 **Subscription Based IT Staffing**

**Request for Information**

**Issue Date: March 15, 2023**

**Brief Description of Requirement:**

The Office of Management and Enterprise Services (OMES) is seeking information regarding Subscription Based IT Staffing. The goal of this solution is to enable Oklahoma agencies to procure from a select set of 10 skill sets using a pre-buy of points for a 24-month period.

**Direct response submissions and clarifying questions to:**

Name: Glenda Caudle

Email: glenda.caudle@omes.ok.gov

**Clarification Questions Due Date: March 21, 2023 Time: 3 p.m. CST**

**Response Due Date: March 31, 2023 Time: 3p.m. CST**

Responses should include the responders contact information.

**Issued By: The Office of Management & Enterprise Services**

To: All Interested Suppliers

Re: Request for Information (This is not a solicitation)

The State of Oklahoma, Office of Management and Enterprise Services, is requesting information regarding Subscription Based IT Staffing.

The State of Oklahoma invites all interested parties to submit a written response to this Request for Information (RFI). This RFI is being sought strictly for the purpose of gaining knowledge of services available with an estimate of their corresponding costs and should not be construed as intent, commitment, or promise to acquire services, supplies, or solutions offered. No contract will result from any response to this RFI.

Information submitted in response to this RFI will become the property of the State of Oklahoma.

The State of Oklahoma will not pay for any information herein requested nor is it liable for any cost incurred by the vendor.

RFI responses must be received no later than 3:00pm CST, March 31st, 2023, by e-mail delivery to:

Glenda Caudle

3115 N Lincoln

Oklahoma City, OK 73105

e-mail: Glenda.caudle@omes.ok.gov

Any questions may be directed to the person listed above by email.

We appreciate your response to this request.

REQUEST FOR INFORMATION

State of Oklahoma

OFFICE OF MANAGEMENT AND ENTERPRISE SERVICES

Purpose and Objectives

A. The Office of Management and Enterprise Services – Information Services Division is seeking information from suppliers regarding Subscription Based IT Staffing solutions.

The goal of this solution is to enable Oklahoma agencies to procure from a select set of 10 skill sets using a pre-buy of points for a 24-month period.

B. This is a Request for Information (RFI) only. This RFI is being issued solely for information and planning purposes; it does not constitute a Request for Proposal (RFP) or a promise to issue an RFP in the future. This RFI does not commit the State of Oklahoma or the Office of Management and Enterprise Services (OMES) to contract for any supply or service whatsoever. Further, the State of Oklahoma and OMES are not at this time seeking proposals and will not accept unsolicited proposals. The State of Oklahoma is unable to fund any unbudgeted liability. Responders are advised that the State of Oklahoma and OMES will not pay for any information or administrative costs incurred in response to this RFI; all costs associated with responding to this RFI will be solely at the responder's expense. If a solicitation is released, it will be released by the Office of Management and Enterprise Services/ISD Procurement, as required by state law, on their website:

 Supplier Portal (oklahoma.gov)

It is the responsibility of potential offerors to monitor the Office of Management and Enterprise Services/IS Procurement website for additional information, should OMES proceed with an RFP.

C. This Request for Information will end at 3:00p.m CST, March 31st, 2023. Clarification questions will only be accepted until 3:00 p.m. CST, March 21st.

C. Contracts from the State of Oklahoma are governed by this statement: TO THE EXTENT ANY LIMITATION OF LIABILITY CONTAINED HEREIN IS CONSTRUED BY A COURT OF COMPETENT JURIDICTION TO BE A LIMITATION OF LIABILITY IN VIOLATION OF OKLAHOMA LAW, SUCH LIMITATION OF LIABILITY SHALL BE VOID.

D. Office of Management and Enterprise Services Subscription Model IT Staffing Statewide Contract.

1. Skill Sets

• Requested Skill Sets

Project Manager Level II & Level III - Project managers are the people in charge of a specific project or projects within a company. As the project manager, your job is to plan, budget, oversee and document all aspects of the specific project you are working on. Project managers might work by themselves or oversee a team to get the job done.

Business Analyst Level II & Level III - Reviews, analyzes, and evaluates business systems and user needs. Formulates systems to parallel overall business strategies. Experienced with business process reengineering and identifying new applications of technology to business problems to make business more effective. Familiar with industry standard business process mapping, and reengineering. Prepares solution options, risk identification, and financial analyses such as cost/benefit, ROI, buy/build, etc. Writes detailed description of user needs, program functions, and steps required to develop or modify computer programs.

Data Analyst Level II & Level III - Data reporting analysts transform data into information that can be utilized to make business decisions and actions. Their work involves acquiring data from other sources, creating reports on a regular basis, correcting any code issues, and ensuring that databases remain error-free and organized.

QA/QC Testers Level II & Level III - Investigate and diagnose quality complaints, track down components, and recommend corrective actions. Verify logs, databases, and other data to track and flag quality concerns and improvements.

Software Developers (Various Languages) Level II & Level III - Researching, designing, implementing, and managing software programs. Testing and evaluating new programs. Working closely with other developers, UX designers, business, and systems analysts.

RPA UiPath Developers Level II & Level III - Researching, designing, implementing, and managing software programs. Testing and evaluating new programs. Working closely with other developers, UX designers, business, and systems analysts.

Salesforce Developers Level II & Level III - Researching, designing, implementing, and managing software programs. Testing and evaluating new programs. Working closely with other developers, UX designers, business, and systems analysts.

Senior Salesforce System Administrator Level II & Level III - Researching, designing, implementing, and managing software programs. Testing and evaluating new programs. Working closely with other developers, UX designers, business, and systems analysts.

Web Developer (Adobe Experience Manager) Level II & Level III - Researching, designing, implementing, and managing software programs. Testing and evaluating new programs. Working closely with other developers, UX designers, business, and systems analysts.

Mulesoft Data Integration Developer Level II & Level III - Researching, designing, implementing, and managing software programs. Testing and evaluating new programs. Working closely with other developers, UX designers, business, and systems analysts.

2. Support – The below items should be addressed in the RFI response that address your company business model regarding:

o Service Level Agreements

 Defect Resolution

 Productivity SLAs

 Deliverables Communications & Timelines

 Service Deficiency Credits

o Knowledge Management

o Ad-Hoc Requests

o Business System Enhancements

o Acceptance

o Resource Transition Plan

o Change Requests

o Escalation

3. Pricing Components

• Pre-buy of points for 40-hour blocks for each of the 10 skill sets.

• Tiered pricing

o 4 weeks or less

o 4 to 8 weeks

o 9 to 24 weeks

o Greater than 24 weeks

o Volume Discounts

o Point values for onshore, offshore, and special security access staff.

4. Overall Goals of RFI Request

• To enable Oklahoma agencies to procure specific skill sets with using a blended rate for level II & level III positions using a points-based system.

• Points values would be considered at the release level based on the level of effort required by the agency.

• To determine the ability of interested parties to provide a blended rate subscription model IT staffing solution.

E. RFI Response Instructions

The State is asking all interested parties to submit a response containing the following information:

• Your interest in providing the services/products.

• A brief description of past experience providing similar services/products

o Highlight any government experience (not required)

• Your opinion, based on your past experience, on whether the State has identified all the major components necessary to offer this service as part of a statewide contract? If not, please provide information on other necessary components.

• Discuss how your solution can help OMES fulfill the goal of the RFI.

• A list of potential problems/risks that the State may encounter, and any ideas or suggestions about how such problems/risks should be addressed in a solicitation.

• Estimated point values and staffing timelines for a typical agency staffing request.