



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

DEPARTMENT OF INFORMATION TECHNOLOGY

LAWRENCE J. HOGAN JR.
Governor

BOYD K. RUTHERFORD
Lieutenant Governor

DAVID A. GARCIA
Secretary

**Amendment #2
Request for Proposals
Call/Contact Center Services 2015
060B5400014
June 29, 2015**

Ladies/Gentlemen:

This Amendment #2 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. Revise Proposal Due Date and Time on Key Information Sheet as follows:

Proposals Due Date and Time:	06/26/2015 07/15/2015 <u>07/31/2015</u> at 12:00 PM Local Time
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Issued by
Dale Eutsler
Procurement Officer