



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

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**Amendment #5**

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

**May 13, 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 Offeror Qualifications and Capabilities (Submit under TAB G) to read as follows:

The Offeror shall include information on past experience with similar projects and services including information in support of the Offeror Experience criteria in **Section 3.11.3-10.1**.

Date Issued: May 13, 2024

By: Ansonia Saunders  
Procurement Officer