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| Oklahoma Pinwheel Logo |  | Amendment of Solicitation |

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| **Date of Issuance:** | | | March 8, 2021 | | | **Solicitation No.** | | | | | | | 0900000478 | | | | | | | | |
| **Requisition No.** | | | 0900014910 | | | **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 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 in the subject line of the email. | | | | | | | | | | | | | | | | | | | | |
| **ISSUED FROM:** | | | | | | | | | | | | | | | | | | | | | |
|  | Stephanie Beshears | | |  | 405-517-6769 | | | |  | | [Stephanie.Beshears@omes.ok.gov](mailto:Stephanie.Beshears@omes.ok.gov) | | | | | | |
|  | Contracting Officer | | |  | Phone Number | | |  | | | | E-Mail Address | | |
|  |  | | |  | | | | | | | | | | | | | | | | | |
|  | **RETURN TO:** | [OMESCPeBID@omes.ok.gov](mailto:OMESCPeBID@omes.ok.gov) | | | | | | | | | | | | | | |
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| **Description of Amendment:** | | | | | | | | | | | | | | | | | | | | | |
| a. This is to incorporate the following: | | | | | | | | | | | | | | | | | | | | | | |
| This amendment applies to **Exhibit 10 – Performance Guarantees**. Please make note of the following revisions:  **The Guarantee and Metric portions are being updated to reflect 99.99% (from 99%).**   |  |  |  |  | | --- | --- | --- | --- | | **Information Technology Standards** | **Guarantee** | **Description** | **Metric** | | System Availability for TPA and EGID | The claims processing, certification, call center and imaging systems shall be available ninety-nine percent (99.99%) of the specified time | Monday-Friday 6:00 a.m. – 6:00 p.m. CST excluding State of Oklahoma government observed holidays, division closure due to other reasons, and scheduled maintenance. | 99.99% | | System Availability for Self Service | The claims history, certification history and requests and other Member and Provider self-service systems shall be available ninety-nine percent (99.99%) of the specified time | Sunday-Saturday twenty-four (24) hours per day; Hours for scheduled maintenance are Saturday-Sunday 8:00 p.m. – 8:00 a.m. and require EGID's approval. Notice of downtime shall be posted to the site at least fourty-eight (48) hours in advance. | 99.99% | | | | | | | | | | | | | | | | | | | | |

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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 |