, Role Availability 30%, Healthcare Experience 15%, Partnership 10%, and References 5%.
Could KHS please grant an extension on the due date?	At this time, no extension is planned. Any updates will be communicated through the official RFQ channel.
Does KHS accept remote resources to work on this engagement?	Yes, remote resources are acceptable unless otherwise specified in a specific task order.
Does KHS accept offshore resources to work on this engagement?	No, offshore resources are not permitted. All work must be performed within the United States.
Does KHS prefer on-site resources to execute this engagement?	On-site work may be required for specific assignments, but remote delivery is acceptable when appropriate.
Is the estimated budget meant for all the vendors collectively? If so, what is the allocated budget for each vendor?	Yes, the total budget is for all awarded vendors collectively. Individual allocations will be determined per task order.
If a vendor exhausts their assigned budget, can the purchase order (PO) be extended with additional funds?	Extensions may be considered based on project needs and available funding, subject to KHS approval.
Are the vendors allowed to subcontract at the Task Order Level?	Yes, subcontracting is permitted with prior written approval from KHS.
How many departments will benefit from the MSA? Could you please share the list of those departments?	Multiple departments within KHS will utilize the PSA.
Could KHS please clarify if firms can provide references for ongoing contracts?	Yes, ongoing contract references are acceptable.
Is there a page limit for the proposal response?	No formal page limit; proposals should be concise and complete.
Could you please confirm how many awards are expected to be made under the resulting contract?	KHS anticipates awarding contracts to multiple vendors to ensure adequate coverage across service areas.
Can we selectively bid on specific areas given in section C of attachment A?	Yes, vendors may submit proposals for selected areas based on their capabilities.
As per our understanding, we don't need to submit a "PROFESSIONAL SERVICES AGREEMENT" along with the response. Can you please confirm the same?	Submission of a signed PSA is not required with the RFQ response.
Can you please confirm what exactly is considered part-time contracted Human Resources?	Part-time is generally defined as fewer than 30 hours per week on average.
Section F of Attachment A instructs vendors to provide “Yes” or “No” responses to indicate resource capabilities for each requirement listed in Section D. However, Section D appears to cover the vendor pricing model rather than capability requirements. Could you please clarify which section should be referenced to address resource capabilities?	Resource capabilities should reference Section C (Resource Professional Qualifications) of Attachment A. Section D covers pricing only.
If the intent is to reference Section C (Resource Professional Qualifications) of Attachment A for resource capabilities, can you please confirm whether vendors are expected to respond to each skill listed under every functional area individually?	Yes, please respond to each listed skill individually within each functional area.
Do we need to include only "yes or no" without mentioning the proposed consultant's Name and further explaining about our resources' capabilities in response to the desired skills mentioned in section C of attachment A?	Only “Yes” or “No” responses are required; explanations may be added if helpful.
Do we need to submit actual resumes in the proposal for the given areas in section C of attachment A?	Resumes are not required at the proposal stage but may be requested during evaluation.
How many resumes per area/position are required within the proposal?	Resumes are not required at the proposal stage but may be requested during evaluation.
If actual resumes are required, can we replace them with equally qualified resources at the time of hiring?	Resumes are not required at the proposal stage but may be requested during evaluation.
If resumes are required, can you please confirm in which section we need to include them in our proposal?	Resumes are not required at the proposal stage but may be requested during evaluation.
What will be the estimated number of hours required for each area specified in Section C of Attachment A?	Hours will vary by task order and will be defined upon award.
Can we deliver the required service through our temporary consultants/resources?	Yes, temporary consultants are acceptable if they meet qualifications.
Can you please confirm which sections of the bid document we need to respond to in our proposal?	Vendors must respond to Attachments A and B, and any other sections applicable to the services offered.
Attachment B, Section A states that Kern Health Systems prefers itemized billing on a project basis (or as major milestones are accomplished for large projects) with specific deadlines identified in the proposal. However, the bid documents only mention a general contract period of 01/02/2026 through 12/31/2026 in Attachment A, without any defined project details, deliverables, or milestones. Could you please confirm if vendors may propose hourly rates for the required service areas outlined in the Scope of Services?	Vendors may propose hourly rates as outlined in the Scope of Services; milestone pricing may be proposed if applicable.
If milestone-based pricing is preferred, could you please provide further details or descriptions of the specific projects or deliverables within each defined service area, as the current documentation primarily focuses on resource qualifications rather than project structure?	Project-specific milestones will be defined post-award or during task order negotiations.
Attachment B, Section B “Quantities required.” Could you please confirm if this refers to the unit of measure, such as the hourly rate for each service area?	Hourly rates per service area.
Attachment B, Section B, “Not-to-exceed amounts for installation or travel,” could you please clarify whether this should include the fully burdened hourly rate (inclusive of labor, overhead, & all other related costs)?	Should include fully burdened rates (labor, overhead, and related costs).
Attachment B, Section B, “Not-to-exceed amounts for installation or travel,” Can you please confirm what kind of installation cost we need to include in this field?	Include any reasonable setup or configuration costs relevant to service delivery.
Attachment B, Section B: “Target date of completion.” However, there are no defined project deliverables or timelines under the listed service areas in the bid documents. Could you please confirm if additional details on project-specific deliverables, scope, or expected outcomes will be provided to enable vendors to accurately estimate and propose completion dates?	Final completion dates will be defined per task order once project details are available.
Can vendors submit for select roles only, or must we provide rates for all positions listed in Attachment A?	Vendors may submit rates for selected roles only.

Can KHS please provide the required proposal response format for this opportunity?	No specific template provided; follow RFQ structure for clarity.
Should resumes or bios for proposed personnel be included now or only upon request?	Submit upon request or after shortlisting.
Will KHS allow annual rate adjustments during the contract period?	Not permitted unless approved by KHS in writing due to market or cost-of-living changes.
What is the invoice frequency and format (monthly, biweekly)?	Invoices are accepted monthly, with standard detail of hours and rates.
Can conversion fee percentages (15% / 10% / 0%) be negotiated, or are they fixed?	Yes, conversion fees can be negotiated
Does KHS require not-to-exceed rates per engagement or per category?	KHS does not require not-to-exceed rates. The total budget will be distributed among selected vendors based on awarded task orders.
Does KHS have any local preference weighting?	KHS does not apply local preference weighting.
Can vendors provide commercial or subcontractor references?	Yes, both are acceptable.
How many vendors are a part of this RFQ Process?	KHS does not disclose the number of participating vendors.
How many vendors does KHS anticipate awarding contracts to under this RFQ? Will awards be made by role category or as a bundled award?	Multiple vendors may be awarded under this RFQ as a bundled award.
Can KHS share historic and/or anticipated volume or headcount per role category (e.g., how many Full-Stack Developers or Business Analysts)?	Headcount varies by demand; KHS does not guarantee volume.
Will there be a short-listed RFP process after this RFQ phase is complete?	A short-listed RFP phase is not planned but may be initiated if necessary.
Does KHS anticipate extending this RFQ beyond 2026 or converting it into a multi-year master agreement?	No, KHS does not anticipate extending this RFQ beyond 2026; contracts are issued for a one-year term.
What qualifies as “substantial business in Kern County” for the purpose of local vendor preference?	Defined as maintaining a physical presence or conducting significant operations within Kern County.
Attachment A (A. Background) states that KHS will reimburse vendors on an hourly T&M rate. Attachment B references milestone-based pricing. Please confirm how rates should be supplied as part of this RFQ.	Provide hourly T&M rates; milestone pricing may be considered for large projects.
Are there any restrictions on visa types or work authorization for proposed resources?	All personnel must be legally authorized to work in the U.S.
Will KHS provide performance feedback or scorecards to vendors during the engagement?	Performance feedback or scorecards will be provided upon vendor request.