



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

Amendment #9

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

July 5, 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 Section 2.2(B) to read as follows:

Average call volume and communications for Recipient Agencies can be between ~~900 – 1,000~~**8,000 – 9,000** in excess of 300,000 calls per month, ~~11,000~~ 250,000+ **11,500 annually** at the State Board of Elections during election time (information regarding elections is available here: <https://elections.maryland.gov/>). Although the State believes that the call volumes and statistics are factual, it makes no warranty that the information is either accurate or error-free. Where projections are provided, they are estimates prepared by the State for its own use and the State makes no warranty with respect to the data on which the projections are based or that future experience will conform to the projections.

Date Issued: July 5, 2024

By: Ansonia Saunders
Procurement Officer