



**Amendment #3
RFP
Central Collection Unit (CCU) Contact Center Solution
#F50B6400027
April 8, 2016**

Ladies/Gentlemen:

This Amendment #3 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. 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~~).

The intent behind the changes is to:

1. Extend the due date for proposals
2. Revise Project Background
3. Revise Contractor Responsibilities
4. Revise Attachment W, Requirements

1. Revise the Key Information Summary Sheet (p. 2) as follows:

Proposals Due Date and Time: **4/28/2016 at 12:00 PM Local Time** ~~4/6~~

2. Revise Section 3.2 – Project Background (p. 43) as follows:

3.2.20 For ACD calls, the CCU receives approximately 479,000 inbound calls per year; 21,000 outbound calls per year; 2,400 calls per day during peak season; and 1,200 calls per day during off-peak season. Peak season is from September through March. For non-ACD Agent traffic, the State does not have current traffic data.

3. Revise Section 3.3.12 – Contractor Responsibilities (p. 48) as follows:

3.3.12.7 Contractors solution shall include two (2) hand-off points (not owned by the State) which include:

- 1) Tierpoint Data Center, Baltimore, MD**
- 2) Equinix Data Center, Ashburn, MD**

These two access points shall be via MPLS/Ethernet access. Contractors shall propose the bandwidth, port requirements, and service features required. The Contractor shall be responsible for the cost and management of the MPLS connection to the handoff point. After award, the State reserves the right to leverage possible existing services already owned by the State to reduce the costs to the State.

3.3.12.8 It is the Contractor's responsibility to work directly with FICO and include any costs associated with the integration in the proposed price.

4. Delete Attachment W – Requirements and replace it with Attachment W – Requirements as Revised by Amendment #3.

Issued by
Courtney Kapral
Procurement Officer