



Wes Moore, Governor · Aruna Miller, Lt. Governor · Atif Chaudhry, Secretary

Amendment #2

**Request for Proposals (RFP)
SW Call/Contact Center Services
RFP # 001B3600088**

April 29, 2024

Ladies/Gentlemen:

The following Amendment 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. The following changes/additions are listed below: new language has been double underlined and marked in red bold (i.e., new language), and language deleted has been marked with a ~~strikeout~~ (i.e., ~~word~~).

1. Revision to Attachment A, to read as follows:

Ansonia Saunders
DGS-OSP
E-mail: ansonia.saunders@maryland.gov~~n~~
Fax #: N/A

Date Issued: April 29, 2024

By: Ansonia Saunders
Procurement Officer