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| Oklahoma Pinwheel Logo |  | Amendment of Solicitation |

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| **Date of Issuance:** | 01/03/2022 |  **Solicitation No.** | 0900000513 |
|  **Requisition No.** | 0900015770 |  **Amendment No.** | 1 |
| Hour and date specified for receipt of offers is changed: | [x]  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:(1) Sign and return a copy of this amendment with the solicitation response being submitted; or,(2) If the supplier has already submitted a response, this acknowledgement must be signed and returned prior to the solicitation deadline. All amendment acknowledgements submitted separately shall have the solicitation number and bid opening date in the subject line of the email. |
|  **ISSUED FROM:**  |
|  | Marc Brown |  | 405-496-9148 |  | Marc.brown@omes.ok.gov |
|  | Contracting Officer |  | Phone Number |  | E-Mail Address |
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|  | **RETURN TO:** | OMESCPeBID@omes.ok.gov |
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| **Description of Amendment:** |
| a. This is to incorporate the following: |
| **Is the Solicitation 0900000513 looking for a COTS solution or is it looking for custom development for the program?**The State is looking for a COTS solution.**In regards to Solicitation # 0900000513 for a Workforce Development System for the Office of Management and Enterprise Services, Information Services Division – our company respectfully requests an extension for submission for February 2nd,2022.  We ask for the extension to accommodate the holiday season and in doing so, fully and appropriately address the requirements laid out in the State of Oklahoma’s solicitation.**The State will not be extending the response due date at this time.**It appears that Exhibit 2 is locked not allowing text to wrap in the discussion field. Can this be fixed?**The Exhibit 2 attached should allow for wrapped text.**Lines 332 through 334 state that the system must support data feeds from OKJobMatch (labor exchange system). Is this RFP for a complete labor exchange and case management system, or does OK intend to retain OKJobMatch as their labor exchange system regardless of which vendor is awarded this RFP?**Yes, the RFP is for a complete labor exchange and case management system. No, the State does not intend to retain our current vendor for a labor market exchange.**Do you have VPAT template you would like us to use? I see some instructions in other RFPs you have advertised, but I don’t see a template or instructions for this RFP. Please advise.****Exhibit 2, Row 8 – Please clarify what is meant by “access to the tables”. Is the request for direct access to the database, or for making changes through the web-based application? Also, please clarify what is meant by “to make system changes”. Do you mean managing system configuration options, or any change such as entering or updating data?**The State does not have a VPAT template. The State requests you provide a copy of a VPAT or a link to the one your company may have available online.I believe that tables refers to any templates within the system whether they be forms, reporting, etc. The state will need access to changes within a web-interface. Changes to the system includes both configurations as well as the ability to change records by select users.**There are references to “Exhibit 1” in the solicitation, but we do not see it included in the posted documents.  Would you be able to share that Exhibit with us?**Exhibit1 is the Scope of Work that begins on Page 2 of Attachment A.**Exhibit 2, Row 247 – Does this requirement mean that only authorized staff should be able to create other staff accounts? If not, please clarify**Yes, only authorized staff should be able to create other staff accounts. Though the State would like to have the ability to give certain staff the privilege to create other staff accounts.**Can you point me to a working link please? The link is not working in this spreadsheet and am looking for the policy referenced in SCA-30-2-2.**<https://omes.ok.gov/sites/g/files/gmc316/f/InfoSecPPG_0.pdf>**Does 2.12 Documentation refer to software system (user) documentation, service level agreement documentation, or some other type?**2.12 is referencing SLA documentation as well as any other documentation the vendor or State would deem applicable to the suppliers proposed solution**Line 71 requires the new system to provide Wagner Peyser Labor Exchange.  Line 191 says the system must interface with OK Job Match and line 349 says the system must support a real time feed from OK Job Match.****Q: Do you want the job matching done in the new system or in OK Job Match?**The State wants the job matching done in the new system.**Document: OK Exhibit 2 Response to Requirements.xls****The column labeled Discussion does not have text wrap on and is locked for editing.****Q: That will make it difficult to read the responses we have written; can we get a version with text wrap turned on.**Please find Exhibit 2 that will allow text wrap attached.Can you please let us know the system that is currently being used to track the incident requests? JiraHas the Agency seen demonstrations of any solutions prior to RFP release? The state feels this question is irrelevant to the bidder's ability to respond.If this is a cloud solution, does the state have a preference on the cloud vendor? No, not as long as the cloud solution meets current NIST standards.Can you please clarify the technology stack that the agency is interested in? This is up to the bidder.Would the agency like a demo of our proposed solution? The State has yet to determine if demos will be needed for this solution. If it is determined they are, the state will reach out at the appropriate time.Has the Agency seen demonstrations of any solutions prior to RFP release? If so, can you share the vendor’s name? Same question as #2Any required data migration from the new system to the old system? No there will not be any required data migration from the new system to the old system. What are the expected approximate concurrent users of the application? This is just an approximate number of active accounts which changes all the time. Plus the number of accounts that aren’t currently being used are much larger, that is why the active account numbers change all of the time. Currently if a user doesn’t log into the system within a certain number of days their account goes inactive. But we reactive accounts all the time. The inactive accounts have to stay in the system for a long period of time for reports that are required by DOLJob Seekers – 236,000Employers – 4,500Staff – 550ETP – 200What is the total budget earmarked for this procurement? The State does not believe this to be applicable. The vendor should provide their best solution at their best price.Is there any incumbent? If so, can you disclose the name of the incumbent? While the State has procured these services before, this solicitation is for a new statewide contract. As such, there are multiple agencies utilizing different solutions.1 - 8.2.D in Bidder Instructions indicates the bidder should submit requested exceptions to terms in Section Four of the proposal. Multiple documents containing terms were included in the bid package. Which terms should be reviewed for requested exceptions? All terms provided should be reviewed for possible exceptions. 2 - 8.2.K in Bidder Instructions indicates Section Eleven of the proposal should include any required Financial Information. What bidder financial information is required for proposal submission? No financials will be required at the time of proposal submission, thought the State reserves the right to request if needed. 3 - What is the incumbent Workforce Development System in the State of Wyoming? Request updated by vendor to correct question to Oklahoma. Answer: While the State has procured these services before, this solicitation is for a new statewide contract. As such, there are multiple agencies utilizing different solutions. 4 - In order to adequately complete Exhibit 3 - Cost Template, please provide a list of tools, systems, and data sources that will need to integrate with the workforce development system. Certain UI/RESEA files from OESC via APIs.  5 - In order to include pricing for Exhibit 3 - Cost Template, please provide the expected number of individuals served and individuals requiring training. Approximate number of individuals served during PY20:  8990Approximate number of individuals received training PY20: 25006 - Regarding Exhibit 3 - Cost Template,  since this is a non-mandatory system and state agencies will be opting-in, is the state open to receiving tiered pricing based on individuals served? We will consider this option, but suggest other options are also submitted. 7 - Line 15 of Exhibit 2 - Requirement Response Sheet indicates "The System must provide the ability to view program progress in the form of a dashboard-visual representation by county of program results". Can the state clarify what type of program progress should be tracked.  The program progress in this instance is specific to the federal programs that we operate. For example, participants’ progress through a program if they are in the case management system. The data used in the dashboard will come from data elements that are developed into the system based on federally required data elements. 8 - Line 18 of Exhibit 2 - Requirement Response Sheet indicates "The System must restrict access to special grant programs to only those users granted the correct user role.". Is this referring to what programs are open and available to the public? Or is this referencing what grant programs can be viewed by professionals (e.g. Case Managers)? Case managers.9 - Line 30 of Exhibit 2 - Requirement Response Sheet indicates "The System must have separate work queues for the petitions, service delivery, and contract staff.". Is this referring to various workflows within the Workforce Development System? YesIf not, please provide additional clarification for the requirement. 10- Will APIs be available for the systems requiring integration (e.g. UI data, SNAP, TANF, OKJobMatch, etc)? Yes1. Regarding your reference to a “non-mandatory statewide contract, “if this is a non-mandatory system, can you tell me who is required to use it? Will this be a statewide case management system, or will all of the 6 Local Workforce Boards purchase separate systems and integrate the data at the state level? The State of Oklahoma prefers to provide non mandatory solutions for its agencies. It will be up to each agency, state entity if they choose to use the contract.
2. How many users will the state need for the various user groups? Based on the requirements, we understand the user groups to be the following:
	1. # of Case Management and Business Services Staff (i.e., state, local, and service providers). We have approximately 550 active accounts with multiple roles. But this number changes all the time due to new staff. We have a large number of accounts that might not be active but we are reactivating accounts all the time.
	2. # of Training Providers that are providing training services We have approximately 200 active accounts. But this number changes all the time, which could be larger. We have a large number of accounts that might not be active but we are reactivating accounts all the time.
	3. Job Seeker Portal Users We have approximately 236,000 active accounts. But this number changes all the time. We have a large number of accounts that might not be active but we are reactivating accounts all the time.
	4. Employer Portal Users We have approximately 4,500 active accounts. But this number changes all the time, which could be larger. We have a large number of accounts that might not be active but we are reactivating accounts all the time.
	5. Other - Are there any other user types, and if so, how many? No
	6. How many job seekers have registered annually? This fluctuates overtime, the average for the last five years is 159,562 registered job seekers with a low of 41,781 jobseekers in 2018 and a high of 487,028 job seekers in 2020.
3. Can you provide the timeline in which you would like to start and finish the project? The State would like to introduce these contracted services as soon as it finds a well-suited solution.
4. Per section 2.4, please confirm the distinct training groups: The State technical staff and the State administrative training staff. How many technical and administrative staff will be available? At least 40 for OESC and OWD, but could be more. We do not know how many for OMES, Career Tech, and DRS staff.
5. Per section 2.11, experience must be within the state and/or federal government. Is the State requiring that the bidders have implemented three prior statewide workforce solutions, or will they accept previous experience to include large, local area workforce agencies if they had similar requirements and scope? Experience must be within the state and/or federal government.
	1. Would the state consider "non-workforce" implementations at the state level on the salesforce platform, such as the implementation of human or social service? As long as the solution meets all the requirements in this solicitation, it can be considered.
	2. Limiting references to only three statewide workforce implementations could limit the number and diversity of qualified vendors and technologies. Can you please reconsider restating or removing this requirement? No, just have them give us what they consider to be their best 3 references.
6. Per section 10.3, If an Alternate bid would be submitted and a recommendation of rolling out a phased approach, would this be how you would like us to proceed with two separate bids? If the bidder suggested a phased roll-out approach that should be indicated within one bid response.
7. Per section 15.2, does a subcontractor need to be registered per your statement in this section? Subcontractors do not need to be registered as suppliers (we are paying the supplier, not the subcontractors) but they must be approved by the state in writing prior to performing any work.
8. Will you require multiple languages? If yes, please identify which languages. What do the other agencies need here? Yes, at least Spanish and Vietnamese.
9. The System must have the ability to upload certified worker data in multiple formats (.xls, .csv, etc.) into the case management system (system of record). Define all file formats available. **WordDoc, PDF, .jpg, .png, .xlsx., .csv., etc., agencies will need to provide additional formats if needed.**
10. Would your team prefer in-person training, or would virtual training be acceptable? I would think that we could do virtual training.
11. Would it be possible to have a 2-week extension to respond to the RFP? No
12. Can you provide us with information on the current CRM system being used? Refer them to the AJLA website at <https://www.ajla.net/>
13. How many data records do you have and/or expect to be migrated? As of Thursday, December 30th the database had 592 tables and 574,874,621 rows.
14. **Exhibit 2 Business / Technical Requirements Questions:**
15. Y/P/N - Some of the features in the system require setup or configuration. Much if not all of this work can be done “declaratively,” meaning with clicks and not code. What does the state consider “customization”? We typically consider customization to mean, requires coding, and therefore partially meets requirements. We meant configured to Oklahoma, but we did not mean for additional development (coding) to occur.
16. “The solution must have the ability to provide customer service 24/7/365.” Does this refer to the availability and uptime of the solution, or does this refer to needing the ability for case management staff to submit help desk tickets or for job seekers and employer customers to submit help desk tickets? Would you please clarify? We mean the system is available to be used by the public or staff 24/7/365, so yes, the uptime is all the time.
17. Excel is not conducive for screenshots. Where can we include screenshots of our functionality? Can we include screenshots or images in an appendix document or somewhere else? An appendix document is acceptable.
18. Q: “The System must have the ability to track and report financial information for vendors.” What information do you want to track on the vendors? Please provide more details.  We are seeking the capability to track financial information such as the amount of funding spent with a single training institution; how much money was paid to an entity over a period of time; etc. Most of the data for financial tracking would come from participant record(s).
19. Q: “Authorized users the ability to create, edit and delete a portfolio of job orders for ongoing administration.” What does the state mean by “portfolio of jobs”?Authorized users will need to be able to create, edit, delete job orders from an employer’s account.
20. Q: “The ability to determine if a resume has already been compared against a job order.” What does the state mean by “...compared against a job order.”? Could you clarify? Our current system compares resume and job orders and identifies the requirements that the job seeker doesn’t meet.
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| b. All other terms and conditions remain unchanged. |
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| Supplier Company Name (**PRINT**) |  | Date |
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| Authorized Representative Name (**PRINT**) |  | Title |  | Authorized Representative Signature |