



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

Amendment of Solicitation

Date of Issuance: 07114/2015 Solicitation No. 5850000473
 Requisition No. 58500002650 Amendment No. 003

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
 Central Purchasing IT
 Procurement Attn: Hurtisine Franklin
 5005 N Lincoln Blvd
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Hurtisine Franklin
 Contracting Officer
(405) 521-6419
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Description of Amendment:

a. This is to incorporate the following:

Submitted by Aman Sethi

a. Do we need to provide only a list of names of staff we are proposing on this project or some more information? Is there a place we can show a project organization – as this is a complex project, it is important to not only see individuals names but how the team is organized to reduce risk and work cohesively with the State team on the project. Also how do we show previous experience of these individuals on similar projects as it is important for the success of the project? Do we show all key positions for the project?

No – individual names, team information should not be submitted- The Project Capability form contains the required information, this is where you will enter information for similar project, bidder should include verifiable metrics. Bidders must keep in mind that the initial evaluation is done blindly Information that may identify a bidder will be redacted

The PIPS process seeks to identify the expert, through metrics and dominate information

b. All other terms and conditions remain unchanged.

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

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



The initial submittal requirements for this specific project are as follows-

Project Capability Plan

Risk and Risk Mitigation

Value Added

Price

Failure to following the prescribe Performance Information Procurement Systems (PIPS) Process will deem a response as **Non-Responsive**

- b. We understand we need to provide cost for Implementation and Ongoing Support of the solution. Do we also need to provide licensing cost of the underlying COTS platforms on which the solution is built including Customer Relationship Platform, Business Rules Engine, Enterprise Bus etc. Also do we need to size and price the hardware for the engagement? If so, how many environments need to be priced?

Response

Bidders may expand the cost sheet by line item, however a description must be include.

- c. Within Implementation costs, do we also need to price out Training State users and Data cleansing/migration from old to new system.

Response

Bidders may expand the cost sheet by line item as needed, a description must be include.

- d. Can the State please share information regarding number of offices, users and approximate transaction/data volumes – this will help us calculate the number of licenses needed, size hardware if needed, and also help us plan how to successfully cutover from old to new system.

Response

Bidder should refer to the following located in the RFP Exhibit B DPS Background, Exhibit C- Core Business Divisions, Exhibit D- Non-Core Business Divisions

- e. Can you please clarify the meaning of “Fee structure” (page 38) – what is specifically required in this section of the cost sheet?

Response

Bidders are expect to provide their fee structure for licenses processing



- f. Form mentions "Fixed Proposed Cost 1st Year of Contract " (page 38) for Implementation – what if the Implementation duration is greater than 1st year of the contract ? Should we read this as "Initial Proposal Cost?"

Response

Attachment B- Fixed Proposed Cost 1st year of Contract _____

D.4.2. Tentative Schedule of Selection Process and Allocated Budget

D.4.2.1. Allocated Project Budget: 20 Million Dollars- Over time]

Vendors are reminded as stated during the Vendor Pre-education meeting and the Pre-bid Conference *"The process being used for this specific RFP seeks to identify the expert, this process is not cost driven"*. *The primary distinction between a PIPS project and a traditional RFP, the vendor defines the scope of work and presents to the client what is in scope and what is out of scope.*

Bidder is required to submit a Milestone/Project Schedule with the proposed cost.

Additional questions regarding the project schedule will be addressed in the Clarification Phase /Pre-Award of the process with the vendor who makes it to this phase. Bidder should keep in mind that only one vendor will make it to this phase of the process.

- g. Post Implementation Cost – Our approach calls for the State to own all the assets and IP that we will be building and we prefer that the State staff owns the application and hence they could provide the application support – can we assume that the we will train the State to take over and support the system. If we have to provide a price for support, should we include basic application support or application infrastructure support? What about support for the COTS software licenses and any hardware?

Response

Vendors are reminded as stated during the Vendor Pre-education meeting and the Pre-bid Conference *"The process being used for this specific RFP seeks to identify the expert, this process is not cost driven"*. *The primary distinction between a PIPS project and a traditional RFP, the vendor defines the scope of work and presents to the client what is in scope and what is out of scope.*

Please refer to the following RFP Section

D.6.5.5. Overview of the Value Added Plan

D.6.5.5.1. *The purpose of the Value Added (VA) Plan is to provide Respondent's with an opportunity to identify any value added options or ideas that may benefit the State at a change in cost or scope. These options or ideas may also be referred to as additional or optional services. Where applicable, the Respondents should identify: 1) what the State may have excluded or omitted from its scope; and 2) how these options or ideas have been successful through verifiable performance information and/or best value practices. The Respondent should list the cost and time impact of its options or ideas. The ideas identified in the VA Plan must NOT be included in the Respondent's Cost Proposal. The Respondent should identify and briefly describe any options, ideas, alternatives, or suggestions to add value to this project, and indicate how the items will increase or decrease cost (note: a Value Added option must impact cost). Cost impacts associated with these Value Added options must NOT be included in your base cost.*



- h. Should we provide an overview of our solution/methodology in this (or Attachment C) – so State understands the solution/methodology/tasks that are being

Response

**No- the PIPS process seeks to identify the expert, through metrics and dominate information
Responding bidders are not permitted to submit any product information, specifications, marketing or sales material with their initial response to the RFP**

Failure to following the prescribe Performance Information Procurement Systems (PIPS) Process will deem a response as Non-Responsive

- i. Ref Attachment C – It may be challenging the State to completely understand the project plan without an overview of the Solution/methodology – if the state is ok, we can describe the solution/methodology in this section.

Response:

No- Responding vendors are not permitted to submit any product information, specifications, marketing or sales material with their initial response to the RFP

The PIPS process seeks to identify the expert, through metrics and dominate information

The solution is presented during the clarification phase by vendor who makes it to this phase of the process

The initial submittal requirements for this specific project are as follows-

Project Capability Plan

Risk and Risk Mitigation

Value Added

Price

The process being used for this specific solicitation will be The Performance Information Procurement Systems (PIPS) –Best Value Process developed by Arizona State University Performance Based Studies Research Group (PBSRG).

Vendors who responded to the Sources Sought Notice and participated in the Vendor Pre-education meeting can visit the PBSRG web site for an overview of The Best Value Business Model Overview @ <http://pbsrg.com/best-value-model/>

Failure to following the prescribe Performance Information Procurement Systems (PIPS) Process will deem a response as *Non-Responsive*

- j. **Ref E.9 EFT** – There is a checkbox in this section for EFT payments - but this section does not correspond to any of the required proposal sections – please clarify if we need to fill this sub section?

Response

Bidders are required to select either yes or no- This is section is not relevant to any other section of the RFP



E.9. Electronic Funds Transfer (EFT)

The State of Oklahoma passed legislation in 2012 requiring funds disbursed from the State Treasury be sent electronically.

If awarded a contract will your company accept payment for invoices from the State by EFT?

Yes _____ No _____ (check one)

Assuming the bidder means the proposal does not specify a section to include a response. A bidder can include a copy the RFP in the required electronic (CD/DVD) response with the appropriate space checked.

k. **Ref D.4.2 .1 Allocated Project Budget**

Can you please clarify what the \$20M budget cover? Just to expand - Does it include Implementation, Licensing for COTS platform, hardware, maintenance, and support for additional years? How many years of support is included? What portion of the \$20M is allocated to the initial implementation of the COTS based solution?

l. **Ref A.42 – Limitation of Liability** – Can you please clarify if there is a limitation of liability and if so where can we find relevant language?

Response

As stated in the RFP a bidder may include exceptions to the State's Terms and Conditions, if the bidder is identified as the expert and moves forward in the process this will be addressed at that time

Submitted by Sheryl Freeborn

1. The RFP defines "Initial Year" as "initial or one-time costs incurred during the initial year of project and will not be costs in ongoing or future years for the life of the project." If the respondent proposes a solution and timeline that requires more than one year to implement, how should the respondent complete the cost breakout?

Response

Bidder is required to submit a Milestone/Project Schedule with the proposed cost.

Additional questions regarding the project schedule will be addressed in the Clarification Phase /Pre-Award of the process with the vendor who makes it to this phase. Bidder should keep in mind that only one vendor will make it to this phase of the process. Bidders may expand the cost sheet by line item, however a description must be include.

2. Ref. E.10.1, D.6.5.2, pages 35, 30

This respondent assumes Attachment G Project Capability Submittal (PC Plan, Risk Management Plan, and Value Added Plan) is the only portion of the response that should not contain names or other information that can be used to identify the respondent. For example, the Letter of Introduction could contain firm-specific information. Is that accurate?



Response

The initial evaluations are conducted blindly. Responses are alpha coded and are not revealed, viewed or discussed with the evaluators during the first phase of the PIPS process. The only documents released to the evaluation team for evaluation are the Project Capability, Risk Assessment Plan and the Value-Add Plan.

3. Ref. D.6.5.6 page 31

The RFP specifically identified the Program Manager and Lead Software Designer as critical team members that may be interviewed; but the RFP also indicates that interview may not be limited to these two roles. For resource planning purposes, what other roles does the state intend to interview during the evaluation process?

Response

These two roles are typically the only interviewees, however if it is deemed necessary, the vendor who makes it to this phase of the process will be given ample notice.

4. Ref. C, 8 page 26

Please explain the state's "Change Management - Expectations" as used in this requirement.

Response

Typically, Change Management falls under the role of Project Management- Requirements/Change Management -The successful contractor shall establish and enforce a system of requirements management/change management based upon the contractor's Statement of Work /Project Deliverables for this RFP, the commitments made in the final State of Work and the final approved requirements document. Changes to the final approved Statement of Work /Project Deliverables must be approved in writing by the DPS Project Manager and Contractor's Project Manager. In addition, the PIPS process requires the contractor to submit a Weekly Risk Report which would reflect these changes, causes, and affects and any financial impact to the project.

5. Ref. C.2.3

The RFP states "The foregoing solution is expected to contain a customer-centric model that effectively supports DPS customer relationship management, including a single customer record (DL, ID, or Setup Number) utilized to encompass all Driver License, ID card, and employee information". Please provide information explaining DPS' requirement for employee information related to the customer-centric model.

Response

The PIPS process seeks to identify the expert, through metrics and dominate information. The RFP is written to provide expectations, DPS expect the expert to identify what is required and present a solution that will result in a successful outcome.

6. Ref. C.2.2, page 22

The RFP states "Provide secure near real-time processing and access to data based on defined business rules in receiving and sending data from internal and external entities. Information and transaction outputs will be available as soon as the transaction has been completed." Please define the state's definition of "near real-time" and "as soon as" as used in this requirement.



Response

The closer to actual real time, the better. The closer to "simultaneous" the better concerning the phrase "as soon as".

7. Ref. C1, page 21

How does the state intend to measure the percentage of customer code vs. configuration in a proposed solution?

Response

The PIPS process seeks to identify the expert, through metrics and dominate information. The RFP is written to provide expectations, DPS expect the expert to identify what is required and present a solution that will result in a successful outcome.

Reference Section C.2. The proposed solution is expected to possess the architecture to integrate predominately COTS software packages that are integrated to minimize custom coding, such that each module is expected to have a declared percentage of custom code versus COTS components in its presentation.

Submitted by Ed Friel

1. What are the languages that are needed to be supported?

Response

The PIPS process seeks to identify the expert, through metrics and dominate information. The RFP is written to provide expectations, DPS expect the expert to identify what is required and present a solution that will result in a successful outcome. DPS is seeking a system that is Service Oriented Architecture so the web services would be able to send between systems and interfaces regardless of the language. The RFP states it is to be web enabled and PHP will be used.

2. In your previous response, you have mentioned you have approximately 1500 users. Would you please provide roles hierarchies and responsibilities of these users?

Response

The State is uncertain of the bidder's statement "In your previous response, you have mentioned you have approximately 1500 users" as there is no record of this question being posed or the provided response.



However, questions regarding roles hierarchies and responsibilities of users will be addressed in the Clarification Phase /Pre-Award of the process with the vendor who makes it to this phase.

3. In your previous response, you have mentioned you have approximately 1500 users. Would you please provide roles hierarchies and responsibilities of these users? (Duplicated Question see item #2)
4. Please provide the transaction volume per month/ per year for all the core and Non-core divisions

Response

The PIPS process seeks to identify the expert, through metrics and dominate information, this is accomplished during the initial evaluation, evaluating the information provided by the bidder in their Project Capability, Risk Assessment Plan, and the Value-Add Plan. All questions regarding transaction volume per month/ per year for all the core and Non-core divisions will be addressed in the Clarification Phase /Pre-Award of the process with the vendor who makes it to this phase.

5. How many Citizens and Driver License records do you have in the current system?

Response

The PIPS process seeks to identify the expert, through metrics and dominate information, this is accomplished during the initial evaluation, evaluating the information provided by the bidder in their Project Capability, Risk Assessment Plan, and the Value-Add Plan. All questions regarding how many Citizens and Driver License records are in the current system in the Clarification Phase /Pre-Award of the process with the vendor who makes it to this phase.

6. Does OK DPS have a preference for using any particular Database application?

Response

The PIPS process seeks to identify the expert, through metrics and dominate information. The RFP is written to provide expectations, DPS expect the expert to identify what is required and present a solution that will result in a successful outcome.

7. Does OK DPS have a preference for using any particular Database application? (*Question Duplicated-see item #6*)