



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

**Amendment #7**

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

**May 20, 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~~).

- Revision to Attachment B Price Proposal to read as follows:

Year 1 – Year 5			Estimated Volume
CSR CALL/CONTACT TIME	\$	-	<b><u>11,500</u></b> <del>310,000</del>
EXTENDED HOURS	\$	-	<b><u>5,750</u></b> <del>155,000</del>

Option Year 1 – Option Year 2			Estimated Volume
CSR CALL/CONTACT TIME	\$	-	<b><u>5,750</u></b> <del>155,000</del>
EXTENDED HOURS	\$	-	<b><u>2,875</u></b> <del>77,500</del>

Date Issued: May 20, 2024

By: Ansonia Saunders  
Procurement Officer