



Amendment of Solicitation

Date of Issuance: 4/24/19

Solicitation No. 6950000597

Requisition No. 6950008528

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 printed clearly on the front of the envelope.

ISSUED BY and RETURN TO:

U.S. Postal Delivery or Personal or Common Carrier Delivery:

Office of Management and Enterprise Services
ATTN: Darlene Saltzman
5005 N. Lincoln Blvd. Suite 200
Oklahoma City, OK 73105

Darlene Saltzman
Contracting Officer

(405) 694-7016
Phone Number

Darlene.saltzman@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 Wiki QA period, which closed on 4/23/19. All questions and procurement/agency responses are detailed below:

Q1: Are printed tickets to be issued when checking in?

Response: No tickets are to be issued. We want the visitor to enter a "first name last initial" combination.

Q2: How many kiosks will be required? Usually 1 or 2.

Response: We are wanting 2 standing kiosks and a 3rd desk-mounted (preferably on a swivel) for visitors that need assistance.

Q3: C.4.15. refers to a configurable satisfaction survey. What do you mean by configurable? Is it to be just a question of rating how satisfied their experience was or a single question or multiple questions that will be answered by a yes/no or by rating?

Response: We want the solution to automatically send visitors our satisfaction survey, or link to it, after their visit. The survey will consist of multiple questions that will include both yes/no and rating responses. It needs to be configurable in that the questions and types of responses can be changed to more accurately provide feedback from the visitors we have coming in during that season (i.e. during April-May we may focus on a specific customer service topic that we have occurring, but change the questions and responses for the summer months after we have trained the staff to

handle the previously inquired about issues). As the purchaser of the solution we want the ability to make these changes ourselves, without having to schedule vendor maintenance assistance, to provide a speedier statistical response turnaround time for reporting, training, etc. The survey will be the same for all visitors during the same time-period regardless of their reason for visiting.

b. All other terms and conditions remain unchanged.

Supplier Company Name (**PRINT**) Date

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