



**Amendment #1  
REQUEST FOR PROPOSALS (RFP)  
TOLL FREE SERVICES  
PROJECT NO. 060B9800042  
March 4, 2009**

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 strikeout (i.e., ~~word~~).

1. Key Information Summary Sheet

Closing Date and Time: March ~~9-16~~, 2009 – 2:00 PM Local Time

2. Section 1.1 Summary Statement

The Department of Information Technology (DoIT), Office of Telecommunications is issuing this Request for Proposals (RFP) to award one statewide contract to procure Toll Free and associated enhancement services. Toll Free Services include inbound, outbound and two-way capabilities **for** and ~~includes four~~ toll free platform based services.

3. Section 1.10 Proposals Due (Closing) Date

An original and two copies of each proposal (technical and financial) must be received by the Procurement Officer, at the address listed in RFP, Section 1.5, no later than 2:00 PM (local time) on Monday, March ~~9-16~~, 2009 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 Word format must be enclosed with the original Financial Proposal. Ensure that the diskettes are labeled with the RFP title, RFP number, and 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 21.05.03.02, proposals received by the Procurement Officer after the due date, Monday, March ~~9-16~~, 2009 at 2:00 PM (local time) will not be considered.

4. Section 3.6.5 should read Section 3.6.4

5. Section 4.4.6.3

At least three references from its customers who are capable of documenting the Offeror's ability to provide ~~Toll Free paging equipment and services~~ of comparable quantity. Each client reference shall be from a client for whom the Offeror provided Toll Free ~~paging equipment and services~~ and shall include the following information:

- Name of client organization
- Name, title, and telephone number of point of contact for client organization
- Value, type, duration, and services provided of contract(s) supporting client organization

6. Section 4.4.8 Problem Reporting and Coordination Procedures

The Offeror shall submit its written procedures for reporting problems or suspected problems for the services required in this RFP. ~~The Offeror shall submit its written coordination procedures for equipment repair services in this RFP.~~

Issued by:

Susan Howells  
Procurement Officer