



**State of Oklahoma  
Office of Management and  
Enterprise Services  
Information Services Division**

**Amendment of Solicitation**

Date of Issuance: 8/12/2013 Solicitation No. 0900000096  
 Requisition No. \_\_\_\_\_ Amendment No. 3

Hours and date specified for receipt of offers is changed:  No  Yes, to: \_\_\_\_\_ CST/CDT

Pursuant to OAC 580:15-4-5©, 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:**

Office of Management and Enterprise Services  
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**Description of Amendment:**

a. This is to incorporate the following:

The questions below were inadvertently not answered. Please see additional questions below.

Kassandra Owens

**4. Section C, Question C.7.1.15** "Escalation process for installation service dates and other commitments that are not met for and wireless services." Please explain what this requirement is asking for and/or how to answer this question.

**OMES Answer:** When answering Section C.7 Help Desk, each subsection may not be applicable to the requirement. The overall Help Desk response should encompass how the Help Desk will respond while meeting some or all of subsections of C.7.

b. All other terms and conditions remain unchanged.

Supplier Company Name (**PRINT**) \_\_\_\_\_ Date \_\_\_\_\_

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



**5. Section C, Question C.8.1.1** "Provide Clear reference to service ownership, accountability, roles, and responsibilities." Please explain what this requirement is asking for and/or in what format this question should be answered.

**OMES Answer:** The vendor's service level agreement should identify the service ownership, accountability, roles, and responsibilities of all parties.

**6. Section C.8 Requirements 9-17:**

- What should be included in the responses to requirements 9 and 10.
- Requirements 11-17 reference previous sections; is there a response necessary for each of these requirements?

**OMES Answer:** This question is unclear. Section C.8 covers the Service Level Agreement. In general, an answer is not required for each subsection. Overall answer should cover which situations would be applicable to the solicitation.