



Amendment of Solicitation

Date of 5/11/16
Issuance:

Solicitation No. 2900000095

Requisition No.

Amendment No. #2

Hour and date specified for receipt of offers is changed: [X] No [] Yes, to: 3:00 PM CST/CDT

Pursuant to OAC 580:16-7-30(d), 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:

U.S. Postal Delivery or Personal or Common Carrier Delivery:

Office of Management and Enterprise Services
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Description of Amendment:

a. This is to incorporate the following:

Set # 3

Question #1 - Could you please define the term Job Development in section c 5.1.17? Is this the same as a job order?

Re: - A Job Development is a staff assisted service which occurs when a staff member contacts an employer about a specific job seeker to discuss their qualifications and explore their potential placement with the employer. The Job Development contact may be accomplished by telephone or personal visit to the employer. The job development service is recorded by staff whether or not the job seeker is actually hired by the employer. A job development is not the same thing as a job order, but may lead to a job order if the employer is convinced to hire a job seeker for a position not previously considered.

Question# 2 - Could you please clarify the type of claim that is being referred to in 5.1.37

Re: The type of claim referred to in 5.1.37 is an unemployment insurance benefit claim on a claimant who has filed for unemployment insurance benefits.

Question #3 - On section 5.1.38 is the term claimants referring to unemployment insurance recipients?

Do these participants and job seekers receive special designation from other participants?

Re: Yes, claimants in section 5.1.38 are referring to unemployment insurance recipients. And no, these participants and job seekers (if you mean claimants and veterans) do not receive special designation from other participants.

Clarification: Section 5.1.38., is referring to search results that staff would conduct for claimants and veterans with the ability to send them reemployment information. The search results of veterans and claimants would need to be somehow designated to tell

Description of Amendment - continuing

the difference between the two if the search can be run for both types participants at the same time or combined with other types of participants.

Set# 4

Question #1 - Was the decision on a possible extension reached? We would appreciate your favorable consideration for extending RFP submission deadline to allow at least 4 weeks after all questions submitted are answered. Thanks.

Re: The solicitation response period has been extended to May 17, 2016 and the solicitation questions on the Wiki period to May 10th, 2016. Please refer to Amendment 1 of Solicitation Bid # 2900000095 for exact details.

Question# 2 - Is there a specific number on the budget or a do not exceed number that the project has to stay under?

Also, in section C.5.1.22, Are there specific websites, job boards, and job banks that are preferred to connect with?

Re: We do not have a specific number on the budget or a do not exceed number that the project has to stay under. We are looking for proposals with the best possible solution at the best possible cost that meet the solicitation requirements.

In reference to C.5.1.22, we want "spidered" job banks, websites, etc., to be any major or minor legitimate sites, including industry standard recognized job banks, websites, etc.

Question# 3- For Section C.5 Mandatory Specifications, does the State want the bidder to put a narrative in Attachment C for the items in that section?

Re: The bidder must submit a narrative for Section C.5 Mandatory Specifications/Requirements. However, Attachment C is not the place for a detailed narrative, but only brief comments if you believe it is necessary in addition to completing the requirements of Attachment C.

Question# 4 -In Section E.12.3.2, the Solicitation states, "Bidder shall submit 3 professional references from **Public Sector organizations** for implementation, hosting, services; data integration for a Workforce Development System successfully implemented and provided by your Company."

What does the State consider a professional reference?

Re: The State considers a professional reference to be a recommendation from a person of a Public Sector organization who has direct knowledge of, and can vouch for, any implementation, hosting services and data integration for a Workforce Development System successfully implemented and provided by your Company.

Question#5 - For Section C.5.1.26, the requirement states, "Must provide the ability for the registration of claimants and participants for both the Unemployment Insurance benefits system and the workforce programs to be entered once, but used for both systems The proposed solution must interface with the State Unemployment Insurance system and provide the ability to view, add, and edit the history and claim issue of a UI Claim and/or Reemployment Services based on security requirements for the user. Bidder shall provide a detailed description (not to exceed 2 pages) of how the proposed solution:

- a) Interfaces with an UI system and creates automatic registrations for the Wagner-Peyser program.
- b) How it interfaces with an UI system and allows issues to be added from either system."

Please clarify the part of the requirement that states the [workforce] solution must provide, "...the ability to view, add, and edit the history of a claim issue...".

Re: The State wants the ability to view, add, and edit the history of a claim issue within the proposed solution, particularly for issues of non-attendance of mandatory services. Information relating to claim issues for participants who are claimants must be available and synched in both the proposed solution and the UI system.

Description of Amendment - continuing

Question#6 - For Section C.5.1.33, the requirement states, "Provide the ability to access and update host records in "real-time.""

What is the State's definition of "host records?"

Re: Host records are any system related records that the vendor stores as part of the contractual relationship with the state. Some host records for example would be records relating to employers, job seekers, staff, reports, resumes, job orders, case management notes, eligible training providers, etc.

Question#7 - For Section C.5.1.37, the requirement states, "Must provide the ability to take limited fact finding (Able and Available information) on a claim."

Please confirm that the State would like the solution to be able to provide a weekly certification/continued claim since "Able and Available information" is asked as part of the weekly certification process.

Re: No, the State does not need a weekly certification/continued claim. The State envisions limited fact finding on required work search activities conducted by claimants in the proposed solution.

Question#8 - For Section C.5.1.26, the requirement states, "Must provide the ability for the registration of claimants and participants for both the Unemployment Insurance benefits system and the workforce programs to be entered once, but used for both systems."

Please clarify – would the State like a Common Intake component for both a UI claim and workforce program or is the State simply looking for a UI claim to transfer to the workforce system?

Re: The State is interested in either of the options mentioned as long as the requirement is met and all associated choices, constraints, costs, etc., are explained.

Question#9 - For Section C.5.2.13, the requirement states, "The ability for authorized users to change attributes and fields for a specific case or record (i.e., program enrollment).

a) Describe which programs the solution includes (WIA, TAA, WP, etc.) and how they are configurable."

What programs from the following list does the State want the system to support?

- Workforce Innovation And Opportunity Act (WIOA)
- Wagner-Peyser Act (WPA)
- Migrant and Seasonal Farm Workers Program (MSFW)
- Worker Profiling and Reemployment
- WIOA Title I Adult Dislocated Worker and Youth
- WIOA Title II Adult Education and Family Literacy
- Trade Adjustment Assistance (TAA)
- Supplemental Nutrition Assistance Program (SNAP)
- Temporary Assistance for Needy Families (TANF) Work Program
- Vocational Rehabilitation
- Veterans Employment and Training
- Summer Youth Employment
- Work Opportunity Tax Credit Process
- Local and State Programs

Re: The proposed solution must support any of the USDOL programs mandated under the Workforce Innovation and Opportunity Act. The list provided appears to have most of the WIOA programs, but is not necessarily exhaustive, and includes other programs, which may be desirable.

Description of Amendment - continuing

Question#10 - What is the estimated start date for the new OESC workforce system project?

Re: The estimated start date for the new OESC workforce system project is no later than 21 days after the solicitation is awarded. Please refer to C.13. Project Management.

Question#11 - For Section F, Price and Cost, there is no place in the table(s) for costs associated with Section C.6, Non-Mandatory Specifications.

Would the State like the Bidder to include costs for Non-Mandatory Specifications?

Re: As stated in C.6. Non-Mandatory Specifications, Bidders shall provide a list of their Non-Mandatory options, including any associated costs, in an Excel format. Note that the associated costs from section C.6., provided in an Excel format should relate to the Cost Fixed Rate table in section F.1., for the "Other" breakout in the description column of that table.

Question#12 - Requirement C.9 Training Plan identifies, "The proposed solution must include a description of the recommended training required to have a full, working knowledge of the application software. The solution will follow a train the trainer approach. On-site trainings will be finalized during the project kickoff meeting. OESC has identified training two distinct training groups: OESC technical staff and OESC administrative training staff."

1. How does the State envision the train the trainer approach working?
2. Whom (and how many staff) must Geographic Solutions train, who will then re-present the same or similar training to staff statewide?
3. How many staff, per federal program, must receive pre-deployment training?

Re: 1. The State envisions that OESC staff will be trained in person by the vendor using training materials supplied by the vendor. A system training site or test site for the proposed solution will be optimal for training OESC staff and then for the trainers to conduct further training around the state in addition to any training materials provided by the vendor.

2. Approximately 30 staff would need to be trained by the vendor.

3. The number of staff needing pre-deployment training will probably be around 500 – 600, which would be delivered by the OESC trainers.

Question#13 - Requirement C.9.1 states, "On-site training for OESC technical staff shall be as soon as feasible as determined by the Bidder and OESC."

What are the roles and responsibilities of the OESC Technical Staff?

Following Geographic Solutions-led training, will OESC Technical Staff conduct staff training statewide? If Yes, please describe the training OESC Technical Staff will conduct.

Re: The OESC Technical Staff are responsible for overseeing the daily operations of the system, any system administrative functions, working with the vendor on system issues, system reports, federal reports, etc. The OESC Technical Staff will not be conducting any training, only receiving training on system functionality from the vendor.

Question#14 - Requirement C.9.2 states, "On-site training for OESC administrative training staff shall be determined by mutual agreement between the Bidder and OESC, but no less than 90 days prior to system launch."

What are the roles and responsibilities of the OESC Administrative Staff?

Following Geographic Solutions-led training, will OESC Administrative Staff conduct staff training statewide? If Yes, please describe the training OESC Administrative Staff will conduct.

Description of Amendment - continuing

Re: The roles and responsibilities of the OESC Administrative Staff are to train staff statewide on the functionality of the system and how the system will be used by staff when serving customers. Training or presentations to other entities on the system will also likely occur for employers, other agencies or organizations.

Question#15- Requirement C.9.5 states, "Any options regarding the amount of training."

Can the State please clarify this requirement?

Re: This is an opportunity for vendors to present any other options or modes of training that the State may utilize in addition to what is required.

Question#16- Requirement C.5.1.35 states, "The ability to conduct customer satisfaction surveys and provide reporting features for authorized users."

Please provide more information on this requirement.

Re: The proposed solution must provide automatic system customer satisfaction surveys that can be customized by authorized users for customers to complete (e.g., job seekers and employers). The solution must provide reports which summarize results of the surveys that authorized users can access.

Question#17- Non-Mandatory Specification, C.6.16 states, "Authorized users will have the ability to submit electronic cash draw requests with electronic signatures."

Does the State want a full-blown cash draw system where regions will be able to draw down funds for WIOA?

Re: The State wishes to consider all options for the requirement, including the ability to draw down funds for WIOA.

Question#18- Regarding Section C.5.1.1: "The proposed solution must comply with all EEOC regulations" in system functionality.

Is the question whether the solution itself is compliant (for example, able to be understood by visually impaired users via reader software), or is the question to be addressed regarding how the software supports compliance activities by staff and employers?

Re: The requirement is referring to the solution itself being compliant.

Set# 5

Question#6 - C.5.1.25 System Functionality "...be accessible to all users of the application according to their user profile"

Can the State please provide number of internal state employees that will need access to the system? Can the State please provide estimate of number of external parties that will need access to system (please break down by job seekers, employers, partners, sub-contractors, etc...)? Please provide estimate of the number of monthly logins by external parties? What is the growth rate over next 5 years for monthly logins?

Re: This question is similar to a question asked previously in the Wiki. A rough estimate of monthly logins by external parties is approximately 4.5 million. The State might expect a growth rate of 2.5% for monthly logins over the next 5 years.

- Number of staff users (internal) providing case management: approximately 500
 - State workers (OESC): about 300
 - Local Area Partners and Workforce Board Staff (including service provider staff): about 200
- Others using the system (not for case management):
 - Supervisors: about 80
 - Eligible Training Providers: about 160

Description of Amendment - continuing

- Companies: approximately 10,000 in a year, but over 39,000 accounts in the current system (this does not count companies with jobs spidered into the system)
- Job seekers: about 190,000 in a year, however over 800,000 accounts in the current system

Question#7 - C.5.5.16.e Reports Reports must be available to public view by percentage only in accordance with WIA and WIOA law and regulations

Can the State please clarify the types of reports that need to be made available to the public? Is the request that they get access to static copies of the reports (i.e. PDF files or image files), or actually have the ability to run certain reports against the system's database?

Re: The types of reports that must be available to the public view by percentage only (aggregated, no discrete record information) include any of the federally mandated WIA or WIOA reports (e.g., ETA 9148, ETA 9090, ETA 9104, etc.) or any report using data derived from these reports. Any other reports available to the public will also need to be aggregated. Access to the reports would be static copies.

Question#8 - C.6.4 Non-Mandatory Specifications The proposed solution should produce web analytics and associated web analytic data, accessible to authorized users, including such information, but not limited to: number of users, types of users, user traffic, user access points (mobile or desktop), etc.).

Can the State clarify if the solution should have basic analytics to track user access of the system or integrate with web analytic tools such as Google analytics?

Re: The State would like to see any options the bidder can provide that meet the requirements; including any third party tools.

Question#10 - C.5.1.25 System Functionality "...be accessible to all users of the application according to their user profile"

Will an external party such as partner or sub-contractor ever need access to the records of a specific job seeker or employer?

Re: External parties, such as a partner, if they are conducting case management for job seekers or working on job development with employers would often need access to the records of a job seeker or an employer via access to the system according to their user profile.

Set# 6

Question# 2 – C.5.1.56. 2) Authorized users the ability to create, edit and delete a portfolio of job orders for ongoing administration.

Please clarify "portfolio of job orders." Does this refer to staff's ability to bookmark or save job orders for follow-up, for example to a "My Job Orders" list?

Re: Yes, a portfolio of job orders refers to a method for authorized staff to somehow designate job orders collectively (e.g., jobs marked as staff's responsibility to manage, jobs belonging to a demand occupational group, etc.).

Question # 3 - C.5. Bidder shall provide a detailed narrative describing installation and configuration requirements and the proposed method to meet the requirements of this RFP.

Should the narrative be a high-level summary of the vendor's approach to meeting the overall project requirements, or should it address each individual requirement included in the Excel spreadsheet Attachment C - Requirements Response? If the latter, are comments required/desired in the Excel spreadsheet Attachment C - Requirements Response, or can the vendor refer back to the detailed narrative?

Description of Amendment - continuing

Re: This is related to a response given earlier in the Wiki. The bidder must submit a detailed narrative for Section C.5 Mandatory Specifications/Requirements. However, Attachment C is not the place for a detailed narrative, but only brief comments if you believe it is necessary in addition to completing the requirements of Attachment C. If a vendor believes that a brief comment in Attachment C does not adequately explain their response designation, then the vendor may refer back to their corresponding detailed narrative response in section C.5.

Question# 4 - C.6. Non-Mandatory requirements are considered added-value. The OESC preference is to have a feature/functional rich system, Bidder should provide detailed information for additional features/functions listed, describe how each of these items will be provided or accomplished. Bidder's response must state if the feature/function is available or unavailable and include any associated cost. Responses must be submitted in excel format. Bidder should provide examples, samples, and or screenshots as applicable to the proposed solution.

Please clarify "Responses must be submitted in excel format." The Excel spreadsheet Attachment C - Requirements Response (lines 154 to 189) lists the requirements in C.6. Is this spreadsheet where we should provide our responses including descriptions of "how each of these items will be provided or accomplished"? Should the descriptions and any associated cost be provided in the Comments column? If "examples, samples, and or screenshots" are also to be provided in the Attachment C spreadsheet, can the vendor add a separate "Screenshots" column for easier formatting?

Re: Section C.6. Non-Mandatory requirements is separate (but related) from Attachment C, which must be completed as part of the submitted bid. A bidder's responses to section C.6., must be in an Excel format that can be similar to Attachment C (but is not Attachment C or any part of Attachment C) and may include a "Screenshots" column as well as any associated costs. Note that the associated costs from section C.6., provided in an Excel format should relate to the Cost Fixed Rate table in section F.1., for the "Other" breakout in the description column of that table.

A bidder must complete Attachment C by providing a response designation to each requirement listed with a brief comment or additional information that explains the designation. As mentioned in response to another related question, a vendor may refer back to their corresponding detailed narrative response in section C.5., for a given requirement when completed Attachment C.

Question#5 - Does completing the F. Price and Cost worksheet provided on page 37 of the RFP fulfill the requirements of item H.1.14. "Price/Cost proposal" listed in the H.1. Vendor Checklist?

Re: **H.1 Vendor Checklist is just a helpful reminder list that is not all inclusive.** Yes, however, if the bidder completes section C.6., there must be additional price/costs associated with the responses for Non-Mandatory requirements provided in an Excel format.

Set# 7

Question #1 - USERS

How many staff-users are expected to contact SSG support on regular basis? What is customer support model currently? (Do all end users call vendor or certain roles such as IT designated staff engage the vendor to obtain support needed? Would be acceptable to OESC to have certain number of staff be designated to engage vendor. If yes, how many?

Re: There would be a limited amount of staff users contacting the vendor on a regular basis. The current State model for contacting a vendor is limited to about 5 – 7 staff comprised of a combination of designated State administrative technical staff or IT staff.

Question# 2 – USERS

How many distinct locations will staff/end-users be located in? With some consolidation expected, how many Local Workforce Areas (LWA/WIBs) will the new solution support? How many Job Centers is there?

Description of Amendment - continuing

Re: There are currently 8 Local Workforce Areas in Oklahoma with staff/end users located statewide in all the areas. There will be approximately 35 job centers. Other partner staff, state agency partner staff, and state administrative staff will also be accessing the system in probably another 3 – 5 locations.

Question#3 - Configuration

1. How many distinct programs need to be configured for tracking and reporting?
2. Would state administered programs be the same for all locations (LWA)?
3. How many programs in addition to Federally Mandated Programs would you require the new system to be configured for? Can you list all programs to enable us to properly scope the effort required? We must have all inclusive list to avoid guessing and to properly respond to your needs?
4. For non-federal programs, can you estimate how many fields per form per program need to be configured?
5. How many forms and how many fields on each form/screen does your current system have?

Re:

1. This question is similar to a question asked previously in the Wiki. The proposed solution must support any of the USDOL programs mandated under the Workforce Innovation and Opportunity Act.
2. The same state administrated programs must be available to all locations; though any given area or location may not necessarily be using the same programs at any given time.
3. Please refer to the Workforce Innovation and Opportunity Act (WIOA) for a list of mandated partners and programs required as well as any potential partners and their associated programs.
4. No.
5. The State's current system has been in operation for many years. You should assume a large number of form/screens with numerous fields.

Question# 4 - DATA MIGRATION

1. What is the volume of the legacy data needed to migrate? Specifically, what is the number of (i) fields, (ii) rows, (iii) columns, and (iv) GBs of data in the current database?
2. How many systems/databases will data be migrated from?
3. What is the database type of those legacy systems? (i.e. SQL server, Oracle, etc?)
4. What method of extraction limitations exist with the legacy systems?
5. Would OESC be open to providing data extracts in csv format from your legacy database(s) to achieve significant cost savings during implementation?
6. What is the quality of the data to be assumed for the migration effort (for example, 70% quality data)?
7. How many transformations should be assumed from legacy data system to new system? For example, legacy system may have field for each "race" possibility, which compared to new syste may have one filed that is drop-down? Another example may be, your legacy system may have "yes" coded as "0" and in the new database would be coded as "yes". Estimates for these are essential for making sound estimate for the amount of effort needed. More specific OESC gets, the less of the assumptionis are required, driving the proposal cost down.

Re:

Description of Amendment - continuing

1. The State's current system has been in operation for many years. In terms of legacy data to migrate, you can assume a large number of records with many fields to convert and a large database with numerous tables.
2. – 7. Most of this would need to be discussed during contract negotiations. The State is using non-Oracle databases.

Question#5 - INTEGRATIONS

For "each" of required integrations/interfaces, please provide the the following information:

- Interface Name:
- Source System:
- Target System:
- Batch (i.e. manual or automated) or Real-time integration (i.e. API):
- If Batch, what is frequency expected:
- Inbound, Outbound, or Bi-directional:
- Level of Transformation required:
- Additional Note/Comment:

Re: Mandatory interfaces are listed in the solution requirements. Again, we are looking to see what can be provided in your COTS solution proposal, not to necessarily duplicate the system we currently are using.

Question#6 - TRAINING

1. How many trainers do you envision being trained in the train-the-trainer model?
2. How many administrators are expected to be trained for this solution? Would 10 be appropriate assumption?
3. How many project team members will participate in the implementation that would need training to be a successful contributors on the project?

Re:

1. This question is similar to a question asked previously in the Wiki. Approximately 30 staff will need to be trained by the vendor.
2. Approximately 15 state administrative staff.
3. Not knowing which solicitation and its requirements will be awarded makes this question impossible to answer. It is anticipated that any project team members involved in the implementation are subject matter experts in the current system.

Question#7 - OESC PROJECT TEAM

Would you please identify the intended project team structure and staff count that would participate in this project? Please identify the number of the following individuals:

1. Project Executive
2. Functional Project Manager
3. Technical Project Manager
4. Business Analyst
5. Technical Data Migration lead
6. Technical data migration other
7. Technical integration lead
8. Technical integration other
9. Solution Architect
10. Testing resources

Description of Amendment - continuing

Re: The State will have the appropriate staff and resources allocated to the project team for a successful implementation.

Question#8 - CUSTOMER SUPPORT MODEL (TECHNICAL/APPLICATION SPECIFIC)

How does OESC intend to support software application? For example, configuration changes, updates to reports, support to end-users for coordinating the new releases, etc.

Re: Oklahoma has a small team of technical administrative staff to manage/support these types of activities.

Question#9 - CUSTOMER SUPPORT MODEL (END-USER/STAFF)

How does the OESC intend to support end users/staff? Does OESC has call center or designated power-users per location?

Re: The State has designated administrative/technical staff to support general end user/staff questions and issues. Any issues or questions that cannot be resolved at the State level will be escalated according to the requirements in the solicitation (see section C.11.).

Question#10 - What expectation does the OESC have regarding onsite or remote implementation (for example, the customer may expect the project manager and solution architect on site full-time and the rest of the project team remote)? Would you leave this up to vendor to suggest?

Re: The State wishes to review any options submitted in the proposal by the vendor, in addition to any requirements for onsite implementation stated in the solicitation.

Question#11 - Does the OESC have an expectation of a pilot, proof of concept, phased rollout, or “big bang” approach to go live?

Re: As stated in the solicitation, Oklahoma asked for a COTS solution; so after data is migrated, data validated, system thoroughly tested, system authorized by the State, staff trained, etc., we expect to “flip the switch” and have a working solution.

Question#12 –

1. Is there a firm end date the solution is required to go live? If so, can you please share the date?
2. Is there general expectation for go-live date?

Re:

1. Oklahoma asked for a COTS solution; so we expect to have a fairly rapid data migration and a working system as soon as possible, but this depends upon your proposed solution.
2. Again, Oklahoma expects a COTS solution; so we expect to have a fairly rapid data migration and a working system as soon as possible, but this depends upon your proposed solution.

Question#13 - TIMELINE / CALENDAR

1. Does OESC has a tentative dates set aside for orals / product demonstrations? Will these be done in person?
2. What is expected contract award date?

Re:

Description of Amendment - continuing

1. At this time the State has not determined that demonstrations will occur, nor has the evaluation committee met to determine if demonstrations are desired. Please review section D.5., of the solicitation, particularly D.5.4., D.5.5., and D.5.6.
2. There is not a predetermined contract award date as the State must follow all of the requirements in the solicitation and all solicitation requirements working with the Office of Management and Enterprise Services (OMES).

Question#14 - We respectfully ask that OESC list the "exhaustive list" of all programs expected for the new system to be configured for under the Workforce Innovation and Opportunity Act, to a degree known to the agency as of today. We need to be clear what your expectations for the scope are.

Re: This question is similar to a question asked previously in the Wiki. The proposed solution must support any of the USDOL programs mandated under the Workforce Innovation and Opportunity Act (WIOA). Please refer to the Workforce Innovation and Opportunity Act for a list of mandated partners and programs required as well as any potential partners and their associated programs.

Set #8

Question#3-

Brief Description of Requirement states "Customization/modification will be discussed with the successful supplier in detail and will be approved by OESC on a case-by-case basis only".

We define customization as altering source code to meet a requirement. We define configuration as a declarative point and click exercise to enable the system to meet requirements. We believe configuration is a necessary part of implementing this system. We do not propose modifying source code. Are we correctly interpreting your statement?

Can you please provide some source system details such as:

- o Number of records to convert
- o Number of data entities (eg tables, logical grouping of data)
- o Status of data cleanliness and the need to scrub the data before load

Re: Yes, your interpretation of customization/modification is accurate, which is why if you must customize something to meet requirements, then it must be discussed in detail and approved by OESC only on a case-by-case basis.

In terms of source system details you can assume a large number of records to convert and a large database with numerous tables. The State's current system has been in operation for many years. Regarding data cleanliness, this is hard to assess until the State knows what the new system requires.

Question#5 - On the Excel worksheet for response to section c, Is there a minimum or maximum of a detailed response to be given to Questions that we wish to give a detailed response for? (for the questions not listed with a maximum of 2 pages)

Re: You may be confusing completing Attachment C with responding to the requirements in section C. While there is not a minimum or maximum level of response to most of the requirements in section C., you should provide the amount of detailed response that explains your proposed solution best. There are a lot of requirements, following a maximum of 2 pages or less for a given response is a good guideline. Note that there is not a defined format for the responses in section C, but an Excel format would be good.

Attachment C is not the place for a detailed narrative, but only brief comments if you believe it is necessary in addition to completing the requirements of Attachment C. If a vendor believes that a brief comment in Attachment C does not adequately explain their response designation, then the vendor may refer back to their corresponding detailed narrative response in section C.5.

Description of Amendment - continuing

Question#6 - In response to your previous answer "The proposed solution must support any of the USDOL programs mandated under the Workforce Innovation and Opportunity Act. The list provided appears to have most of the WIOA programs, but is not necessarily exhaustive, and includes other programs, which may be desirable." we ask the follow-up question as it relates to Section C.5.2.13. The ability for authorized users to change attributes and fields for a specific case or record (i.e., program enrollment). a) Describe which programs the solution includes (WIA, TAA, WP, etc..) and how they are configurable.

Will Oklahoma maintain their legacy Adult Education and Vocational Rehabilitation Systems?

Re: It is unknown at this time whether Oklahoma will maintain its legacy Adult Education and Vocational Rehabilitation Systems.

Question#7 - Does the two page maximum length for responses in Section C include just text or screen shots and text? It's nearly impossible to describe many system features (such as job referral functionality, C.5.1.56) in two pages if screen shots are included.

Re: The two page maximum length for responses is for written descriptions of functionality. Screenshots in section C that correspond with the two pages of written description do not count against the two page limit.

Question#8 - Please clarify C.5.1.56, 3) Configurable business rules to facilitate the archiving of closed job orders based on specified criteria.

Does OESC desire a separate "archived" status for job orders, with these job orders remaining visible in the OJM system to staff, or should they be functionally deleted from the system, but available for retrieval in the OJM database? Can you provide an example of what criteria would lead to archival of a closed job order?

Re: The State needs the ability to archive closed job orders on a set of configurable business rules that your solution provides. Some criteria for archiving closed job orders include: large number of job orders over a given time frame, job orders with past closed dates for a given timeframe, job orders where there was some issue between employer and job seeker and a record of the job order needs to be kept. Some method must exist for staff to retrieve archived job orders.

Set# 9

Question #1 - In clarifying the response to the question"

"Please provide the total number of users (staff function only) that would be accessing the system for the purposes of case management? Please provide breakdown by type of user/role: State Workers (OESC), Local Area Partners and Workforce Board Staff, others (accessing system only and not using the system for case management)."

The Response received was:

Number of staff users providing case management: approximately 500

- State workers (OESC): about 300
- Local Area Partners and Workforce Board Staff (including service provider staff): about 200

Is this saying that there are a total number of 500 case managers + 300 state workers and 200 local partners? or is the total number of users 500 for this section?

Description of Amendment - continuing

Re: The number of staff users providing case management is approximately 500. The other numbers indicated (300 and 200) are a breakout of the 500 number.

Question# 2 –

For section c.5.1.13 What specific Assessments would OESC like self service users to have access to?

For Section 5.1.3.3 Please define a "host" record

For Section 5.1.35 Do the participants (those filling out the survey) need to see outcome reports of the survey responses?

For Section 5.1.39 Can you please provide more detail on email function that is required?

For Section C 5.2.13, Is the request being made that The system provide the ability to update fields for out of the box programs when changes to program requirements arise? If this is not the case can OESC please provide more detail on this requirement?

Re: For Section C.5.1.13., the State is looking to see what types of assessments relating to career, job readiness, skills, etc., that the proposed solution will provide via self-service for participants.

For Section C.5.1.33., (you stated section 5.1.3.3., however, there is not such a section number, so I assume you meant C.5.1.33.), a host record is a record which is stored on the vendor's hosted solution (e.g., vendor's server).

For Section C.5.1.35., no, the participants filling out the surveys do not need to see the outcome reports of the survey responses.

For Section C.5.1.39., the solution must provide the ability for staff and customers to initiate and respond to emails relating to required services and job matches provided by the solution.

For Section C.5.2.13., this is requirement is for the ability of authorized users to make corrections to specific program enrollments on client records.

Question#3-

In reply to a comment by Ernest Graham:

You may be confusing completing Attachment C with responding to the requirements in section C. While there is not a minimum or maximum level of response to most of the requirements in section C., you should provide the amount of detailed response that explains your proposed solution best. There are a lot of requirements, following a maximum of 2 pages or less for a given response is a good guideline. Note that there is not a defined format for the responses in section C, but an Excel format would be good.

Attachment C is not the place for a detailed narrative, but only brief comments if you believe it is necessary in addition to completing the requirements of Attachment C. If a vendor believes that a brief comment in Attachment C does not adequately explain their response designation, then the vendor may refer back to their corresponding detailed narrative response in section C.5.

For Clarification sake, does completing attachment C Qualify as a satisfactory response for responding to requirements to Section c unless a detailed response is explicitly asked for? For example, If we were to mark M for meets requirements on attachment C for question 5.1.1 Does the state recognize this as an acceptable response if no other information is included?

Re: No, completing Attachment C does not qualify as a satisfactory response for responding to the requirements in Section C.

Description of Amendment - continuing

A vendor in submitting a bid must fulfill all the requirements of the solicitation, which includes, but is not limited to: completing Attachment C and responding to all the requirements in section C. Please review the instructions in C.5., which details what is mandatory when responding to the requirements in section C.5.

Comments in Attachment C when indicating the degree to which the requirement is met are limited to 1 – 3 paragraphs.

Set#10

Question #1 - Referring to section C 5.4.28 Will OESC want these forms in specific format, pulling data from multiple forms, or just the ability to print the viewable page?

Re: The State must have the ability to print the viewable page. If the viewable page is complex and has definable sections, then the State must be able to print selectable sections of the page.

Question# 2 – For section C.5.5.16 i), please clarify how OESC wants to modify or update existing reports, particularly federal reports. Is functionality beyond making selections from standard report parameters (such as area and timeframe) desired? If so, what kind?

Re: The State must have the ability working with the solution's processes to modify or update existing federal or system reports as necessary according to federal report requirements or customer suggestions/demands.

Question#3- For section C.5.2.2., please clarify what is meant by "the ability to configure status fields."

Re: The State must have the ability to configure status fields for any information required by WIOA program requirements to match federal reporting.

Question#4- C.5.1.22: Should the spidering include job listings for just the State of Oklahoma or all the U.S.?

Re: Any spidered jobs by default must be for jobs located in Oklahoma. Options in addition to the default of Oklahoma jobs are okay.

Question#5- C.5.1.27 states: Provide participants and job seekers with current and historical labor market information, including but not limited to: labor markets, industry and employment trends, wage rates, and certification and licensing requirements.

1) For the trends and historical data, how far back in time?

2) Is it fair to assume that the job seeker will select a labor market and an occupation (O*NET code) in order to see this LMI information?

3) What areas should be covered by this LMI information? Oklahoma, Oklahoma and some surrounding counties/regions, Oklahoma and bordering states, or the United States as a whole?

Re:

1) Regarding trends and historical data for a given time, the State does not have a set period.

2) The State did not define how the solution will work for this requirement, but the solution, at a minimum, must have the elements defined in the requirement.

Description of Amendment - continuing

3) The areas covered by the LMI information must include at a minimum the State of Oklahoma.

Question#6- C.5.1.32 states: Provide the option for jobs to be automatically downloaded into the system from employers with large numbers of job orders.

1) How many employers are expected to use this capability?

2) Is this envisioned as a file upload from the employer, an API that the employer will call, spidering off of an employer web site, or something else?

Re:

1) The State does not have a firm estimate on how many employers will use this capability. We expect a small number of employers to start.

2) Oklahoma has no defined requirements other than what is stated in C.5.1.32., and welcomes any options provided by the proposed solution.

Question#7- C.5.1.51 states: The ability for automatic online password resets for user accounts after a certain number (set by state administrative staff) of unsuccessful password attempts.

Is this intended to say that passwords expire after a period of time? It makes sense, as in C.5.1.52, to lock an account after a certain number of unsuccessful login attempts. Can you please clarify this requirement?

Re: No, the requirement does not say that passwords expire after a period of time. However, a proposed solution may have that ability as long as the solution provides the ability for passwords to be reset by state administrative staff after a certain number of unsuccessful password attempts.

Question#8- C.5.1.56: What functionality is expected on the part of the staff member when a staff member is managing a job order as opposed to the employer retaining the job order for self-service? Is there anything beyond referring job seekers to the job?

Re: Yes, there is more to managing a job order as opposed to the employer retaining the job order for self-service. Please review all of the 21 requirements listed in section C.5.5.56 as well as parts a. – c. in C.5.5.56.

Question#9- C.5.4.8 states: The ability for participants to attest to entered information in the solution by electronically signing (creating a virtual signature). This ability must include configurable validation and audit trail criteria.

What validation and audit trail criteria are expected in regards to electronic signatures? Are these intended to be validation of the information attested (so that the person cannot sign until certain validations are met) and an audit trail on later changes to this information? Information associated with the signature itself is just that a particular person signed at a particular time.

Re: Yes, the solution must have validation of the information attested to by the participant signing electronically and an audit trail of the signing, information attested to, and any changes to the information.

Question#10- C.5.4.26 states: The ability for case notes to be restricted based on authorized user profiles.

Description of Amendment - continuing

What types of restrictions are envisioned for case notes? The person entering the case note would be able to see it. Would the restriction be for the person alone, the organization/partner for which the person enters the case note, staff members with certain roles, or other restrictions?

Re: This depends upon the security or types of user profiles the solution will provide, but yes, case note restriction, could be for a program, agency/organization, office, area, etc.

Question#11- C.5.4.28 states: Must have printable forms for specific areas and pages of the system.

Please can you provide information regarding what specific areas and pages of the system require printable forms?

Re: The State must have the ability to print the viewable page. If the viewable page is complex and has definable sections, then the State must be able to print selectable sections of the page.

Question#12- C.6.27 states: The ability for staff to send system generated email to job seekers or employers from selected templates. The solution should provide the ability for administration to set configurable options relating to email templates according to state business procedures.

What configurable options would be expected in regards to e-mail templates?

Re: The State is interested in exploring what email options your solution is offering relating to job seekers or employers from staff.

Set#11

Question #1 - C.5.1.26 What type of data connections are available within the state unemployment system. Does this connection need to be real time? Is it open to a batch or an api connection?

Re: The State should be able to manage any commonly used industry standard data connections. The State is receptive to receiving proposals concerning data connections whether in real time or otherwise, and batch or api.

Question# 2 – Please clarify if the State wants different references and contacts in each of these categories or if one reference that covers all categories, can be inserted multiple times. If so, would the State then want that information inserted multiple times in different sections to cover the requirement of answering the question?

E.12.2 Section Two - References:

E.12.2.3 asks for (3) references where same or similar implementation of hosting has been performed in the past 36 months with scope, timeline and project cost. The reference contact should be a person who is knowledgeable....

E.12.2.4 asks for (3) references where proposed solution is for a Workforce Development System currently in use...

E.12.3 Section Three - Company Information:

E.12.3.2 ask for (3) professional references from Public Sector organizations...

Also: Would you consider a week extension of time so we can take account for the answers in our response?

Re: A given reference is acceptable in more than one category or section as long as the reference meets the given requirements of that category or section. A reference that applies to more than one category or section may be listed once and then must be specifically referred back to if used in another category or section.

The State is not extending the solicitation time period.

Description of Amendment - continuing

b. All other terms and conditions remain unchanged.

Supplier Company Name (**PRINT**) _____
Date

Authorized Representative Name (**PRINT**) _____ _____
Title Authorized Representative Signature