State of Oklahoma
Office of Management and Enterprise Services/ISD Procurement

Solicitation

Date of Issuance: 12/12/2013 Solicitation No. 0900000116

Requisition No. 0900002592 Amendment No. 1

Hours and date specified for receipt of offers is changed: ☒ No ☐ Yes, to: _____ CST/CDT

Pursuant to OAC 580:15-4-5©, this document shall serve as official notice of amendment to the Solicitation identified above. Such notice is being provided to all suppliers to which the original solicitation was sent. Suppliers submitting bids or quotations shall acknowledge receipt of this solicitation amendment prior to the hour and date specified in the solicitation as follows:

(1) Sign and return a copy of this amendment with the solicitation response being submitted; or,
(2) If the supplier has already submitted a response, this acknowledgement must be signed and returned prior to the solicitation deadline. All amendment acknowledgements submitted separately shall have the solicitation number and bid opening date printed clearly on the front of the envelope.

ISSUED BY AND RETURN TO:

Office of Management and Enterprise Services
ISD Procurement Attn: 0900000116
3115 N. Lincoln Blvd.
Oklahoma City, OK 73105

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E-Mail Address

Description of Amendment:
a. This is to incorporate the following:

Question: 1. P20 C.3.4. Upon request from the State, the hosting Offeror shall provide access to the hosting facility for inspection. For the security of your data, customers are not permitted in data centers. However we would use an agreed upon 3rd party auditor to access the facilities. Is this acceptable?

Answer: The State of Oklahoma - specifically the State Chief Security Officer or Compliance staff and the State Auditor must have physical ability to inspect the facilities where state data is stored, hosted, processed, manipulated, or destructed. This is a requirement to fulfill a due diligence of not more than an annually. An additional service provider controls audit performed by an agreeable third party will be required based on the classification data types that will be stored within the cloud, but will not supplant the requirement for access.

Question: 2. P20 C.3.5. All State data shall reside within the continental US? Is maintaining data within the FISMA boundary acceptable?

Answer: All State of Oklahoma data and information systems must be held and maintained within the borders of the continental US. This applies to the processing, computing, storage, and transmittal of data. The maintenance of systems must also be done within the continental US by entities governed by and subject to Federal Law. The adaptation of FISMA as a framework for security controls, processes, procedures, and governance by a potential solutions provider does not negate the geospatial requirement.

Question: 3. P.20 C.3.6. The Offeror shall disclose the locations by (City, State) where data centers are located. Is this requirement to provide the exact data centers that your data will be located? This requirement restricts competition to a solution that is comparable to hosting servers and not a true cloud computing solution where data centers switch dynamically based on user location, etc. Please consider modifying this requirement.

Answer: Modification of requirement is not approved. The requirement is that the solutions provider must list the data centers within their scope and network to provide services. The requirement is not to restrict the location of storing, hosting, or the providing of services, but to obtain the geospatial diversity within the provider's network.

Question: 4. P21 C.5.1.6 The Offeror should provide a public cloud with appropriate State or Government Entity issued domain names....Would the state consider a government cloud? It seems interesting that the state is willing to operate on a public cloud with a government domain, when government clouds are available on the market.

Answer: The State will accept a government cloud, but is not restricting services to only those available to the a government cloud in its server offerings as the flexibility for the use of a solutions provider may reach beyond basic government services but those of non-profit and other entities and services.

Question: 5. P22 C.5.2.4 The Offeror should provide an on-line billing website that will allow agencies/departments to see the status of their bills (updated no less than monthly). Please explain the intent of this website further. Is this anticipated to be used for monthly billing based on usage?

Answer: Yes, however, this is meant as a means for the offeror to explain their billing plan.

Question: 6. P23 C.5.4.1 The Offeror should provide Service Level Agreements (SLAs) that assure availability for 99.9% for each day of this contract and any extensions thereto excluding pre-scheduled maintenance. Please reconsider this requirement. Maintenance should be included in the 99.9% monthly uptime, or else the State will receive an inferior solution as downtime has been excluded.

Answer: No, scheduled maintenance should not be considered in the 99.9% uptime.

Question: 7. P24 C.5.4.2 The Offeror should provide reasonable system limitations on the end-users' messaging capabilities including: • Maximum message size of at least 25 MB • Allows unlimited sending of email and instant messages • Exception controls for users requiring messages/attachments exceeding 25 MB. Please help us to understand the volume of messages currently sent.

Answer: As this solicitation is for a statewide contract for voluntary use by numerous agencies/affiliates, this information will need to be gathered on a project by project basis following award.

Question: 8. P. 29 C.7.1.2 SLA credits appear to be in the form offered by one manufacturer. Will you consider other manufacturer SLAs and the credit structures they offer as well?

Answer: Yes the State will consider other manufacturer SLAs.

Question: 9. Section F Pricing Page 37- Requires Pricing per day. This is not a common unit of measure of pricing for the majority of the Cloud Email providers on the market. Would you accept monthly or annual pricing? What is the state's intent of payment terms, e.g. to pay monthly or annually? Upfront or in arrears?

Answer: The State will accept monthly or annual pricing. The State's intent is to pay by monthly, but will consider annual. The State's payment terms are stated in section: A.18.

Question: 10. Can we provide standard VPAT forms that have already been completed or do we need to use the State VPAT forms?

Answer: Please use the State VPAT form, if the offeror wishes to supplement the VPAT submission with their already completed forms the state will accept and encourage that.

Question: 11. Could you provide us more information on your current phone system? Would you like this priced for all users? C 5.5.1 "The Offeror should include a Unified Communication offering that allows the office automation SaaS offering to integrate with Voice-Over-Internet-Protocol (VOIP) telephone systems."

Answer: As this solicitation is for a statewide contract for voluntary use by numerous agencies/affiliates, this information will need to be gathered on a project by project basis following award.

Question: 12. Page 19/37 of the RFP states some entities are using MS Exchange and some are using GroupWise. Could you provide user estimates for each system so we can price accordingly for migration from these systems?

Answer: As this solicitation is for a statewide contract for voluntary use by numerous agencies/affiliates, this information will need to be gathered on a project by project basis following award.

Question: 13. Clinger-Cohen Act of 1996, also known as the Information Technology Management Reform Act of 1996: Our understanding of the Act is that it relates to the Federal Government. Can the State explain how this relates to the State?

Answer: The state hosts, stores, and utilizes data from many federal entities.

Question: 14. Regarding NIST Special Publication 800-45 Rev 2, Guidelines on Electronic Mail Security: Does the State concur that not all sections of these guidelines can be applied to a hosted, multi-tenant email provider? For example, installing email on a single physical disk.

Answer: The State suggests that compliance to a standard as best applicable is relevant. The implementation of the standard and mitigation controls is a choice based on usage, risk, and scope of the systems in use.

Question: 15. Regarding NIST SP 800-37, Revision 1 - Guide for Applying the Risk Management Framework to Federal Information Systems: A Security Life Cycle Approach: Does the State have Federal Information Systems that make this a requirement?

Answer: The state hosts, stores, and utilizes data from many federal entities.

Question: 16. Regarding Gramm-Leach-Bliley Act: Can you describe how the State is considered a financial institution and to what extent the proposed services may be used to house or transmit consumer financial data?

Answer: The state has several transactional services that make GLBA applicable within the systems and services for benefits, custodial financial services for citizens, and services required to carry out the Treasury services of the State of Oklahoma.

Question: 17. Regarding Payment Card Industry - Data Security Standard, PCI-DSS 2.0: Can you describe how the State is considered a payment card processor and to what extent the proposed services may be used to conduct payment transactions?

Answer: The State of Oklahoma is a processor for payments that are within scope of PCI-DSS regulatory environment to take payments, transact business processes, and to carry out the Treasury services of the State of Oklahoma.

Question: 18. Is the State interested in viewing all Cloud services available from the vendor (i.e. data migration from legacy environment, directory sync, single sign-on, training, etc.)? If so, it is helpful to know the size and make-up of the agency that is moving in order to accurately scope out the amount of work that the project will require.

Answer: As this solicitation is for a statewide contract for voluntary use by numerous agencies/affiliates, this information will need to be gathered on a project by project basis following award.

Question: 19. Related to the above question, our pricing model for Additional Public Cloud Messaging and Collaboration Services varies based on the size and complexity of each customer. For example, implementing the Public Cloud Services for a 1,000 user agency requires less work/training than implementing for a 10,000 person agency. In order to provide accurate pricing, can we include various estimates for different complexities or our own pricing table to accurately reflect the cost of moving different agencies? Or is the intent of the RFP to simply acquire pricing for licenses, and each individual agency will be responsible for securing services associated with a migration separately?

Answer: The intent of the solicitation is to acquire pricing for licenses and services in which each Government Entity will be responsible for securing the services on an as needed basis. As this solicitation is for a statewide contract for voluntary use by numerous agencies/affiliates, this information will need to be gathered on a project by project basis following award.

Question: 20. What is the basis for the RFP's requirement that all data reside within the continental US? A review of the State of Oklahoma's Information Security Policy, Procedures and Guidelines v1.5 does not support this condition. Requiring data be located in the United States is an antiquated standard that does not enhance data security. Federal security standards do not require United States data location. Many federal and state agencies have moved away from this requirement and instead stipulate alignment with security standards such as FISMA. Will the State remove the US data location requirement and allow vendors to propose systems that have been validated by security standards such as FISMA?

Answer: All State of Oklahoma data and information systems must be held and maintained within the borders of the continental US. This applies to the processing, computing, storage, and transmittal of data. The maintenance of systems must also be done within the continental US by entities governed by and subject to Federal Law. The adaptation of FISMA as a framework for security controls, processes, procedures, and governance by a potential solutions provider does not negate the geospatial requirement.

Question: 21. Given the number and complexity of questions proposed and the approaching holidays, would the State consider extending the deadline for submission into January of 2014?

Answer: At this time OMES has not indicated that an extension will be given.

Question: 22. We would like to respectfully request a 2 week extension for solicitation 0900000116.

Answer: At this time OMES has not indicated that an extension will be given.

Question: 23. The unit of measure listed in the pricing table requests that services be priced "per day." As vendors generally require that service/license costs are paid upon order on either an annual or monthly subscription, what is the State of Oklahoma's intent behind the per day pricing? The method of daily calculation may vary per offeror, e.g., annual/365 or monthly/4.33. Please specify how the daily rate should be calculated.

Answer: The State will accept monthly or annual pricing.

Question: 24. Section B.1.2 states that the term of the contract would be one base year plus the option for 4 single year extensions. The price table in Section "F" states for 5 years as the base period of performance. Please clarify the period of performance terms that should be used for this solicitation.

Answer: Under Oklahoma law, the State may not contract for a period longer than one (1) year. By mutual consent of the parties, it is intended that there shall be four (4) options to renew, each for duration of one (1) year. The 5 year column in Section F represents any discounts applicable if the term were renewed for each renewal option.