



**Amendment #6 to
Request for Proposals (RFP)
TELECOMMUNICATIONS RELAY AND CAPTIONED TELEPHONE SERVICES
PROJECT NO. F50B2400063
January 8, 2013**

Ladies/Gentlemen:

This Amendment #6 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 strikeout (i.e., ~~word~~).

1. Section 3.3.5.8, page 67: Change the wording from:

Complaint Resolution Process for Call Processing and/or Call Processing Personnel: Within thirty (30) calendar days of the Kick-off Meeting, the Contractor shall document in a Complaint Resolution Plan, procedures for collecting and handling complaints, inquiries, and comments regarding the Contractor's service or personnel as they relate to call processing. The Complaint Resolution Plan is a deliverable and must be approved for the project by the State PM. Any changes after the State's initial acceptance must have prior express, written approval from the State PM before initiation. The following processes are also to be included in the Complaint Resolution Plan:

to:

Complaint Resolution Process for Call Processing and/or Call Processing Personnel: Within thirty (30) calendar days of the Kick-off Meeting, the Contractor shall document in a Complaint Resolution Plan, procedures for collecting and handling complaints, inquiries, and comments regarding the Contractor's service or personnel as they relate to call processing. The Complaint Resolution Plan is a deliverable and must be approved for the project by the State PM. Any changes after the State's initial acceptance must have ~~prior express, written~~ **mutual** approval ~~from~~ **by** the State PM **and Contractor** before initiation. The following processes are also to be included in the Complaint Resolution Plan:

Date Issued: January 8, 2013

Ed Bannat
Procurement Officer