



Date of Issuance: 08/25/2022

Solicitation No. 0900000553

Requisition No. 0900016568

Amendment No. 2

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:

Sign and return a copy of this amendment with the solicitation response being submitted; or,

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:

1. Is there any inventory of equipment details about what is currently installed with make/model ?
ANSWER: The state does not have this information as this would cover agencies throughout the state.
2. Is there any specific regulatory requirements for OMES (HIPPA/PCI, etc.)?
ANSWER: Some sites/networks could require additional background check requirements before accessing state facilities or systems.
3. Is offshore delivery an option? is 100% required onsite/or US based delivery?
ANSWER: Support can be offshore however data restrictions can apply. Onsite assistance with phone or networking hardware would be required.
4. What is OMES preference regarding tools? Are we to assume we are bringing our own tools or are we to use OMES tools? Can you provide details about the tools platform?
ANSWER: You can bring your own tools, as long as they align with the OMES standards, per the link below. It is possible to have tools outside of the standards, but they would have to be approved by the Tower leader in charge of the specific service area.
<https://oklahoma.gov/omes/services/information-services/policy-standards-publications.html>
5. Are there specific Service Level Agreements (SLA's) that OMES is looking to be delivered for each service? Can you share what those are?
ANSWER: For Incident response time SLA's, they should align with the service level agreement matrix in the link below. Any other SLA's are not required, but should be identified in the response.
https://oklahoma.gov/content/dam/ok/en/omes/documents/OMESServiceDeskMethodology_0.pdf

b. All other terms and conditions remain unchanged.

Supplier Company Name (**PRINT**)

Date

Authorized Representative Name (**PRINT**) Title

Authorized Representative Signature