



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

**Amendment of Solicitation**

Date of Issuance: 12/04/2013 Solicitation No. 8300001019  
 Requisition No. 83000021580 Amendment No. 001

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: Hurtisine Franklin  
 3115 N. Lincoln Blvd.  
 Oklahoma City, OK 73105

Hurtisine Franklin  
 Contracting Officer  
(405) 521-6419  
 Phone Number  
Hurtisine.Frankln@omes.ok.gov  
 E-Mail Address

**Description of Amendment:**

a. This is to incorporate the following:

**Question:**  
 Section E.9.2.8, Response to Requirements, on page 35 states "Section Four – Response to Requirements - Provide detailed response to specifications/requirements outlined in Section C and E."  
  
 Can the State please clarify what specifications / requirements the bidders are expected to respond to in Section E?

**Response:**  
 All bidders are expected to respond to any and all sections of the RFP where requirements are stated as mandatory, i.e. forms, references, company information, additional agreements i.e. licenses services agreements , maintenance

**Question:**  
 Are bidders expected to respond to Section B? If yes, which specifications / requirements?

**Response:**  
 All bidders should respond to Section B or any Section this RFP at their own discretion

b. All other terms and conditions remain unchanged.

\_\_\_\_\_  
 Supplier Company Name (**PRINT**) \_\_\_\_\_  
 Date

\_\_\_\_\_  
 Authorized Representative Name (**PRINT**) \_\_\_\_\_  
 Authorized Representative Signature



**Question:**

Can the State please clarify the expected dates for the following?

- Vendor Demonstrations
- Contract Award Notification
- Contract Execution
- Implementation Start
- Implementation End (Go-Live)

**Response:**

Demonstrations - If desired by the evaluation committee, the vendor may be required to provide product/services demonstrations. Contractors should be prepared to participate in oral presentations and demonstrations to define their submittal, to introduce their team, and to respond to any and all questions regarding their offer if requested by the State prior to award. See Section D.5.2. of the RFP

**Contract Award Notification –Date has not been projected**

**Contract Execution- Date has not been projected**

**Implementation Start**

**Implementation End (Go Live See Section C.4 and Section C10 of the RFP**

**C.4. Implementation/Workplan**

Offeror shall submit a proposed implementation and support plan solutions and processes

C.4.1. **Offeror shall submit a brief narrative describing the Offeror’s capabilities, including a summary work plan and project timeline, based from an estimated date of award,** and any proposed interim milestones. The offeror must specify in the implementation- work plan, the tasks and activities that are to be undertaken, as well as identifying responsibility for completion of each activity and task.

C.4.2. Offeror must submit a proposed work plan that will minimize system down-time or malfunction, includes estimated timelines for staged implementation, **testing and will meet the expected effective date (Go Live) no more than 60 days after contract award.** . Offeror must propose an approach and/or a methodology to be utilized for implementing each deliverable describe in the Solicitation Requirements/Specifications, and shall provide samples of work relevant to each deliverable. Implementation/Workplan shall include a detailed Data Conversion/Transfer Plan

C.4.3. The proposed approach must specify resources which will be required from OKDHS to accomplish tasks contained within the work plan

**C10. Project Management**

Project Schedule – **The final Project Schedule, implementation/Work Plan, will be developed by the Contractor with input and final approval by OKDHS.** The agreed-upon project schedule may not be modified without the mutual written consent of the OKDHS Contract Monitor and the Contractor’s Project Manager. See Section C.10 of the RFP



**Question:**

Can the State please clarify the following for each Program (SPPC and ADvantage):

1. Total Number of Provider Agencies
2. Total Number of Caregivers.
3. Total Number of Claims Submitted---

**Response:**

The state cannot provide approximate numbers; this is a statewide service provided by the OKDHS Services Division Aging which changes according to service requirements.

Total Number of Provider Agencies--- Varies-

Total Number of Caregivers--- Caregivers are contracted, therefore a specific number cannot be offered.

Total Number of Claims Submitted--- Varies (indefinite quantities)

Total Number of Claims Submitted--- Varies (indefinite quantities)

**Question:**

C.3.4., Data Elements, Requirement c. on page 25 states "Receive, at a minimum, all the data fields contained in Attachment B. The IVRA will have all data transmitted on the previous day available by 5AM Central Standard Time."

Please confirm the letter of the Attachment to which the proposer needs to confirm the data fields. It appears that Attachment A contains a listing of data file transfer data elements.

**Response:**

**Please disregard the wording "ATTACHMENT A" for the following >DATA TRANSFER FILES Attachment B is for "Informational Purposes Only"**

**Question:**

Section C.3.7.2, Reports on page 28 states "Contractor shall provide Monthly Status Reports detailing every component of the system on a specified date each month, in a preferred format and containing the content that will fulfill OKDHS reporting requirements as it relates to the ADvantage Waiver Performance Measures."

Can the State please provide the specific ADvantage Waiver Performance Measures that are to be included in the monthly status report?

**Response:**

The Performance Measure requirement refers to receiving the monthly status reports regarding the Vendors performance. The Bidder in this case does not need the list of performance measures.

**Question:**

Regarding Section A.53, Ownership Rights, on page 13, is it a requirement that the State own the software?

Regarding Section A.54, Rights of Use, on page 13, is it a requirement that the State has the right to reproduce, reuse, alter, modify, edit or change the software?—



**Response:**

Please refer to the following Section of the RFP

**A. GENERAL PROVISIONS**

The following provisions shall apply where applicable to the solicitation.

**Question:**

Regarding Section B.10.3.2, Claims Submission on page 22, what specifically would the State expect us to be researching with respect to individual claims?

**Response:**

**B.10.3.2. The contractor shall be required to assist Oklahoma Department of Human Services to research individual claims if there are anomalies with those claims.**

Any abnormalities, irregularities, differences, that maybe found by OKDHS which would require the awarded contractor's assistance.

**Question:**

Regarding Section C.1, Overview on page 24, what does the State expect to be transitioned from the current system?

**Response:**

The current system is a hosted solution it is expected that the awarded contractor should they be the successful awardee, must perform a seamless transition of all data files and information from the current system.

The **successful Contractor will develop a continuity plan to seamlessly transition from current system in use prior to implementation.** See Section C.1. Overview

**Question:**

Regarding Section C.3, Mandatory Specifications/Requirements on page 24, what are the State's expectations around customization? What are the specific requirements for functionality and timing?

**Response:**

Any required customization would solely depend upon the a bidder's proposed solution  
Functional Requirements that must be met by a proposed solution are described in the Mandatory Specifications/ Requirements; **timing must be met by the proposed Implementation/Workplan (Section C.4) which will be finalized in the Project Kickoff meeting. See Section C.10 of the RFP**

**Question:**

Regarding Section C.3.2.3., Covered Services on page 25, are authorizations required for all services listed under this requirement? Can the State please provide clarification and examples of tracking case management activity?

**Response:**

Yes Authorizations are required for all services

This section is of the RFP is Mandatory the proposed solution is required to will address how the following will occur:  
C.3.2.2 & C.3.2.3



**C.3.2. Database**

The successful contractor will develop and maintain databases necessary to support all IVRA functions and an on-going database that interfaces with data transmitted by Oklahoma Department of Human Services or its agent. All databases are the property of Oklahoma Department of Human Services. **Offeror shall provide a detailed narrative of all functions, structure, features, and capabilities of the database system and the proposed method to meet these requirements.**

C.3.2.2 A record will be created in the database whenever a check-in is successfully completed by a caller. The record must be amended at the checkout to add the checkout time. If a worker fails to check in, a record will be created in the database whenever a successful check out is completed. The record must use the procedure code and unit cost that were effective on the date of service.

**C.3.2.3. The proposed database solution must have the ability to identify and maintain data on all missed visits for services of Personal Care, ASR Assistance, Respite, Nursing, Case Management, Personal Services Assistance, or Advanced Personal Services Assistance.**