



**FIRST AMENDMENT TO STATE OF OKLAHOMA  
CONTRACT STATEWIDE NO. 1182 WITH  
THENTIA USA INC.**

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This First Amendment to Oklahoma Statewide Contract No. 1182 (the “First Amendment”) is effective as of the date of the last signature below, between the State of Oklahoma by and through the Office of Management and Enterprise Services (“State”) and **Thentia USA Inc.** (“Supplier”). This First Amendment supplements and amends the State of Oklahoma Statewide Contract No. 1182 with **Thentia USA Inc.** entered into by the parties and effective on November 13, 2023, (the “Contract”), including all supplements and amendments thereto. Unless otherwise indicated, capitalized terms used in this First Amendment without definition shall have the respective meanings specified in the Contract.

For good and valuable consideration, the parties agree as follows:

1. Supplier and State desire to amend the Contract (as defined in the Contract) to amend the first paragraph of Section 5.5 of the Statement of Work, contained in Attachment D.5, is hereby deleted in its entirety and replaced by the following:
  - a. “The Service Desk will receive and direct services requests and triage, prioritize, and escalate Agency requests for incidents and technical issues related to the use of the Software and address technical and configuration issues that may arise.”
2. Supplier and State desire to amend the Contract (as defined in the Contract) to amend the first paragraph of Section 5.5.1 of the Statement of Work, contained in Attachment D.5, is hereby deleted in its entirety and replace by the following:
  - a. “Service Level. The target Software Availability service level for the Software production environment is 99.9% in the Measurement Period, measured by dividing the Software Availability minus Unscheduled Downtime by the Software Availability. Thentia will use commercially reasonable efforts to achieve the target Software Availability service level.”
3. Except as expressly modified by this First Amendment, all terms or provisions of the Contract not addressed herein remain as executed by the parties and in full force and effect.
4. This First Amendment may be executed in multiple counterparts, each of which will be an original and together will constitute the same instrument.

## **SIGNATURES**

The undersigned represent and warrant that they are authorized, as representatives of the Party on whose behalf they are signing, to sign this First Amendment and to bind their respective Party thereto.



**OKLAHOMA**  
Office of Management  
& Enterprise Services

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**STATE:**

*Joe McIntosh*  
Joe McIntosh (Mar 8, 2024 13:26 CST)

**Authorized Signature**

Joe McIntosh

**Printed Name**

CIO

**Title**

03/08/2024

**Date**

**SUPPLIER:**

DocuSigned by:  
*Julian Cardarelli*  
BADF8DC72E6241A...

**Authorized Signature**

Julian Cardarelli

**Printed Name**

CEO

**Title**

3/5/2024

**Date**