



FIRST AMENDMENT TO STATEWIDE CONTRACT FOR CALL CENTER MANAGED SERVICES

This first Amendment to Statewide Contract (the “First Amendment”) between the State of Oklahoma by and through the Office of Management and Enterprise Services (“State”) and Navient B.P.O., LLC (“Supplier”) executed on June 11, 2024 (“Contract”). This Amendment is Effective on the date of the last signature (“effective date”). This First Amendment supplements and amends the Contract entered into between the parties effective on June 11 2024, including all supplements and amendments thereto. Unless otherwise indicated herein, capitalized terms used in this First Amendment without definition shall have the respective meanings specified in the Contract.

The Amendment updates pricing in Attachment A and clarifies that the Contract referenced and amended herein is a Contract Document associated with the Statewide Contract No. 1118 for Call Center Managed Services.

This Amendment incorporates the following attachment:

Attachment A –Pricing

SIGNATURES

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

STATE:


Amanda Otis (Jun 14, 2024 12:19 CDT)

Authorized Signature

Amanda Otis

Printed Name


State Purchasing Director

Title

Jun 14, 2024

Date

SUPPLIER:



Authorized Signature

Chad Wilson

Printed Name

President

Title

06/14/2024

Date

Attachment A Price

Exhibit 4

Services - Tiered Pricing/Consumption Based Pricing

SW1118 Call Contact Center

Description	Unit of Measure	List Price	% off List Price	Cost per Unit	23 w COLA	24 w COLA
Project Manager	hourly rate	\$80.50	7.50%	\$74.46	\$76.85	\$79.30
Unit Manager	hourly rate	\$67.25	7.50%	\$62.21	\$64.20	\$66.25
Supervisor	hourly rate	\$63.00	6%	\$59.22	\$61.12	\$63.07
Team Lead	hourly rate	\$32.00	6%	\$30.08	\$31.04	\$32.04
Customer Service Representative	hourly rate	\$28.75	3.50%	\$27.74	\$28.63	\$29.55
Customer Support Representative	hourly rate	\$32.00	7.50%	\$29.60	\$30.55	\$31.52
Mailing Service	1 page printed and mailed	\$0.51	0%	\$0.51	\$0.53	\$0.56
Mailing Service	2 page printed and mailed	\$0.80	0%	\$0.80	\$0.84	\$0.88
Mailing Service	3 page printed and mailed	\$0.91	0%	\$0.91	\$0.96	\$1.02
Mailing Service	4 page printed and mailed	\$1.03	0%	\$1.03	\$1.09	\$1.15