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| **Date of Issuance:** | 11/28/22 | **Solicitation No.** | 3400001761 |
| **Requisition No.** | 3400023792 | **Amendment No.** | 1 |
| Hour and date specified for receipt of offers is changed: | [x]  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 printed clearly on the front of the envelope. |
| **ISSUED BY and RETURN TO:** |
| **U.S. Postal Delivery or Personal or Common Carrier Delivery:**OMES Central PurchasingWill Rogers BuildingATTN: Teresa Terry2401 N. Lincoln Blvd., Ste. 116Oklahoma City, OK 73105 | Teresa Terry |  |
|  | Contracting Officer |  |
|  | (405) 521-6679 |  |
|  | Phone Number |  |
|  | Teresa.terry@omes.ok.gov |  |
|  | E-Mail Address |  |
| **Description of Amendment:** |
| a. This is to incorporate the following: |
| On behalf of the State of Oklahoma, the Office of Management and Enterprise Services (OMES) gives notice of the following questions concerning this solicitation, received during the QA period, which closed on 11/21/2022. All questions and procurement/agency responses are detailed below:Q1.) We participated in an IDIQ response to the State a couple of months back.  Is this part of that review or a standalone need that the State has?  There was a contracting vehicle as a part of that request, so we just wanted to understand how “all the dots” connect.              A1.)  This is a standalone need intended to begin at the completion of the current short-term contract. Q2.) The solicitation for the call center for the Vital Records.  We have a capacity, we just don't know what we would charge for this.  Is there a previous contract to know what won the previous bid?                A2.) The current short-term contract at capacity cost OSDH $59,525.00 per month. Q3.) You have a vendor qualification as to 10 years’ experience in Vital Records.  Is this specific to a Vital records office directly or 10 years handling vital records?  As an example, we have over 20 years of experience with Health and Human Services (HHS), Medicare.gov, TSA, IRS, Department of Defense, Department of State and multiple State governments during COVID where vital records were or are a part of the support we provide.                  A3.) Vital Records refers to the state office handling the registration and issuance of birth and death certificates.Q4.) Section B 9.1.I is stating HIPAA certification is required, correct?                A4.) Health Insurance Portability and Accountability Act (HIPPA) compliance is required. Q5.) Section 8C in the Contract Bidder Instructions states – “Bidder shall have at least 10 years of experience working with a state vital records office.”  Will not having this prior experience with state vital records eliminate a bidder from consideration?                A5.) A minimum of 10 years of experience working with a state vital records office is a mandatory requirement. Q6.) Will a remote agent operating model be considered for this work?                A6.) Unclear what “remote agent operating model” means, but we would not consider an international contract. Contractor must be located within the United States.Q7.) We understand that vendor questions are due on Monday, November 21st at 3:00 PM. In light of the upcoming Thanksgiving Holiday, will OSDH consider extending the response due date to December 20, 2022, to allow for answers to questions to be fully considered and incorporated into vendor responses?                A7.)  We are unable to extend the vendor question due date past 3:00pm on Monday, November 21, 2022.  The bid response deadline is 3:00pm CST on December 5, 2022. Q8.) We would like to know if you would entertain our bid without that one specific requirement being met?                A8.) Requirements defined as “shall” in Exhibit 1 are mandatory.  Requirements defined as “should” in Exhibit 1 are desired.  |

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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 |