**ATTACHMENT A**

This Solicitation is a Contract Document and is a request for proposal in connection with the Contract awarded by the Office of Management and Enterprise Services as more particularly described below. Any defined term used herein but not defined herein shall have the meaning ascribed in the General Terms or other Contract Document.

**PURPOSE**

The Contract is awarded on behalf of the Oklahoma Office of Management and Enterprise Services – Service Oklahoma for a Build Partner.

Service Oklahoma (SOK) is a first in the nation state government entity focused on providing Oklahomans with best-in-class customer experience. As Oklahoma aims to simplify and streamline government operations, SOK will focus on providing Driver's License (DL) and Motor Vehicle (MV) services to the public.

SOK aims to provide best-in-class customer experience across all channels, including on-site, on-line, and on-call. This requires a technology solution that enables seamless functionality on both the backend and the frontend. As a result, SOK is seeking a build partner to build the required short-term and long-term system architecture.

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). The integration on the Microsoft side would be with the D360 platform to save customer data. FAST is used to host the Motor Vehicles services and the cloud-based solution will create a consolidated interface.

The next step after the hybrid infrastructure is to move to an end-to-end scalable solution from the user to the back-office staff.

SOK’s Past Work with Pilots

For the past year, SOK has launched 3 to 4 more pilots and produced a long-term scalable solution, taking multiple steps to ensure success before launch. It starts with research into the pilot topic this includes the following:

1. Walk through the current product
2. Interviews with the staff and supervisor interlaced with product
3. Shadowing the employee(s) to see the work process and understand the pain points

Afterwards SOK prepares a clickable design prototype to run past the multiple staff members to confirm the customer facing and back-office product is up to par. Multiple iterations of the product is shown to the stakeholders and employees to get their approval and comments for any potential future upgrades. V1 of the pilot is built on the approved pilot architecture with approved design and theme. The pilot is then put through real time user testing with customers and employees to get feedback on useability and understanding.

With a launch timeline decided, training is given to the required employee(s) by running in-person scenarios and processing the test applications together. Marketing copy is provided for approval and timeline is secured to send to selected customers.

After launch the continual pilot occurs including customer interactions to make sure no issues arise. If possible, there will be updates that will shadow the V1 launch as well as multiple marketing follow-ups.

A build partner will further the work to scale the pilot architecture to fulfill Service Oklahoma’s long-term vision.

**Contract Term and Renewal Options**

The initial Contract term, which begins on the effective date of the Contract, is one year. Project begins within 10 calendar days of award of RFP. Maintenance and Support will begin after full implementation of system and shall cover the first year after go-live. Supplier shall provide six (6) - one (1) year options to renew the Contract for Maintenance and Support after full implementation.

**Additional Requirements**

Certain Contract requirements and terms are provided in Exhibit 1 and Exhibit 2.