

AMENDMENT OF SOLICITATION / MODIFICATION OF CONTRACT			1. Contract Number	Page of Pages	
				1	2
2. Amendment/Modification Number DCBE-2009-R-0002-0001	3. Effective Date See Block 16 C	4. Requisition/Purchase Request No.	5. Solicitation Caption Dental Services Plan for District Employees		
6. Issued by: Office of Contracting and Procurement 441 4 th Street, NW, Suite 700 South Washington, DC 20001		Code ABB	7. Administered By: (If other than line 6) DC Office of Personnel 441 4th Street, N.W., Suite 340N Washington, DC 20001		
8. Name and Address of Contractor (No. street, city, county, state and zip code) ALL PROSPECTIVE OFFERORS		X	9A. Amendment of Solicitation No. DCBE-2009-R-0002		
TIN			9B. Dated (See Item 11) July 22, 2009		
Facility			10A. Modification of Contract/Order No.		
			10B. Dated (See Item 13)		
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS					
<input checked="" type="checkbox"/> The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers <input checked="" type="checkbox"/> is extended. <input type="checkbox"/> is not extended. Offerors must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) completing Items 8 and 15, and returning <u>one</u> copies of the amendment; (b) acknowledging receipt of this amendment on each copy of the offer submitted; or (c) separate letter or fax which includes a reference to the solicitation and amendment number. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by letter, telegram or fax, provided each letter or telegram makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.					
12. Accounting and Appropriation Data (If Required)					
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.					
A. This change order is issued pursuant to (Specify Authority): The changes set forth in Item 14 are made in the Contract/Order No. in Item 10A.					
B. The above numbered Contract/Order is modified to reflect the administrative changes (such as, changes in paying office, appropriation date, etc.) set forth in Item 14					
C. This supplemental agreement is entered into pursuant to authority of:					
D. Other (Specify type of modification and authority)					
E. IMPORTANT: Contractor <input type="checkbox"/> is not <input type="checkbox"/> is required to sign this document and return <u>2</u> copies to the issuing office.					
14. Description of Amendment/Modification (Organized by UCF Section headings, including solicitation/contract subject matter where feasible.) The above mentioned Solicitation (DCBE-2009-R-0002) is hereby amended as follows: See Attached!					
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A remain unchanged and in full force and effect.					
15A. Name and Title of Signer (Type or print)		16A. Name of Contracting Officer Jean Wright			
15B. Name of Contractor (Signature of person authorized to sign)		15C. Date Signed		16B. District of Columbia (Signature of Contracting Officer)	
				16C. Date Signed 7-21-09	

Solicitation No.: DCBE-2009-R-0002

Amendment 0001

Page 2

1.) Delete:

C.3.9.5

Insert:

C.3.9.5

The Contractor shall answer 80% of calls received from Plan participants within 20 seconds, according to the definition of "speed of answer" described in section C.3.9.6.

2.) Delete:

C.3.9.6

Insert:

C.3.9.6

On a quarterly basis, the Contractor shall measure telephone response time through monitoring which produces a report on the speed of answer. Speed of answer is defined as the amount of time which elapses between the time a call is received into the telephone system to the time it is responded to by the Contractor, including time spent on "hold" while a Contractor's Participant services representative finishes a prior call.

3.) The closing date for submission of proposals is extended to **Wednesday, August 5, 2009** at 2:00 pm local time.