



Date of Issuance: 07/19/2022

Solicitation No. 0900000546

Requisition No. 0900016463

Amendment No. 1

Hour and date specified for receipt of offers is changed: No Yes, to: 8/16/2022 3:00 PM 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:

Cristy D. Newton
Contracting Officer

405-521-6721
Phone Number

cristy.newton@omes.ok.gov
E-Mail Address

RETURN TO: OMESCPeBID@omes.ok.gov

Description of Amendment:

a. This is to incorporate the following:

The following questions have been asked via email:

1. Why has this bid been released at this time?
ANSWER: Oklahoma has identified a need for a contract that could be available for various state agencies.
2. Can you please provide greater details on how proposals will be evaluated and how the selected vendor(s) will be chosen?
ANSWER: Oklahoma uses best value criteria for award. Responses will be evaluated based on response and cost comparisons are performed.
3. Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting?
ANSWER: Bidders should use the cost template provided with the bid documents.
4. For example, if there is a pricing page in the RFP, can bidders submit an alternate fee structure?
ANSWER: Bidders should use the cost template provided with the bid documents.
5. If there is no pricing page in the RFP, do you have any preference for how bidders should quote fees or can bidders create their own pricing categories?
ANSWER: Bidders should use the cost template provided with the bid documents.
6. Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.

ANSWER: This is a net new Indefinite Delivery Indefinite Quantity (IDIQ) contract for statewide use. There is not a current statewide contract in place.

7. Has the current contract gone full term?

ANSWER: Not applicable, there is no current contract.

8. Have all options to extend the current contract been exercised?

ANSWER: Not applicable, there is no current contract.

9. Who is the incumbent, and how long has the incumbent been providing the requested services?

ANSWER: Not applicable, there is no current contract.

10. To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award?

ANSWER: The State does not have an answer to this question without knowing more about the proposal.

11. How are fees currently being billed by any incumbent(s), by category, and at what rates?

ANSWER: There is no incumbent on this statewide contract. This is a new contract.

12. What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?

ANSWER: There is no incumbent on this statewide contract. This is a new contract.

13. Is previous experience with any specific customer information systems, phone systems, or software required?

ANSWER: Please provide information about your company's abilities as requested in the bid.

14. What is the minimum required total call capacity?

ANSWER: The state does not have this information as the business needs of each agency can vary.

15. What is the minimum simultaneous inbound call capacity?

ANSWER: The state does not have this information as the business needs of each agency can vary.

16. What is the maximum wait time?

ANSWER: The state does not have this information as the business needs of each agency can vary.

17. What is the maximum hold time?

ANSWER: The state does not have this information as the business needs of each agency can vary.

18. What percentage of inbound calls must be answered by a live operator?

ANSWER: The state does not have this information as the business needs of each agency can vary.

19. What percentage of calls must be resolved without a transfer, second call, or a return call?

ANSWER: The state does not have this information as the business needs of each agency can vary.

20. What is the maximum percentage of calls that can be terminated by the caller without resolution?

ANSWER: The state does not have this information as the business needs of each agency can vary.

21. Is there a minimum or maximum number of operators and supervisors?
ANSWER: The state does not have this information as the business needs of each agency can vary.
22. What are the call center's hours of operation?
ANSWER: The state does not have this information as the business needs of each agency can vary.
23. What is the required degree of dedication for the call center?
ANSWER: The state does not have this information as the business needs of each agency vary.
24. What is the required degree of dedication for the operators?
ANSWER: The state does not have this information as the business needs of each agency vary.
25. Are callers required or allowed to connect with a message verification system or pre-recorded message before connecting to a live operator, or must a live operator be the initial contact?
ANSWER: The state does not have this information as the business needs of each agency can vary.
26. What are the recording requirements for inbound and outbound phone calls and how long must recordings be maintained?
ANSWER: The state does not have this information as the business needs of each agency can vary.
27. What are the recording and storage requirements for non-phone communications?
ANSWER: The state does not have this information as the business needs of each agency can vary.
28. What information is to be included in call logs?
ANSWER: The state does not have this information as the business needs of each agency can vary.
29. What was your average monthly call volume over the past year?
ANSWER: The state does not have this information as the business needs of each agency can vary.
30. What is the current number of seats for operators and supervisors at your existing call center?
ANSWER: The state does not have this information as the business needs of each agency can vary.
31. What is the current average wait time for phone calls?
ANSWER: The state does not have this information as the business needs of each agency can vary.
32. What is the current average handle time for phone calls and other types of communications?
ANSWER: The state does not have this information as the business needs of each agency can vary.
33. What is the current average after-call work time for operators?
ANSWER: The state does not have this information as the business needs of each agency can vary.
34. Over the past year, what is the percentage of calls received in English versus non-English?
ANSWER: The state does not have this information as the business needs of each agency can vary.

vary.

35. Over the past year, what percentage of calls received were in Spanish?

ANSWER: The state does not have this information as the business needs of each agency can vary.

36. What time of day, days of the week, or times of the year do calls typically peak?

ANSWER: The state does not have this information as the business needs of each agency can vary.

37. Do the agents need to be located in Oklahoma?

ANSWER: **No**

38. Do you allow work from home agents?

ANSWER: The state does not have this information as the business needs of each agency can vary.

39. How many FTE do you need to support the program?

ANSWER: Since this is for a statewide contract we do not have specific needs as those can vary by agency and budget.

40. What are the hours of operation?

ANSWER: Specifics will vary by agency and budget when proposals are requested under the statewide contract.

41. How long is training and nesting or is this up to the vendor?

ANSWER: Section 8.1, Subsection C, Paragraph ii. Number 5 states Training outlines the general requirements for providing training for implementing and using the solution at the End-User level and at Administrative/Operational Personnel levels.

42. Can you supply historical call volumes and arrival patterns?

ANSWER: This is a new statewide contract. There is no historical data.

43. Can you provide additional information on fulfillment?

ANSWER: Specifics will vary by agency and budget when proposals are requested under the statewide contract.

44. Are government references required or can you supply only private references?

ANSWER: All references will be considered.

45. Can I submit additional questions after this email?

ANSWER: Yes, up until the response

46. What are all of the positions that are needed?

ANSWER: Since this is for a statewide, we do not have specific needs as those can vary by agency and budget.

47. What is their base pay? All of our clients have a base that we pay the employees at and we put our markup rate on top of that.

ANSWER: Since this is for a statewide, we do not have specific needs as those can vary by agency and budget.

48. For the staffing portion, are you looking for administration staffing to oversee the implementation and administration support or call/contact center staffing to take the calls, or both?

ANSWER: The State cannot speak to the individual needs of each agency as those needs will be communicated in a statement of work (SOW) to any bidders awarded a contract from this solicitation.

49. Attachment A, Exhibit 1: What is the Service Level target for the inbound call center?

ANSWER: The state does not have this information as the business needs of each agency can vary.

50. Attachment A, Exhibit 1: What is the average speed of answer required?

ANSWER: The state does not have this information as the business needs of each agency can vary.

51. Attachment A, Exhibit 1: Do you require a specific management and support ratio?

ANSWER: The state does not have this information as the business needs of each agency can vary.

52. Attachment A, Exhibit 1: What is the lock volume and staffing forecast?

ANSWER: The state does not have this information as the business needs of each agency can vary.

53. Attachment A, Exhibit 1: Please provide the breakdown of activity by each Oklahoma entity seeking to use this MSA.

ANSWER: The state does not have this information as the business needs of each agency can vary.

54. Attachment A, Exhibit 1: Please provide the average handle time for each call type.

ANSWER: The state does not have this information as the business needs of each agency can vary.

55. Attachment A, Exhibit 1: Please provide the call arrival patterns or which times of day volume is higher than average

ANSWER: The state does not have this information as the business needs of each agency can vary.

56. Attachment A, Exhibit 1: Please clarify who is responsible to route the calls to the correct unit. Is the vendor expected to remain on the phone until the other department picks up?

ANSWER: The state does not have this information as the business needs of each agency can vary.

57. Attachment A, Exhibit 1: Please provide what volume of calls requiring appointment setting.

ANSWER: The state does not have this information as the business needs of each agency can vary.

58. Attachment A, Exhibit 1: Please provide the hours of operation.

ANSWER: The state does not have this information as the business needs of each agency can vary.

59. Attachment A, Exhibit 1: What is the percentage of Spanish-speaking customers?

ANSWER: The state does not have this information as the business needs of each agency can vary.

60. Attachment A, Exhibit 1: How long is the training period?

ANSWER: The state does not have this information as the business needs of each agency can vary.

61. In Attachment A Exhibit 1, Section II.V The State has requested Mailing & Fulfillment Services, can you provide additional detail on this specific requirement?

ANSWER: The state does not have this information as the business needs of each agency can vary.

62. In Attachment A Exhibit 1, Section II – The State has requested ACD services, does the State need an additional ACD on top of CX1?

ANSWER: The state does not have this information as the business needs of each agency can vary.

63. Would you please provide a list of all State Agencies who currently utilize outsourced call center services?

ANSWER: The state does not have this information as the business needs of each agency can vary.

64. Do any state agencies that currently utilize outsourced call center services plan to switch providers based on the result of this solicitation? If so, which state agencies?

ANSWER: The state does not have this information.

65. Do any state agencies that currently do not utilize outsourced call center services plan to outsource as the result of this solicitation? If so, which state agencies?

ANSWER: The state does not have this information.

66. Does the State of Oklahoma have an estimate on the number of full-time outsourced call center agents that are currently being utilized by various state agencies?

ANSWER: No.

67. Can you please detail the actual spend for outsourced call center services during 2021, and YTD 2022?

ANSWER: The state does not have this information.

68. Does the State of Oklahoma have an estimate on the number of outsourced full time call center agents that will be needed for future programs across various state agencies?

ANSWER: No.

69. What is the State of Oklahoma's budget for outsourced call center services for 2022, 2023?

ANSWER: The state does not have this information as the business needs of each agency can vary.

70. How many vendors does the State of Oklahoma plan to award for this solicitation? Concerning Exhibit 4, what is the State's preferred pricing structure? Price per payroll hour?

ANSWER: The state does not have this information. Pricing should be submitted per the pricing template Exhibit 4.

71. Do any state agencies require tiered call center support where one team answers basic inquiries and a higher-level team answer more complex interactions?

ANSWER: The state does not have this information as the business needs of each agency can vary.

72. Will the answers to the questions from all vendors be distributed to all participating bidders in time for the vendors to ask additional follow up questions prior to the Q&A deadline?

ANSWER: Yes

73. Is this Call Center for multiple OMES Agencies or one?

ANSWER: This is a net new Indefinite Delivery Indefinite Quantity (IDIQ) contract for statewide use. There is not a current statewide contract in place.

74. If for multiple agencies, would OMES entertain the idea of combining the agencies into one call center?

ANSWER: This is a net new Indefinite Delivery Indefinite Quantity (IDIQ) contract for statewide use. There is not a current statewide contract in place.

75. If for multiple agencies, who would be responsible to set up, maintain and make the engineering changes to the Nice-InContact system for call routing?

ANSWER: Not applicable.

76. What is the average call volume per week?

ANSWER: The state does not have this information as the business needs of each agency can vary.

77. Do you have a break down for one week for the number of calls taken per day? I.e., are Mondays typically a greater call volume than Tuesday-Friday?

ANSWER: The state does not have this information as the business needs of each agency can vary.

78. What are the operating hours? I.e., Mon-Fri 8-5pm CST? Weekends, after hours, etc.

ANSWER: The state does not have this information as the business needs of each agency can vary.

79. What is the average handling time/ call length?

ANSWER: The state does not have this information as the business needs of each agency can vary.

80. What is the expected SLA to answer a call, and will all calls / tickets only come in via the call center or are there other means of receiving tickets? I.e., Email, chat, voicemails, etc. and who is responsible for those tickets?

ANSWER: The state does not have this information as the business needs of each agency can vary.

78. Does OMES have a ticketing system? I.e., ServiceNow or is the respondent expected to bring one and maintain it?

ANSWER: This is a new contract and there are no historical data or systems. The business needs of each agency can vary.

79. Does OMES have a database of FAQs for the call center/s?

ANSWER: No, this is a new contract there is no historical data.

80. Is the expectation that the respondent will build, update and maintain the database of FAQ's?

ANSWER: Please refer to the Bidder Instructions Section 8.1 C I for mandatory specifications.

81. What is the length of training required before an agent can take a call? 3 days, 1 Week, etc.

ANSWER: The state does not have this information as the business needs of each agency can vary.

82. Is there currently a plan for escalation when calls are beyond the agent's expertise or expectation?

ANSWER: The state does not have this information as the business needs of each agency can vary.

83. Is this escalation path via a call transfer, SME assistance via TEAMS chat, re-assigning a ticket or a help line they can call?

ANSWER: The state does not have this information as the business needs of each agency can vary.

84. Is the "Fixed Price" expectation by agent count or a simple fixed price based a fixed monthly charge no matter the agent count?

ANSWER: Please provide pricing based on the pricing template in Exhibit 4.

85. Is the service provider expected to offer the call management system as a "Managed Service"? If so, what is the billing "unit" for a managed service model?

ANSWER: The bidders are expected to submit their proposed solution and pricing according to the bidder instructions. This is a new statewide contract and actual specifications will vary according to each agency.

86. Attachment B: General Terms: Section 9.2: Adherence is required, but URL does not work:
https://omes.ok.gov/sites/g/files/gmc316/f/InfoSecPPG_0.pdf

Section 6.1: Adherence is required, but URL does not work:
https://omes.ok.gov/sites/g/files/gmc316/f/InfoSecPPG_0.pdf

Could the State provide URLs?

ANSWER: <https://oklahoma.gov/omes/services/information-services/information-services/policy-standards-publications.html>

87. Security Certification Matrix, SCA 24 through SCA 27, These tabs are not included in the excel workbook. Would the state please provide if they are to be included in the excel workbook.

ANSWER: 24-27 no longer exist.

88. Security Certification Matrix, General: Would the state please provide their interpretation of the Maturity Rating used.

ANSWER:

Level 1 – Initial - Processes are disorganized or even non-existent. Processes are mostly reactive to the environment and are not likely to be repeatable in nature.

Level 2- Repeatable – Basic security principles are established and repeated during processes, however, these processes have not been formally defined.

Level 3- Defined – Security principles are formally defined and documented in procedures. Procedures are communicated to applicable parties and enforced.

Level 4 – Managed – Security metrics are established to monitor the effectiveness of the procedures.

Level 5 – Optimized – Procedures are continuously improved through continuous monitoring and automation.

89. Attachment A, General: Should the contractor expect to receive federal tax returns? If so, how many Fed tax forms has the incumbent received on avg per year?

ANSWER: See question #15. The state does not have this information as the business needs of each agency can vary.

90. Attachment A, General: When is the anticipated Award and start date?

ANSWER: The state does not have this information.

91. Attachment A, General: Who is the incumbent?

ANSWER: See question #6. This is a net new Indefinite Delivery Indefinite Quantity (IDIQ) contract for statewide use. There is not a current statewide contract in place.

92. Attachment B, Page 17: Would it be possible to get a clearer description of the background and criminal checks?

ANSWER: The type of background check required is dependent on the type of information that the agency is handling. Oklahoma Cyber Command will determine which type of check is required depending on the agency and the type of information being accessed.

93. The Bidder Instructions, Section 8.1.C Item ii C (Preferred Documentation), specify that vendors are to include hosting provisions in their bid. As the Solicitation Documents state that vendors will be provided all access to required state systems as well as to the State's instance of Nice inContact for telephony, what hosting services does the State anticipate requiring from its contact center vendor? Please provide as much detail as possible to enable vendors to create a complete bid.

ANSWER: That is an 'as applicable' statement. Disregard if it does not fit the solution you are proposing.

94. The Bidder Instructions (file name 0900000546BidderInstructions), Section 8.1.C Item ii D specify that vendors are to include work, including data migration from existing systems, in their bid. As the Solicitation Documents state that vendors will be provided all access to required state systems, what data migration services does the State anticipate requiring from its contact center vendor? Please provide as much detail as possible to enable vendors to create a complete bid.

ANSWER: That is an 'as applicable' statement. This solicitation does not call for data migration.

95. Please provide an overview of the procurement process. For example, does the State anticipate securing multiple vendors with approved pricing for the statewide contract, and enabling individual agencies to submit RFPs to approved vendors, or does the State anticipate a different procurement process?

ANSWER: See question #15. The state does not have this information as the business needs of each agency can vary.

96. Attachment A, Page 4, Exhibit 2 – IRS Publication 1075, II. CRIMINAL/CIVIL SANCTIONS, (3) Granting a contractor access to FTI must be preceded by certifying that each individual understands the agency’s security policy and procedures for safeguarding IRS information. The hyperlinks in paragraph (3) are not accessible. Please provide the documents for: Exhibit 4, Sanctions for Unauthorized Disclosure, Exhibit 5, Civil Damages for Unauthorized Disclosure, Section 1.8, Reporting Improper Inspections or Disclosures.

ANSWER: See the IRS publication: <https://www.irs.gov/pub/irs-pdf/p1075.pdf>.

97. Attachment A, Page 8, Exhibit 3 – IRS Publication 1075, II. CRIMINAL/CIVIL SANCTIONS, (4) Granting a contractor access to FTI must be preceded by certifying that each individual understands the agency’s security policy and procedures for safeguarding IRS information. The hyperlinks in paragraph (4) are not accessible. Please provide the documents for Exhibit 4, Sanctions for Unauthorized Disclosure, Exhibit 5, Civil Damages for Unauthorized Disclosure, Section 1.8, Reporting Improper Inspections or Disclosures

ANSWER: See the IRS publication: <https://www.irs.gov/pub/irs-pdf/p1075.pdf>. Oklahoma will not remediate IRS documents.

98. Attachment A, Page 2, Exhibit 1: We understand that task orders issued through this agreement may have different scopes of work. However, to help ensure the State receives consistent and comparable pricing responses, can the State provide an estimated or expected timeframe to implement a task order under this contract?

ANSWER: The state does not have this information.

99. Bidder Instructions, Page 6, 8.1.D. As referenced in subsection 8.2.H, a VPAT Certification and Accreditation Assessment; service level agreements and proposed first draft of Statement of Work, including data migration from the existing system are required to be included in the Bid.; Security: Please identify the existing system or systems from which data will be migrated.

ANSWER: There will not be data migration involved with this solution.

100. Bidder Instructions, Page 10, 8.2.H Section Eight: Response to Specifications and Requirements.

iii If an information technology Security Certification and Accreditation Assessment is required, the completed Assessment shall be inserted in this section at a Bid Packet page referencing the Security Accreditation Assessment. The Assessment is located online at https://omes.ok.gov/sites/g/files/gmc316/f/SecurityCertification-R_0.xlsx: The link to https://oklahoma.gov/omes/sites/g/files/gmc316/f/SecurityCertification-R_0.xlsx is broken. Is the link to the same document named Security Solicitation.xls as included in the solicitation?

ANSWER: Yes

101. Bidder Instructions, Page 7, 8.1.I As referenced in subsection 8.2.N, if a third-party vendor is included as part of a submitted Bid, the following information is required to be included in the Bid for each such third-party vendor:

- i. Company history;
- ii. Relationship to Bidder;
- iii. Clients for which the two entities have worked together; and
- iv. Products and/or services proposed to be provided by the third-party vendor and how those products and/or services interface with the Bidder’s solution.

Will the state please define “third party vendor”?

ANSWER: A person or company that provides services to the customer under the responsibility of the primary contract holder.

102. Bidder Instructions, Page 15, 15.5 A notice of award may be in the form of a purchase order or other payment mechanism or in the form of a mutually executed contract. Are the terms of each task order, purchase order, etc. separately negotiable (namely terms related to pricing, service level agreements, requirements, and scope of work)?

ANSWER: All terms will be negotiated in a fully executed statewide contract. Any ordering documents, or statements of work or any other vendor supplier document that have individual terms must be submitted with the bid response.

103. Bidder Instructions, Page 15, 15.5 A notice of award may be in the form of a purchase order or other payment mechanism or in the form of a mutually executed contract. Are vendors obligated to accept every task order, purchase order, etc. that is handed down under this statewide contract?

ANSWER: See Attachment C, Section 2: Orders and Addendums, 2.1 Unless mutually agreed in writing otherwise, orders shall be placed directly with the Supplier by issuance of written purchase orders or by Purchase Card by state agencies and other authorized entities. All orders are subject to the Contract terms and any order dated prior to Contract expiration shall be performed. Delivery to multiple destinations may be required.

104. Bidder Instructions, Page 15, 15.5 A notice of award may be in the form of a purchase order or other payment mechanism or in the form of a mutually executed contract. Is there an estimated number (or limit) of task orders, purchase orders, etc. to be handed down under this statewide contract?

ANSWER: No

105. Bidder Instructions, Page 7, 8.1.H As referenced in subsection 8.2.M, the following additional company information is required to be included in the Bid: vi. Number of employees allocated strictly for research. Will the state please define "research" for the purposes of reporting the number of employees dedicated to this role?

ANSWER: For this bid response if you do not have personnel that you self-define as research positions, please indicate zero.

106. Bidder Instructions, Page 4, 8.1.B. The Bid will be evaluated on the "best value" determination for the benefit of the State, based on the following: i. Cost of products and services, ii. Technical Evaluation, iii. Customer References. Will the state please provide the available evaluation points for each these?

ANSWER: 50 cost of products, 40 technical and 20 customer references.

107. Exhibit 4, Page 1, Services - Tiered Pricing / Consumption Based Pricing. Please provide the unit of measurement (per minute, per call, per page, per email, etc.) and volume tiers to be used for each of the 13 services listed in Attachment A, Exhibit I, II. By providing the metrics for each service, the state will have pricing from each vendor in a format which can be equivalently evaluated. The 13 services are:

1. Inbound and Outbound Live Operator Services
2. Service or Product Information
3. Scripted Information Dissemination
4. Data Entry of Application/Form Information into State or Contractor Database
5. Mailing and Fulfillment Services
6. Bilingual Service – Spanish/English/
7. Voice Mail
8. Automatic Call Distributor (ACD)
9. Interactive Voice Response (IVR)
10. Email Correspondence
11. Call Center Overflow Capabilities
12. Handling Surveys & Questionnaires
13. Managed Services in which hardware and software are dedicated to a particular customer and run on that customer's premises or third-party data center but are managed by a third-party service provider.

ANSWER: The State requires the pricing to be provided using the Exhibit 4 Pricing Template.

108. Bidder Instructions, Page 1, Bid Response: 3:00 p.m. on 07/21/2022. To provide a responsive proposal which best meets the state's requirements, will the state please extend the bid response date by 30 days?

ANSWER: The state intends to announce a bid response extension, but the extension date is to be determined.

109. Bidder Instructions, Page 11, K. Section Eleven: Financial Information - Any required financial and associated information shall be inserted in this section. Please clarify the requested bidder financial information required with proposal submission.

ANSWER: Bidder may provide a company financial statement in this section.

110. Attachment A, Page 2, Exhibit I, II. This Contract will provide Call / Contact Center services with world-class support for various Customers. These services include but are not limited to:

1. Inbound and Outbound Live Operator Services
2. Service or Product Information
3. Scripted Information Dissemination
4. Data Entry of Application/Form Information into State or Contractor Database
5. Mailing and Fulfillment Services
6. Bilingual Service – Spanish/English/
7. Voice Mail
8. Automatic Call Distributor (ACD)
9. Interactive Voice Response (IVR)
10. Email Correspondence
11. Call Center Overflow Capabilities
12. Handling Surveys & Questionnaires
13. Managed Services in which hardware and software are dedicated to a particular customer and run on that customer's premises or third-party data center but are managed by a third-party service provider.

To provide the state with a proposal response and pricing that can be evaluated equally among vendor responses, will the state provide an amendment to provide metrics for each scope of work service listed in Attachment A, Exhibit 1, II?

ANSWER: The State requires the pricing to be provided using the Exhibit 4 Pricing Template.

111. We understand OMES has not indicated when you anticipate answering vendor questions. For requests similar in size and scope, we typically see a minimum of two weeks (ten business days) between the release of the Q&A and the due date of the proposal. This time allows participating vendors to incorporate feedback into their proposals, thus ensuring comprehensive and competitive proposals for you to review. Will OMES consider adjusting the timeline to align with this best practice?

ANSWER: Yes, see Page 1 of this Amendment. The Bid Response date has been extended to 8/16/2022 by 3:00PM CST.

112. Please provide the Certification for Competitive Bid and Contract form (referenced on page seven of the Bidder Instructions document (8.2; B; ii).

ANSWER: OMES Form 004 can be downloaded at the solicitation page:

<https://oklahoma.gov/omes/services/purchasing/solicitations/0900000546.html>

113. Please confirm that the referenced document Exhibit 4 (called Services Tiered Pricing/Consumption Based Pricing in the Bidder Instructions) is the same as the provided Exhibit 4 that is labeled "Cost Template."

ANSWER: Yes

114. Please provide details on what is to be included in our pricing. For example, there are no job titles or descriptions provided for us to propose pricing for.

ANSWER: You will need to provide that information based on your business model and proposed bid.

115. Please clarify what is meant by “D. As referenced in subsection 8.2.H, a VPAT; Security Certification and Accreditation Assessment; service level agreements, and proposed first draft of Statement of Work, including data migration from the existing system, are required to be included in the bid.”

ANSWER: This is an ‘as-applicable’ statement. Provide all documentation that is applicable to the solution you are proposing including a template of the SOW your company uses for engagements with agencies.

116. For example, statements of work (SOWs) and service level agreements (SLAs) (including data migration and other technical details) are typically created for specific projects and roles. Given the intent of this RFP, we believe SOWs and applicable SLAs would be created later, and directly tied to a specific project and role. As such, we believe a response to those items is not applicable at this stage of advancing our partnership. Does OMES agree? If not, please clarify what you would like to see in a response to these items.

ANSWER: Yes

117. For VPAT and the Security Certification and Accreditation Assessment, is OMES requesting that we complete the attachment labeled “Security Certification”? If yes, and we already have completed the Security Certification within the past twelve months, does OMES require that we complete this again? If no, please clarify what is needed from us so that our proposal is compliant.

ANSWER: If you are chosen to negotiate you will be engaged by Cyber Command to attest that the security posture of your company has not changed.

118. Please advise if we are to complete the following attachments (and where in the proposal they should be included if we are to include them): Form 004 (Non-collusion Certification) and Security Certification.

ANSWER: Bidder Instructions, Page 7, 8.2, Bid Packet Format, Part B - Section Two: Required Forms, Certifications and Disclosures

- i Completed “Responding Bidder Information” form set forth and accompanying required documentation.
- ii Completed “Certification for Competitive Bid and Contract” form.

119. Is OMES open to bringing consultants onboard from remote locations?

ANSWER: That can be proposed as a value-add.

120. Please share details on OMES’ work environment (i.e., in-person, remote, or hybrid).

ANSWER: The state does not have this information as the business needs of each agency can vary.

121. Please share details on OMES’ policies and approach to COVID-19 (e.g., vaccination, masking, testing, exposure, positive test, attendance, etc.).

ANSWER: The state does not have this information as the business needs of each agency can vary.

122. Please provide a list of job titles and job descriptions for those positions that are in scope for this opportunity.

ANSWER: The state does not have this information as the business needs of each agency can vary.

123. What is the estimated annual spend and / or number of positions to be hired using this contract?

ANSWER: The state does not have this information as the business needs of each agency can vary.

124. Please share the historical and / or anticipated breakdown of spend by job title / category.

ANSWER: The state does not have this information as the business needs of each agency can vary.

125. What is the average duration of a work assignment?

ANSWER: The state does not have this information as the business needs of each agency can vary.

126. What is the current average timeline from candidate submission to start date?

ANSWER: Depends on the agency.

127. Are there incumbents presently supporting this contract? If yes, please share.

ANSWER: There is not a current contract.

128. What are some of the main motivations for OMES to issue this RFP?

ANSWER: This is for a statewide contract. The state does not have this information as the business needs of each agency can vary.

129. Please share any challenges or opportunities OMES would like to improve on with this new engagement.

ANSWER: Not applicable.

130. Please share any company initiatives (diversity, veteran, etc.).

ANSWER:

131. Please share the size limitations for submission via email.

ANSWER: 30MB including attachments, headers, and email text.

132. Can you confirm the RFP response submission deadline is still July 21, 2022?

ANSWER: The bid response date has been extended to 8/16/2022 by 3:00pm CST.

133. Can you confirm that the intent of this RFP is to establish a set of approved vendors for follow-on, agency specific Contact Center RFP's?

ANSWER: Yes

134. Are you allowing for service providers to bid for some but not all capabilities in response to this RFP? If not, is your expectation that the service providers will have partners to deliver areas not within their core competency?

ANSWER: Yes, bidders may bid on one or all services with pricing.

135. How many contact centers does the state currently plan to include in this program and on average, how many agents are in each center today?

ANSWER: The state does not have this information as the business needs of each agency can vary.

136. Attachment A, Exhibit 1. Can you confirm intent to improve constituent experience as a part of this program, or are the follow-on RFPs intended to only transition current centers/processes to a managed service?

ANSWER: The state does not have this information as the business needs of each agency can vary.

137. Attachment A, Exhibit 1, I. Strategy and program management are not listed. Can you clarify how OMES plans to conduct ongoing strategy and program management (governance) for the entire program across all Customers?

ANSWER: The state does not have this information as the business needs of each agency can vary.

138. Attachment A, Exhibit 1, II, 8 & 9. Can you confirm that the ACD and IVR will be provided by the customer to the contractor, though the contractor will only be required to manage the ACD & IVR?

ANSWER: The state does not have this information as the business needs of each agency can vary.

139 Attachment A, Exhibit 1, II, 15. Can you confirm/clarify that the software licensing and hardware will be in place and provided to the contractor by the customer?

ANSWER: The state does not have this information as the business needs of each agency can vary.

140. Attachment A, Exhibit 1, III, 1. Can you confirm that the subject matter experts will be provided on an ongoing basis by the customer to be used in processes like onboarding? If so, how many hours per week are they dedicated to the contractor?

ANSWER: The state does not have this information.

141. Attachment A, Exhibit 1, III, 2. Since NICE CxOne is the only technology mentioned, will you be looking for contractors to recommend systems/process updates to improve efficiencies/effectiveness/experience?

ANSWER: No.

142. Attachment A, Exhibit 1, III, 3. Can you confirm which/how many varied customer systems exist as part of this planned program? This can affect contractor approach to this and follow-on RFPs?

ANSWER: The state does not have this information as the business needs of each agency can vary. This is a new contract with no historical information.

143. Can you confirm/clarify any diversity and inclusion goals or parameters with this program and how you intend for them to be tracked?

ANSWER: No, this is a solicitation for a statewide contract and is not a stand alone program.

144. Can you confirm/clarify if any sustainability goals or parameters with this program and how you intend for them to be tracked?

ANSWER: No, this is a solicitation for a statewide contract and is not a stand alone program.

145. Can you confirm/provide any managed services requirements based on the Americans with Disabilities Act (ADA)?

ANSWER: The state does not have this information as the business needs of each agency can vary.

146. Does the state provide IVR/ACD?

ANSWER: The state does not have this information as the business needs of each agency can vary.

147. What is the current average after-call work time for operators?

ANSWER: The state does not have this information as the business needs of each agency can vary.

148. Please provide a historical call volume for weekdays and weekends.

ANSWER: The state does not have this information as the business needs of each agency can vary.

149. Are you expecting to be open during holidays?

ANSWER: The state does not have this information as the business needs of each agency can vary.

150. Can you please provide an overview on what telephony, hardware, and software the bidder will provide and what the State will provide.

ANSWER: The state does not have this information as the business needs of each agency can vary.

151. What are the States designated Ticketing and Tracking systems?

ANSWER: The state does not have this information as the business needs of each agency can vary.

152. Call Avg Call Volume per month a) inbound b) Outbound c) chat d) Email e) Text

ANSWER: The state does not have this information as the business needs of each agency can vary.

153. What is the call Volume after business hours, can the callers leave voicemail for Call backs?

ANSWER: The state does not have this information as the business needs of each agency can vary.

154. Will the state accept a 100% remote solution?

ANSWER: The state does not have this information as the business needs of each agency can vary.

155. Is the State providing the telephony solution or is the Vendor to provide?

ANSWER: The state does not have this information as the business needs of each agency can vary.

156. Based on the historical Data which month does have high call volumes and what are the numbers? A) Inbound B) Outbound C) chat D) Email E) Text

ANSWER: The state does not have this information as the business needs of each agency can vary.

157. How long is the training session provided by the State?

ANSWER: That will vary by agency.

158. Does the Contractor need to make own training Material?

ANSWER: That will vary by agency.

159. What is the Avg speed to Answer?

ANSWER: The state does not have this information as the business needs of each agency can vary.

160. What is the current AHT?

ANSWER: The state does not have this information as the business needs of each agency can vary.

161. What percentage of Calls are English vs. non-english. Can we have the Historical data of the last 2 quarters?

ANSWER: The state does not have this information.

162. Can the Contractor bill the state in case they use 3rd party telephone interpreter services?

ANSWER: The state does not have this information as the business needs of each agency can vary.

163. Will all the Staff hired by the Contractor to execute this contract need the approval of State before onboarding?

ANSWER: Yes

164. Who is the incumbent?

ANSWER: This is a net new Indefinite Delivery Indefinite Quantity (IDIQ) contract for statewide use. There is not a current statewide contract in place.

165. How long has the incumbent been providing the requested services?

ANSWER: This is a net new Indefinite Delivery Indefinite Quantity (IDIQ) contract for statewide use. There is not a current statewide contract in place.

166. If applicable, please share the incumbent's cost.

ANSWER: This is a net new Indefinite Delivery Indefinite Quantity (IDIQ) contract for statewide use. There is not a current statewide contract in place.

167. What was the billing by the existing Vendor?

ANSWER: This is a net new Indefinite Delivery Indefinite Quantity (IDIQ) contract for statewide use. There is not a current statewide contract in place.

168. What is the current FTE staffed by the incumbent?

ANSWER: This is a net new Indefinite Delivery Indefinite Quantity (IDIQ) contract for statewide use. There is not a current statewide contract in place.

169. What telephony is used by the current Vendor?

ANSWER: This is a net new Indefinite Delivery Indefinite Quantity (IDIQ) contract for statewide use. There is not a current statewide contract in place.

170. Can the contractor employ remote staff?

ANSWER: The state does not have this information as the business needs of each agency can vary.

171. Can the state of Oklahoma clarify if the supplier will be using the State of Oklahoma's ACD/telephony and call recording infrastructure or the Supplier's ACD/telephony and call recording infrastructure?
ANSWER: The state does not have this information as the business needs of each agency can vary.
172. If Supplier's ACD/telephony and call recording infrastructure will be used, what is the retention period for recorded calls?
ANSWER: The state does not have this information as the business needs of each agency can vary.
173. If Supplier will use the state of Oklahoma ACD / Telephony system, how will the supplier connect to the systems (e.g. internet VPN, MPLS, etc). ?
ANSWER: The state does not have this information as the business needs of each agency can vary.
174. How will the Supplier connect to and access the State of Oklahoma's applications/tools provided by the state of Oklahoma (web-based internet, internet VPN, MPLS, etc)?
ANSWER: The state does not have this information as the business needs of each agency can vary.
175. If MPLS connection is required will the Supplier or the state of Oklahoma provide this connection?
ANSWER: The state does not have this information as the business needs of each agency can vary.
176. If the Supplier is to provide the MPLS connection, where are the State of Oklahoma's data centers located?
ANSWER: The state does not have this information as the business needs of each agency can vary.
177. Is the Supplier required to host any of the State of Oklahoma-provided servers in its data centers or call center locations? If yes, please provide the number of "u" rack space required.
ANSWER: The state does not have this information as the business needs of each agency can vary.
178. Does the state of Oklahoma have specific bandwidth requirements per agent for connectivity to Hotelbed-provided applications/telephony?
ANSWER: The state does not have this information as the business needs of each agency can vary.
179. Does the state of Oklahoma require any software to be loaded on agent PCs? If yes, can the state of Oklahoma confirm the applications?
ANSWER: The state does not have this information as the business needs of each agency can vary.
180. Is it acceptable for the Supplier's production and training room seats to be connected via wireless network, or are all seats required to be cabled?
ANSWER: The state does not have this information as the business needs of each agency can vary.
181. Will the Supplier or the State of Oklahoma provide the Workforce Management System (WFM)?
ANSWER: The state does not have this information as the business needs of each agency can vary.

182. Does the State of Oklahoma require any specific security framework to be in place (e.g. PCI, ISO 27001, SOC2, etc)?

ANSWER: No. All of these are utilized as additional data points to our third-party security assessment.

183. If yes, does the State of Oklahoma require only compliance or certification of the above-mentioned frameworks?

ANSWER: N/A

184. In case certification is required, is it required from day 1 of the operation or is it sufficient to be obtained during the Supplier's next yearly audit cycle?

ANSWER: N/A

185. Does the state of Oklahoma have any specific requirements regarding the agent equipment (PC specs, monitor size, and number, etc)?

ANSWER: The state does not have this information as the business needs of each agency can vary.

186. Will you be circulating notes, questions and answers from the Pre-Bid meeting among all bidder participants?

ANSWER: There was not a pre-bid meeting regarding this solicitation.

187. Is this work being outsourced today?

ANSWER: This is a net new Indefinite Delivery Indefinite Quantity (IDIQ) contract for statewide use. There is not a current statewide contract in place.

188. Can you disclose who the current supplier is?

ANSWER: This is a net new Indefinite Delivery Indefinite Quantity (IDIQ) contract for statewide use. There is not a current statewide contract in place.

189. What is the go-live date?

ANSWER: The state does not have this information as the business needs of each agency can vary.

190. How many FTE's currently service the program?

ANSWER: This is a net new Indefinite Delivery Indefinite Quantity (IDIQ) contract for statewide use. There is not a current statewide contract in place.

191. What is the language breakdown (%English, %Spanish) for the program? How many staff will be required to be bilingual?

ANSWER: The state does not have this information as the business needs of each agency can vary.

192. Aside from English and Spanish, are any other languages required?

ANSWER: The state does not have this information as the business needs of each agency can vary.

193. How long is the new hire training?

ANSWER: The state does not have this information as the business needs of each agency can vary.

194. What are the anticipated call volumes?

ANSWER: The state does not have this information as the business needs of each agency can vary.

195. After new hire training, is there a period of nesting where the agents are taking calls in a classroom environment? If so, for how long?
ANSWER: The state does not have this information as the business needs of each agency can vary.
196. Are there expected ongoing training requirements? If so, please define.
ANSWER: The state does not have this information as the business needs of each agency can vary.
197. Do you require dedicated trainers and/or training managers?
ANSWER: The state does not have this information as the business needs of each agency can vary.
198. What is the expected Average Handle Time for calls?
ANSWER: The state does not have this information as the business needs of each agency can vary.
199. Can you provide more detail around your Quality Assurance expectations? (e.g. number of monitors per agent per week, quality assurance processes, quality scorecards, etc.)?
ANSWER: The state does not have this information as the business needs of each agency can vary.
200. What are the communication channels required? Voice, email, other? Can you provide contact volumes by channel?
ANSWER: The state does not have this information as the business needs of each agency can vary.
201. What do you expect to be required in the category of "Mailing and Fulfillment Services"?
ANSWER: The state does not have this information as the business needs of each agency can vary.
202. Does the OMES have an incumbent on this? If yes, please disclose the incumbents' names, and if possible please provide the incumbent proposals?
ANSWER: This is a net new Indefinite Delivery Indefinite Quantity (IDIQ) contract for statewide use. There is not a current statewide contract in place.
203. To offer you competitive pricing, please share the incumbents' cost proposals.
ANSWER: This is a net new Indefinite Delivery Indefinite Quantity (IDIQ) contract for statewide use. There is not a current statewide contract in place.
204. What is the estimated budget for this contract? If unknown, please provide the previous spending.
ANSWER: The state does not have this information as the business needs of each agency can vary.
205. What is the current average wait time for phone calls?
ANSWER: The state does not have this information as the business needs of each agency can vary.
206. What is the current average handle time for phone calls and other types of communications?
ANSWER: The state does not have this information as the business needs of each agency can vary.

207. Does the awarded vendor also need to provide additional call center representatives/supervisors to the Center?

ANSWER: The state does not have this information as the business needs of each agency can vary.

208. Is it possible for the OMES to provide more detail about the role and responsibility of the awarded vendor that needs to be performed under this contract?

ANSWER: That will vary by agency.

209. Do the OMES have call center agents under this contract?

ANSWER: This is for new statewide contract. See question #6.

210. Does the OMES have any price format for this contract?

ANSWER: Pricing should be submitted in Exhibit 4 Pricing Template

211. It is our understanding that the vendors need to provide call center agents under this contract and have to manage them. Is it correct?

ANSWER: Yes

212. Is it acceptable if vendors provide hourly bill rates for the Customer Support Agents?

ANSWER: Yes if that is your billing/business model.

213. Please specify existing tools that OMES uses for Call center services?

ANSWER: This is a net new Indefinite Delivery Indefinite Quantity (IDIQ) contract for statewide use. There is not a current statewide contract in place.

214. Do the vendors need to submit the Security Certification file in excel format separately or do the vendors need to submit one response file containing all the requested information mentioned in 8.2: Bid Packet Format?

ANSWER: Bidders need to submit the Security Certification file in excel format. The files do not have to be in one file in a single format type.

215. What has been the total amount Oklahoma Office of Management & Enterprise Services has spent on staffing each of the past 5 years for its current Call/Contact Center Staffing and Management services contract?

ANSWER: OMES does not have a call center staffing contract.

216. What is the forecasted spend each year for the next 5 years?

ANSWER: The state does not have that information.

217. How many contractors are currently supporting the current contract?

ANSWER: This is a net new Indefinite Delivery Indefinite Quantity (IDIQ) contract for statewide use. There is not a current statewide contract in place.

218. What is Oklahoma Office of Management & Enterprise Services forecasted budget for the Call/Contact Center Staffing & Management services contract?

ANSWER: The state does not have this information as the business needs of each agency can vary.

219. Who are the current vendors supporting the contract?

ANSWER: Not applicable

220. How has the current vendor performed during the current contract?

ANSWER: Not applicable.

221. Are there any shortcomings or areas of improvement you're looking to solve with this RFP?

ANSWER: Not applicable.

222. What type of employment screening does The State require? (Drug tests, background checks, livescan, education verification, employment verification, etc?)

ANSWER: That can vary depending on the agency.

223. Will you be awarding the contract to multiple agencies? If it's multiple, will there be a primary and secondary vendor?

ANSWER: This question is not congruent.

224. What is Oklahoma Office of Management & Enterprise Services policy on allowing contract employees to work from home?

ANSWER: The state does not have this information as the business needs of each agency can vary.

225. Can you provide a breakdown on the amount of calls Oklahoma Office of Management & Enterprise Services receives each day?

ANSWER: The state does not have this information as the business needs of each agency can vary.

226. Can you provide the average length time of the calls the contact center receives?

ANSWER: The state does not have this information as the business needs of each agency can vary.

227. Can you provide the departments that need the most call center support?

ANSWER: The state does not have this information as the business needs of each agency can vary.

228. Will workers be assigned to answer incoming calls from multiple departments?

ANSWER: The state does not have this information as the business needs of each agency can vary.

229. How often will workers be asked to make outgoing calls? What do the outgoing calls consist of?

ANSWER: The state does not have this information as the business needs of each agency can vary.

230. Section 8B: Are there certain points awarded for each section that breakdown the importance of each category (i.e., 100 points for cost, 200 points for Technical Eval, 300 points for Customer Evaluation for total of 600 points)?

ANSWER: No.

231. Are there certain Service Level Agreements you already have in place with the incumbent supporting this work? Are there minimum Service Level Agreements you would expect this contract to cover?

ANSWER: Not applicable.

232. What KPIs are you measuring your current staffing vendors?

ANSWER: Not applicable.

233. What was the annual spend on SOW contractors/BPO outsourcing in 2020 and 2021?

ANSWER: The state does not have this information.

234. If awarded, what is your target program implementation date?

ANSWER: The state does not have this information as the business needs of each agency can vary.

235. What is the timeline for vendor selection? Is there a date for award and a timeline for implementation that you all are working to stay within before a “go live” date?

ANSWER: The state does not have this information as the business needs of each agency can vary.

236. What would ideal vendor partnership look like to support this program after go live?

ANSWER: That would vary depending on the agency.

237. Is this program impacted by prevailing wage determination that would apply to pay rates for the contractors employed?

ANSWER: Likely.

238. At what date would these questions need to be answered by the State to keep with the 7/21 bid due date schedule? Is there a certain point where an extension or amendment to the timeline would be issued?

ANSWER: Yes, please see Page 1 of this Amendment. The bid response date has been extended to 8/16/2022 by 3:00PM CST.

239. Describe your specific software and hardware security requirements.

ANSWER: The state does not feel this question is relevant to the submission of a response for this solicitation.

240. What does current training look like for new hires supporting this work (how long, classroom/remote, instructor-led vs. on the job, etc.)

ANSWER: The state does not have this information as the business needs of each agency can vary.

241. What are your current gearing ratios between call center representatives, team leads, supervisors, and program managers? What would the ideal gearing ratio look like?

ANSWER: The state does not have this information as the business needs of each agency can vary.

242. Please explain and describe any performance metrics that are measured with the team currently, and any additional key performance indicators that may be in place for this work currently.

ANSWER: The state does not have this information as the business needs of each agency can vary.

243. Does the current staff have any paid holidays or vacation hours accrued?

ANSWER: The state does not have this information.

244. Are there specific locations that these individuals would preferably sit (specific counties, cities, etc.)?

ANSWER: The state does not have this information as the business needs of each agency can vary.

245. Attachment A, Exhibit 1, II: Is there a current script utilized for information dissemination, service information and production information?

ANSWER: The state does not have this information as the business needs of each agency can vary.

246. How many of the calls are Spanish speaking vs. English speaking on a daily basis?

ANSWER: The state does not have this information. Needs vary by agency.

247. For voicemail, Automatic Call Distributor, and Interactive Voice Response: does the state have a phone system or softphone that is utilized, or does the vendor need to provide their own system?

ANSWER: The state does not have this information. Needs vary by agency.

248. Software/Email: does the state provide licenses for call center contractors, or would the vendor need to provide any software or licensures?

ANSWER: The state does not have this information as the business needs of each agency can vary.

249. Attachment A, Exhibit 1, II, #13: What are the necessary capabilities for the hardware and software dedicated to the State of OK?

ANSWER: The state does not have this information. Needs vary by agency.

250. Who owns your current applications/ systems? (the client themselves or do they outsource all or part of IT)

ANSWER: Oklahoma

251. How are users going to be using these devices for day to day work? For example: Cloud applications through the browser, Virtual applications using a client install, or full client application installs.

ANSWER: The state does not have this information. Needs vary by agency.

252. Do all of the departments we would support run off of the same programs/Applications? (ie. Can everything be accessed for all roles via their Virtual Desktop / VDI or via the full client application installs).

ANSWER: The state does not have this information. Needs vary by agency.

253. What are the Customer VPN requirement?

ANSWER: The state does not have this information. Needs vary by agency.

254. What type of hardware requirements are there? (Ie. Processor/Ram of laptops)

ANSWER: The state does not have this information. Needs vary by agency.

255. Any peripheral requirements? (consider if they're on phones if they'll need a headset or anything special to be successful in these roles)

ANSWER: Those needs would vary by agency.

256. I see that the terms are NET 45. Is this due upon receipt ? I generally bill every 2 weeks, so is this payment within a total of 59 days . Or can I only bill after 30 days and expect payment within 75 days total ?

ANSWER: The state will pay all properly submitted invoices within 45 days of receipt.

257. The AT&T team is having trouble accessing any of the attached links within this RFP. I will admit we are unsure if this is related to our firewall but did want to make you aware if you could double-check the links.

Attachment A:

[Exhibit 4, Sanctions for Unauthorized Disclosure](#)

[Exhibit 5, Civil Damages for Unauthorized Disclosure](#)

[Section 1.8, Reporting Improper Inspections or Disclosures](#)

Attachment D IT Terms:

https://omes.ok.gov/s/g/files/gmc316/f/InfoSecPPG_0.pdf

<http://eclipse.omes.ok.gov> - This has not been replaced.

<https://omes.ok.gov/services/information-services/accessibility-standards>

ANSWER:

Attachment A: See the IRS 1075 publication: <https://www.irs.gov/pub/irs-pdf/p1075.pdf>.

Attachment D:

<https://oklahoma.gov/omes/services/information-services/policy-standards-publications.html>

<https://oklahoma.gov/omes/services/information-services/accessibility-standards.html>

258. How many contact centers does the state currently plan to include in this program and on average, how many agents are in each center today?

ANSWER: The state does not have this information as the business needs of each agency can vary.

b. All other terms and conditions remain unchanged.

Supplier Company Name (**PRINT**)

Date

Authorized Representative Name (**PRINT**) Title

Authorized Representative Signature