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| **Date of Issuance:** | 8/26/21 | **Solicitation No.** | 8300001183 |
| **Requisition No.** | 8300001183 | **Amendment No.** | 6 |
| Hour and date specified for receipt of offers is changed: | [x]  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:**OMES Central PurchasingWill Rogers BuildingATTN: Teresa Terry2401 N. Lincoln Blvd., Ste. 116Oklahoma City, OK 73105 | Teresa Terry |  |
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|  | 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 Wiki QA period, which was to close on 9/9/2021. Exhibit 1-C, General Exhibit 1-C, General – Our solution leverages mobile applications both running on tablets and smartphones, which renders Verifone 5xx POS devices unnecessary. The word “swipe” appears dozens of times in section 1-C alone. This would indicate that the State expects that swipe cards and POS devices will be used. Does the state expect the new vendor to support the existing POS devices, or can the vendor replace the devices with tablets or other equivalent solutions?Response: OKDHS used these terms as this is the current system we have; however, OKDHS would desire to replace the current POS machines with tablets and smart phones using mobile apps.Exhibit 1-C, item 12 Exhibit 1-C, item 12, specifies details about POS devices. Item 12.a.xii states that the State believes it will move to a card-less system in the near future as that technology becomes available. Our solution is cardless and is available now. Can we propose a fully cardless solution and withdraw all installed POS terminals?Response: OKDHS would desire to replace all current POS machines with a card-less system and remove all installed POS devices.Exhibit 1-C, item 2 Exhibit 1-C, item 2, clearly requests mobile applications for Apple and Android phones, but does not clearly state whether POS devices are still required at providers. Since the great majority of all requirements in 1-C seems to be POS-terminal based, we are assuming that the equivalent to a POS terminal, like a tablet computer, is acceptable. Is it acceptable to provider tablet computers for all providers in lieu of POS terminals (Verifone 5xx devices)?Response: OKDHS would desire to remove all POS devices from time and attendance and use mobile apps for tablets and smart phones.Exhibit 1-C, item 3 Exhibit 1-C, item 3, requests the option of biometrics. These requirements seem to imply connected finger-scan devices to the Verifone 5xx POS terminals. If the vendor’s solution has other validation methodologies than finger-scanners, can those be implemented instead? This is particularly valid during COVID-19, when it is not wise to require all parents to touch the same glass scanner several times every day.Response: OKDHS is interested in using new technology to reduce the waiting time for parents as well as enhance the security and safety of all. We would be willing to implement any new technology deemed appropriate for our needs.Exhibit 1-C, item 12.m Exhibit 1-C, item 12.m shows use cases for POS terminals. This entire section seems to be dedicated to swipe-card devices, yet the RFP requests mobile applications. Many items simply do not apply, like multi-terminal transparency, maintenance transaction, install terminal, print receipts, reprint last receipt, host communications process, etc. Please confirm the POS-related requirements are not required for a mobile application solution.Response: OKDHS would not require POS-related requirements for a mobile application process; however, we would require some things to replace those requirements, i.e. parents and providers getting a receipt of attendance on their mobile device or tablet.Exhibit 1-C Exhibit 1-C, item 8.k is repeated. Will the RFP be renumbered, or should we simply respond with two items k?Response: Respond as 8.k(1) and 8.k(2) 8.k(1) is titled Pending Swipes in the document and 8.k(2) is titled Co-Pay in the document.Exhibit 1-C, main item 15 Exhibit 1-C, main item 15 follows main item 13. Will this be renumbered in the RFP, or should we simply respond skipping item 14?Response: Skip 14.Exhibit 1-C, items 6.h and 6.i Exhibit 1-C, items 6.h and 6.i state that parents are set-up using the EBT system for time and attendance. If our solution does not require swipe cards but is entirely mobile app-based, do parents still need EBT accounts (and possibly cards) to be authenticated, or can we implement an alternate authentication methodology that does not require cards?Response: OKDHS prefers a system that eliminates the need of cards and POS devices for time and attendance.Exhibit 1-C, item 8.r.v Exhibit 1-C, item 8.r.v states “Validate Image.” Can the State describe what “Image” means in this context?Response: The State included this for those solutions that included biometric (fingerprints) or photos on cards.Exhibit 1-C, item 12.g Exhibit 1-C, item 12.g appears to be addressing a specific technical problem with the current POS devices and will be not applicable to another vendor’s devices. Could the State clarify if that is correct?Response: The State had problems in the past with the yearly time changes twice a year and having to manually download software to all POS devices. The State does not want to have to do this anymore for any system.Exhibit 1-C, item 1 Exhibit 1-C, item 1, as well as Exhibit 3A refer to Adult Daycare. However, the rest of the RFP seems to describe childcare subsidy only and makes no further mention of Adult Daycare. Will the proposed solution need to cover both childcare subsidy and adult daycare?Response: The State uses the same system of time and attendance for adult daycare as it uses for child care so any proposed solution would need to work for both programs or have a solution for each program.Exhibit 1-C Exhibit 1-C, item 6.a specifies that equipment must be installed within 10 days of an authorization being issued. A mobile based solution does not require installation like the current Verifone devices do. Tablets could be configured and shipped directly to childcare providers. Would this be acceptable to the State or would you prefer an onsite delivery (at additional cost)?Response: The State would accept that tablets be configured and shipped directly or that providers could purchase their own tablet.Exhibit 1-C, item 10.i.(i)( Exhibit 1-C, item 10.i.(i)(5) lists Authorization Effective Dates as data within authorization records. Assuming this is a date range, can the starting Authorization Effective Date for new Clients be a date in the past (this is sometimes called a "retroactive authorization")? If so, how far in the past?Response: The State does allow for backdated or retroactive authorizations. The current system allows for going back 6 months for history and 90 days for activity.Exhibit 1-C, item 10.i.(i)(5) Exhibit 1-C, item 10.i.(i)(5) lists Authorization Effective Dates as data within authorization records. Is this a date range? If not, how does the Supplier’s system know to stop paying for attendance?Response: This is a date range and unless an end date is entered, the end date defaults to the end of the month. The State would send over new authorizations each month for the next month.Exhibit 1-C, item 10.k.(iii) Exhibit 1-C, item 10.k.(iii) indicates capture of only 10 days of attendance from POS devices. What is the procedure for handling more than 10 days of attendance if the POS is capable of capturing more days of attendance?Response: The State allows a 10 day window of attendance in order to have a time when activity is closed and payments are made. After 10 days, a credit adjustment would be made instead.Exhibit 1-C, item 12.d.(iii) Exhibit 1-C, item 12.d.(iii) lists data printed by POS devices on paper receipts. If the Supplier instead uses more modern smartphones and tablets as POS devices, can in-app messages, email or text messages to parents suffice as replacements for printed receipts?Response: OKDHS would accept in-app messaging as long as the messages are retained for a long enough time for clients/providers to review and use for verification.Exhibit 1-C, item 12.g Exhibit 1-C, item 12.g indicates the POS must request date/time prior to uploading each attendance transaction. Since modern smartphones and tablets automatically adjust for daylight savings, can such POS devices be exempt from this requirement?Response: The State would allow this exemption. |

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| b. All other terms and conditions remain unchanged. |
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| Supplier Company Name (**PRINT**) |  | Date |
|       |  |       |  |  |
| Authorized Representative Name (**PRINT**) |  | Title |  | Authorized Representative Signature |