



**Date of Issuance:** 04/22/2021

**Solicitation No.** 0900000492

**Requisition No.** 0900015063

**Amendment No.** 1

Hour and date specified for receipt of offers is changed:  No  Yes, to: \_\_\_\_\_ CST

Pursuant to OAC 260:115-7-30(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:

Sign and return a copy of this amendment with the solicitation response being submitted; or,

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 in the subject line of the email.

**ISSUED FROM:**

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Contracting Officer

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**Description of Amendment:**

a. This is to incorporate the following:

Below are answers to vendor questions received. Please note the closing date has not changed and remains April 29, 2021.

1. Page 5 of the Bidder Instructions, Item D. ii, indicates that the timeline for work completion is set at 90 days. Attachment A indicates that the contract term extends until the completion of all project duties. Can you clarify the timeline expectations?  
  
**The expectation is that the project be completed within 90 days from award; however, should circumstances occur that cause the project to be completed early or delayed, the contract itself would be in effect through the completion of the project. For example, the project should be completed in 90 days but if it were to take 91 days the contract would remain in effect until completion.**
2. Do the assessment obligations mentioned in Attachment A include the county health departments?  
  
**Only to the extent of the organizational relationship with OSDH and communications between counties and OSDH. This will not be an assessment of the functions within those county health departments.**
3. Do the assessment obligations mentioned in Attachment A extend to 100% of the Oklahoma Department of Health divisions, or are there divisions that will retain their autonomy and be considered exempt from this assessment?  
  
**All divisions will be subject to the evaluation outlined in Attachment A, noting the caveats relative to the county health departments in question 2.**

4. Do the assessment obligations mentioned in Attachment A apply to both state and federally funded programs within the Oklahoma Department of Health?

Both federal and state program administration will be considered in this assessment.

5. Regarding the technology piece of the assessment, will the bidder be responsible for including any COTS (Custom off-the-shelf) software assessments, or is the need for a technology assessment intended to be more of a hardware and infrastructure assessment?

We are not looking for a COTS assessment; however, an organizational and process assessment may surface deficiencies in hardware and software. A high-level view of COTS suitability-for-purpose will be sufficient. We will receive more value from an assessment of hardware, infrastructure, and deficiencies associated with completely custom systems.

6. What is the expected format of the obligation listed in Attachment A, Item 2. vi.?

PowerPoint document with thorough diagnostic, highlighted areas for improvement, recommendations and high-level implementation plan.

7. Is there an estimated total contract budget for this project?

Estimated contract budget is \$1,200,000.

8. Is there a transition period allowed between the date the contract is awarded and the date that the assessment process begins?

We will allow two weeks after contract award for preparation for kickoff. During this time, we ask that an Excel file with the initial data request is made available in preparation for the kickoff.

9. What is the health and safety requirement for conducting any in-person meetings during the assessment? Or does the Oklahoma Department of Health prefer to conduct meetings virtually?

There is no health and safety requirement per se. In-person meetings will be held primarily with vaccinated Health personnel. Appropriate precautions can be worked out between the selected firm and state project lead.

10. Bidder Instructions/Section 8, F, 2, (b), 2/page 6. Can you please clarify this requirement: "Bidders must provide the Exhibits in Word format"

This is specific to the Project Capability documents (Level of Expertise, Risk Assessment, and Value Added). Those three documents must be in Word format. This does not apply to any other documents in the response.

11. Bidder Instructions/Section 8.2, H, ii, iii, and iv/page 11. Can you please confirm that a VPAT, Security Assessment, and Service Level Agreements are not required for this submission?

As this is an IT solicitation, these are required as part of the solicitation.

12. Bidder Instructions, Section 8.2, K, L, M and N/page 11. Can you please confirm what financial information, business references, company and third party information is required for this phase of the bidding process?

These are not requirements of this solicitation response.

13. Bidder Instructions (General). Is there a budget for this work that the state cannot exceed?

There is an estimated budget of \$1,200,000.

14. Can you please confirm that the 6-page page limit described in the video applies to this submission?

This is specific to the Project Capability documents (Level of Expertise, Risk Assessment, and Value Added). Those three documents are limited to two pages each for a total of 6 pages. This does not apply to any other documents in the response. Six pages is not the limit for the entire response, only those three documents.

15. Can you please confirm if there are any page limitations on the requested Statement of Work?

There are no page limitations on the Statement of Work/Scope of Work documents

16. Can you please confirm if there are any page limitations on the Verification document that supports the Level of Expertise Exhibit?

There are no page limitations on the verification documentation

17. Since this appears to be a substantial project, would OMES extend the due date by two weeks?

There will not be an extension due to time constraints. It is critical the work begin soon.

18. If the date can be extended, would OMES consider allowing a second round of clarification questions?

We will add a second round of questions due Monday, April 26 by 10 a.m. CST; however, the closing date will remain Thursday, April 29, 2021 at 3:00pm CST. We will aim to have the second round answers posted by end of day on April 26<sup>th</sup>. Questions should be emailed directly to [Jacob.Charries@omes.ok.gov](mailto:Jacob.Charries@omes.ok.gov)

19. Attachment A/Item 2. Can you specifically elaborate on the roles, departments, activities, or other aspects of performance you think are important to be assessed?

The Oklahoma State Department of Health is a self-contained business unit, and thus has all functions necessary to deliver public health solutions. All these functions are in scope; we envision that it will be important for the selected firm to quickly assess the overall organization and determine where to perform a deeper dive. Clearly, areas that focus on delivery of public health would tend to take priority over administrative functions, but we believe there are areas for opportunity in administrative functions as well.

20. Attachment A/Item 2. What performance is already being measured successfully? How is this data being currently collected?

We believe there is a need for a clean-sheet approach to this effort. All non-HIPAA data will be available to the selected consultant, and we will endeavor to make this data available as early as possible in the project.

21. Attachment A/Item 2. What performance metrics are important to the State?

We are concerned with classic health outcome metrics like prevalence of various conditions, suicide rates, drug-related deaths, etc. We also value efficient delivery of services. For purposes of this solicitation, we don't believe that there are any metrics unique to Oklahoma.

22. Attachment A/Item 2. Approximately how many distinct business processes or workflows should be included in the evaluation? Can you provide a list of the functional areas that should be included?

The Oklahoma State Department of Health is a self-contained business unit, and thus has all functions necessary to deliver public health solutions. It is very difficult to determine, priori, the number of business processes that must be reviewed. We are asking for a complete organizational assessment; while time constraints will necessarily limit the possible scope of the effort, we would like all critical processes to be in scope.

23. Attachment A/Item 2. What technologies is the department currently using? Can you provide a list of the systems and tools?

This will be provided, with the initial data request, to the selected firm.

24. What would be considered a risk item?

A risk as listed in the risk assessment would be any risk that may occur that is outside the control of the vendor. It is the responsibility of the bidders to identify risks and provide a plan to mitigate or eliminate. The plan should make it clear what will happen. For example, simply saying "we have a plan to deal with this" or "we have steps in place if this happens" are not descriptive enough. The evaluator should know what will happen if this risk should occur.

25. What would be considered value-added?

Value-added items are items OUTSIDE the scope of work. A bidder may have a product or service that is beyond the core scope of work that end-users may or may not want to use. Please note – this does not mean what value is your core bid bringing. Claims such as providing a low/discount price or having a team with a certain amount of experience is not value-added. Price is already evaluated. Team experience would be in Level of Expertise. This should be a good or service that is OUTSIDE the scope of work that could potentially bring value.

26. Level of Expertise: May bidders provide work samples as attachments or appendices to further demonstrate "documented performance?"

No, level of expertise is limited to the two pages that are provided. This is what would be evaluated for level of expertise.

27. Bidder Expert Lead Form: Would DOH like bidders to include the entire proposed project team in another section of the proposal (e.g. the Statement of Work [SOW]), or is the Bidder RFP Expert Lead and Bidder RFP Secondary Lead all that DOH requires at this time?

That form is all that is required unless that information is included in the provided statement of work/scope of work. The Bidder Expert Lead Form identifies the individuals that would potentially return for interviews if the vendor were to proceed to the interview phase. These people should be the people that would be directly involved in the project on a day to day basis should the contract be awarded.

28. Bidder Instructions, Section 8D.i: Will DOH please clarify the components bidders should include in the SOW (e.g. approach, work plan, and project schedule), or would DOH prefer that bidders provide information that they deem most relevant?

We want to provide you latitude to share the information you deem most relevant; however, an approach and workplan will be critical for us to think about how you plan to attack the issues. In our experience, a project schedule is less critical given that the overall timeline is prescribed in the solicitation.

29. Bidder Instructions, Section 8D.ii: Will DOH please share if there are specific drivers for the 90-day project completion timeline?

Given the ongoing pandemic response and strained resources within the Oklahoma State Department of Health, it is important to identify efficiencies and determine a plan forward with emphasis placed on timeliness. Based on our experience with similar assessments, we believe 90 days should be sufficient to deliver what we need.

30. Attachment A, Section 2A: To help bidders develop accurate pricing proposals, can DOH please clarify the following scope-related items:

a. Does the DOH have specific organizational areas that it would like reviewed (e.g. leadership, governance and decision making, workforce development) or is DOH seeking the bidder's input on organizational areas to address?

We are looking for a complete assessment. All areas mentioned in the question are relevant.

b. Approximately how many business processes does DOH expect the awarded vendor to review?

We don't believe there is any way to answer this question a priori. We are looking for an assessment of the components necessary to develop an overall view of OSDH.

- c. Is DOH expecting a detailed assessment of specific technologies/IT systems, and if so, can DOH please clarify which IT systems/how many systems? Alternatively, is DOH seeking that the awarded vendor assess the broader DOH technology landscape, its strengths and challenges, etc.?

This assessment should include technology, but it is not intended to be primarily focused on a detailed assessment of systems. It is important to focus on the organization and processes, with a view as to how technology supports them. The answer to the question is probably closer to the latter half than the former--i.e., an assessment of the OSDH technology landscape, its strengths, and challenges.

31. Bidder Instructions, Section 8.2K: Can the DOH confirm that bidders are not required to submit financial information with their bids?

This is correct/confirmed.

32. Bidder Instructions, Section 8.2L: Can the DOH confirm that bidders are not required to submit business references with their bids?

This is correct.

33. Bidder Instructions, Section 8.2M: Can bidders decide what additional company information they provide, or is DOH expecting bidders to provide specific information? If DOH is expecting for bidders to provide specific information, can the DOH elaborate on what information it expects?

This would be any additional information specifically requested in the solicitation. If none was requested this is not required.

34. Bidder Instructions, Section 8.2N: Can the DOH confirm that bidders are not required to submit third party vendor information with their bids?

This is not a requirement of the solicitation

35. Attachment B, Section 8.1D: Is the required Directors and Officers insurance the same as professional liability insurance? If not, will the DOH accept professional liability insurance in lieu of the Directors and Officers insurance?

Professional liability insurance would be acceptable

36. Attachment B, Section 8.1: Can the DOH confirm that the insurance requirements and amounts noted in Attachment B on page 9 apply to this professional services contract opportunity?

A professional services contract does not automatically negate the requirement of the listed insurance requirements. If a bidder can provide information as to why they don't apply (Ex: workers compensation... I have no employees), this request would need to be made in the exception sheet (last page of Bidder Instructions) and would need to be determined by legal prior to any award.

37. Is this solicitation around opportunities for improvement specific to COVID and the ongoing health emergency OR improvement of the overall processes within the Department of Health? (see 8.1.B compared to Attachment A, 2A i-vi)

This solicitation is centered on overall processes with the Department of Health which may include COVID-specific activities. We expect that experience with the pandemic will shed light on overall processes.

38. How many stakeholders within the Oklahoma State Department of Health will this solicitation cover?

All 2000 (approx.) employees within OSDH are in scope; we do not wish to overprescribe the work approach, but it's safe to say that direct, significant engagement will be with a much smaller portion of the organization.

39. Should we submit resumes/CVs along the people named in the Bidder Expert Lead Form?

This is not required.

40. What section should the Project Capability (PC) Submittals be added in the proposal?

They may be included in Section Two: Required Forms, Certifications, and Disclosures; however, because they are required to be in Word format and many vendors use PDF for most documents they may be submitted as entirely separate documents by themselves.

41. On the Bidder Instructions Cover Page, the box is checked "Yes" confirming Information Technology Bidder instructions are applicable. Why would this be applicable to this solicitation?

Any time a vendor potentially has access to any State data, networks, websites, virtual training, or digital resources this is considered IT and required the additional IT terms & conditions and requirements such as those found in 8.2.H.

42. We do not believe Section 8 i, ii, or iii applies to this solicitation. (see 8.2.H, top of pg. 11) Can you confirm?

These would be required. i. could be considered the SOW described in 8.1.D.i. II and III are required as this is considered an IT solicitation.

43. Section 11- What specific financial information is the bidder to provide? (see 8.2.K, pg. 11)?

This is not required for this solicitation

44. How soon can we expect a response to bidder questions? There appears to be no date identified in the table provided in in the Bidder Instructions document Paragraph 8.1.H.

Thursday, April 22, 2021.

45. Are we permitted to include assumptions in our proposal response, and if so, where in our response would OMES like us to include them?

Please include this information within your submitted Scope of Work (SOW) referenced in Bidder Instructions Section 8.1.D.1

b. All other terms and conditions remain unchanged.

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

\_\_\_\_\_  
Date

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

\_\_\_\_\_  
Authorized Representative Signature