|  |  |
| --- | --- |
| **Solicitation#:** 0900000481 **Solicitation Issue Date:** March 9, 2021 | |
| **DUE DATES AND TIME (CENTRAL STANDARD TIME):**  **Bid Response:**  3:00 p.m. on April 1, 2021[[1]](#footnote-2)  **Request for administrative review**:  3:00 p.m. on March 16, 2021  **Questions:**  3:00 p.m. on March 16, 2021 | |
| **CONTRACT TYPE:**  X  **Agency: Statewide:**  **Agency Name/Number \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Contract Number \_\_\_\_\_\_\_\_\_** | |
| **SOLICITATION TYPE:**   |  |  |  | | --- | --- | --- | | **Request for Proposal**  **X** | **Request for Quote** | **Invitation to Bid** |   **Information technology Bidder Instructions are applicable:**  X  **Yes No**  **Terms regarding sensitive data will be included in the Contract including, but not limited to:**   |  |  | | --- | --- | | **HIPAA X**  **FERPA**  **1075** | **CJIS**  **OTHER** | | |
| **RETURN SEALED BID TO:**  OMESCPeBID@omes.ok.gov | **CONTRACTING OFFICER:**  **Name:** Stephanie Beshears  **Email:** [Stephanie.Beshears@omes.ok.gov](mailto:Stephanie.Beshears@omes.ok.gov)  **Phone No.** 405-522-1037 |

**Oklahoma Office of Management and Enterprise Services Bidder Instructions**

Information related to the Bid submission process is contained in these Bidder Instructions. **Prospective Bidders are urged to read the** **documents provided by the State and these Bidder Instructions carefully. Failure to do so shall be at the Bidder’s risk.**

## 

## Definitions

The following terms, when used in these Bidder Instructions, shall have the following meanings:

* 1. Alternate Bid means a Bid which contains an intentional substantive variation to a basic provision, specification, term or condition.
  2. Amendment means a written change, addition, correction or revision to terms, conditions or requirements by the State agency issuing the Solicitation.
  3. BAFO means a best and final offer requested by the State agency issuing the Solicitation.
  4. Bid means an offer a Bidder submits in response to the Solicitation.
  5. Bidder means an individual or business entity that submits a Bid in response.
  6. Bid Packet means the order described in these Bidder Instructions in which all Bidders shall insert the relevant sections of a Bid and which shall be the format for all submitted Bids.
  7. Business Associate shall have the meaning given to Business Associate under the Privacy Rule, including, but not limited to, 45 CFR § 160.103.
  8. Business Associate Agreement is the contract between an entity covered under HIPAA and its Business Associate as required under the Privacy Rule, including (but not limited to) 45 CFR § 164.502(e)(2).
  9. EGID means Employees Group Insurance Division of the Office of Management and Enterprise Services. It shall also have the meaning given to the term ‘Covered Entity’ under the Privacy Rule, including, but not limited to, 45 CFR § 160.103 for purposes of this Business Associate Agreement only and to the extent required by law.
  10. HIPAA refers to the Health Insurance Portability and Accountability Act of 1996 and includes any regulations promulgated pursuant thereto.
  11. OAC means the Oklahoma Administrative Code.
  12. OEIBA means the Oklahoma Employees Insurance and Benefits Act, 74 O. S. (2011) §1301, et seq.
  13. OEIBB means the Oklahoma Employees Insurance and Benefits Board, established by the OEIBA.
  14. OMES means the Office of Management and Enterprise Services.
  15. OMES/CP means the Office of Management and Enterprise Services, Central Purchasing.
  16. RFP means Request for Proposal.

1. Instructions Compliance

## These Bidder Instructions are not part of the Contract; however, compliance with these Instructions is material to the determination of whether a Bid is responsive. Terms, requirements and specifications may be stated or phrased differently than in a previous solicitation irrespective of past interpretations, practices or customs. Bid requirements are altered only by written Amendment and verbal communications from any source whatsoever are of no effect. In no event shall the Bidder’s failure to read and understand a term, condition or requirement in any of the documents provided by the State constitute grounds for a claim after award of the Contract.

## Communications and Questions

## The Contracting Officer listed on the Bidder Instructions Cover Page is the only individual the Bidder should contact, or communicate with, regarding any questions or issues with the Acquisition.  Failure to comply with this requirement may result in the Bid being considered non-responsive or not considered for further evaluation.

## General Questions

* + 1. Questions should be concise, identify the relevant document, include specific section references and avoid use of tables or special formatting (use simple lists).

## Information Technology Bids

## If information technology Bidder Instructions are applicable (refer to Bidder Instructions Cover Page), Bidder may submit general questions concerning Contract or Bid specifications or requirements online. Questions received via any other means will not be addressed.

## Registration with the State of Oklahoma for wiki access is located at <https://omes.ok.gov/forms/wiki-enrollment-it-procurement>. Access should be requested at least five (5) business days prior to the Questions Due Date. The State is not responsible for a Bidder’s lack of access to the wiki.

**C. Non-Information Technology Bids**

## If information technology Bidder Instructions are not applicable (refer to Bidder Instructions Cover Page), Bidder may submit general questions concerning Contract or Bid specifications or requirements to the Contracting Officer’s email address shown on the Bidder Instructions Cover Page. Questions received via any other means will not be addressed.

## Clarification Questions

The State reserves the right, at its sole discretion, to request clarifications of Bid information or to conduct discussions for the purpose of clarification with any or all Bidders. The purpose of any such discussion shall be to ensure full understanding of the Bid. If clarifications are made because of such discussion, the Bidder(s) shall submit such clarifications in writing to the Contracting Officer. Bidder answers that are outside scope of the clarification questions shall be disregarded. Oral explanations or instructions provided to a potential Bidder are not binding.

## Administrative Review

## A Bidder that believes the Contract or Bid requirements or specifications, or Bid Response Due Date, are unnecessarily restrictive or limit competition may email a request for administrative review to the Contracting Officer. A request received via any other means will not be addressed. The State shall promptly respond in writing to each written administrative review request, and where appropriate, issue a revision, substitution or clarification through an Amendment. Requests for administrative review shall include the reason for the request, supported by information, and any proposed changes.

* 1. If a Bidder fails to notify the Contracting Officer of an ambiguity, conflict, discrepancy, omission or other error in any of the documents provided by the State that is known to Bidder, or that reasonably should be known by Bidder, the Bidder accepts the risk of submitting a Bid and, if awarded the Contract, shall not be entitled to additional compensation, relief or time by reason of the error or its later correction.

## Amendments

## Any Amendment shall be set forth at the same online link as the Solicitation.

## It is the Bidder’s responsibility to check the State’s website frequently for any possible Amendments that may be issued. The State is not responsible for the Bidder’s failure to download any amendment documents required to complete a Bid.

## Confidentiality Request

## Unless otherwise specified in the Oklahoma Open Records Act, Central Purchasing Act, or other applicable law, documents and information a Bidder submits as part of or in connection with a Bid are public records and subject to disclosure after contract award pursuant to OAC 260:115-3-9[[2]](#footnote-3). However, a public Bid opening does not make the Bid immediately accessible to the public. All material submitted by a Bidder becomes the property of the State. No portion of a Bid shall be considered confidential after award of the Contract except, pursuant to 74 O.S. §85.10, information in the Bid determined to be confidential by the State Purchasing Director or delegate. Typically, a properly submitted confidentiality claim of a potential awardee is reviewed and determined prior to award; a properly submitted confidentiality claim of a non-awarded Bidder is reviewed and determined only when responding to an open records request concerning the Bid. Additional information regarding information considered confidential by a Bidder is provided in Section 8.2.C below.

## Acceptance of Content

Unless otherwise provided in Section Four of a Bidder’s response, all Bids shall be firm representations that the responding Bidder has carefully investigated and will comply with all State terms and conditions relating to the Contract. Upon award of a contract, such terms and conditions, as may be amended by the Bid after negotiation, shall become contractual obligations between the parties.

## Required Bid Structure

* 1. Preparation of Bid
     1. The Bid is required to be structured into separate, labelled and easily identifiable sections using the Bid Packet format provided below. A Bid submitted using any other format may not be accepted. Except for items listed in Section Three of the Bid Packet (information requested to be held confidential), the Bid should not contain duplicative content. Any section of the Bid Packet that is not applicable to the Bid shall have a page inserted to denote the section is not applicable. For instance, if business references are not required, the Bid should contain a page after the “Business References” section heading that reads “Not Applicable”, “N/A” or some similar notation.

* + 1. Exhibit Listing:
       1. Exhibit 1 – Carrier Eligibility Export
       2. Exhibit 2 – Debit Card File Layout
       3. Exhibit 3 – OEIBB Commercial Carrier Policy
       4. Exhibit 4 – Premium Quote Submission Form
       5. Exhibit 5 – TRICARE Supplement Plan Designs
       6. Exhibit 6 – Minimum Required Reporting
       7. Exhibit 7 – Operational Reports
       8. Exhibit 8 – Premium Discrepancy Report
       9. Exhibit 9 – Advertising Approval Request Form
    2. To participate, the Bidder must offer a TRICARE option which meets the Solicitation Specifications.
    3. Census of OEIBA Program as of January 31, 2021:

|  |  |  |  |
| --- | --- | --- | --- |
| Category | Total Lives | Primary | Dependents |
| Medicare | 37,338 | 33,304 | 4,034 |
| Current Employees | 176,815 | 109,822 | 66,993 |
| Pre-Medicare former employees | 7,120 | 5,577 | 1,543 |

* + - 1. The percentage of individuals eligible for a TRICARE Supplement in this population is unknown.
    1. As referenced in subsection 8.2.H, the following information is required to be included in the Bid:
       1. Fraud and Abuse Investigations
          1. Describe how Bidder will accomplish review for fraud and abuse investigations.
       2. Network Changes
          1. Describe how Bidder will provide notification of changes in the network and updates of providers to members as required.
       3. Marketing and Communications Guidelines
          1. Describe how Bidder will provide notification to members of changes in the Supplier’s network.
       4. Internal Grievance Procedures
          1. Provide the third party company information (i.e. name, location, contact information) that members appeal to for grievances, if applicable.
          2. How many grievances have you had regarding the network in the prior calendar year per 1,000 members?
    2. As referenced in subsection 8.2.H, the Bidder must provide the following information regarding member satisfaction surveys.
       1. Member Service Quality Assurance
          1. Does the Bidder survey its members regarding their satisfaction with its customer service and claims processing? If so, attach a copy of the most recent survey instrument completed and a summary of the results.
          2. Describe the frequency and methodology of the Supplier’s member satisfaction surveys.
          3. What percentage of all members are typically surveyed each year?
          4. What is the overall member satisfaction rate from the most recent survey?
          5. How is that rate measured?
          6. What are the members least satisfied with?
          7. Describe any plans to improve upon that area.
    3. As referenced in subsection 8.2.H, an information technology Security Certification and Accreditation Assessment is required for any entity or third-party Supplier hosting Oklahoma consumer data. Review Section C of the Attachment D – State of Oklahoma Technology Terms for additional information. Final approval of all Security Assement Requirements must be received prior to award of contract (e.g. subcontractors or affiliates).
    4. As referenced in subsection 8.2.I, pricing shall be proposed as follows:
       1. Price and Cost are to be submitted on Exhibit 4 Premium Quote Submission Form. Refer to Exhibit 3 OEIBB Commercial Carrier Policy for relevant details regarding administrative fee.
       2. Premium Calculation
          1. Describe the methodology used for developing the rates being proposed.
    5. As referenced in subsection 8.2.K, the following financial information must be included:
       1. Provide copies of audited financial statements for the Bidder’s last three (3) fiscal years immediately preceding the date of its response. The financial statements should include, but not limited to, Balance Sheet, Income Statement, Statement of Retained Earnings or Statement of Stockholders’ Equity, Statement of Cash Flows, and Notes to the Financial Statements. The Bidder further agrees to be available for reasonable inquiry by EGID regarding these financial statements.
       2. Identify the Bidder’s independent auditor.
       3. Specify the name and address of any sponsoring or parent corporation or others who provide financial support to the Bidder, or affirm there are none.
       4. Describe any understandings, legal relationships or financial agreements with respect to sponsorship or other financial support of the Bidder with any other entity, i.e., guarantees, letters of credit, etc. What are maximum limits of additional financial support?
       5. EGID expects that the Bidder will maintain adequate levels of corporate/general liability insurance. Provide details on the levels of coverage the Bidder maintains.
       6. Is the Bidder a subsidiary of another entity? If so, provide the last three (3) years audited financial statements for the parent company.
       7. Provide a copy of the sponsoring organization's most recent audited financial statement if applicable. The financial statements should include, but not limited to, Balance Sheet, Income Statement, Statement of Retained Earnings or Statement of Stockholders’ Equity, Statement of Cash Flows, and Notes to the Financial Statements. Identify the independent auditor for the Bidder’s sponsoring organization.
       8. Does the Bidder warrant and represent that it is in good financial standing, not in any form of bankruptcy or the zone of insolvency, and is current in the payment of all taxes and fees?
    6. As referenced in subsection 8.2.M, the following additional company information is required to be included in the Bid:
       1. Bidder Identification
          1. Bidder’s legal name;
          2. Address (including city, state, zip code);
          3. Office location responsible for this account. If this office will be located outside of Oklahoma; explain the Bidder’s plans to interact closely with EGID.
          4. Trade name that the Bidder uses for marketing purposes.
          5. The name and contact information for the Account Manager who will be assigned to the OEIBA Program. Include years of experience, number of other clients, and the size and industry of said clients.
          6. The name and contact information for the highest-ranking official with direct involvement with the OEIBA Program’s account.
          7. The name and contact information for the Bidder’s designated personnel authorized to enter into BAFO competitive negotiations.
          8. Outline the account management team that will be assigned to EGID upon contract award.
          9. Length of time the Bidder has been in business;
          10. A brief description of the company;
          11. Company size and organization;
          12. The number of years the Bidder has been providing products and/or services of the type requested;
          13. The core competency of the company;
          14. Number of employees allocated strictly for research;
          15. Number of employees allocated strictly for support;
          16. Locations where the Bidder’s solution has been deployed.
          17. Provide a copy of the Bidder’s relevant licensure for the program it intends to bid.
          18. Any services outsourced?

If so, provide name, location and function of the company.

* + - 1. Bidder Profile
         1. Provide a profile of Bidder’s TRICARE insurance business for each of the latest three (3) calendar years (2019, 2020, and 2021):

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Calendar Year 2019** | **Calendar Year 2020** | **Calendar Year 2021**  (As of 2/1/2021) |
| Number of clients (employer groups, state programs, etc.) |  |  |  |
| Number of enrollees covered |  |  |  |
| Number of public sector clients |  |  |  |
| Average number of public sector enrollees |  |  |  |
| Number of plans terminated |  |  |  |
| Average number of members in terminated plans |  |  |  |
| Average client size (i.e., employee count) |  |  |  |

* + - 1. Web Capabilities
         1. What is the Bidder’s web address?
         2. How often is the Bidder’s website updated?
         3. How often does scheduled downtime occur?
         4. Complete below chart regarding capabilities for participants on the Supplier’s website:

| **Service** | **Y/N** | **Comments** |
| --- | --- | --- |
| Provider locator |  |  |
| Plan benefit information |  |  |
| Out-of-network claim form |  |  |
| Print I.D. cards online |  |  |
| Request additional or replacement ID cards to be mailed |  |  |
| Online Explanation of Benefits (EOBs) |  |  |
| Claims history and claims status |  |  |
| How long is claim history accessible online for a termed member, if applicable? |  |  |
| Educational information about TRICARE Supplement (preventive care and health) |  |  |
| Cost estimation/budgeting tools |  |  |
| Deductible, out-of-pocket, and maximum tracking |  |  |
| Member grievance resolution |  |  |
| Members can download and print forms |  |  |
| Is a mobile app available? |  |  |
| Other, describe. |  |  |

* + - 1. Bidder Operating Staff
         1. Attach a complete organizational chart for the Supplier, including all departments/functions listed above, as well as lines of authority, and relationships among the Supplier’s Board of Directors, administration, medical services, and other functions. If expansions or changes are anticipated, show as much detail as possible reflecting the changes.
      2. Systems Eligibility
         1. Identify the systems the Bidder will use including but not limited to, eligibility and claims processing systems.

Describe how these systems will integrate to administer these services.

* + - * 1. Identify any changes to systems that Bidder will make in order to fulfill this RFP.
    1. As referenced in subsection 8.2.M, the following implementation information must be included:
       1. New Supplier Transition Process. If the Bidder is not currently a TRICARE Supplier in the OEIBA Program, provide the following information:
          1. Provide the Transition Manager name and contact information.
          2. How many other implementation projects will the Transition Manager work on in addition to this contract?
          3. Provide a copy of a typical implementation project plan.
    2. The following information shall be included:
       1. Benefit Plan Design
          1. Will benefits be available to employees outside the State of Oklahoma and to what extent?

If yes, describe the Bidder networks and plan of benefits that would be available to participants that live outside the State of Oklahoma.

* + - 1. Member Services
         1. Provide the cell center hours.
         2. How are after-hour phone calls handled?
         3. How does the Bidder’s Member Services (call center) accommodate non-English speaking and hearing-impaired callers?
         4. Pre-enrollment information.

Does the Bidder have a pre-enrollment phone number and/or email address for potential OEIBA Program members to inquire about the plan?

If so, provide the phone number and/or email address and any identifying information that a member must provide upon calling the Bidder before enrollment.

Does the Bidder have a pre-enrollment website for potential OEIBA Program members to inquire about the plan?

If so, provide the website and any identifying information that a member must provide upon selecting the Bidder website before enrollment.

* + - * 1. Provide the standards that the Bidder’s Member Services staff achieved during the last twelve (12) months in the following categories:

Average telephone answer time (in seconds);

Average telephone hold time (in seconds);

Average length of call (in minutes);

Average calls per month;

Abandoned calls (hang ups, average per month);

First Call Resolution Rate. First Call Resolution rate is the percentage of telephone inquiries completely resolved within a “window period” of time. A call is considered “resolved” when the same participant or a family member under the same subscriber ID has not contacted the administrator's customer service facility again regarding the same issue within sixty (60) calendar days of the initial call.

Does the data provided meet the required standards set forth in Attachment C Section 9.3.?

If not, provide an explanation of what the Bidder will change in order to meet those requirements going forward.

* + - * 1. Describe the Bidder’s internal performance standards for accuracy, responsiveness and courtesy and how are they measured.

What measures are taken for poor or unacceptable performance?

What is the ratio of full-time customer service representatives to covered members?

What number of customer service representatives has the Bidder dedicated to this contract?

* + - 1. Compliance and Privacy Procedures and Standards
         1. The Bidder shall describe its compliance procedures in general. Specifically explain how it will comply with the privacy and security standards, interface with EGID as a Plan sponsor, and maintain confidentiality/privacy of TRICARE members’ information.
         2. Describe how it will electronically and operationally interface with its business associates according to HIPAA security and X12 standards for electronic transmissions.

* + - 1. Member Education
         1. Describe in detail the methods used by the Bidder to educate and communicate the proper use of the plan to members. Describe all that apply, including:

Enrollment Meetings;

Mass Mailings;

Mass media;

Provider Directories;

Interactive Phone, IVR;

Marketing Brochures;

Website and Mobile Application;

Welcome calls (or other communication method) to new members; and

Other, describe.

* + - 1. Member I.D. Cards
         1. Are I.D. cards required to receive services?

If not, explain the method for communicating the employee I.D. / account number to the employees.

If so, furnish a copy of the I.D. card.

* + - 1. Security and Business Continuity
         1. Describe the physical protection of the Bidder’s facilities including access authorization to areas housing sensitive information and equipment.
         2. Describe the Bidder’s approach to authorizing systems access, User ID and password controls including information on encryption, forced change/expiration of passwords and User ID elimination when access is to be terminated.
      2. Contingency and Disaster Recovery Plans
         1. Provide a general summary of the Bidder’s contingency plans that illustrate its ability to respond to the following items. Do not provide sensitive or confidential company information.

Rapid increase in enrollment;

Rapid decrease in enrollment;

Loss of one or more facilities;

Voluntary provider termination;

Work stoppage;

Financial insolvency;

Loss of license or contract revocation; and

Pandemic Health Emergency

* + - * 1. Describe the disaster recovery protocols, procedures and backup systems in place, including the ability to rapidly shift phone service and claims processing to alternative sites.
        2. Provide the frequency of disaster recovery testing.
      1. Claims Administration
         1. Provide the following information:

Turnaround time

Financial accuracy

Overall accuracy

Is the Bidder’s TRICARE claims system fully integrated and automated for in-network and out-of-network claims processing? Does it have procedures that prevent direct member billing (balanced billing)? If so, describe the procedures. If not, how will the Bidder ensure members are not billed inappropriately for covered services?

Describe in detail the Bidder’s claim cost-control program.

How are overcharges detected for medically unnecessary care or provider abuses?

What program has the Bidder developed to address special areas of concern?

Who performs these functions?

Does the Bidder routinely send out EOBs or only upon member request?

Describe in detail the Bidder’s fraud prevention capabilities/ claims auditing.

* + 1. As referenced in subsection 8.2.M, the following information regarding Lawsuits and Litigation shall be provided:
       1. Disclose, unless prohibited by securities law, any prior lawsuits and litigation involving alleged or actual violations of administrative rules and hearings, or any lawsuits, litigation, or administrative proceedings, threatened or pending, involving the Bidder and any person or entity, the State of Oklahoma or any political subdivisions, and/or any state officer and/or any state employee acting in the capacity of a state employee arising from services rendered that are the same or similar to the work defined in this RFP, and any settlements, compromises (if confidential, a statement of that fact) or Judgments of Record resulting from the foregoing described litigation or administrative proceedings for the past five (5) years or affirm there are none.
       2. List and disclose contract cancellations or negligent causes of action that arose from work performed that is the same or similar to work identified in the specifications listed that was initiated by persons or entities against the Bidder that resulted in a settlement with or judgment against the Bidder in any jurisdiction in the United States in an amount of One Hundred Thousand Dollars ($100,000.00) or more within the previous five (5) years, or affirm there are none.
       3. Disclose any data security breaches and specifically HIPAA security breaches that required notification to affected persons or a regulatory authority within the previous three (3) years.
       4. List and describe any current malpractice suits filed against the Bidder or a provider in the Bidder’s network.
    2. As referenced in subsection 8.2.M, the following Reporting information shall be included:
       1. Because OEIBB is interested in increased OEIBA Program transparency to the public, indicate (by report number in Exhibit 6 Minimum Required Reporting) which of the reports the Supplier already makes public in some form or to which the Supplier agrees to allow the OEIBB to make aggregate OEIBA Program financial data and individual Plan network summaries public at its quarterly Board meetings.
    3. Section 125
       1. An Internal Revenue Code, Section 125 Cafeteria plan with a Flexible Spending Account (FSA) for medical reimbursement is offered to Oklahoma State education and local government active employees. Within the FSA, a debit card program allows a participating member to use a pre-loaded debit card that works like any other debit MasterCard or debit Visa Card, except that it is charged only against the cardholder’s personal FSA balance, not against a general bank balance. Exhibit 2 Debit Card File Layout is the file format required by the current debit card company. OMES requests that the Bidder interface with the debit card company and provide paid claims utilization on a weekly basis. Based on this request, does the Supplier agree to provide information, where available, to assist in verifying purchases made through State sponsored FSAs?
       2. Currently, there are approximately 900 participating employers, each with unique Section 125 plans.
    4. Significant Event
       1. Mergers
          1. Summarize any mergers with or acquisitions of other organizations completed in the past twenty-four (24) months and summarize how these actions directly impact this solicitation.
          2. Describe, to the best of Supplier’s knowledge, any acquisitions or mergers in which the Supplier is expected to be involved within the next twelve (12) months.
    5. Marketing Guidelines Accountability
       1. The Supplier must affirm its understanding and agreement that failure to abide by marketing and communication guidelines may result in one or more of the following consequences:
          1. The Supplier being barred from accepting new enrollees for the balance of this contract;
          2. The Supplier being barred from accepting new enrollees for the contract immediately succeeding this contract; and
          3. The Supplier being deemed ineligible from bidding in subsequent RFPs for the OEIBA Program.
  1. Bid Packet Format

## Section One: Cover Page

Provide a dated cover page or transmittal letter that identifies the Solicitation and the Bidder and provides Bidder contact information.

## Section Two: Required Forms, Certifications and Disclosures

## i Completed “Responding Bidder Information” form set forth and accompanying required documentation.

**ii** Completed “Certification for Competitive Bid and Contract” form.

**iii** Bidder shall additionally provide in this section of its Bid, disclosure of (1) any public contract terminated by a governmental entity or suits or claims against the Bidder for failure to perform in connection with a public contract (including any company which a Bidder has merged with or acquired that will be performing services or providing products if awarded the Contract); (2) any contractual relationship or any other relevant contact with any State personnel or another Bidder or Supplier involved in the development of a Bidder’s response to the Solicitation; (3) the name of any officer, director or agent of the Bidder who is also an employee of the State or any of its agencies; (4) the name of any state employee who owns, directly or indirectly, an interest of five percent (5%) or more in the Bidder firm or any of its branches and (5) any activity or interest that conflicts or may conflict with the best interest of the State, including but not limited to any person or entity currently under contract with or seeking to do business with the State, its employees or any other third-party individual or entity awarded a contract with the State. Any conflict of interest shall, in the sole discretion of the State, be grounds for rejection of the Bid or partial or whole termination of the Contract.

**iv** Certificate of Insurance and Workers’ Compensation form.

**v** Completed Vendor Payee form.

**vi** Any information requested in connection with subcontractors a Bidder proposes to use in performance of the resulting contract.

**vii** Signed Amendment(s), if any, located at the same online link as the Solicitation.

## The Bidder shall acknowledge agreement with each Amendment, if any, by inserting the Amendment in this section, signed by or on behalf of the Bidder.

## Section Three: Bid Portions Requested to be Held Confidential

i Any portion of the Bid that the Bidder requests be held confidential shall be listed in this section for independent review regarding confidentiality. For example, specifically state“the portion of Section 8 titled Member Satisfaction Survey.” However, the Bid should not be broken apart such that the information requested to be held confidential is only found in this section; rather, such content should be included in the Bid in applicable sections, for efficient evaluation.

ii For each portion of the Bid listed as considered confidential, the Bidder must identify the specific information considered confidential and fully comply with OAC 260:115-3-9[[3]](#footnote-4) which additionally requires a Bidder to enumerate the specific grounds, based on applicable laws which support treatment of the information as exempt from disclosure and explain why disclosure is not in the best interest of the public.

iii A Bid marked in total, as proprietary and/or confidential shall not be considered confidential. Likewise, unless specifically referenced otherwise, resumes, pricing, marketing materials, business references, Voluntary Product Accessibility Templates, additional terms proposed by a Bidder and subcontractor information are not confidential and are not exempt from disclosure under the Oklahoma Open Records Act. The foregoing list is intended to address information often marked confidential that is not exempt from disclosure and is not an exhaustive list.

**iv ANY INFORMATION MARKED AS CONFIDENTIAL AND EMBODIED ELSEWHERE IN A BID RATHER THAN LISTED IN THIS SECTION OF THE BID PACKET WILL NOT BE CONSIDERED CONFIDENTIAL AND WILL BE SUBJECT TO DISCLOSURE WITHOUT FURTHER REVIEW. THE STATE HAS NO RESPONSIBILITY TO INDEPENDENTLY REVIEW AN ENTIRE BID FOR A CONFIDENTIALITY CLAIM. LIKEWISE, CONFIDENTIALITY CLAIMS OF A BIDDER WILL NOT BE CONSIDERED IF A BID DOES NOT COMPLY WITH REQUIREMENTS OF OAC 260:115-3-9 AND THE INFORMATION WILL BE SUBJECT TO DISCLOSURE PURSUANT TO STATE LAW.**

## Section Four: Requested Exceptions to Terms

**i** Any requested exception or revision to terms or conditions provided by the State shall be inserted in this section using the table provided at the end of these Bidder Instructions. If no exceptions or revisions are requested, the Bid should reflect that by either submitting the table with no additions to it or by inserting a page to denote this section is not applicable. Each requested exception or revision shall identify (i) the document and section reference of the specific affected term and (ii) either that the term is inapplicable and should be intentionally omitted or offer alternative language if the Bidder is requesting revision of the term. Some examples are provided on the table for illustrative purposes only and, if not deleted in a submitted Bid, will be disregarded.

**ii** Use tracked changes to propose alternative language, added language or other revision. Requests not shown as tracked changes may be returned to the Bidder for compliance with this requirement and review will be delayed as a result.

**iii** Each entry on the exceptions table must reference only one subsection or section (if there are no subsections). Including multiple subsections in one entry may result in the table being returned to the Bidder for compliance with this requirement and review will be delayed as a result.

**iv** A clarification question is not an exception and any clarification included in this section will be disregarded.

**v** If the Bid contains a copy of **master** terms between the Bidder and the State that the Bidder believes are applicable to the Acquisition, the Bidder need not take exceptions to the General Terms; however, the remainder of terms and contents of a document provided by the State including, without limitation, all attachments, appendices and exhibits remain applicable and are not supplanted by such **master** terms. Therefore, any exception to terms in the Solicitation or any other document related to the Acquisition, other than General Terms**,** must be included in this section as an exception.

**vi THE STATE HAS NO RESPONSIBILITY TO INDEPENDENTLY REVIEW AN ENTIRE BID FOR EXCEPTIONS AND ANY EXCEPTION EMBODIED IN ANOTHER SECTION OF THE BID OR IN A FORMAT OTHER THAN THE PROVIDED TABLE WILL NOT BE CONSIDERED. LIKEWISE, AN EXCEPTION EXPRESSING ONLY GENERAL DISAGREEMENT WITH A TERM OR A GENERAL EXCEPTION TO ANY STATE TERMS OR CONDITIONS, WITHOUT SUGGESTED ALTERNATIVE WORDING OR IDENTIFYING THAT THE TERM SHOULD BE INTENTIONALLY OMITTED, WILL NOT BE CONSIDERED.**

## Section Five: Additional Bidder Terms

Any additional terms that the Bidder requests be applicable to the Contract shall be inserted in this section and shall be provided in Word format. **THE STATE HAS NO RESPONSIBILITY TO INDEPENDENTLY REVIEW AN ENTIRE BID FOR ADDITIONAL TERMS AND ANY** **SUCH TERMS NOT SUBMITTED IN THIS SECTION OF THE BID SHALL NOT BE CONSIDERED.** Should a Bidder be awarded a Contract, neither the State nor a customer shall be required to execute additional documents not included in a Bid. For example, if a Bidder typically uses an ordering document in connection with an acquisition, the ordering document template shall be included in the Bid.

## Section Six: Master Terms between Bidder and State

A copy of any master terms, mutually executed by the Bidder and the State, that the Bidder believes are applicable to the Acquisition shall be inserted in this section. Any master terms not submitted in this section of the Bid shall not be considered.

## Section Seven: Executive Summary

The Bidder’s executive summary shall be inserted in this section. Marketing information, general company information and other similar information should be included in the executive summary. Avoid duplication of such information in other sections of the Bid; it unnecessarily lengthens the Bid and hinders efficient evaluation.

## Section Eight: Response to Specifications and Requirements

## The portion of the Bid to be inserted in this section shows the ability of the Bidder to meet or exceed any Acquisition specifications and requirements.

## 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.

## If an 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. The Assessment is located online at  <https://omes.ok.gov/sites/g/files/gmc316/f/SecurityCertification-R_0.xlsx>.

* + - 1. 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.
      2. 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.

## Section Nine: Pricing

Pricing associated with the Bid shall be inserted in this section and shall be in the required structure set forth above in Subsection 8.1, if any.

## Section Ten: Offer of Value-Added Products and/or Services

If a Bid includes an offer of value-added products and/or services, such offer shall be inserted in this section and include associated pricing and any other information relevant to such value-added offer. However, the State is not obligated to purchase value-added products or services.

## Section Eleven: Financial Information

Any required financial and associated information shall be inserted in this section.

## Section Twelve: Business References

## Any required business references and associated information shall be inserted in this section.

## M. Section Thirteen: Additional Company Information

## Any required additional company information shall be inserted in this section.

## N. Section Fourteen: Third Party Vendor Information

## Any required additional third party vendor information shall be inserted in this section.

## Submission of Bid

## IT IS THE BIDDER’S SOLE RESPONSIBILITY TO SUBMIT INFORMATION IN THE BID AS REQUESTED AND IN COMPLIANCE WITH THE OKLAHOMA CENTRAL PURCHASING ACT AND ASSOCIATED OAC TITLE 260 RULES[[4]](#footnote-5) INCLUDING WITHOUT LIMITATION OAC 260:115-3-7 AND 260:115-3-11[[5]](#footnote-6). A submitted Bid is rendered as a legal offer and is required to be in strict conformity with these Bidder Instructions.

* 1. A Bid shall be submitted via email solely to [OMESCPeBID@omes.ok.gov](mailto:OMESCPeBID@omes.ok.gov). Please note that it is possible a Bidder’s email system may have limitations on the size of outgoing email attachments and plan accordingly for the entire Bid to be received by the Bid Response Due Date and Time. A Bid emailed directly to or cc’d to the Contracting Officer will not be reviewed by the Contracting Officer. In person, commercial carrier or facsimile submittals shall not be accepted. The subject line of the email Bid shall contain the following: Attention: [insert Contracting Officer name]; Solicitation Number and Bid Response Due Date and Time. The State is not responsible for incorrect link information or its inability to access a submitted Bid. Receipt of a Bid will generate an automatic notice that the Bid is received; if a Bidder believes a Bid has been sent but has not received a notice of receipt, the Bidder should contact the Contracting Officer at the email or phone number shown on the Bidder Instructions Cover Page. Receipt of the Bid by the State is the responsibility of the Bidder.

## Unless otherwise specified in the Solicitation, (i) manufacturers’ names, brand names, information, and/or catalog numbers listed in a specification are for informational purposes and not intended to limit competition and (ii) a Bidder may offer any brand for which it is an authorized representative, which meets or exceeds the specification for any item(s). Bidder shall offer new items of current design and technology unless the State specifies older models or versions, or used, reconditioned, or remanufactured products are acceptable. Warranties in either case should be the same. However, if a Bid is based on equivalent products, the Bid is required to state the manufacturer’s name and number. The Bid shall also explain in detail how the proposed equivalent will meet the specifications and not be considered an exception thereto.

## Reference to literature submitted with a previous Bid shall not satisfy a specification or requirement associated with the present Bid. Any previous solicitation or resultant contract shall not be depended upon, perceived or interpreted to have any relevance to the present Bid.

## Bids shall remain a firm offer for a minimum of one hundred twenty (120) days after the Bid Response Due Date. Any usage amounts provided by the State are estimates and are not guaranteed to be purchased.

## Unless specified otherwise, a Bidder shall submit a firm, fixed price for the term, including optional renewal terms, of the Contract. The Bidder guarantees unit prices to be correct.

## In accordance with 74 O.S. §85.40, all travel expenses to be incurred by Supplier in performance of the Contract shall be included in the total Bid price. Travel expenses include, but are not limited to, transportation, lodging and meals. Examples of other miscellaneous travel expenses are referenced in §10.14 of the Statewide Accounting Manual[[6]](#footnote-7).

## A Bid containing early payment discounts may be evaluated when making an award. If a Bidder wishes to offer an early payment discount, the Bid must include available discount percentages for no less than ten (10) days payment, increasing in five (5) day increments up to thirty (30) days. The discount percentages shall be expressed in a half or whole percentage, with the minimum discount percentage being 0.5%. The State is not obligated to utilize an offered discount.

## All costs incurred by the Bidder for Bid preparation and participation shall be the sole responsibility of the Bidder and the Bidder shall not be reimbursed for any such costs. By submitting a Bid, Bidder agrees not to make any claims for damages or have any rights to damages in connection with the Bid.

## For consistency of contract structure, certain State terms may be marked “Intentionally Omitted”. If so, no response is expected.

## After review of a Bidder's submitted documents and information, the State may require additional terms for an Acquisition in which State or citizen data will be accessed, processed, stored or transmitted by a Supplier.

## Each Bid is required to include relevant information for a designated contact to receive notice, approvals and requests.

## Bid Withdrawal, Bid Change and Alternate Bid

## Except as authorized by the State Purchasing Director after proof by the Bidder that a significant error by the Bidder exists in the Bid, a Bid may not be withdrawn after the Bid Response Due Date and Time. If the Bidder wishes to withdraw a Bid prior to the Bid Response Due Date and Time, the Bidder shall submit a written withdrawal request to the State Purchasing Director in accordance with OAC 260:115-3-13[[7]](#footnote-8) at the email address listed in Section 9 above.

* 1. Except as requested by the State, a Bid may not be changed after the Bid Response Due Date and Time. If the Bidder needs to change a submitted Bid prior to the Bid Response Due Date and Time, the Bidder shall withdraw the originally submitted Bid and a new Bid shall be submitted to the State by the Bid Response Due Date and Time in accordance with Section 9 and include the following statement on the superseding Bid cover page: “THIS BID SUPERSEDES THE BID PREVIOUSLY SUBMITTED” AND “SUPERSEDING BID” MUST APPEAR IN THE SUBJECT LINE OF THE EMAIL.

## A Bidder may submit one or more Alternate Bids. Any Alternate Bid submitted shall be a complete Bid and shall be clearly identified as an Alternate Bid in the subject line of the email. If more than one Alternate Bid is submitted, the identification in the email subject line shall refer to Alternate Bid 1, Alternate Bid 2, etc.

## Bid Rejection

## The Bidder’s failure to submit required information may cause its Bid to be rejected. Additionally, a Bid received after the Bid Response Due Date and Time SHALL BE DEEMED NON-RESPONSIVE AND SHALL NOT BE CONSIDERED unless the State Purchasing Director has authorized acceptance of Bids due to a significant error or incident that occurred which affected the receipt of a Bid.[[8]](#footnote-9) Failure to comply with these Bidder Instructions may result in the Bid being disqualified from evaluation.

## A Bid may be rejected when the Bidder imposes terms or conditions that would modify requirements. Other possible reasons for rejection of Bids are listed in OAC 260:115-3-5 and 260:115-7-32(h)[[9]](#footnote-10).

## Attempts to impose unacceptable conditions on the State or impose alternative terms not in the best interest of the State may result in rejection of the Bid even if initially determined to be responsive or the State may cease any negotiations regarding the Bid.

## Whenever the terms “shall”, “must”, “will”, or “is required” are used, the specification being referred to is a mandatory specification. Failure to meet any mandatory specification may cause rejection of a Bid.

## Whenever the terms “can”, “may”, or “should” are used, the specification being referred to is a desirable item and failure to provide any item so termed shall not be cause for rejection of a Bid.

## Bid Public Opening

## There will be no physical Bid openings. A public Bid opening, which will disclose the name of each Bidder and no further information, will be conducted on a per request basis via Zoom provided the Contracting Officer receives a written request no later than forty-eight (48) hours prior to the Bid Response Due Date and Time. Zoom information will be provided to anyone requesting a public Bid Opening.

## Evaluation

**13.1** A responsive Bid will proceed to the evaluation process. Unless the Solicitation specifies that “best value” criteria will be used to determine award, Bids shall be evaluated on “lowest and best” criteria.

**13.2** Pursuant to OAC 260:115-7-32, Bidder past performance as a Supplier may be considered when evaluating a Bid.

**13.3** Pursuant to 74 O.S. §85.44E, a Bid submitted by a service-disabled veteran business that does business in Oklahoma or maintains an Oklahoma office or place of business will be given a three- percentage point bonus preference in scoring the Bid.

**13.4** The State reserves the right to require demonstrations, clarifications and additional documentation from any or all responding Bidders. Each Bidder should be prepared to participate in oral presentations and demonstrations to define the Bid, to introduce the Bidder’s team and to respond to questions regarding the Bid prior to award.

## Competitive Negotiations of Offers

## The State reserves the right to negotiate with none or one or more Bidders responding to the Solicitation and may negotiate any or all content of the Bid to obtain the best value for the State. Negotiations may be conducted in person, in writing or by electronic means and shall only be conducted with potentially acceptable Bids.

## 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 arising from the Bid to be negotiable and will not be artificially constrained by Bidder internal corporate policies. Firms that contend a lack of flexibility because of corporate policy on a particular negotiation item shall face a significant disadvantage and may not be considered.

## In the event of prolonged contract negotiations due to the number and/or significance of exceptions taken, lack of Bidder responsiveness or other failure to close contract negotiations, the State may, in its discretion, offer a successful Bidder a shorter contract term.

## 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.

## Requirements and any terms marked as non-negotiable after the section title shall not be negotiable and shall remain unchanged unless the State determines that a change in such requirements or terms is in the best interest of the State.

## The State may request a BAFO and shall determine the scope and subject of any BAFO request. However, the Bidder should not expect an opportunity to otherwise strengthen its Bid and should submit its best Bid based on requirements herein. Any information offered outside the scope of the BAFO request will be disregarded.

## Award of Contract

## The State may award the contract to more than one Bidder by awarding the contract(s) by item or groups of items or may award the contract on an all or none basis, whichever is deemed to be in the best interest of the State.

## In order to receive an award or payments from the State, a Bidder must be registered as both a Bidder and as a Supplier and must maintain the registration prior to any Contract renewal term. The registration process may be completed electronically at the following link: <https://omes.ok.gov/services/purchasing/vendor-registration>.

## Pursuant to Oklahoma Attorney General Opinion No. 06-23, any Bidder that has assisted in preparing the Solicitation or developing the procurement terms, either directly or indirectly, is precluded from being awarded the Contract or from securing a sub-contractor that has provided such services.

## Prior to award, the State may choose to request information from the Bidder to demonstrate its financial status and performance. If the Bidder is a subsidiary of another entity, the last three years audited financial statements of three years tax returns for the parent company may also be required. The State reserves the right, in its sole discretion, to determine a Bidder’s financial status and to withhold award to a Bidder who is not deemed financially responsible.

## A notice of award may be in the form of a purchase order or other payment mechanism or in the form of a mutually executed contract.

**BID PACKET SECTION FOUR: REQUESTED EXCEPTIONS TO TERMS**

**SOLICITATION NO. 0900000481**

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| --- | --- |
| **Term & Section** | **Language** |
| General Terms, Pricing  (Section 5.2, pg. 7)  **EXAMPLE** | Section 5.2 is deleted in its entirety and replaced with the following:  Pursuant to 74 O.S. §85.40, all travel expenses of Supplier must be included in the total Acquisition price. Travel expenses include, but are not limited to, lodging, transportation and meal expenses. |
| Information Technology Terms, Appendix 1, Data Security  (Section B.2, pg. 12)  **EXAMPLE** | Section B.2 shall be modified to add the following:  Customer is responsible for Personal Data encryption when solely in the Customer’s possession. |
| Information Technology Terms, Source Code Escrow  (Section 9, pg. 5)  **EXAMPLE** | Section 9 is deleted in its entirety. |
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1. Amendments may change the Bid Response Due Date (read “Amendments” in these Bidder Instructions) [↑](#footnote-ref-2)
2. OAC 260:115-3-9 is located at

   [http://www.oar.state.ok.us/oar/codedoc02.nsf/frmMain?OpenFrameSet&Frame=Main&Src=\_75tnm2shfcdnm8pb4dthj0chedppmcbq8dtmmak31ctijujrgcln50ob7ckj42tbkdt374obdcli00](http://www.oar.state.ok.us/oar/codedoc02.nsf/frmMain?OpenFrameSet&Frame=Main&Src=_75tnm2shfcdnm8pb4dthj0chedppmcbq8dtmmak31ctijujrgcln50ob7ckj42tbkdt374obdcli00_) [↑](#footnote-ref-3)
3. OAC 260:115-3-9 is located at

   [http://www.oar.state.ok.us/oar/codedoc02.nsf/frmMain?OpenFrameSet&Frame=Main&Src=\_75tnm2shfcdnm8pb4dthj0chedppmcbq8dtmmak31ctijujrgcln50ob7ckj42tbkdt374obdcli00](http://www.oar.state.ok.us/oar/codedoc02.nsf/frmMain?OpenFrameSet&Frame=Main&Src=_75tnm2shfcdnm8pb4dthj0chedppmcbq8dtmmak31ctijujrgcln50ob7ckj42tbkdt374obdcli00_) [↑](#footnote-ref-4)
4. Oklahoma Administrative Code Title 260, Chapter 115 is located at [http://www.oar.state.ok.us/oar/codedoc02.nsf/frmMain?OpenFrameSet&Frame=Main&Src=\_75tnm2shfcdnm8pb4dthj0chedppmcbq8dtmmak31ctijujrgcln50ob7ckj42tbkdt374obdcli00](http://www.oar.state.ok.us/oar/codedoc02.nsf/frmMain?OpenFrameSet&Frame=Main&Src=_75tnm2shfcdnm8pb4dthj0chedppmcbq8dtmmak31ctijujrgcln50ob7ckj42tbkdt374obdcli00_) [↑](#footnote-ref-5)
5. OAC 260:115-3-7 and OAC 260:115-3-11 are located at [http://www.oar.state.ok.us/oar/codedoc02.nsf/frmMain?OpenFrameSet&Frame=Main&Src=\_75tnm2shfcdnm8pb4dthj0chedppmcbq8dtmmak31ctijujrgcln50ob7ckj42tbkdt374obdcli00](http://www.oar.state.ok.us/oar/codedoc02.nsf/frmMain?OpenFrameSet&Frame=Main&Src=_75tnm2shfcdnm8pb4dthj0chedppmcbq8dtmmak31ctijujrgcln50ob7ckj42tbkdt374obdcli00_) [↑](#footnote-ref-6)
6. Statewide Accounting Manual is located at <https://omes.ok.gov/sites/g/files/gmc316/f/StatewideAccountingManual.pdf>. [↑](#footnote-ref-7)
7. OAC 260:115-3-13 is located at [http://www.oar.state.ok.us/oar/codedoc02.nsf/frmMain?OpenFrameSet&Frame=Main&Src=\_75tnm2shfcdnm8pb4dthj0chedppmcbq8dtmmak31ctijujrgcln50ob7ckj42tbkdt374obdcli00](http://www.oar.state.ok.us/oar/codedoc02.nsf/frmMain?OpenFrameSet&Frame=Main&Src=_75tnm2shfcdnm8pb4dthj0chedppmcbq8dtmmak31ctijujrgcln50ob7ckj42tbkdt374obdcli00_). [↑](#footnote-ref-8)
8. OAC 260:115-3-11 [↑](#footnote-ref-9)
9. OAC 260:115-3-5 and 260:115-7-32 is located at:

   <http://www.oar.state.ok.us/oar/codedoc02.nsf/frmMain?OpenFrameSet&Frame=Main&Src=_75tnm2shfcdnm8pb4dthj0chedppmcbq8dtmmak31ctijujrgcln50ob7ckj42tbkdt374obdcli00_> [↑](#footnote-ref-10)