



**Date of Issuance:** 12/7/22

**Solicitation No.** 0900000563

**Requisition No.** 0900016760

**Amendment No.** 3

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:

- (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 printed clearly on the front of the envelope.

**ISSUED BY and RETURN TO:**

With Solicitation Response

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Contracting Officer

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**Description of Amendment:**

a. This is to incorporate the following:

On behalf of the State of Oklahoma, the Office of Management and Enterprise Services gives notice of the following questions concerning this solicitation, received during the QA period, which closed on 11/9/2022. All questions and procurement/agency responses are detailed below:

1. Should we assume the designs and forms, as currently represented on the Service Oklahoma site will stay the same, or will they be redesigned?  
The current designs/forms are subject to review and redesign, if approved by Service Oklahoma’s leadership and/or Product Management team.
2. What role does Thentia government cloud have in the solution?  
Currently, the architecture for the Service Oklahoma core build does not include any Thentia systems. Tangent systems that connect to the core system may have a variety of systems, potentially including Thentia licensing systems.
3. What capabilities does Service Oklahoma want to launch in the first 12 months of the project?  
The core capabilities that would be expected in the first 12 months at minimum is a viable AEM non-authenticated front end (allows for citizen log in), an authenticated web application/ landing page with auth through the State’s Azure B2C, and core architectural components installed configured with the system (data integration/ web service layers, document management, ect) and potential to integrate with simple State government services (Oklahoma DHS portals).

4. Is there a project roadmap already established?

A project roadmap exists, and subject to refinement with collaboration with development teams.

1. **Exhibit 1: Opening Paragraph.** Please elaborate on the four pilot programs that need to be integrated into AEM: Disability Placard, Online DL renewal, Reinstate online, Read ID Checklist, and CDL DOT Medical Card Updates. All “pilots” are now on service.ok.gov.

- a. Level of complexity of each pilot – each “pilot” system are built in simple formstack/webflow forms embedded in AEM.
- b. How long each pilot took to build on the original platform and any information you can provide about the existing platforms

Each pilot took initially took a couple weeks with a staff ranging from 1-4 devs. The main page, with associated images, took 2-3 months for dev, with refinements over time.

- c. Do any of these pilot programs integrate with existing tools? – No, aside from AEM. There are no integrations into backend systems with the pilots.
  - i. How many tools are integrated with each pilot program? – very little to none (AEM)
  - ii. Are these third-party tools or internal? Internal products like Adobe; expected integrations will be OMES owned tools like Mulesoft, Azure technologies, Salesforce, ect)
  - iii. If Internal, will these tools be moved into AEM as well or can we continue to use them as they exist today? Most likely as they exist within the OMES environments. Anything new will be in collaboration with the OMES technical team.
  - iv. If internal, are the tools in scope for any development support as part of this work? If so, please elaborate on the expected support.

Development support on internal tools are not expected, however, if there are exceptions or recommendations to do so, these will have to be discussed/reviewed with OMES and SOK

2. **Exhibit 1: Paragraph 1 about Platform Support Requirements.** Please elaborate on the integrations required with existing tools FAST and Idemia

FAST – the FAST MVOneLink system currently is the system of record for the Oklahoma Motor Vehicle registration system. There may be (depending on SOK leadership requirements) an integration to that system. A first phase may include simply linking to the current web page for the citizen interface for MVOneLink, with later phases involving web service data fetches to display MVOneLink data to a logged in/authenticated citizen on the front SOK portal.

IDEMIA – The IDEMAI D360 system is the current Oklahoma system of record for Driver’s Licenses and Real IDs, among other services. There may be linking to current DL sites (similar to the

current Service.ok.gov pilot services), with expected integrations into the DL system, per SOK requirements.

3. **Exhibit 1: Paragraph 1 about Platform Support Requirements.** Granicus is listed as a third-party vendor providing authentication and web/mobile sites and apps, including other touchpoints. What types of integrations are required with the offerings from Granicus? Services are currently being moved from the Granicus Portal to Service.ok.gov. Integrations may be limited.
  - a. Are you looking to bring the Granicus sites into AEM? – at this point, no, only functionality.
  - b. Are you looking to link out to existing Granicus sites (as an authoring activity?) at this point, no.
  - c. Will any custom implementations be required to support Granicus APIs? At this point, no.
  - d. Will any Granicus sites be iframed into the implementation? That is not expected at this time.
4. **Bidder Instructions – 8.1.E.6** This work shall be done/completed on-site. Describe your firm’s willingness to travel to Oklahoma City throughout the build process. What cadence of travel can Service Oklahoma expect? Cadence is dependent on discussions with SOK leadership, however an onsite presence is necessary at minimum during war-rooms, issue analysis/resolution, ect.
  - a. Please elaborate on the on-site or travel requirements for the duration of this project – it is preferred that at minimum, PMs/Dev mgmt be available on-site to interface with SOK/OMES leadership/staff. Further discussions with SOK leadership are needed to work out requirements.
5. **Bidder Instructions – Due Dates** Will the state consider extending the due date to 12/30/2022, to allow for answers to questions to be fully considered in vendor responses? Extended to 12/28/22.

ID	Questions	SOK Response
1	Which version of AEM is SOK considering for this project? Prem, AMS, or Cloud Native/as a Cloud Service? –	OMES managed instance
2	What regulations do you expect the solution to be in compliance/adhere to? PII at minimum	
3	What viewports/devices will the solution need to support for citizens? For administrators/users? Citizens –	mobile, pc, call center integration, administrators/users – salesforce portal, potential for mobile accessibility, dependent on SOK requirements
4	Can you share examples of workflows that are going to be supported in the solution? Initial workflows to be	converted are on service.ok.gov
5	What use cases do you expect Adobe Audience Manager to fulfill? Adobe Audience Manager is no longer in	scope, Salesforce Marketing will be the tool used for communication out to citizens (requirements to be developed)
6	When do you expect to start the contract / project? As soon as an SOW is agreed upon; potentially mid Jan to	Feb.
7	What level of WCAG compliancy (A, AA, AAA) is required?	Currently AA
8	Will content or assets be used across multiple sites / portals?	That is not currently expected
9	What multilingual support is required?	Yes, Spanish at minimum, potential Vietnamese
10	Is a re-design or website re-fresh in scope? Or can SOK provide wireframes / designs?	Re-design may be in scope, however, SOK leadership may be ok to port the current design for the first phase. Needs more discussion.

- 11 What system(s) will forms send data to? Have the specific requirements been defined? Forms data will send primarily to State data services/databases via data integration layer, such as the Drivers License system, Azure B2C (citizen registration), internal portal databases (lightweight db for citizen data/service account persistence), which is part of this RFP build.
- 12 Will Adobe Campaign need to be integrated with the initial pilot? Adobe Campaign is to be replaced with Salesforce Marketing, and that requirement is not fully scoped at this time.
- 13 Will Adobe Target need to be implemented for personalization? No, but Salesforce Marketing may be.
- 14 Does SOK require support for a variety of content authors with varying permissions? At this time, that is not a requirement.
- 15 For each of the sites /portals to be ported, do they share a consistent design system? If not, is design and user experience services part of the scope expectation? Design and user experience should be part of the scope, however, the current design is the target look/feel.
- 16 Do you seek strategic support in the development of SEO Schemas per Content Types, SEO Key word strategies, and/or ongoing SEO technical optimizations post implementation? Most likely.
- 17 Which functions, outside of DL and MV, are relying on the success of this project? (Finance, Accounting, Operations, Marketing)? Marketing, BPO/development, Operations at minimum
- 18 How many organizational stakeholders are there in the state of Oklahoma? SOK, OMES, potential compliance group(s)
- 19 What metrics will the State of Oklahoma use to determine if the short-term goals have been met, and consider this project to be a success? High level – port of the service.ok.gov site to a web application / Salesforce / AEM system with citizen and admin interfaces, with log-in capability, and the stand-up of the core architecture.
- 20 The State of Oklahoma defines 15+ use cases to be developed in the first 12 months of this initiative and lists 15 use cases. How many additional use cases are expected to be delivered in the first 12 months? Potentially ranges from 5-10, however this is a guess. Anything outside of the SOW will go through change management.
- 21 What are the key risks, noted already by the State of Oklahoma in the development and delivery of the short-term goals of this project? Potential key risks include integration delays, team spin-ups, and any change order items/processes.
- 22 To determine performance requirements:
- How many times per day are the 15+ identified workflows accessed by end users (one total number is sufficient for this question) – the intent is to minimize the user's need to access/request services, so that needs to factor into the design. Ideally, contact to request services, and then periodic access to track progress on service status.
  - How many forms are submitted by end users daily? – per visit, depending on the service requested, could be up to 4 or 5 forms.
  - How many signatures are completed daily? – none are expected with the current requirements
  - How many 'audit' documents need to be created daily to support the DL / MV programs? This is to be determined with recommendations from Security / architects / Compliance
- 23 In terms of logical decision points (altering workflow path), field logic (showing / hiding fields or calculations based on other field content), and integrations while completing forms (pasting or pulling data), how complex are the 15+ use cases defined? The workflows should not be significantly different. The field logic and integrations with other systems to pull back/push data may be more complex, and depends on the business requirements for each section.
- 24 What are the official data sources of record for MV and DL (FAST and Idemia)? MV – MVOneLink system, DL – Idemia D360
- 25 Does the State of Oklahoma have defined data structures and data schemas for data held within the official source of record data systems (ie: FAST, Idemia, etc.)? Yes
- 26 Is the data within the official source of record managed / held / owned by the CIO (or other similar single owner vs multiple departments)? No, in separate systems; but all owned by CIO / OMES
- 27 Does the State of Oklahoma require adherence to specific accessibility standards, and if so, which and at what level? Currently AA
- 28 Where do business processes / workflows store data collected for MV and DL? Dedicated SQL server DBs
- 29 Are there any data privacy security/laws or regulations we need to be compliant with within the design of this solution? - PII, FedRamp preferred for particular systems.
- Data
  - FedRamp
  - PIA
  - HIPAA
- 30 Does the State of Oklahoma require a Document of Record (A document recording data entered by the user) of data entered for each of the 15+ workflows upon completion of any form of data collection? Currently not, but may be a later business requirement if recommended
- 31 Can you please identify "E-Service Products"? – DL, DL Renewals, Reinstatements, ect, through online application / request for services.

- a. Per the State of Oklahoma: For the coming 12 months the project will be hosted in a hybrid infrastructure where a cloud-based solution will need to be able to collaborate and/or integrate with Microsoft and FAST Enterprises products (Motor Vehicle Services and E-Service products).
- 32 Mobile delivery of the use cases.
- a. Who will own the implementation of the development environment and infrastructure (MTX / R2i / AFTIA)?  
 Collaboration with OMES and vendor
- b. Will the AEM Out of the Box mobile application be used? – No requirements for it yet, depends on technical recommendations
- c. Will a custom mobile application be developed? Not in the current phase, however, this could change.
- 33 Is there multiple identity providers that need integrated for supporting portal authentication? Currently, only Azure AD / B2C
- 34 What identity providers for portal authentication will be used? (Seems Azure is preferred, but is not selected yet?) Azure AD / B2C is the State standard
- 35 What file security service(s) are available for supporting secure upload of files from users? (i.e. McAfee on AWS virus scan API for file uploads) There are different solutions that exist, and one needs to be chosen by the project team.
- 36 Plans to leverage a CDP for data stitching and governance capabilities on top of the customer data lake? Google Cloud Platform is the State Data Platform, and may be leveraged for this.

OK RFP Questions:

- On the document, you reference a schedule, is there a published schedule that can be furnished for this project. Can you furnish one? There is no published schedule, it is to be created with the team once the project starts.
- The document references “Section 8.2 H,” can we have access to this reference, please – The link that is referenced is the document that is titled Security Certification Accreditation Assessment.
- Additional information is required for the discovery (Interview needed) – Need answers on Channels needed (Voice, Chat, e-mail, SMS, etc. etc.), integrations backend integrations (SalesForce, ServiceNow, etc. etc.), architecture (Cloud, Hybrid, on-prem), Customer Experience CX, Employee Experience EX- Purpose for the implementation – Use case(s) Voice, Chat, email, SMS, ect platform is available for integration. Discussions on Architecture, cust exp, and others will need to be collaborative discussions with the SOK and OMES teams.
- On the “OK RFP Scope” Doc - Exhibit 2 is referenced at the end of the document, it is missing. Please provide – Exhibit 2 is on the website.

b. All other terms and conditions remain unchanged.

Supplier Company Name ( <b>PRINT</b> )	Date
Authorized Representative Name ( <b>PRINT</b> )	Title
	Authorized Representative Signature