Exhibit 1

Additional Bidder Instructions

**Mandatory Requirements**

**2.1** **The Bidder shall use Exhibit 2** – Specifications Response to respond to the RFP requirements.

For each requirement listed, the Supplier shall (1) designate the degree to which the requirement is met and (2) provide additional information or clarification explaining how the requirement is met or if desired, why it is not met. The responses shall be limited to 1 – 3 paragraphs. A simple response of Y/P/N will not be considered an adequate response on the Exhibit – Specifications Response.

**The Exhibit 2 - Specification Response Excel spreadsheet must be returned as a separate document in its original format and not embedded into the bid response.**

For any customizations identified in this response, the cost shall be submitted in the Exhibit – Cost Template. If the customization is being provided at no cost to the State, the customization shall be listed in the cost section with a cost of ‘No Charge’.

In addition to the requirements in the Exhibit – Specification Response, submit examples, explanation and documentation for the following:

**2.2** **Work Implementation Plan**

Bidder shall submit an example of an implementation plan that breaks down tasks into identifiable steps and assigns tasks and responsibilities to the people involved and creates a definitive timeline for a project.

Briefly discuss how the work plan is used in implementation strategy.

Discuss your company’s internal quality management controls and reporting.

Discuss your company’s risk management strategy, tools, methodologies, monitoring and how risks to the implementation are managed.

How does implementation of the work plan ensure no disruption to the business or systems in use?

**2.3 Staffing Plan**

The successful, Supplier’s staff must have, at a minimum, any mandatory certification, licensure, experience, and skills required to provide a world-class solution. Discuss how your company provides skilled staffing for the implementation and support of the solution ongoing.

Discuss how your company develops a staffing plan to support a state agency implementation and provide an example or other documentation that shows the types of staffing positions proposed as part of the solution.

**2.4 Training Plan**

The proposed solution must include a description of the recommended training required to have a full, working knowledge of the application software. The solution will follow a train the trainer approach. On-site trainings are preferred. The State has identified training two distinct training groups: The State technical staff and the State administrative training staff.

Provide examples of the training plans used to train staff of all levels in administrative and technical positions.

Discuss specifically what is included in knowledge transfer to technology staff as needed for the agency to utilize the solution.

Discuss specifically what documentation is provided, how it is provided and how often it is updated in regard to training written manuals and materials, reference manuals, user manuals, help desk manuals, and in electronic form that is accessible online, etc.…

Discuss how periodic on-going training is provided for updates and new features.

**2.5** **Disaster Recovery Plan**

Discuss your Disaster Recovery plans that indicate recovery times, frequency of back-ups, test plans, restoration processes, and how your company defines when a disaster occurs.

The Disaster Recovery Plan shall describe the successful Supplier’s approach that will be used to guide the preparation for and delivery of necessary disaster services in response to any disaster requiring extraordinary services response.

**2.6** **Incident Management and Problem Escalation Procedures**

Bidder shall provide procedures for incident management resolutions and problem escalation for the proposed solution. The Procedure must show how the Bidder will address problem situations as they occur, how the State is notified, the timeframes for resolution and levels of escalation during the performance of the contract.

**2.7 Maintenance and Support**

The proposed solution shall provide Ongoing Maintenance/Support during the performance of the contract. Support is required for ongoing maintenance/ support, including but not limited to, standards and process updates. Hours of downtime for performing maintenance can vary by agency and should be addressed in a Statement of Work.

Discuss how often and when maintenance is performed and how far in advance of any planned downtime is the State notified.

Discuss how support is provided including contact information for persons responsible for resolving issues after normal business hours (i.e., evenings, weekends, holidays, etc.) and on an emergency basis and support availability (provide days of the week and time).

**2.8 Project Management**

Discuss how your company approaches project management; specifically, each phase of the project, describing how they will collaborate on specific project-related functions, including requirements gathering, configuration, testing and training.

Provide examples of test plans and what they include.

Provide examples of tools used for software delivery during project implementation and maintenance periods.

**2.9 Transition Planning**

Supplier shall provide a transition and disentanglement plan which includes, but not limited to, the following:

**2.9.1.** Identification and transfer of all data, reports,

**2.9.2.** Protected information,

**2.9.3.** Any other information necessary for the continuity of services in a secure format usable by the State or its agent(s) and,

**2.9.4.** Data location

Discuss the processes in place to transfer data back to the State.

Additionally, at the conclusion of this contract, the Supplier shall reasonably work with the State and provide at no extra charge, assistance in turning over the operations to the State or its agent. At the conclusion of turning over operations, Supplier shall provide documentation that all data in its possession has been turned over and all copies of data in Supplier’s possession has been destroyed.

All data, reports, and documents along with deliverables and the contents thereof, are the sole property of the State of Oklahoma.

In the event, the Supplier’s company ceases to do business or no longer exist; all data, documents, records, and any other information necessary for the continuity of services shall be transferred in a secure format usable by the State or its agent(s). The Supplier shall reasonably work with the State and provide at no extra charge, assistance in turning over the operations to the State or its agent. At the conclusion of turning over operations, Supplier shall provide documentation that all data in its possession has been turned over and all copies of data in Supplier’s possession has been destroyed.

**2.10 References**

Bidder will provide a minimum of three (3) references where same or similar implementation and hosting has been performed during the past thirty-six (36) months with details of scope, timeline, and project cost. The reference contact should be a person who is knowledgeable about the experience and the outcome of the engagement and is willing and available to discuss the project with Oklahoma.

References provided should contain a contact person with full contact information (i.e., current employer, telephone number, mailing address, and e-mail address). OESC is not responsible for references that do not respond.

**2.11 Experience**

Bidder must provide a brief narrative a minimum of one (1) a page describing experience with implementation and hosting a web-based Workforce Development System. Experience must substantiate the Bidder’s qualifications and capabilities to perform specifications/ requirements as described this solicitation based on work performed within the last five (5) years. Experience must be within state and/or federal government.

If awarded a contract, the successful Bidder will assign resources with experience, training, qualifications appropriate to the scale and complexity of the project. The State may require Bidder to promptly replace any resource who does not meet the state’s needs, at no additional charge.

**Non-Mandatory Requirements**

**2.12 Preferred Documentation**

Any Bid should include, as applicable, hosting provisions, Service Level Agreements (SLA’s), Billing Information, Documentation, Training, Account Team/Support Provision, Escalation Process and Cost for each service. Such provisions, SLA’s and other information are subject to negotiation and additional provisions related to hosting services and SLA’s may be required prior to any award being issued.

* A Service Level Agreement (SLA) outlines the minimum service that a customer may expect for services, warranties, and support. The SLA should include an example performance report and a matrix for service credits that relate to the Suppliers performance under the SLA.
* Billing Information outlines what information is provided in billing and how it is delivered.
* Documentation outlines how detailed documents of services that are provided to entities on an on-going basis to include services by location and account information can be obtained.
* Training outlines the general requirements for providing training for implementing and using the solution at the End-User level and at Administrative/Operational Personnel levels.
* Account Team and Support Provisions outline the Suppliers capabilities of providing world class support and account service.
* Statement of Work template example is the document that would be used for implementation of the proposed solution and sets forth the project planning, methodologies, and milestone agreements between the parties.