



Date of Issuance: 5/20/2022

Solicitation No. 3400001751

Requisition No. 3400023263

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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RETURN TO: OMESCPeBID@omes.ok.gov

Description of Amendment:

a. This is to incorporate the following:

Below are answers to questions received. No further questions shall be accepted.
Please note the closing date has not changed and remains 3pm CST on June 10, 2022

1. What is the number of end users?

Current 8,400 but 2 new recent user groups. Plan for 12-15,000.
2. The only events outlined in the RFP are Birth, Death, Fetal Death and the Point of Sale. Are you also interested in Marriage and Divorce?

We are not
3. Is there a need for data conversion? If so, please clarify what is included in the data migration? What is the format of the data, i.e., Microfilm, paper copies, electronic files? How many records and images?

We have an electronic system now. Format should be universal so minimal conversion required. ~9 mil records avg 1-2 images/record (general max of 4, parentage and ME often have 2)

4. Section 8.1.C.xxxv - Contain a module which accounts for evidentiary documentation, correct payment, assign priorities, and track the outcome of requests made by mail or in person or Internet services of a national vital records credit card vendor (VitalChek) for copies of vital records. Question: Would this module need to be able to accept internet services of multiple national vital records credit card vendors?

Yes

5. Section 8.2C. Section Three: Bid Portions Requested to be Held Confidential. Question: This section numbering goes from "i" to "iii". There is no "ii" listed. Is there something missing for item ii?

This is a typo. There is no missing information.

6. Section 8.2H.ii Section Eight: Response to Specifications and Requirements (Page 12) If an information technology VPAT is required, the URL link to the Bidder's VPAT shall be inserted in this section at a Bid Packet page referencing the VPAT. Question: Is an information technology VPAT required?

Yes. VPAT is required for compliance with ADA requirements.

7. Section 8.2.H.iii - Section Eight: Response to Specifications and Requirements (Page 12) If any information technology Security Certification and Accreditation Assessment is required, the completed Assessment shall be inserted in this section at a Bid Packet page referencing the Security Accreditation Assessment. Question: Is an information technology Security Certification and Accreditation Assessment required?

Yes, and it has been attached to the solicitation website along with this amendment.

8. Section 8.2.H.iv - Section Eight: Response to Specifications and Requirements (Page 12) If service level agreements are required, the proposed service level agreements shall be inserted in this section at a Bid Packet page referencing the proposed Service Level Agreements. Question: Is a service level agreement required?

Yes

9. Section 8.2H.v - Section Eight: Response to Specifications and Requirements (Page 12) If a Statement of Work is required, the proposed draft shall be inserted in this section at a Bid Packet page referencing the proposed Statement of Work. Question: Is a Statement of Work required?

A Statement of Work (SOW) is not required to be submitted as part of the RFP response; however, in submitting your response vendors should already have a SOW in mind and should a vendor be selected to proceed to clarification they would submit it at that time for a technical review.

10. K. Section Eleven: Financial Information. Any required financial and associated information shall be inserted in this section. Question: Is there any financial and associated information required? If so, what?

No.

11. Section 8.2.L. Section Twelve: Business References. Any required business references and associated information shall be inserted in this section. Question: Is there any business references and associated information required? If so, what?

No; however, should a bidder be selected to proceed to the clarification phase they would be required to provide reference information (contact, projects, and emails) that can be used to verify any claims made in the Level of Expertise and Risk Assessment document. It is recommended to provide that information (separate from those forms) in the response or at least have them ready should you be selected to proceed to clarification.

12. Section 8.2.M. Section Thirteen: Additional Company Information. Any required additional company information shall be inserted in this section. Question: Is there any additional company information that is required? If so, what?

No.

13. Section 8.2. N. Section Fourteen: Third Party Vendor Information. Any required additional third-party vendor information shall be inserted in this section. Question: Is there any additional third-party vendor information required? If so, what?

If your organization is using a third-party or subcontractor to complete the project please disclose that information and what portion they would be performing.

14. Question: What is the maximum size of a file attachment that the email OMESCPeBID@omes.ok.gov is able to receive? Can the bidder response be split into multiple files if needed and add Part 1, Part 2, etc. to the subject line of the email?

We believe the maximum email capacity to be 25K. Yes, you may break them into multiple emails and label them. That would not be a problem.

15. Attachment D: State of Oklahoma Information Technology Terms. 11. Ownership Rights (Page 6-7) Question: Is any part of this contract funded with federal funds?

Yes

16. Will any vendor staff need to be onsite? If so, how many and for how long?

Not ongoing, but as needed for planning and implementation.

17. Do you want train the trainer or end user training?

Yes

18. What is the target go-live date?

January 2024

19. Are you looking for Birth/Death/Fetal Death/Fee & Issuance modules?

Less interested in Fetal Death. We are primarily interested in birth, death registration and fee/issuance/order mgmt.

20. Regarding the image repository, are you envisioning a full imaging module?

We are looking for a robust system that will issue from images of old records and abstracts of more recent records collected in the electronic system. Old images will need to be adjusted to correct for scanning issues. Workflow needs to be integrated with images.

21. Is the purpose of the solicitation noted above to acquire modules for birth, death and fetal death (stillborn) events, all of which are to be implemented at the same time with the same "Go Live" date?

We are primarily interested in birth, death registration and fee/issuance/order mgmt. Less interested in Fetal Death. Launch can be staggered as needed within reason. Prefer to have all modules launched within 12 months of first module launch.

22. In which section(s) of the bidder's response are vendors required to include the following completed forms:

- a. Exhibit titled Level of Expertise (LE)
- b. Exhibit Titled Risk Assessment (RA) Plan
- c. Exhibit Titled Value Added (VA) Plan
- d. Exhibit titled Bidder Expert Lead Form

They should all be separate from the other required documents as stand-alone documents in Word format.

23. Per section 8.2 Bid Packet Format found on page 9 of the Bidders Instructions, Section 2 references the following documents:

- e. Responding Bidder Information form
- f. Certification for Competitive Bid and Contract

Where may the two forms noted above be found/downloaded?

These documents are located on the solicitation website at <https://www.ok.gov/dcs/solicit/app/solicitationDetail.php?sollID=4219>. They are in a single PDF file near the bottom of downloadable documents.

24. Per section 8.2 Bid Packet Format, sub-section H(iii) found on page 12 of the Bidders Instructions, a link is provided to the following form: "SecurityCertification-R_0.xlsx". However, selecting that link yields the following error message: "Not Found - The requested URL /omes/sites/g/files/gmc316/f/SecurityCertification-R_0.xlsx was not found on this server." Is this form required for this RFP? If so, is there an alternate site from which this form may be downloaded?

This document has been posted to the solicitation website at <https://www.ok.gov/dcs/solicit/app/solicitationDetail.php?sollD=4219>

25. Per section 8.1 Preparation of Bid, page 4 of the Bidders Instructions, requirement C i states the following: "Vendor hosted Saas a.) image repository b)Services for data management c) Services for file generation." Please elaborate/clarify what functionality is being asked for in regard to "data management" and "services for file generation."

Question is overly general. We want full functionality e.g. we want data to be accepted as entered by multiple entities, to be able to use and manipulate that data, we want the data output in multiple formats.

26. Per section 8.1 Preparation of Bid, page 4 of the Bidders Instructions, requirement C xxiv states the following: "Automatically move 'completed' records or record portions to standard access or transmittal files for legal, administrative, and statistical purposes, including reformatting and recoding as required by contracts and agreements". Please elaborate/clarify as to what functionality is being requested here, especially as regards transmittal, reformatting, and recoding as required by contracts and agreements.

Once a record has been designated as complete, certified and accepted, it should be moved out of interim status and into a final status for issuance. Final records will automatically be transmitted as required to partners via STEVE, EVVE, OVS, and other gov/contract partners, etc.

27. Per section 8.1 Preparation of Bid, page 4 of the Bidders Instructions, requirement C xxvii states the following: "Contain a default parentage format with option to add up to eight additional parents.". Is this asking for a feature such as a "More" button that will allow up to eight additional parents to be assigned to each birth record? Should the application then allow for a total of 10 parents per birth? As the Mother Page and Father Page are two distinct pages should a feature such as the "More" button be found on both of those pages? Will legacy/converted records need to be loaded into the eventual replacement database that contain more than 2 parents?

We anticipate the need for more than 2 parents in the future, but do not currently offer certs with more than 2 parents. Current Uniform Parentage (not in place in OK at this time) can expand beyond 2 parents. We want to plan for flexibility to offer as/if required by law/courts. This could include existing legacy records.

28. Per page 7, sub-section (b) of the Bidder Instructions document, bidders are not allowed to re-create or reformat the LE, RA and VA forms. Should these forms be included in the bid submission email response as separate attachments from the main RFP response document?

Yes. They should all be separate. Stand-alone documents in Word format.

29. Per page 12, section H(ii) of the Bidder Instructions document, bidders are instructed to include a link to a bidder's VPAT if an information technology VPAT is required. Is a VPAT required for this RFP?

Yes. VPAT is required for compliance with ADA requirements.

30. Per page 12, section H(iv) of the Bidder Instructions document, bidders are instructed to include a Service Level Agreement (SLA), if one is required. Is an SLA required for this RFP? If so, please specify what the state is looking for in such an SLA

Standard SLA e.g. Response times for issues, up times, guarantees system will be maintained, backups, multiple security sites, reliability, etc.

31. Per page 12, section H(v) of the Bidder Instructions document, bidders are instructed to include a Statement of Work (SoW), if one is required. Is a Statement of Work (SoW) required for this RFP? If so, please specify what the state is expecting in such a SoW.

A Statement of Work (SOW) is not required to be submitted as part of the RFP response; however, in submitting your response vendors should already have a SOW in mind and should a vendor be selected to proceed to clarification they would submit it at that time for a technical review.

32. Security Accreditation Assessment link is not accessible. Please provide the correct URL.

This document has been posted to the solicitation website at <https://www.ok.gov/dcs/solicit/app/solicitationDetail.php?sollID=4219>

33. Is there any data migration requirement? If so, to scope out the data migration efforts appropriately, will the State be able to provide the volume and type of data that needs to be migrated?

We have an electronic system now. Format should be universal so minimal conversion required. 9 mil records avg 1-2 images/record. Data would need to be moved from one system to another.

34. There is no mention of Training requirement, Will State be handling training? If not, can you please provide approximate number of internal and external users need to be trained?

State would like vendor to provide train-the-trainer, as well as train end users and provide training materials. Currently have ~8400 users that will need to be trained on new system/functionality. Internally ~75 users. Ongoing training of new users will be done by OSDH.

35. Payment processor, does bidder have to use their Payment processor or State will provide payment processor? If bidder to integrate with State provided payment processor, will state provide more details about the payment processor?

We currently receive payment via online partner(s) and we have an internal payment processing of mailed applications. Both need to be integrated.

36. Does State have any Enterprise Single-Sign-On that to be integrated?

No

37. Initial contract term is one year. Is there any hard end date to meet by OSDH?

The initial contract period for this one calendar year from the date of award with the option to renew for up to four additional one-year periods for a potential total of five years.

38. We look forward to providing a comprehensive and detailed proposal that will clearly show the value our solution. When will bidders receive the answers to submitted questions? Ideally, we prefer to have 4 weeks to submit after the answers to questions.

All answers are addressed in this amendment. No further questions shall be accepted.

39. Has state secure budget for this project?

Yes

40. And willing to share the budget details?

No, vendors should provide the best pricing and pricing justifications regardless of budget available.

41. Is attachment C supposed to be blank?

Yes, this page is marked as "This page left intentionally blank"

42. In lieu of source code escrow we provide the source code to our customers. This will eliminate source code fees and any questions that the State owns the source code to the developed application. Will the State allow us to provide the source code instead of using a source code repository?

Any exception requests to terms and conditions must be made using the form at the end of bidder instructions. These will be reviewed by OMES legal prior to award and determined on a case-by-case basis.

43. Section B, Item 6 states "Supplier shall perform an independent audit of its data center...". ManTech uses Amazon Web Services (AWS) for the hosting which is an industry leading solution. Amazon conducts their own independent audits and provides their own Service Organization Control (SOC) reports. Will the Amazon SOC reports meet this requirement?

Any exception requests to terms and conditions must be made using the form at the end of bidder instructions. These will be reviewed by OMES legal prior to award and determined on a case-by-case basis.

44. Attachment D, Section 6.1 provides a link which does not work. Will the State provide a valid link?

The correct links are <https://oklahoma.gov/content/dam/ok/en/omes/documents/InfoSecPPG.pdf> and <https://oklahoma.gov/omes/services/information-services/policy-standards-publications.html>

45. Items i and ii ask for two separate items, Responding Bidder Information and Certification for Competitive Bid and Contract. Item V requests "Completed Vendor Payee form". However, these all appear to be contained in one document, the CP Forms 076_004 Vendor Payee document. In the document CP Forms 076_004 Vendor Payee in the upper right-hand corner it states "Requesting Bidder Information" indicating this is the document to satisfy i. In the document CP Forms 076_004 Vendor Payee in the center of the document on the second line it states "Certification for Competitive Bid and Contract" indicating this is the document to satisfy ii. And the name of document indicates it satisfies v. Will the State clarify what document(s) are specifically required to satisfy i, ii, and v from this section?

These were combined into a single document for convenience to the vendors. The provided combined documents covers all three.

46. Item ii states "If an information technology VPAT is required...". In Attachment D it states "Supplier shall provide a Voluntary Product Accessibility Template ("VPAT") describing accessibility compliance via a URL linking to the VPAT and shall update the VPAT as necessary in order to allow a Customer to obtain current VPAT information as required by State law", but there is no explanation about where the VPAT is, or how to obtain a "link" to it. Will the State provide some clarification on where and how to obtain a VPAT? Also, if we are providing custom software to the State, is the VPAT necessary in our bid since that software will not be delivered until it is customized, or can the VPAT be provided once we have completed a percentage of the software?

A VPAT is required, and the link is to be provided by the vendor, not the State, to show that they meet the requirements. We would not be able to tell you how to do this and your organization should check its IS/IT department for this information. This would be required before award is made and not after award has been made.

47. Item iii contains a link that is not working. Can the State provide a working link? Also, in this section it states "If an information technology Security Certification and Accreditation Assessment is required...". Is a security certification and accreditation required as part of our bid?

This form has been provided with this amendment. Yes, the Security Assessment is required.

b. All other terms and conditions remain unchanged.

Supplier Company Name (**PRINT**)

Date

Authorized Representative Name (**PRINT**) Title

Authorized Representative Signature