



**Amendment #4 to
Request for Proposals (RFP)
TELECOMMUNICATIONS RELAY AND CAPTIONED TELEPHONE SERVICES
PROJECT NO. F50B2400063
November 16, 2012**

Ladies/Gentlemen:

This Amendment #4 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. Specific parts of the RFP have been amended and the RFP changes are detailed below. The following changes/additions are listed below; new language has been double underlined and marked in bold (i.e., **word**) and language deleted has been marked with a strikethrough (i.e., ~~word~~).

1. Section 3.2.16.5, page 43: Change the wording from:

Background Check - The Contractor shall have a criminal background investigation performed for all Contractor employees, agents, and subcontractors performing services under the State contract prior to the commencement of any work under the State contract. Even if a criminal background investigation has been obtained pursuant to a prior agreement with the State, a new one shall be performed for each individual providing service under the State contract. The criminal background investigations will be conducted at the Contractor's expense. The Contractor has the responsibility of reporting to the State any positive criminal history of any Contractor employee, agent, or subcontractor as soon as this information becomes available. The Contractor shall perform annual updates on their criminal background investigation for all Contractor employees, agents, and subcontractors performing services under the State contract.

to:

Background Check - The Contractor shall have a criminal background investigation performed for all Contractor employees, agents, and subcontractors performing services under the State contract prior to the commencement of any work under the State contract. ~~Even if a criminal background investigation has been obtained pursuant to a prior agreement with the State, a new one shall be performed for each individual providing service under the State contract.~~ The criminal background investigations will be conducted at the Contractor's expense. The Contractor has the responsibility of reporting to the State any positive criminal history of any Contractor employee, agent, or subcontractor as soon as this information becomes available. ~~The Contractor shall perform annual updates on their criminal background investigation for all Contractor employees, agents, and subcontractors performing services under the State contract.~~

2. Section 3.3.8.6, page 71: Change the wording from:

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to:

Background Check - The Contractor shall have a criminal background investigation performed for all Contractor employees, agents, and subcontractors performing services under the State contract prior to the commencement of any work under the State contract. ~~Even if a criminal background investigation has been obtained pursuant to a prior agreement with the State, a new one shall be performed for each individual providing service under the State contract.~~ The criminal background investigations will be conducted at the Contractor's expense. The Contractor has the responsibility of reporting to the State any positive criminal history of any Contractor employee, agent, or subcontractor as soon as this information becomes available. ~~The Contractor shall perform annual updates on their criminal background investigation for all Contractor employees, agents, and subcontractors performing services under the State contract.~~

3. Section 3.3.5.9, pages 67-68: Change the wording from:

3.3.5.9 Training Manuals and Procedures – Contractor shall provide a copy of their training manual and training procedures. The documents shall be provided at the Kick-off Meeting and as updates are made to training and procedures. The updates shall be provided throughout the term of the contract.

3.3.5.9.1 Training Schedule - The State PM shall be provided with a schedule of all training and may monitor training without prior notice.

to

~~3.3.5.9 Training Manuals and Procedures—Contractor shall provide a copy of their training manual and training procedures. The documents shall be provided at the Kick-off Meeting and as updates are made to training and procedures. The updates shall be provided throughout the term of the contract.~~

~~3.3.5.9.1 Training Schedule - The State PM shall be provided with a schedule of all training and may monitor training without prior notice.~~