Amendment of Solicitation

Date of Issuance: 01/17/2020   **Solicitation No.** 0900000427

Requisition No. 0900013599   **Amendment No.** 1

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 <u>prior</u> 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:
Office of Management and Enterprise
Services, Central Purchasing
5005 N. Lincoln Blvd., Suite 200
Oklahoma City, OK 73105 -
or
Personal or Common Carrier Delivery:
Same as above

Joseph Farani
_____
Contracting Officer

405 - 550 - 1386
_____
Phone Number

joseph.farani@omes.ok.gov
_____
E-Mail Address

          ,OK   -

Description of Amendment:

a. This is to incorporate the following:

> **Q1.** Will the design of the site be provided or does the overall design and UI/UX need to be included in this scope as a deliverable?
>
> > **A1. The UI/UX should be part of the product. However, the vendor should work with the state to ensure the look and feel matches the rest of the state's web presence.**
>
> **Q2.** How does the rating system work? Will these be by a static range or does this need to be manageable as part of the administrative permissions?
>
> > **A2. We do have in mind a static range but are open to suggestions. We would like it to be part of the administrative permissions.**
>
> **Q3.** What types of answers will be expected? (i.e. Selection of numeric value (1-5), open-ended text based answers, etc.
>
> > **A3. We plan to have a few 'select value' questions and one or two open ended questions. We will need to be able to categorize the open-ended questions and have requested text analytics be a function of the tool.**
>
> **Q4.** Are there any requirements for an API? We can create a full RESTful API with all data that the database will store. Do we need to limit access to certain types of data and or results based upon the state entity?
>
> > **A4. We would like an API. We will also need the ability to do field level, role based and conditional security trimming**

Q5. When running surveys for multiple agencies and services:

A5.

a. Should they all serve the same questions or should they be different by survey? **There will be a core set of questions across all agencies, but we want to be able to customize with ad hoc questions when appropriate.**

b. Are these questions dynamic and manageable by a master administrative log-in? **Yes. Participants will be required to narrow down to agency and/or service. We may have an agency or agencies who have the core questions and then a question unique to that agency or service.**

c. Is reporting on results intended to be by agency/service only, or does there need to be the ability to compare between agencies within the dashboard on shared/aggregate metrics? **We would like to be able to compare agencies and services. We would also like to be able to see cumulative information.**

d. Are users/agencies able to create/edit their own surveys? **No. Agencies should not be able to edit surveys or change data.**

e. If there is a centralized survey/set of questions or should the user/agency be able to create/modify additional questions to the list? **We want a centralized set of questions that cannot be changed by anyone but an administrator. We want multiple administrators, who can create and/or modify when appropriate. We may want to be able to add a unique question or two for a particular agency or service.**

Q6. What are the proposed start dates for implementation and live launch?

A6. A quick turnaround is desired. The state would like to have a basic system up and running within 45 days following the project start date.

Q7. Is it the desired intent for the State of Oklahoma OMES to consolidate onto a single platform for collecting feedback and other relevant data from customers and employees?

A7. Not at this time. Some individual agencies are collecting feedback through various tools and we do not want to unnecessarily interrupt their work in this area. This could become of interest in the future, but our intent now is to get general customer feedback for all agencies in an effective and timely manner.

Q8. Is this solicitation based on the best value criteria?

A8. Yes.

Q9. How is the State of Oklahoma, or individual state agencies, currently receiving feedback from customers?

A9. Currently, there is no statewide system that centralizes data for analysis and / or allows for a statewide perspective. Individual agencies may be collecting such information, but it doesn't feed up to the state level.

Q10. Is the intent of this project to only capture customer feedback from digital services accessible by the website? Or, is the intent to capture customer feedback from all channels of service delivery (services delivered in-person, by phone, etc.)?

A10. Preference is for a digital service. However, we would like to hear from experts how digital services could integrate with other methods of delivery.

b. All other terms and conditions remain unchanged.

Supplier Company Name (**PRINT**)   Date

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