



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

Amendment of Solicitation

Date of Issuance: 08/18/2015 Solicitation No. 8300001130
 Requisition No. 8300022490 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

ISD Procurement Attn: Hurtisine Franklin
 5005 N. Lincoln Blvd.
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Hurtisine Franklin
 Contracting Officer
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Description of Amendment:

a. This is to incorporate the following:

Submitted by Julie Patel

Question 1

"Price and Cost

The price and cost information is required to be submitted in Excel format. Will DHS be providing a template to use, or are bidders permitted to design their own submission form using Excel?

Response 1.

DHS will not be providing a separate template a responsive proposal should use the price schedule and instructions as shown in Section F as a guide to prepare an appropriate cost proposal. If a bidder needs additional lines to clearly define additional product or services and list cost, the bidder should do so. Section F3 is Optional –Value –Added Products/Services –these items are required to be listed in excel format, separately and clearly identified, as such and shall not be include in the total cost of the initial project cost.

b. All other terms and conditions remain unchanged.

 Supplier Company Name (PRINT)

 Date

 Authorized Representative Name (PRINT)

 Title

 Authorized Representative Signature



Question 2.

Capability and References (E.12.4)

Can DHS confirm that all applicable projects within the last five (5) years must be provided with reference information, and that DHS will randomly select three of those to contact?

Response 2.

Yes. Bidder should refer to RFP Section E.12.4. Capability and References- Bidder must provide a detailed, verifiable history of programs/projects, completed or started within the last five (5) years, of which DHS will only check three (3) references, proving experience in:

- a) Implementing projects of similar nature and/or size, including detailed descriptions of successes and failures throughout the implementation.
- b) Utilizing Project Management Institute (PMI) methodologies; and Solicitation Package Version 18 PAGE 38 OF 40
- c) Training or assisting with training of staff. TR,DW

Question 3.

Submission of Bid (E.3.3)

Please clarify what DHS considers ""machine readable"" format.

Response 3.

Electronic Format can be in Microsoft Word or PDF

Question 4.

Demonstrations (D.5.4)

When does DHS anticipate demonstrations being held?

Response 4.

In the event the evaluation team determines "Demonstrations" are required, the date will be determined following the initial evaluations. The selected vendor or vendors will be notified well in advance with ample time to prepare.

Question 5.

Staffing Plan (C.5)

Items b, c, and d in this section all state the same requirement for the staffing plan. Can DHS confirm that this is a typo, or can this be clarified?

Response 5.

Typo Confirmed- items c and b have been duplicated.



Question 6.

System (C.3.1)

When does DHS anticipate the solution going live?

Response 6.

The Implementation/Workplan the bidder is required to submit a proposed Implementation/Workplan with a defined implementation schedule, project deliverables and milestones. The plan will be modified as required and finalized at the Project kickoff meeting-

Bidders should refer to the Section C4. Implementation/Workplan and Section C.10. Project Management. – See Paragraph 3- Project Schedule –

The final Project Schedule, implementation/Work Plan, will be developed by the Vendor with input and final approval by DHS. The agreed-upon project schedule may not be modified without the mutual written consent of the DHS Contract Monitor and the Vendor's Project Manager.

Question 7.

Contract Term Does

DHS have an anticipated aware date and contract start date in mind?

Response 7.

Date of Award and Contract start date has not been established.

Question 8.

Compliance with Technology Policies (A.42)

Can DHS clarify that the State's rules (i.e. the State of Oklahoma ""Information Security Policy, Procedures and Guideliens"") apply to any system installed on the State's system, versus those held solely in the Contractor's systems?

Response 8.

The State has set in place Information Security Policy, Procedures, and Guidelines" that all vendor must adhere to; this policy is applicable to all information technology services or products provided to the State of Oklahoma.

Bidder should refer to section A.42 of the RFP

Bidders should use the link provide in Section A.42. of the RFP OMES/CP IT Procurement hf
A.42. Compliance with Technology Policies

The Supplier agrees to adhere to the State of Oklahoma "Information Security Policy, Procedures, and Guidelines" available at: www.ok.gov/OSF/documents/StateOfOklahomaInfoSecPPG_osf_12012008.pdf

In addition to the above, please note the following any Web based Vendor Hosted Solution:

The successful Contractor will be required to complete a Security Certification and Accreditation application which will require approval from OMES Information Technology Security before being allowing to proceed.

Question 9.

"Legal Contract (A.5.1 and A.5.2)

• Will the selected contractor have the opportunity to negotiate the final contract?

Response 9.

"Response – 9- Following the initial evaluation The State will determine if it will require negotiations.



Please refer to the following section of the RFP

D.3.Competitive Negotiations of Offers

The State reserves the right to negotiate with one, selected, all or none of the Bidders responding to this Solicitation to obtain the best value for the State. Negotiations could entail discussions on products, services, pricing, contract terminology or any other issue material to an award decision or that may mitigate the State's risks. The State shall consider all issues negotiable and will not be artificially constrained by internal corporate policies. Negotiation may be with one or more Bidders, for any and all items in the Bid.

Firms that contend that they lack flexibility because of their corporate policy on a particular negotiation item shall face a significant disadvantage and may not be considered. If such negotiations are conducted, the following conditions shall apply:

D.3.1. Negotiations may be conducted in person, in writing, or by telephone.

D.3.2. Negotiations shall only be conducted with potentially acceptable Bids. The State reserves the right to limit negotiations to those Bids that received the highest rankings during the initial evaluation phase.

D.3.3. Terms, conditions, prices, methodology, or other features of the Bid may be subject to negotiations and subsequent revision. As part of the negotiations, the Bidder may be required to submit supporting financial, pricing, and other data in order to allow a detailed evaluation of the feasibility, reasonableness, and acceptability of the Bid.

D.3.4. The requirements of this Solicitation shall not be negotiable and shall remain unchanged unless the State determines that a change in such requirements is in the best interest of the State Of Oklahoma.

D.3.5. BEST and FINAL – The State may request best and final Bids if deemed necessary, and shall determine the scope and subject of any best and final request. However, the Bidder should not expect an opportunity to strengthen its Bid and should submit its best Bid based on the terms and condition set

Question 10.

The order of precedence for the contract documents are listed as the Solicitation, other contract documents, and the successful bid. If the contractor wishes to include exceptions to the solicitation in its bid, and is awarded the contract, will the contractor be bound by the original solicitation or by the solicitation subject to the exceptions set forth in the contractor's bid?

Response 10.

Exceptions to the General Term and Conditions- are required to be submitted with the bidder's bid proposal. Please refer to Section E.12.Bid Deliverables. "Exceptions to the State's terms and condition does alter the order of precedence. Any exceptions submitted by a bidder will be considered if the bidder is the successful Contractor. Exceptions will be handled by general counsel as appropriate and may become a part of other final contract documents.

Question 11.

Provider communications (C.3.3)

A prior practice for provider communications used "Flash Communication" email blasts which notified provider agencies of changes, update, etc. These notices commonly were sent to all providers, but could be limited to specific individual agencies as well, at DHS request. Will this practice still be sufficient for meeting this requirement of DHS?



Response 11.

Bidder should refer to Section E. 3 Subsection 3.11 of the RFP

E.3.11. Bidders should note that this Solicitation reflects changes in the existing operation to increase efficiencies and streamline business environments in the State of Oklahoma. No previous solicitations or resultant contracts should be either depended upon, perceived or interpreted to have any relevance to this Solicitation.

Submitted by Oliver Christ

Question 1.

There appear to be two contradictory penalties for IVR failure in the RFP:

- 1) Page 20, B.10.2.A specifies: "A levy at a rate of \$500 for each 0.1% percentage point below system availability requirements of 99.9% daily availability assessed over each one month period"
- 2) Page 21, B.10.3. Bullet #5: "There will impose identified costs at a rate of \$500 for each 0.01% percentage point below system availability requirements of 99.9% daily scheduled availability assessed over each one month period" Please clarify.

Response 1.

1. Refers to "B.10.2. IVRA or EVV Failure" 2. Refers to "B.10.3. Claims Submissions"

Question 2.

"Re: B.10.3 bullet 4, ""Vendor shall not bill Oklahoma Department of Human Services for any service encounters where IVRA or EVV failure produced exceptions and required Service provider intervention for documentation completion.

The RFP requests a firm fixed price proposal, please clarify if per-system usage pricing (e.g. per call, per biometric enrollment, per email, etc.) is acceptable as it could offer significant savings to the State when compared to fixed price that has to factor in worst-case volumes.

Response 2.

Please see, "A.7. Firm Fixed Price

Unless this Solicitation specifies otherwise, a Bidder shall submit a firm, fixed price for the term of the Contract."

Question 3

For data to be converted/transferred from current vendor, please provide current claim reject rate and a breakdown by reason for rejection.

Response 3.

Bidder should refer to the following section of the RFP, "B.5. Delivery and Acceptance, Paragraph 4 re: reject rate."

Question 4.

Re: C3.6.2.a: "The system shall provide a mechanism to uniquely confirm service visits when a phone is not available or permissible."

Please provide the current number of members where a phone is not available or permissible, and please provide total number of unique members by month in 2014 where a phone was not available or permissible.



Response 4.

The requirement is that the proposed solution provide a mechanism to uniquely confirm service visits when a phone is not available or permissible."

This is a mandatory requirement, it is expected that the proposed solution would have this functional capability. Or have the capability to be customized / modified to meet this requirement. Bidder must be able to show the proposed solution can be customized / modified to meet this requirement.

Question 5.

What is the current number of service provider agencies, and what is the monthly turnover?

Please provide monthly statistics for 2014 for each month: agencies added, agencies removed, total agencies.

What is the current number of AD service providers that work for agencies, and what is the monthly turnover?

Please provide monthly statistics for 2014 for each month: providers added, providers removed, total number of providers.

Response 5.

Data specific to question 5 will be provided upon contract award as required

Question 6.

"What is the current number of members served by SPPC and AD programs, and what is the monthly turnover? Please provide monthly statistics for 2014 for each month by program: members added, members removed, total number of members served.

Response 6.

Data specific to question 6 will be provided upon contract award as required

Question 7.

What is the current number of SPPC service providers, and what is the monthly turnover?

Please provide monthly statistics for 2014 for each month: providers added, providers removed, total number of providers.

Response 7.

Data specific to question 7 will be provided upon contract award as required

Question 8.

What is the current number of members served by SPPC and AD programs, and what is the monthly turnover? Please provide monthly statistics for 2014 for each month by program: members added, members removed, total number of members served. (**DUPLICATE QUESTION –See question 6 and response 6**)

Response 8.

Data specific to question 8 will be provided upon contract award as required

Question 9.

What is the expected annual growth in members served by SPPC and AD programs?

Response 9.

Data specific to question 9 will be provided upon contract award as required



Question 10.

What is the current number of visits/service encounters per month?
Please provide monthly statistics for 2014 for each month: total visits, breakdown by service type.

Response 10.

Data specific to question10 will be provided upon contract award as required

Question 11.

What is the monthly help desk call volume?
Please provide monthly statistics for 2014 for each month: total help desk calls, breakdown by program (AD/SPPC) vs. application (EVV/IVRA).

Response 11.

Data specific to question11 will be provided upon contract award as required

Question 12.

What is the current number of claims per month?
Please provide monthly statistics for 2014 for each month: total claims submitted, total rejected, breakdown of reasons for rejection.

Response 12.

Data specific to question11 will be provided upon contract award as required

Question 13.

"Re: A.38.1 ""any disk drives and memory cards purchased with or included for use in leased or purchased equipment under this Contract remain the property of the State

Please confirm that this does not apply for SaaS solutions, as no equipment is leased or purchased for the sole use of the State, and only services are being provided.

Response 13.

Confirmed- this does not apply to SaaS solutions

Question 14.

Please clarify if year one pricing is for one full year of production services plus (up to) 90-day implementation period, or if year one pricing is for one calendar year from award date.

Response 14.

Year (1) One – is the initial Contract Period- this includes cost of implementation and services. The initial Contract Period will be from Date of Award through one (1) year. Cost for year (1) should include all cost for the initial year of the contract (year (1) one at a fixed rate. Bidder should refer to section F.1 of the RFP.

The Implementation/Workplan the bidder is required to submit a proposed Implementation/Workplan with a defined implementation schedule, project deliverables and milestones this plan will be modified as required and finalized at the Project kickoff meeting-