



Maryland Department of Budget & Management

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Office of the Secretary

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*CECILIA JANUSZKIEWICZ
Deputy Secretary*

**Request for Proposals (RFP)
CALL CENTER SERVICES # 050R4800165
Addendum #4
March 8, 2004**

Ladies/Gentlemen:

This Addendum is being issued to amend and clarify certain information contained in the above named 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 strikeout (i.e., ~~word~~).

1. **Revise, Section 1.11 Proposals Due (Closing) Date**

An unbound original and ~~eight-six (8,6)~~ **eight (8)** bound copies of each proposal (technical and financial) must be received by the Procurement Officer, at the address listed in Section 1.6, no later than 2:00 PM (local time) on ~~January 15, 2004 February 12, 2004, March 15, 2004,~~ **April 15, 2004** in order to be considered. An electronic version (diskette or CD) of the Technical Proposal in MS Word format must be enclosed with the original technical proposal. An electronic version (diskette or CD) of the Financial Proposal in MS Excel format must be enclosed with the original financial proposal. Insure that the diskettes are labeled with the Date, RFP title, RFP number, Offeror name and packaged with the original copy of the appropriate proposal (technical or financial).

Requests for extension of this date or time will not be granted. Offerors mailing proposals should allow sufficient mail delivery time to ensure timely receipt by the Procurement Officer. Except as provided in COMAR 21.05.02.10, proposals received by the Procurement Officer after the due date, ~~January 15, 2004 February 12, 2004, March 15, 2004,~~ **April 15, 2004** at 2:00 PM (local time) will not be considered. Proposals may not be submitted by e-mail or facsimile.

Should you require clarification of the information provided in this addendum, please contact me at (410) 260-7678 as soon as possible.

By _____
Gisela Blades
Procurement Officer

