



S T A T E O F M A R Y L A N D

DEPARTMENT OF INFORMATION TECHNOLOGY

MARTIN O'MALLEY  
Governor

ANTHONY BROWN  
Lieutenant Governor

ELLIOT SCHLANGER  
Secretary

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

New due date for the RFP is **January 28, 2010, 2:00 PM Local Time**

Issued by:

Gisela Blades  
Procurement Officer