Date of Issuance: _____   **Solicitation No.** 0900009281

 Requisition No. 0900009281   **Amendment No.** 3

Hour and date specified for receipt of offers is changed: ☒ No   ☐ Yes, to: _____ 3:00 PM CST/CDT

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:

Office of Management and Enterprise Services
Central Purchasing
5005 N. Lincoln Blvd., Ste. 300
Oklahoma City, OK 73105

Kearstyn Murphy
Contracting Officer

405 - 522 - 7024
Phone Number

Kearstyn.Murphy@omes.ok.gov
E-Mail Address

Description of Amendment:

a. This is to incorporate the following:

Please read each question and answer to the questions posted.

Q1. Is the government only looking for a COTS solution or would also consider a custom developed application solution?
A1. The State of Oklahoma is not interested in having a custom developed application.

Q2. C.3.1.10. Do you have a map-based interface with your current system today?
A2. We do not have GPS capability with our current system.

Q3. C.3.2. What types of permits are you wanting to issue through the new system? Can you please provide the list of permit and license types?
A3. Professional licenses/permits supporting over 500 different license types supporting approximately 50 different agencies who issue over 750,000 licenses and or permits across the State of Oklahoma. A complete list will be provided upon selection of supplier.

Q4. C.3.1.3. Can you please provide a breakdown of the multiple agencies and license types?
A4. Please see answer 16.

Q5. C.3.1.14. What information would you like to be displayed on the dashboards?
A5. Dashboards should be user configurable as needed by each agency. Examples may be License request status, number of licenses renewed by time period, etc.

Description of Amendment - continuing

Q6. C.3.1.15. Can you please provide more information? Please clarify inventory management and "assets" that are being tracked for enforcement of investigations.

A6. This component is in response to any agencies who conduct investigations for complaints or code enforcement tracking and may need to confiscate assets or property. More information and examples will be provided upon selection of vendor.

Q7. C.3.1.16. Please clarify configurable exams. Is this a component that you would like the future system to capture or will they be attachments to the process?

A7. This may be both. Some agencies may want to upload exams that are completed at the agency and others may want to create an online exam to give to licenses at their agencies.

Q8. C.3.2.2. What is your license and permit renewal process today? Do you invoice customers for outstanding fees prior to renewal? For example, car registrations-car registration renewal fees are mailed to customers prior to renewal. If they are not paid in time a late fee (or penalty fee) is added.

A8. These processes vary from agency to agency by license type. This information will be provided in more detail upon selection of supplier.

Q9. C.3.2.4. What is your current payment fee process today? What is the financial software that OMES uses today?

A9. These processes vary from agency to agency by license type. The information will be provided in more detail upon selection of supplier. The software varies from agency to agency as well.

Q10. C.3.2.5. What is your refund/credit process today?

A10. These processes vary from agency to agency by license type. This information will be provided in more detail upon selection of supplier.

Q11. C.3.2.9. Can you please provide more information? What is your batch process today for permits and licenses?

A11. These process vary from agency to agency by license type. This information will be provided in more detail upon selection of supplier.

Q12. C.3.2.11. Please provide more information for requirement. How is license or permit information transferred to another user?

A12. These processes vary from agency to agency by license type. This information will be provided in more detail upon selection of supplier.

Q13. C.3.2.14. Can you please provide more information/clarification on this requirement?

A13. These processes vary from agency to agency by license type. This information will be provided in more detail upon selection of supplier.

Q14. C.3.2.15. Are these invoices for renewals for outstanding fees? Please refer back to the question for requirement C.3.2.2.

A14. Both. These processes vary from agency to agency by license type. This information will be provided in more detail upon selection of supplier.

Q15. C.3.2.16. What sort of information is captured for CEU's?

A15. A continuing education unit (CEU) or continuing education credit (CEC) is a measure used in continuing education programs to assist the professional to maintain his or her license in their profession. These processes vary from agency to agency by license type. This information will be provided in more detail upon selection of supplier.

Q16. C.3.3.1. Please clarify disciplinary actions. Are these code violations?

A16. They may be code violations or disciplinary actions put in place by the board to oversee the particular professional license. These processes vary from agency to agency by license type. This information will be provided in more detail

Description of Amendment - continuing

upon selection of supplier.

Q17. What reporting tool are you using today?

A17. There is not a standard reporting tool. These processes vary from agency to agency by license type. This information will be provided in more detail upon selection of supplier.

Q18. C.3.5.4. What imaging system are you using today?

A18. An example is ApplicatinXtender; however, applications vary from agency to agency. This information will be provided in more detail upon selections of supplier.

Q19. How are inspections completed today? Are they done remotely in the field? If so, what systems are the inspectors using in the field today?

A19. Some are done remotely in the field; however, these processes vary from agency to agency by license type. This information will be provided in more detail upon selection of vendor.

Q20. C.5.1.3. requests that upgrades and patches to be vetted with OMES/IS Security prior to deployment. Please explain the process that suppliers are to follow in order to comply with this requirement.

A20. An email notification should be sent to the OMES Service Desk at servicedesk@omes.ok.gov and copy qaa@omes.ok.gov. Proved the following information:

- Service impacted
- Description of Maintenance, Event or Change
- Planned Start Date, End Date
- Planned Start Time, End Time
- Contact name and information

If security patches are being applied an email notification should be sent to securityoperationscenter@omes.ok.gov. Provide the following information:

- Patches being applied
- Planned Start Date, End Date
- Planned Start Time, End Time
- Contact name and information

OMES recommends that notifications be sent 2 weeks prior to the implementation date for proper scheduling and conflict review, but must be received not later than 48 hours before implementation, except in the event of critical emergency maintenance or restoration of a service caused by a service incident.

Q21. E.13.4.5. Value Added requests responses to Section C.3. However, the evaluation criteria and Checklist both ask for Value Added comments. Should vendors address Section. C.9 here instead of C.3. in their response?

A21. Yes. This should reference C.9. instead of C.3.

Q22. The State of Oklahoma-Security Certification Accreditation for External System. However, there was not an Attachment A attached to the RFP. Please clarify what vendors need to do to comply with this request.

A22.

Q23. This is the only place where a Vendor Payee Form is mentioned. Please clarify what vendors need to comply with this request.

A23. Amendment 2 is the Vendor Payee Form. Please fill this out and submit it as part of the final bid.

Q24. When does the state anticipate award or execution of contract with selected/preferred vendor? Prior to end of calendar year?

A24. Our goal is to select and possible award prior to the end of the calendar year.

Q25. Please provide the following information:

Total number of named backoffice users (permitting)?

Total number of named back office users (licensing)?

Total number of mobile field inspectors (inspectors require back-office license)?

A25. 30+ agency's that all have multiple named back office users as well as field inspectors.

Q26. Please confirm: OMES would prefer vendor to host them in SaaS, or cloud environment vs. hosting the system itself.

A26. OMES would prefer a SaaS or cloud environment.

Q27. A.39. Offshore Services

No offshore services are provided for under this Contract. State data shall not be used or accessed internationally, for troubleshooting or any other use not specifically provided for herein without prior written permission, which may be withheld in the State's sole discretion, from the appropriate authorized representative of the State.

To confirm, OMES is stating that no aspect of this project can be performed using offshore services, including configuration, report development, interface development, etc. Correct?

A27. Correct, no offshore services provided

Q28. How quickly, or frequently does OMES anticipate responding to vendor questions?

A28. This question has already been addressed. OMES responds to questions as quickly as possible.

Q29. How many total license and permit types will OMES need configured into the new system?

Here are example of what we consider "types" of permits/licenses:

- Electrical Contractor
- Mechanical Journeyman
- Plumbing Apprentice
- Home Inspector
- Fire Sprinkler
- Real Estate License Broker (BP, BM, BB, BR)
- Volunteer License

A29. Approximately 500 license/permit types at this time

Q30. Does OMES have a stated budget for this project? If so, can you provide it? If not, can you provide a range (between X and Y)?

A30. This does not apply to questions concerning how to prepare a response.

Q31. A.37. Does the State have any ability to reach an agreement with a binding limitation of liability?

A31. Without going into specific details, we are permitted to agree to certain limitation of liability provisions. However, each limitation of liability will need be evaluated and negotiated for compliance with Oklahoma law and business impact. For example, there are legal limitations, such as the fact that Oklahoma law prohibits contracts, which exempt a party from its own fraud, willful Injury or a violation of law, whether willful or negligent. Further, there are liabilities that certain vendors try to limit, which the State would not agree to as a business decision even if there were not a specific legal prohibition.

Let me know if you need more information, but the basic answer is yes. However, they will be evaluated on a case by case basis.

Q32. C.3.1.3. Configuration capabilities to accommodate multiple agencies and license types. Does the State envision having State resources launch a new agency (new company, new general ledger, new fees, etc.) within the software and configuring each license for the new agency? Or, would the State consider allowing the vendor to perform these configurations as part of a service agreement?

Description of Amendment - continuing

A32. The state desires to have State resources set up any new agencies that come on board after the initial rollout. The vendor may present both options.

Q33. C.3.1.10. GPS capability for tracking and mapping. Please provide more detail on the State's vision for use of GPS tracking and mapping within the software. How will the State use GIS coordinates/GPS tracking within the workflow supported by the software?

A33. An Example requirement is a need for inspectors working in the field to utilize GIS, or a requirement to map runways, signs, etc.

Q34. C.3.1.14. Configurable dashboards. Can the State expand upon its vison for configurable dashboards? How does the stat envision using dashboards, for what modules and/or metrics? Would the State accept dashboards that are pre-configured by the vendor as part of its service agreement with the State?

A34. Configurable dashboards that can be set up for each user. Agency's all have different needs for dashboards, but, in general most agency's would like to see outstanding applications, open assignments, applications waiting on applicants, etc.

Q35. C.3.1.6.14. Configurable exams that can be uploaded and modified. What format does the State envision uploading to the software to create exam? Does the State intend to use MS Word or MS Excel to create the exam for upload or is there some other program that will be the source of exam creation?

A35. Multiple formats may be used. Provide what your system would be capable of using.

Q36. C.3.2.14. Ability for sponsor/employer and/or licenses to process batch payments. Does the State have an existing payment processor or would the State prefer the Vendor bring a PCI compliant payment processor to the State that can process batch payments?

A36. The vendor should provide whatever option they can offer for batch processing of payments.

Q37. C.3.5.1., C.3.5.3., and C.3.5.4. Interface. Can the State describe the existing options or protocols for interfacing with other State agencies (web services, APIs, other)?

A37. The vendor should provide whatever options they can offer.

Q38. C.3.5.2. Conversion of current system data. Will the State provide more detail on its current system data (number of systems/databases, format and size)?

A38. The information varies from one agency to another. If there are certain systems the vendor is not willing to work with, they should state that in the response otherwise provide an example of what they can do when there are various systems.

Q39. Has the State received presentations from any vendors prior to this solicitation? If so, please provide the names of the company(ies) and software package(s) reviewed by the State.

A39.The State has used Garner as a place for research of application options.

Q40. Does the State have a budget set aside for the acquisition, deployment, and ongoing support of the software? If so, please provide detail of the budget if possible.

A40.This does not apply to questions concerning how to prepare a response.

Q41. We have a Named User licensing structure. We define Named Users as "staff with access to the back-office Software regardless of whether such access is concurrent to consecutive."
  a)   Based on this definition, how many Named Users does the State anticipate having on its new system?
  b)   Is it the intention of OMES to have each agency involved considered separately, to scale costs with implementations per agency?
  c)   If yes, please separate the Named Users by each agency
  d)   Is there an alternative licensing structure required, such as a site license for the entire state?

A41. 30+ agency's that all have multiple named back office users as well as field inspectors. Propose as many licensing

Description of Amendment - continuing

structures you are willing to offer.

Q42. The RFP mentions a need for certain third-party data-exchange interfaces. Please provide an inventory of these required system interfaces and the purpose of each. Also, please note if each interface will be one-way or two-way.

A42. If you system has interfaces with 3rd parties, list them. Plan for one-way or two way as it varies by agency. Examples include OTC-Oklahoma Tax Commission, OSBI-Oklahoma State bureau of Investigations, Secretary of State, etc.

Q43. Can the State list all the types of licenses, registrations, permits, etc. intended to be included in this system, the approximate number of entities applying for and holding each type, and specify which license type(s) will require which types of online functionality (e.g. online applications, renewals, verifications, disciplinary process, etc.)?

A43. Reference questions 29 and 41. All agencies will require the ability to do initial and renewal online applications, verifications, disciplinary actions, etc.

Q44. Please provide the names of all system outputs required, including reports, queries, and correspondences. Also provide the audience and the location from which each will be run (back-office website, public website, specific login-secured area of public website, etc). If such details are not available at this time, please provide at least the total numbers of each type of output required.

A44. ADHOC and canned reports and searches with the ability to export data to provide to end users, board meetings, executives, etc.

Q45. Can the State elaborate on the agency's preferences regarding hosting with the vendor?

A45. Refer to Q&A 26

Q46. As a COTS software provider, we have a standard license agreement and additional contract terms which need to be incorporated into the procurement process. Where in our response should these appear?

A46. Put them in the same section as the standard licensing agreement.

Q47. We offer multiple support plan options in addition to the primary support plan we will be proposing. How would the State like vendors to incorporate the additional options and corresponding contract language into our proposal, to provide the agency with the right and option to choose form our full range of support options in the future?

A47. C.5.2.5. If different levels of support are available, the bidders needs to provide the details and pricing for each level in the pricing section. Briefly describe procedures for problem escalation and bug fixes.

E.13.7. Pricing

All information relating to costs are to be sent in a separate binder/envelope, on a separate thumb drive clearly marked as "Price/Cost" Multiple price options and alternatives will be accepted and considered.

Q48. Where information and images can be provided to clarify and serve to answer multiple questions, and/or this content does not fit will in the in-line response format, rather than repeat or cram such supporting information in-line, may vendors include supporting documents at the end of the main RFP response file, and reference file, and reference specific documents in the in-line answers? If not. Please elaborate on where/how such information should be included.

A48. Bidder can provide any information they feel is necessary as long as the information is in response to the solicitation.

Q49. How many mobile devices would the agency need set up to use on the new system?

A49. C.3.6.2. Accessibility to the system remotely (Web) or via mobile device (admins, agency staff, and licensees) with different sized screens (Responsive, Dynamic Flow)

Q50. Would the agency need to use its own devices and mobile service, or could it pursue and all-inclusive solution integrated with its back-office system?

A50. The agencies will use their own devices.

Q51. I order that we may determine the number of forms that would be integrated into the new mobile system, how many different forms are currently in use in the field?

A51. The number of forms will vary from agency to agency.

Q52. How should pricing for these items be proposed?

A52. The vendor should provide pricing proposal based on their capability to provide these features and best practices.

Q53. Regarding project budget:
    a)   What is the budget for this project?
    b)   If all cost proposals come in above a certain amount, would this RFP be cancelled?
    c)   What is that amount?
    d)   Did the legislature allocate any funds specifically for this project?
    e)   If so, what is the amount allocated, and when does it need to be used?

A53. Budget for this project has not been approved.

Q54. Please identify instances where any agency employee has viewed or discussed a potential software application similar to the one being solicited in this RFP in the last 24 months. Please name the vendor(s), dates of contact and describe the nature of the contacts including whether pricing was discussed. Has the agency received any estimate or quotations for the services and software described in this RFP, and if so which ones and what were the amounts?

A54. This State has used Gartner as a place for research of application options.

Q55. Sometimes we see that an agency desires to meet an overall schedule but struggles with finding the time to deliver on regularly scheduled items which add up to the total schedule. Given any limited resources on the part of the State, will 10-day turnarounds on vendor approval requests be met, and where not met, allow for automatic approvals 10 days in order to stay on schedule? If not will there be any other mechanism to ensure adherence to the schedule on the Agency's end?

A55. High level requirement gathering has begun with the agencies. Agencies are also currently gathering documentation on current system and needs to ensure a schedule can be kept.

Q56. Regarding vendor's staff assigned to the project, our experience show vendors with their own COTS solution tend to have more process guiding the implementation, as opposed to custom software requiring more dedicated staff management and adjustment to guide the implantation. Based on this:
    a)   Please confirm which roles are required to be assigned to the project.
    b)   Please indicate any required/expected percentage of such employees' full-time work be dedicated to the project.
    c)   In the case that the costs of such employees' time being dedicated to the project would greatly increase the price of services, please help vendors understand the State's preference of 100% dedicated staff time versus cost savings by partial staff allocation to the project.
    d)   Would the State prefer to have vendors show such dedicated staff time as optional in the cost proposal, to all coast-savings if less dedicated staff management is actually required?

A56. Based on C.8. of the RFP, it is expected that the vendor will provide project management for the implementation not limited to the following tasks: Kickoff Meeting, Project Schedule, Project Management Support, Progress Reports, and Change Management.

Q57. For item E.11 the RFP states that, "The State of Oklahoma has issued payment cards to most State agencies. The current P-Card contract holder utilizes VISA." For item E.12. the RFP state that, "The State of Oklahoma passed legislation in 2012 requiring funds disbursed from the State Treasury be sent electronically." Is there a requirement or preference as to which payment type(s) the vendor should accept for its services provided under this contract?

A57. There is no preference as to which payment type(s) the vendor should accept for its services provided under this contract. Please note in your response if your company accepts p-cards, EFT, or both.

Q58. C.3.1.10. from Specifications/Requirements mentions GPS tracking and mapping.

Description of Amendment - continuing

    a)   Can the State elaborate on the needs in relation to GPS tracking and mapping that the agency requires?

    b)   Is this in relation to mobile inspections?

A58. This is mostly in relation to mobile inspections. A couple of agency's do have other requirements in terms of GPS for tracking certain landmarks (i.e. runways, signs, etc)

Q59. C.3.6.2. discusses accessibility of the system on mobile devices, over the web. In addition to mobile connectivity to the system over the web, does OMES also desire a data-disconnected mobile inspection solution for times/locations when internet services are unavailable?

A59. Yes, the ability to work offline and then have the system sync up is desired.

Q60. C.3.7.10. states that a systems certification and accreditation must be performed on each web application before production an annually thereafter. Can the State elaborate on the specific certifications or accreditation that are required to meet this requirement?

A60.

Q61. C.6.1. states, "Bidder should submit a brief narrative (not to exceed 2 pages) describing the Bidder's capabilities, including a summary work plan and project timeline, based from an estimated date of award, and any proposed interim milestones." This sort of information is usually provided in a Grantt Chart and a management plan that far exceed two pages. Is it acceptable to provide summary information within 2pages, and then point to supporting documentation including Grantt Chart and sample management plan that go into more detail?

A61. Yes.

Q62. C.3.1.16. Mentions configurable exams that can be uploaded and modified. Can the State elaborate on this requirement, the access to exams, the exam process, and the involved parties?

A62. State agencies need the ability to upload exams to the system for users to be able to complete. As legislation or other changes come up, these exams need to be able to be modified.

Q63. A.27. mentions background checks and verifications. Specific nature of background checks and verifications may incur costs to the vendor. Can the State elaborate on this requirement as to specific, and whether it should be included in the required or optional pricing category?

A63. **OMES ANSWERS**

Q64. C.5.1.3. states, "The bidder shall provide notification by e-mail an telephone on any system changes and upgrades, no less than 2 weeks before implantation. These upgrades and patches should be vetted with the OMES/IS Security Department for the proposed environment." Can the State elaborate on the ways that OMES/IS Security Department plans to vet the updates, and what criteria will be used to approve the system changes?

A64. Please see answer 20

Q65. Form 004 What exactly is "Agency Number?"

A65. 090

Q66. C.6.1. It will be difficult to provide an adequate work plan and project timeline in 2 pages, when most project plans alone are generally at least 1-2 pages. Would OMES consider lifting this limitation?

A66. Provide best summary and/or provide link if applicable.

Q67. E.5.1. Amendment of Solicitation, OMES Form 011 cannot be found in the RFP. Is OMES referring to acknowledging each individual amendment?

A67. Yes, every amendment must be acknowledged to move forward in the evaluation process.

Q68. Which current application systems will be replaced by this project? Please list any brand name and custom systems.

A68. N/A

Description of Amendment - continuing

Q69. Would the State grant a two week extension to the due date of the RFP to allow vendors to review response to questions asked?

A69. OMES will not be extending the RFP at this time. There is a buffer period built into the solicitation timeline between the times the questions and answers close and the bid is due. All questions are being answered as quickly as possible.

Q70. C.2.1. We as a vendor are concerned that the cost estimate the State receives will vary widely based on the statement "potentially 50 professional licensing agencies." Could the State please provide the following to ensure an apples to apples comparison of vendors:

a) How many agencies will be in scope for the implementation of the solution?

b) Is there a preference to the deployment model (big bang if limited number of agencies or phased if upwards of 50)?

c) If phased, what is the grouping of agencies for deployment?

A70. The vendor should make the recommendation based on their capabilities and best practices.

Q71. What are the number of permits per agency for those agencies that will be deploying the new solution?

A71. To be determined on an agency to agency basis.

Q72.

a) What is the anticipated start date of the project?

b) Is there a required completion date for the project?

c) Are there any timeframes to avoid due to lack of State resource availability or completing products?

A72. Unknown until the selection process is completed.

Q73. Will the State consider a two week extension to ensure that vendors have adequate time to submit the highest quality response possible?

A73. OMES will not be extending the RFP. Questions close August 23 and bids are due September 8, There will be no extension as of this time. If this changes, an amendment will be posted.

Q74. Does OMES have an existing payment processing vendor that we can utilize (and integrate to) or do we need to provide that capability as a part of the solution we are offering our response?

A74. The vendor should provide that capability as a part of the solution they are offering.

Q75. Regarding the "Security Certification" spreadsheet recently posted the OMES website, can the state please provide instructions on how to respond to this document, including an explanation of the maturity rating column?

A75. Questionnaire does not need to be completed at this time. Please see Addendum #2 for further information.

Q76. C.3.1.2. What specific fields are desired to be allowed for update by licenses for their online profile?

A76. This varies from agency to agency. Some allow licenses to edit their personal information at any time and other agencies only allow changes during the renewal period.

Q77. C.3.1.3. Part 1-Does the State desire that the data for each agency be administered separately by each agency or by a central group within the State?

A77. This is still to be determined.

Q78. C.3.1.3. Part 2-Additinally, does the data (e.g. Licensees, Licenses, and Addresses) need to be separated between agencies or is there a desire for a shared system (e.g. one licensee record which could potentially be referenced by multiple agencies).

A78. This is still to be determined.

Q79. C.3.1.8. Please clarify whose digital signatures need to be captured/recorded by the system, applicants/licensees or State staff?

A79. Mostly for internal state staff. Vendor should answer according to their capability.

Q80. C.3.2.8. Will each agency (and possibly License Type) have their own permit/license format or will this be standardized Statewide or by agency?

A80. Yes, each agency will have different workflow for issuing licenses possibly by License Type as each License Type will have different requirements.

Q81. C.3.5.1. and C.3.5.3. and C.3.5.4. Please describe the type of data transfer required for each system integration. (e.g. one-way or bi-directional, batch processing, or real-time?)

A81. This varies from agency to agency but there will be a combination of needs depending on the system.

Q82. C.3.7.1. and C.3.7.4. and C.3.7.6. Can the State please clarify what specific data fields are considered PII and intended to be tracked within the system?

A82. NIST Special Publication 800-122 defines PII as "any information about an individual maintained by an agency, including (1) any information that can be used to distinguish or trace an individual's identity, such as name, social security number, date and place of birth, mother's maiden name, or biometric records; and (2) any other information that is linked or linkable to an individual, such as medical, educational, financial, and employment information." So, for example, a user's IP address is not classed as PII on its own, but is classified as linked PII (see Section 3.3.3. Under "Identifiability" for more detail). Also, see federal judge ruling the in the District of New Jersey dismissed on the pleadings a VPPA claim against Viacom on the ground that device identifiers, cookie IDs, and IP addresses when linked to video titles are not personally identifiable information.

Q83. C.7.3. Please clarify if the intention is that each of the 10 staff will receive one on one mentoring for 20 days each (200 days total) or if the intention is that each of the 10 staff will receive one on one mentoring for 2 days each (20 days total).

A83. C.7.3. Provide one on one mentoring of up to 10 staff in the setup and configuration of the system, a minimum of 20 mentoring days. The intention is that 10 staff will receive one on one mentoring to provide the necessary knowledge for setup and configuration of the system. Each Bidder should use their best judgement in how long this will take based on past experience and best practices with a minimum of 20 days total.

Q84. Can the Sate please provide a copy of Table 1.0 in Section G. Other in the native format (MS Word or Excel) it wishes to receive the completed table from the Bidder

A84. The Bidder can fill out Table 1.0 in Section G. Other to the best of their abilities. Excel and Word are both acceptable formats.

Q85. Can the State please provide a breakdown of the evaluation criteria and how Bidders will be scored?

A85. Please see Section D of the RFP.

Q86.Can the State please proved an implementation timeframe for the initial rollout including the desired number of professions (e.g. Nursing, Barbers, Real Estate, etc.) and license types to be included in the initial rollout?

A86. Unknown until the selection processes completed.

Q87. C.3.1.10. We interpret this requirement to mean that the solution shall be able to store the GPS coordinates for a location to be used for tracking and mapping by the agency, Is that a correct interpretation of the requiring?

A87. The vendor should make the recommendation based on their capabilities and best practices. This is mostly in relation to mobile inspections. A couple of agency's do have other requirements in terms of GPS for tracking certain landmarks (i.e. runways, signs, etc.)

Q88. C.3.1.16. We interpret this requirement to mean that the product allows administrators to configure exam questions that can be answered by applicants and licensees online and scored. Is that a correct interpretation of the requirement?

Description of Amendment - continuing

A88. Yes. Additionally, State agencies need the ability to upload exams to the system for users to be able to complete. As legislation or other changes come up, these exams need to be able to be modified.

Q89. C.3.2.17. We interpret this requirement to mean that CE Providers and/or Agency Users can log in to the system and enter/record continuing education units on behalf of licensees. Is this a correct interpretation of the requirement?

A89. Yes. This could also be done by an interface in some cases for providers.

Q90. C.3.5.4. We interpret this requirement to mean that the Bidder's solution will include an integrated document management system that will ingest documents produced by the Agency's existing document imaging system. Is this a correct interpretation of this requirement?

A90. The goal of this requirement is that the vendor will be able to interface with the agency's existing imaging systems so that documents may be viewed within the licensing application.

Q91. Is the intent to have a statewide contract that agencies who are looking for this type of solution could draw from?

A91. Yes.

Q92. Is it acceptable to provide a platform that can support the noted requires which the State can configure a solution to meet the specific process requirements for each of the agencies?

A92. The bidder should provide the information as to their capabilities and best practices.

Q93. Is there a single agency that can provide detail on their licensing and permitting processes to allow a vendor to estimate the effort in deploying an agency in phase 1?

A93. N/A

Q94. Without additional detail to estimate of the required software and then provide an hourly rate for the services to implement agency requirements?

A94. N/A

Q95. Is it acceptable to provide an estimate of the required software and then provide an hourly rate for the services to implement agency requirements?

A95. The bidder should provide the information as to their capabilities and best practices.

Q96. How many internal agency users will be categorized in the following buckets:
- General Users
- Advanced Users
- Public Users

A96. 30+ agencies that all have multiple named back office users as well as field inspectors. Propose as many licensing structures you are willing to offer.

Q97. How many external users are expected to access and perform tasks within the solution? External being identified as licensees?

A97. The State of Oklahoma issues over 750,000+ licenses/permits across all of the licensing agencies annually.

Q98. How many different "form documents" are expected to be generated within any given agency?

A98. This varies from agency to agency.

Q99. Is the Digital Signature Capabilities referring to required signatures internal or external agency employees?

A99. Mostly internal agency employees. The bidder should provide the information as to their capabilities and best practices.

Q100. Please elaborate on the required GPS capabilities for tracking and mapping.

A100. The bidder should provide the information as to their capabilities and best practices. This is mostly in relation to mobile inspections. A couple of agencies do have other requirements in terms of GPS for tracking certain landmarks (i.e. runways, signs, etc)

Q101. How many dashboards are expected to be generated within any given agency?

A101. The bidder should provide the information as to their capabilities and best practices. Configurable dashboards that can be set up for each user. Agencies all have different needs for dashboards, but, ingeneral most agencies would like to see outstanding applications, open assignments, applications waiting on applicants, etc.

Q102. Please provide additional detail on the use cases for requirement C.3.1.16. regarding configurable exams.

A102. State agencies need the ability to upload exams to the system for users to be able to complete. As legislation or other changes come up, these exams need to be able to be modified.

Q103. What types of "public" authentication is required to access to the public portal?

A103. The bidder should provide the information as to their capabilities and best practices.

Q104. Section C.3.2. Permit/Licensing/Renewal Processing:
- Is it anticipated that the solution will include the capabilities to accept the process payments or is there an existing payment processing solution that the solution would integrate with?

A104. The vendor should provide that capability as a part of the solution they are offering.

Q105. Section C.3.3. Compliance and Enforcement:
- Is it anticipated that the solution will include its own scheduling/calendaring functionality or the ability to integrate with an existing scheduling solution?

A105. We are seeking a solution that has the feature included.

Q106. Section C.3.5. Interface
- What types of interfaces should the solution be expected to support? (i.e. Web Services, File Exchange, API interfaces, etc.)
- Can additional data be provided in regards to the current system data that needs to be converted? (i.e. File Formats, Data Formats, Volumes, Databases Information, etc.)

A106. This will depend on the needs of the agency but any of these may be a possibility. The vendor should provide that capability as part of the solution they are offering.

There are multiple different systems the agencies are currently utilizing some are internally built applications, access database, and others have larger software applications.

Q107. C.2.1. How many total users of the solution will there within the 50 agencies? How many of the total users will be in the solution more than 40% of their day?

A107. 30+ agencies that all have multiple name back office users as well as field inspectors. Propose as many licensing structures you are willing to offer.

Q108. C.3.1.10. How does the OMES envision this capability being used in the solution?

A108. The bidder should provide the information as to their capabilities and best practices.

Q109. C.3.1.15. Please explain further what the need is for inventory management capabilities for the solution. Please provide examples of how you envision this functionality within the solution.

A109. The bidder should provide the information as to their capabilities and best practices.

Q110. C.3.2. Is there a current payment application being used that the solution could interface with? If so, please provide the application/product name.

Description of Amendment - continuing

A110. The vendor should provide that capability as a part of the solution they are offering.

Q111. C.3.5.1. What level of interfaces or integrations are necessary for each of the state agency applications listed above. Please give us what type of interface OMES would like the solution to have with each one of these applications. Please explain the functionality of each of these applications.

A111. If you system has interfaces with 3rd parties, list them. Plan for one-way as it varies by agency Examples include OTC-Oklahoma Tax Commission, OSBI-Oklahoma Bureau of Investigations, Secretary of State, etc.

Q112. C.3.5.2. Please supply information for the following:

- Application Name
- Product Name
- Product Version

A112.

Q113. Is there an in house System Administrator to assist with Discovery?

A113. Yes, high-level requirement gathering has begun with the agencies. Agencies are also currently gathering documentation on current system and needs to ensure a schedule can be kept.

Q114. How many document types exist in the current application?

A114. This varies from agency to agency.

Q115. Total number of pages to be migrated, if any?

A115. This varies from agency to agency.

Q116. How large is the current system have built-in functionality to extract metadata into a standard format?

A116. Further information will be provided upon award.

Q117. Does the application use a proprietary file format?

A117. Further information will be provided upon award.

Q118. Is the legacy system supported internally or is your data center outsourced?

A118. Further information will be provided upon award.

Q119. What is the Database Platform (Microsoft SQL Server, Oracle, Proprietary, etc.)?

A119. Further information will be provided upon award.

Q120. Does a test system/database exist?

A120. Further information will be provided upon award.

Q121. Are documents being stored in the same file storage location? If so, what are the file types being stored?

A121. No. This varies from agency to agency.

Q122. C.3.5.4. What existing imaging systems are currently being used in the agency

- Application Name
- Product Name

A122. The goal of this requirement is that the vendor will be able to interface with the agencies existing imaging systems so that documents may be viewed within the licensing application.

Description of Amendment - continuing

Q123. How does the agency envision the interface to work with each of these imaging systems?

A123. The goal of this requirement is that the vendor will be able to interface with the agencies existing imaging systems so that documents may be viewed within the licensing application.

Q124. Is Canada considered offshore or near-shore for the purposes of this procurement? Are the use of Canadian-based resources acceptable?

A124. C.5.2.3. The bidder must provide staff in North America to support the product.

Q125. In order to provide the most complete and competitive response, would the State consider extending the submission date by two weeks? We believe this extension provides the vendor community adequate time to review the final set of the State's responses and to modify the detailed vendor responses accordingly.

A125. OMES will not be extending this solicitation. The deadline is the same as it has always been and will not be changing.

Q126. How many users will need access to the system for initial rollout? How many users will need access to the system once all 50 agencies have been implemented?

A126. Currently approximately over 775,000 permits/licenses are issued annually. 30+ agencies that all have multiple named back office users as well as field inspectors could potentially be users of the system. This will be an elective change for the agencies at this time.

Q127. Are there any agencies using software that is end-of-life or near catastrophic failure due to age or other factors?

A127. Some agencies are using legacy systems along with updated systems. No agencies are in danger of catastrophic failure.

Q128. Are any agencies legislatively (or otherwise) mandated to have a new solution implemented? Is there a date associated to this mandate?

A128. No. Agencies are mandated to have an online system and this is being met.

Q129. Are any agencies utilizing common platforms today? Could you please specify which agencies are on shared platforms and the names of the platforms?

A129. A few are on common platforms.

Q130. Does the State anticipate multiple licensing systems depending on domain or vertical, or is the State seeking a single platform for all 50 agencies, plus future agencies?

A130. For the time being, the State is looking a maintaining multiple licensing systems depending on requests from an agency.

Q131. Does the State have a budget identified for the project as a whole?

A131. Not at this time.

Q132. Does the State have budget identified for each specific agency?

A132. Not at this time.

Q133. Will the State share its budget breakdown for the project?

A133. N/A

Q134. Has the State conducted a feasibility study or option analysis for a modernized licensing solution in the past? If so, can details of this analysis be provided (findings and vendor who completed these services)?

A134. The State has used Gartner as a place for research of application options.

Description of Amendment - continuing

Q135. Will the State be assigning any resources to this project? If so, what skill set will those resources possess?

A135. Project Management, Business Analysts, and development staff to assist the implementation team when needed.

Q136. Are there any agencies that have high volume, but are not currently online for submittal?

A136. No.

Q137. Are there any agencies with high volume licenses that need to be streamlined?

A137. The State has worked with agencies to begin gathering requirements and documentation in hopes of streamlining process. Streamlining processes should be a result of detail requirements gathering.

Q138. How many legacy systems are currently in place to support the State today? Will the State provide details about those systems? In addition, can the State provide details of the data migration will be required for these legacy solutions?

A138. Not at this time.

Q139. Does the State wish to standardize business processes and operations across agencies? If so, can the State provide additional information on how this was determined or what the driver is behind this standardization?

A139. N/A

b. All other terms and conditions remain unchanged.

Supplier Company Name (**PRINT**)	Date

Authorized Representative Name (**PRINT**)	Title	Authorized Representative Signature