



Date of Issuance: 09/15/2022

Solicitation No. 0900000550

Requisition No. 0900016522

Amendment No. 2

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:

Marc Brown
Contracting Officer

405-521-6669
Phone Number

Marc.brown@omes.ok.gov
E-Mail Address

RETURN TO: OMESCPeBID@omes.ok.gov

Description of Amendment:

a. This is to incorporate the following:

If we need to alter the pricing spreadsheet in order to add all our services, is that acceptable?

Yes

In the Bidder Instructions document we saw that section D.1 and D.2 discussed only Long Distance and Toll Free service. We did not see anywhere that showed POTS, PRI, or SIP service. Will those services be on this contract, or another upcoming contract?

If those services are offered by your company please indicate and provide pricing for each.

We would like to request an extension to the deadline of the SW1014.

The State of Oklahoma does not have any current plans to extend the deadline.

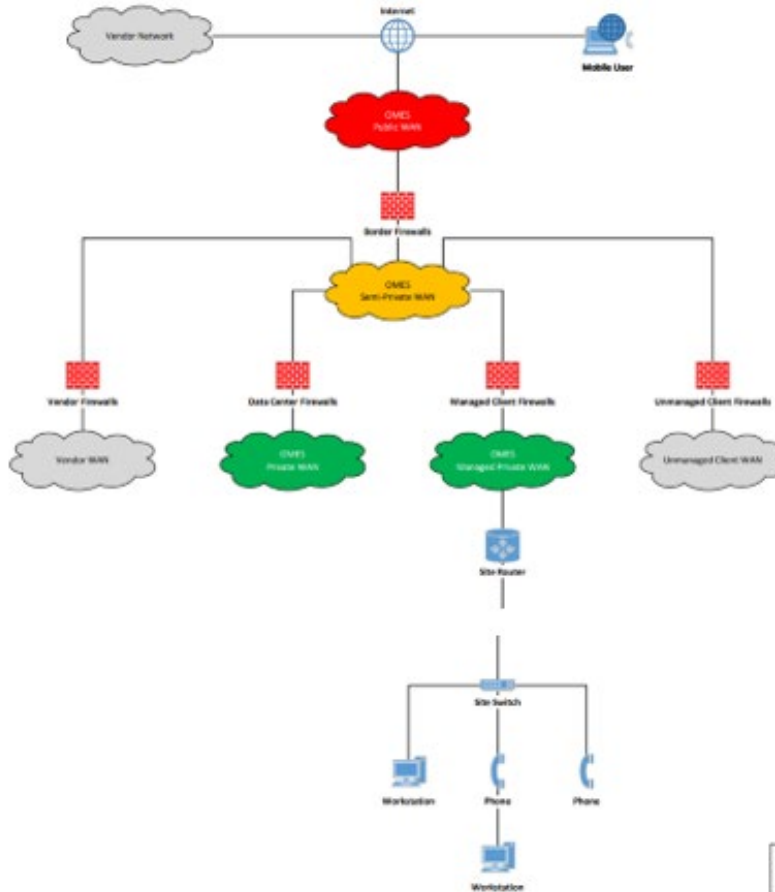
The Solicitation number is 0900000550, but these two forms state that the solicitation is #0900000549. Please re-send the forms with the correct solicitation numbers.

The forms have been corrected and re-posted to the website here. [0900000550 \(oklahoma.gov\)](https://www.oklahoma.gov)

Please provide descriptions and diagrams of the existing state infrastructure that our solutions have to interface with.

OMES Network Topology (High-Level)

Analysis Environment
OMES Data Communications Group
Revision 1 - 05/01/2022
TLP: AMBHC



TLP: AMBHC - No Disclosure
TLP: AMBHC - Limited Disclosure Within Organization
TLP: AMBHC - Limited Disclosure Within Community
TLP: AMBHC - No Disclosure Limits

The current pricing workbook structure does not allow for different leasing price methodologies, typically in 12-month, 24-month, 36-month or 48-month installment period. Please update the pricing workbook to define the appropriate leasing structure for hardware or update the instructions to allow for both newly added columns and rows.

The pricing template may be modified to accommodate leasing.

Please clarify what needs to be provided to "recommend" a comprehensive security plan.

Response should indicate what secure designs that your company provides within your products that can address the requested areas as they are applicable to your solution.

Is the state asking for NIST compliance(NIST 800-53 Moderate) on the SW1014? I didn't see it in the RFP, but wanted to make sure I wasn't missing something

Yes. See all the Oklahoma IT Standards at: <https://oklahoma.gov/omes/services/information-services.html>

Does the Oklahoma have a preference between a traditional on-premises or cloud-based solution?

Preference is cloud-based solution and not managing on-premise hardware.

How many employees within the organization?

It depends on the size and requirement of the government entity or agency. It could be a small, medium, or large number of employees.

How many knowledge workers across the organization will be supported by the system?

It depends on the size and requirement of the government entity or agency.

Is the Oklahoma currently using a VoIP solution? If so, what is the manufacturer and system version?

We are using Microsoft Teams softphones for a VoIP solution.

Does the existing solution that is being replaced currently support the entire organization, a subset of branches/departments/users?

The existing solution supports a subset of departments and state agencies.

Does the solution need to provide services to remote teleworkers?

Yes. The solutions needs to provide services for remote teleworkers.

Is there a requirement for overhead paging and/or paging through the handsets?

Some agencies may require overhead paging through handsets.

What locations in the organization have an internet connection and what firewall model and manufacturer is being used on these connections?

Firewalls are centralized, but some agencies have VPN appliances at remote locations. Most agency locations have Internet connections.

Will there be a requirement for contact center features? If so, how many departments and number of agents per department will require this feature?

It depends on the agency needs. It may be a requirement in some instances.

How are emergency calls being handled today on the existing system to report proper physical location addresses?

Emergency calls are being handled with e911 configured.

What email provider is being used by the State of Oklahoma, Exchange, Office 365, Google, etc.?

Using Microsoft Office 365 for email for all state employees.

Will there be a requirement for call recording? If so, will this be for all users or a subset of users that require this feature?

Yes, there are some agencies that require call recording. It would likely be a subset of users, depending on the agency needs.

Will the system need to utilize the existing PSTN circuits, or will new calling plans be considered?

Both would be considered, depending on the situation and needs of the agency.

Will a listing of the existing PSTN circuits, channel counts, and DIDs be provided?

We would provide them, depending on the needs and requirements of the agency.

Will new phones be required as part of the RFP? If so, will a breakdown of each type of device be provided, i.e. standard end user phone, executive, conference phone, public space phone, analog device?

New phones will not be required. A breakdown of each device would be provided, depending on the needs and requirements of the agency. There is a preference toward softphones as much as possible.

If new phones are to be provided, will Oklahoma or contractor be responsible for the physical deployment of the handsets?

We prefer softphones if possible.

How many physical locations will be part of the RFP? Will a list of each location and physical address be provided?

All locations in which agencies would utilize this service would be part of this RFP.

Will a listing of each physical location, including the number of users including types and quantities of phones, conference phones, and public space phones, etc., be provided?

A listing would be provided, depending on the agency needs and requirements.

Is there a meetings platform such as Webex, MS Teams, Google Meet, Zoom, that is in use today? If so, which platform and how many users are licensed?

Microsoft Teams. There are thousands of users licensed for Teams Voice.

Is there a Teams messaging platform such as Webex Teams, MS Teams, Google, Slack, that is in use today? If so, which platform and how many users are licensed?

Microsoft Teams. All state employees are licensed.

Will a new Meetings and/or Teams messaging platform be considered as part of the Telecommunication Products being requested?

Probably not for state government since we are standardized on Teams, but potentially for other government entities that can utilize the services.

Will a detailed network LAN and WAN diagram be provided as this will be a key component in understanding the underlying infrastructure that will be supporting the telecom solution?

We can provide a generic diagram without information containing confidential data.

Will the system utilize the existing cabling infrastructure or will there need to be new cabling provided in some areas?

It will depend on the agency location, what currently exists, and will be a case by case basis.

How many years of manufacturer support should be included on any new hardware being proposed?

5 years for support with 1 year after that.

For any subscription-based licensing and software, how many years should be included on these items?

For subscription based, it should be yearly.

Will Call Detail Reporting be a requirement for the solution? If so, how many months of data retention will be required?

In some cases, call detail reporting will be required. One year of data retention.

It is unclear which product sets this question is pertaining to. Can OMES please provide the specific product or provide clarification as to what these security areas are referencing to?

Vendor response should indicate what secure designs that your company provides within your products that can address the requested areas as they are applicable to your solution.

Would OMES consider providing an extension to the response due date in order to give respondents more time to incorporate Q&A feedback into their solution?

A. The State of Oklahoma has decided to extend the response deadline to 10/25/22 at 3:00CST via Amendment #1.

Regarding Attachment B, Page 9, Section 8.1 B., C., and D: Offeror carries insurance policies under these requirement sections of \$1 million per occurrence and \$2 million in the aggregate. Offeror does carry an Umbrella policy which can supplement this difference. Will this be amenable to the State?

A. Please indicate this in your requested exceptions in your response.

Regarding Bidder Instructions, Page 4, Section 8.1.B.: Does the State have a weighting system or relative order of importance assigned to each of the three evaluation factors?

A. Order of importance = 1.) Cost 2.) Technical 3.) References

Regarding Attachment B, Page 8, Section 7.1 G.; Attachment B, Page 20, Section 17; Attachment C, Page 2, Section 3: Have funds been appropriated and made available for this Contract? If so, for how many years of performance? If not, when does the State anticipate funds being appropriated and made available? How will Offerors be so notified?

A. Appropriations are not made specifically for this contract but are made directly to each agency to utilize on contracting for products and services. Appropriations are made each year by the legislature. All notices regarding this contract are provided to the parties per Attachment B, page 25, Section 25.

Attachment D: Section 6 (6.2). *Supplier's employees and subcontractors shall adhere to the applicable State IT Standard Methodologies and Templates including but not limited to Project Management, Business Analysis, System Analysis, Enterprise and IT Architecture, Quality, Application and Security Methodologies and Templates as set forth at <http://eclipse.omes.ok.gov>*

The link above doesn't work and can a new link be provided so we can review all security requirements. Can you help us get to the correct link?

[Policy, Standards & Publications \(oklahoma.gov\)](http://eclipse.omes.ok.gov)

1. The Bidder is requesting information about the following document links:

○ **Please provide a working link or the document referenced in Attachment B: General Terms/6. Compliance with Technology Policies; State IT Standard Methodologies and Templates <http://eclipse.omes.ok.gov>.**

○ **Please confirm that InfoSecPPG (<https://oklahoma.gov/content/dam/ok/en/omes/documents/InfoSecPPG.pdf>) link provided in the 0900000550SecurityCertification spreadsheet is the same as the broken links referenced in Attachment B: General Terms/6. Compliance with Technology Policies. "Information Security Policy,**

Procedures, and Guidelines” https://omes.ok.gov/s/g/files/gmc316/f/InfoSecPPG_0.pdf and Attachment D: 9 Compliance with Applicable Laws, 9.2

https://omes.ok.gov/sites/g/files/gmc316/f/InfoSecPPG_0.pdf. If not, please provide a copy of the document.

2. Please confirm that 0900000550BidderInstructions: 8.1D - F are the Specification and Requirements to be inserted into 8.2.H Section Eight: Response to Specifications and Requirements.
3. Please confirm that 0900000550BidderInstructions: 8.1.D.7 Technical Questionnaire is referring to the questions provided in D.7.1 - D.7.6 and that there is not an additional attachment. If there is an additional attachment, please provide a copy.
4. The Workers Compensation Form referenced in 0900000550BidderInstructions: 8.2 Bid Pack Information, B.iv is missing, please provide a copy of the form.
5. 0900000550BidderInstructions: 9 Submission of the Bid; 9.2. Please provide the largest file size that the Oklahoma email system can receive.
6. The Solicitation Number listed on Forms 0900000550FormCP0076 and 0900000550FormCP004 is 090000549 (549). The 0900000550 Solicitation Notification link references 0900000550 (550) as this Bid’s number. Will the State accept the forms with the 549 solicitation number for the 550 solicitation bid?
7. Will OMES grant a 4 week extension in order to prepare responses that require sub-vendors input?
8. 0900000550BidderInstructions: Security Certification and Accreditation Assessment Form
 - 8.2.H.iii: Security Certification and Accreditation Assessment link. Please note the link https://omes.ok.gov/sites/g/files/gmc316/f/SecurityCertification-R_0.xlsx is broken. Please confirm that the provided 0900000550SecurityCertification.xlsx provided as part of the linked documents from 0900000550 Solicitation Notification (<https://oklahoma.gov/content/dam/ok/en/omes/documents/0900000550SecurityCertification.xlsx>) is the Assessment that should be reviewed. If not, please provide the Assessment referenced.
 - Is the 8.1.F requirement only for the inclusion of Service Level agreements in the 8.2.H response?

Compliance Link. [Policy, Standards & Publications \(oklahoma.gov\)](#)

Security Info Link. [Information Security Policy, Procedures, Guidelines \(oklahoma.gov\)](#)

Security Services Standard Link. [Security Services Standard \(oklahoma.gov\)](#)

Confirmed.

Confirmed, there is not an additional attachment for this.

The Workers Comp form is referencing the proof of insurance a vendor would submit with their bid.

20MB – 25MB, zip files typically work best

The 004 and 076 forms have both been updated on the website without the incorrect 549 number. You may find those here. [0900000550 \(oklahoma.gov\)](#)

The State of Oklahoma has decided to extend the response deadline to 10/25/22 at 3:00CST via Amendment #1.

Yes, the security certification spreadsheet posted to the website is what the State is requesting.

The State is requesting the vendor include any SLA’s which may be utilized via the scope of this contract.

Section Eleven of the solicitation requests Windstream Financial information

The State does not require financial information regarding the bid at this time.

1. (From D3) What are the 9 key economic network regions for OK? There is a reference to "Exhibit 3", but an Exhibit 3 was not provided. Is there a map available?
2. (From D4) Please elaborate on the type of training desired. For which roles? Applications?
3. (From D7.3) – Can you please clarify what the documentation is you would like to see?
4. (From D8.1) What do you mean by the State network database?
5. (From D10.2) What part of the solution would leverage this type of equipment?
6. (From D10.3) Please specific what type of service is being requested to be built.

The KEN's map is listed as an Exhibit on the last page of Attachment A. (1)

The training would be for telecommunications services and would depend on the needs and requirements of the agency or government entity. (2)

This type of documentation would show account information related to service locations for instances of consolidated billing. This would include telecommunication architectural documents showing how the system is designed and architected. (3)

This would include Visio diagrams of architecture, design, subnets, and IP addresses for the system. (4)

The technical specifications and documentation on architecture mentioned in D10.2 would depend on the needs and requirements of the agency or government entity. (5)

The specific service requested would depend on the specific needs and requirements of the agency or government entity. (6)

b. All other terms and conditions remain unchanged.

Supplier Company Name (**PRINT**)

Date

Authorized Representative Name (**PRINT**) Title

Authorized Representative Signature