



Date of Issuance: 12/06/2022
Requisition No. 0900016886

Solicitation No. 0900000570
Amendment No. 1

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.

RETURN TO:

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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 (OMES) gives notice of the following questions concerning this solicitation, received during the Q&A period, which closed **on 12/05/2022**. All questions and procurement/agency responses are detailed below:

1. What platforms are used to build the sites to be crawled?

It's diverse. It's expected that you crawl the website in a way that is independent of the underlying technology of the website management system.

2. Are the attributes to maintain the relationship between the crawled sites already established?

It is expected to lean on content of the page and the referrer links associated with the web page to establish this.

3. Is there a preference for the database platform to be used?

SQL Server Enterprise will be provided by OMES at no cost to the vendor if requested. MySQL server is also acceptable.

4. Is an application currently available for internal OMES ISD Staff to review outputs of the crawler?

No.

5. Can you describe how the output of the crawler utility will be used in the login experience?

Tagging all web assets is a key piece of the overall plan. It establishes relationships between agencies and their data and pulls in form and content locations previously unsearchable.

6. What role does the state anticipate the vendor having in ongoing operations and maintenance of the solution?

None.

7. Does the state expect the vendor to be located onsite, or is a remote / hybrid team acceptable?

Remote/hybrid is acceptable.

8. Are offshore resources allowed for project delivery?

For some parts of this project, yes. For the majority of it, no. The qualifier is if the data is publicly available data or not. For the scraper program and the tagging utility program, it is fine to use offshore resources, though they will still need to be background-checked. For all other parts of the program, onshore resources will be required with a higher level of background check.

9. Does the state have a preference for commercial or open source crawler solutions?

No preference. Custom, commercial, and open source crawlers will be considered.

10. Does the project scope include a redesigned state landing page (oklahoma.gov)?

Yes. Dev and Staging environments are available.

11. For the “logged in” experience, can the state provide a list of the data/services that a citizen may associate themselves to?

Yes, this will be covered after award. It is expected that it will be a subset of all available services for the initial build with a focus on DPS, Service Oklahoma, Voter Registration, and DHS services initially.

12. Is there an existing service to send notifications and messages, or does the vendor need to provide that service?

Twilio, SendGrid, and built-in Azure/GCP services are available.

13. Will the state grant an extension to the 12/19 submission date, to allow answers to questions to be thoroughly considered in vendor proposals?

No.

14. Does the state have a specific budget amount allocated for this project?

No.

15. Is the intent of the Web Crawler/Scraper Utility to improve the web search capability for visitors to Oklahoma.gov?

Yes.

16. How is web search currently implemented on Oklahoma.gov and what are the issues you are attempting to address with the Web Crawler/Scraper Utility?

Web search on oklahoma.gov is currently limited to websites created within the Adobe Experience Manager (AEM) websites only. This project seeks to improve that to statewide indexing in an Azure Cognitive Search (or other similar technology) instance to improve search capabilities.

17. Does the state have an existing DBMS that will be used to store the scraped site metadata or is the vendor expected to provide this?

Yes. SQL Server Enterprise. It is expected that part of this application build is to introduce a method of transferring approved metadata from the database into the search indexer. Azure Cognitive Search is our default since we already have projects integrated with Azure Cognitive Search within the Adobe Experience Manager websites.

18. Is the state wanting a custom web UI that internal OMES users would use to manage the metadata associated with each page indexed by the crawler, or will a simple JDBC IDE suffice?

It's expected that a custom web UI will be developed. It is not expected that it should be beautiful, but we'll take any UI/UX efforts we can get from the vendor awarded the contract. I don't think a JDBC IDE would suffice due to the nature of some of the data that will need to be displayed.

19. For the "logged-in experience," can the state provide a sample schema of how the service-related data available through GCP is structured and how the state would like it to be displayed to the user?

Yes. This would be covered after award in the planning phase of the project.

20. For the "logged-in experience," will a user be allowed to make edits directly to the data, or will they submit a change request that will be managed and implemented by OMES or the agency who owns the system of record?

Change request.

21. If the logged-in user is allowed to make edits directly to the data, is the vendor expected to enable edits to the customer data stored in GCP only, or is the vendor expected to manage the propagation of those edits to the underlying system of record?

All client data input is subject to additional validation. Vendors are expected to deliver the request to the agency, but not necessarily to update that underlying system of record.

22. For the "interactive experience," can the state provide an example of a pre-defined pathway and how this would map to recommended service(s)?

Yes, this can be covered during project planning after award.

23. Is the expectation that these pathways will be implemented using Paperform's if-then logic or is this custom?

Paperform is available and seems like a logical way to implement this sort of thing quickly and effectively. If the vendor has existing technology that does this sort of thing already, it will be considered.

24. Is the response limited to only the functionality specifically outlined within this RFP or is the vendor allowed to include additional functionality that it believes will improve customer experience and help the state improve outcomes for Oklahomans?

The vendor is allowed to include what they wish within the response. We will evaluate responses against the requirements of the project as well as cost, value, and understanding of the project.

25. Is the expectation that the web crawler application is to be developed as a one-time exercise or as a tool to be used in the future once the tagging exercise is completed?

It is expected that the web crawler application will be used in the future and that the tagging exercise will never truly be completed. Dedicated OMES staff will continually review all web assets and update tags as needed and re-import data into the search indexer.

b. All other terms and conditions remain unchanged.

Supplier Company Name (**PRINT**)

Date

Authorized Representative Name (**PRINT**) Title

Authorized Representative Signature