



Date of Issuance: 11/28/22

Solicitation No. 3400001761

Requisition No. 3400023792

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:

U.S. Postal Delivery or Personal or Common Carrier Delivery:

Teresa Terry
Contracting Officer

Submit with Response

405-521-6679
Phone Number

<mailto:teresa.terry@omes.ok.gov>
E-Mail Address

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 QA period, which closed on 11/21/2022. All questions and procurement/agency responses are detailed below:

- | | | |
|---|-----------------------------------|---|
| 1 | 3400001761Exhibit-Reference | Will Bidder be disqualified if they cannot provide written references, as long as references (client name and contact information) are provided, or will the bid be disqualified?
RESPONSE: References can be provided. |
| 2 | 340000176Exhibit 1.pdf Exhibit 1: | Please note additional key performance indicators to be considered (Service Level, X% at 120 seconds, Quality, C-SAT). RESPONSE: Required items are listed in Exhibit 1. |
| 3 | 340000176Exhibit 1.pdf | Please confirm Supplier (Bidder) is responsible for providing the IVR as per question #4. Supplier shall provide Interactive Voice Response (IVR) setup and usage for the duration of the contract. RESPONSE: Bidder will provide |
| 4 | 340000176Exhibit 1.pdf | If bidder proposes a remote, virtual staff will that be considered compliant, meeting the requirement of 'using more than one operational call center location', per requirement #8 .Shall utilize more than one operational call center location, or will Bidder's proposal be disqualified?
RESPONSE: Remote staff are not considered to a call center. |
| 5 | 340000176Exhibit 1.pdf | Is reference to "random monitored" specific to required quality evaluations as per requirement # 24. Call agents should be randomly monitored for at least 1 call per week?
RESPONSE: Correct |
| 6 | 340000176Exhibit 1.pdf | Does the program include inbound and outbound voice calls only or are there other contact channels? If other contact channels are included, what channel(s)? RESPONSE: Public calls will be inbound. Vendor may be required to call the state. |
| 7 | 340000176Exhibit 1.pdf | What is the preferred method for delivering calls to Supplier?
Such as: IVR/TFN Transfer to Supplier provided TFN/DID(s) or dedicated connection such as SIP over MPLS |

RESPONSE: All calls coming in to the state will be forwarded to Vendor or 3rd party online order support based on IVR selection.

8 340000176Exhibit 1.pdf Will Supplier be required to provide any customer dialed #s (Toll Free, Domestic, Local, Long Distance, or International?) **RESPONSE:** Vendor will be required to call State for consult and general contacts.

9 340000176Exhibit 1.pdf What CODEC does State of Oklahoma use? **RESPONSE:** No data is being transmitted to the vendor by the state.

10 340000176Exhibit 1.pdf Will Supplier be transferring or directing calls to another Supplier partner? **RESPONSE:** Yes, if applicant has an online order or wishes to place an online order, those calls will be directed to an external partner.

11 340000176Exhibit 1.pdf What self-service features or integrations are required in the IVR? **RESPONSE:** Pricing, processing times, place an order, status of an order, mailing address, speak to a representative.

12 340000176Exhibit 1.pdf If Supplier will be providing the IVR routing tree, please provide an example of the call flows that Supplier will deploy. **RESPONSE:** Pricing, processing times, place an order, status of an order, mailing address, speak to a representative.

13 340000176Exhibit 1.pdf Will State of Oklahoma provide the IVR messaging and hold music or will Supplier be required to provide? **RESPONSE:** Supplier will provide

14 340000176Exhibit 1.pdf How will Supplier access State of Oklahoma applications? Such as internet or dedicated connection? **RESPONSE:** Supplier will not have access to state systems. **RESPONSE:** Vendor will not have access to state systems.

15 340000176Exhibit 1.pdf Exhibit 1 requires Supplier to record 100% of calls. Does that include 100% voice only? Supplier standard is 100% voice and 30% screen, is this acceptable? **RESPONSE:** That is acceptable.

16 340000176Exhibit 1.pdf At the end of the required storage duration of 18 months, will Supplier be required to purge recordings or transfer them to State of Oklahoma? **RESPONSE:** Vendor may purge

17 340000176Exhibit 1.pdf If transferring recordings to State of Oklahoma by what method should transfer occur? Supplier would supply sFTP for State of Oklahoma to retrieve recordings. **RESPONSE:** Vendor should be able to send individual recordings upon request to State via email.

18 340000176Exhibit 1.pdf Is the expectation that Supplier will utilize State of Oklahoma scorecards or will Supplier be asked to develop? **RESPONSE:** Not clear what the question is. Scorecards are not mentioned in Exhibit 1.

19 340000176Exhibit 1.pdf What contact center reports are required? Calls offered, calls handled, handle time, etc.? **RESPONSE:** Arrivals, Avg wait duration, answered, avg act duration, avg hold duration, avg after call work duration, avg hand duration, abandons, avg abandon durations% abandons

20 340000176Exhibit 1.pdf What IVR reporting is required, if any? **RESPONSE:** Number of calls by selected option.

21 340000176Exhibit 1.pdf To manage State of Oklahoma application reporting requirements how will reporting data be provided to Supplier? Data feed, .CSV files, etc.? **RESPONSE:** Data is not being provided by the state to the vendor.

22 340000176Exhibit 1.pdf If Supplier is required to provide reporting of State of Oklahoma applications/tools, at what frequency will data be available/ sent to Supplier? **RESPONSE:** Monthly

23 340000176Exhibit 1.pdf Supplier deploys a secure virtual desktop for remote users that allows agents to use their own PCs/ Laptops to support or client programs. Does this model fit within the State of Oklahoma security posture? **RESPONSE:** State is not providing the vendor with access to data or systems – simply training materials.

24 340000176Exhibit 1.pdf Does this engagement present potential exposure to fraud or any other illegal acts such as theft or abuse of trust? **RESPONSE:** Vendor does not have access to state systems or data. If vendor lies or intentionally misrepresents the state, then yes.

25 340000176Exhibit 1.pdf Please provide any security requirements: PCI/HIPAA, Dedicated secure room, dedicated network **RESPONSE:** No data is being shared by the state with the selected vendor.

26 340000176Exhibit 1.pdf Will Supplier employees have the capability to create/export reports and/or transmit outside of your environment PII, PCI or PHI in clear text? **RESPONSE:** Supplier must agree to keep any PII, PCI, or PHI shared by callers confidential.

27 340000176Exhibit 1.pdf How many State of Oklahoma applications will be provided for Supplier agents to support this program? **RESPONSE:** Vendors will not have access to state systems or data.

28 340000176Exhibit 1.pdf What State of Oklahoma applications require installation on the desktop? **RESPONSE:** Vendors will not be required to install state systems.

29 340000176Exhibit 1.pdf What State of Oklahoma applications are web-based? **RESPONSE:** Vendors will not be required to install state systems.

30	340000176Exhibit 1.pdf	How will Supplier agents access State of Oklahoma applications? What is the ID provisioning/ request process? RESPONSE: Vendors will not be required to install state systems.
31	340000176Exhibit 1.pdf	Are there any processes that may require password sharing among Supplier employees? If yes, please describe. RESPONSE: Passwords should never be shared
32	340000176Exhibit 1.pdf	Is it possible use the copy and paste function between your environment and Supplier environment? RESPONSE: Vendors will not have access to state systems or data.
33	340000176Exhibit 1.pdf	What browser type and version is required? RESPONSE: Vendors will not have access to state systems or data.
34	340000176Exhibit 1.pdf	Does State of Oklahoma utilize Single Sign On (SSO)? If yes, how will Supplier integrate with SSO? RESPONSE: Vendors will not have access to state systems or data.
35	340000176Exhibit 1.pdf	Will Supplier agents utilize State of Oklahoma Multi Factor Authentication (MFA) for application access? RESPONSE: Vendors will not have access to state systems or data.
36	340000176Exhibit 1.pdf	Will Supplier agents be required to have email address alias or an email address with associated mailbox to support this program? If yes, who will provide the alias or mailbox? RESPONSE: Vendors will not be required to email customers.
37	340000176Exhibit 1.pdf	Do any of the State of Oklahoma systems used by Supplier employees facilitate sending emails outside of your environment? RESPONSE: Vendors will not be required to email customers.
38	340000176Exhibit 1.pdf	Will Supplier be required to provide MS Office applications to agents? Such as MS Excel or MS Word RESPONSE: Vendors will be required to provide whatever is necessary to it's agents to support the contracted service.
39	340000176Exhibit 1.pdf	Does State of Oklahoma use a knowledge base application today? RESPONSE: Knowledge based application will not be required. Training materials will be provided by the state.
40	340000176Exhibit 1.pdf	What are the minimum workstation specifications required to run State of Oklahoma applications? RESPONSE: Vendors will not have access to state systems or data, however, winning bidder will be required to have a Cyber Security Assessment done . This assessment will be done within the State of Oklahoma.
50	340000176Exhibit 1.pdf	What is the forecasting process, is OMES going to provide call volume forecast regularly to the supplier once the project goes live? RESPONSE: No.
41	34000176BidderInstr.pdf	3. Communications and Questions: What date and time will the state respond to Bidder questions? The state will post an amendment as soon as possible.
42	34000176BidderInstr.pdf	Contract Bidder 13.4: When will Bidder presentations take place? Will you provide an agenda overview? What is the anticipated duration of the Bidder presentation? If chosen to demonstrate instructions will be emailed to you.
43	34000176BidderInstr.pdf	8.1-A The Bid is required to be structured into separate, labeled and easily identifiable sections using the Bid Packet format provided below. Please clarify your expectations for the bid packet submission - do you envision one individual labeled document corresponding to each section? or each section clearly labeled within one master document? Is pdf format acceptable? Pdf is acceptable. You can either break out each section or incorporate it into one document that is clearly labeled.
44	34000176BidderInstr.pdf	Is The State of Oklahoma the Supplier in following requirement? In accordance with 74 O.S. §85.40, all travel expenses to be incurred by Supplier in performance of the Contract shall be included in the total Bid price. Travel expenses include, but are not limited to, transportation, lodging and meals. Examples of other miscellaneous travel expenses are referenced in §10.14 of the Statewide Accounting Manual6. If so, please provide the number of State resources expected to travel and the annual frequency. The vendor is the supplier.
45	34000176BidderInstr.pdf	Section 11. Financials. Our organization does not allow audited financials statements to be sent with the Bid Packet. They will be emailed to the State's designated recipient and be password protected. Please provide the name and email address of the recipient. Is this acceptable, or will Bidder's proposal be disqualified? We will need them to be part of the bid response. The packets are emailed to the evaluation team so a password protected document will not be able to be utilized. The utmost care is taken to make sure the items are confidential.
46	34000176BidderInstr.pdf	If Bidder does not have any vital records experience, will the state accept similar experience servicing the Healthcare vertical (Medicare, Medicaid, Health Insurance sales and customer care) as compliant, or will Bidder's proposal be disqualified? C. As referenced in subsection 8.2.H, the Bid shall show the ability of the Bidder to meet or exceed each requirement in Exhibit 1 as well as the ability to meet or exceed the following mandatory specification: iii. Bidder shall have at least 10 years of experience working with a state vital records office RESPONSE: No. We want experience supporting the registration and issuance of birth and death records.

47	34000176BidderInstr.pdf	8.1 - G, paragraph V: Please confirm master terms between bidder and State will be negotiated upon award of contract and that no suggested modifications to the General Terms document provided with this solicitation are required with our response. The state does not guarantee a negotiation period. All exceptions to the general terms shall be listed on the appropriate form. If they are not listed as part of the response they will not be negotiated at a later date.
48	34000176BidderInstr.pdf	8.2 - Sections Thirteen and Sections Fourteen are labeled M. and N. respectively, which appear to be out of sequence. Section 8.1 - I of the instructions include a reference to 8.2.N - does this refer to Section Eleven or Section Fourteen? It will be considered 8.2.P and 8.2.N cross referenced to sections 8.1.H and 8.1.I.
49	Attachment A	To appropriately size call center agent requirements, please provide historical monthly call arrival patterns, daily and interval level. RESPONSE: Per Attachment A Jan -Jun 2022 VR received ~91,000 calls
51	Exhibit-Price	Please define what is to be included in the monthly price? i.e. If it's 10 FTE, 173.33 billable hours, per agent, per month. RESPONSE: Vendor should staff to the level required to meet the average stated requirements
52	Exhibit-Price	Will you please provide an Occupancy target to appropriately calculate the staffing requirement? RESPONSE: Per Attachment A Jan -Jun 2022 VR received ~91,000 calls
53	N/A - General Question	How many weeks/hours of classroom training? RESPONSE: minimal for a vendor with the required experience with VR organizations
54	N/A - General Question	How many weeks/hours of nesting training? RESPONSE: minimal for a vendor with the required experience with VR organizations.
55	N/A - General Question	What is the maximum number of agents per training class? RESPONSE: Vendor should staff to the level required to meet the average stated requirements
56	N/A - General Question	What training material will be provided, or is Supplier responsible for developing content? RESPONSE: State will provide documentation
57	N/A - General Question	Is there a sandbox environment for the tools that can be used for training? RESPONSE: No
58	N/A - General Question	What is the certification process for trainers? i.e. Will the state provide training resource to train the first class, to certify Bidder's trainers? RESPONSE: State will provide documentation and be available for questions.

b. All other terms and conditions remain unchanged.

_____ Supplier Company Name (PRINT)		_____ Date
_____ Authorized Representative Name (PRINT)	_____ Title	_____ Authorized Representative Signature