



Maryland Department of Budget & Management

*DBM – people and technology...
a partnership for the new millennium*

*Office of the Secretary
Division of Policy Analysis*

*ROBERT L. EHRLICH, JR.
Governor*

*MICHAEL S. STEELE
Lieutenant Governor*

*JAMES C. DIPAULA, Jr.
Secretary*

*CECILIA JANUSZKIEWICZ
Deputy Secretary*

**Request for Proposals (RFP)
CALL CENTER SERVICES # 050R4800165
Addendum # 7
April 28, 2004**

Ladies/Gentlemen:

This Addendum is being issued to amend and clarify certain information contained in the above named RFP. All information contained herein is binding on all offerors who respond to this RFP. Specific parts of the RFP have been amended. 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~~).

- **Revise, Section 2.4.2, bullet 9:**
- ~~Collection of Applications and Checks/Money Orders (Functional Area ONE only) – receiving applications in the mail and checks/money orders from applicants. Checks and money orders will be forwarded to another vendor working for the State to process the money collected.~~
- **Revise, Section 2.4.3:**
Contractor must have the ability to handle mail services, such as application forms, financial affidavits, and informational brochures. ~~The Contractor shall establish a post office box, with State right to access, to receive all mail from customers and maintain a file of all correspondence received and sent for one (1) year.~~

CHANGE DUE DATE : NEW PROPOSAL DUE DATE IS FRIDAY, MAY 7, 2004.

PLEASE NOTE: DUE DATE CHANGE TO ACCOMMODATE ADDENDUM #8 TO BE ISSUED FRIDAY, APRIL 30, 2004. WE ARE CHANGING THE TERM OF THE PERFORMANCE BOND FROM A FIVE-YEAR TERM TO AN ANNUALLY RENEWABLE TERM. DETAILED VERBIAGE TO FOLLOW IN ADDENDUM #8.

Should you require clarification of the information provided in this addendum, please contact me at (410) 260-7678 as soon as possible.

By _____
Gisela Blades
Procurement Officer

