



**Amendment #1
REQUEST FOR PROPOSALS (RFP)
Call/Contact Center Services
PROJECT NO. 060B0400003
January 4, 2010**

Ladies/Gentlemen:

This Amendment #1 is being issued to amend and clarify certain information contained in the above referenced RFP. All information contained herein is binding on all offerors who respond to this RFP. Specific parts of the RFP have been amended. The following changes/additions are listed below; new language has been double underlined and marked in bold (i.e., **word**) and language deleted has been marked with a strikethrough (i.e., ~~word~~).

1. **Remove "Notice/Note" Section**, pages 1 and 3 of the RFP (Updates will only be posted to eMarylandMarketplace and the DoIT web site. There will be no direct distribution):

~~Prospective Offerors who have received this document from the Department of Information Technology's web site or eMarylandMarketplace.com, or who have received this document from a source other than the Procurement Officer, and who wish to assure receipt of any changes or additional materials related to this RFP, should immediately contact the Procurement Officer and provide their name and emailing address so that amendments to the RFP or other communications can be sent to them.~~

2. **Change Closing Date and Time:**

New due date for the RFP is **January 20, 2010, 2:00 PM Local Time**

3. **Remove Section 2.2.1 of the RFP:**

~~2.2.1 Contractor's call center facility shall be located within a 150 mile radius from zip code 21201, to facilitate agency on-site visits and training for Contractor's representatives~~

Issued by:

Gisela Blades
Procurement Officer