



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

Amendment #4

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

May 9, 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 D Minority Business Enterprise (MBE) Forms to read as follows:

This solicitation includes a Minority Business Enterprise (MBE) participation goal of **20** ~~10~~(%) percent.

Date Issued: May 9, 2024

By: Ansonia Saunders
Procurement Officer