



**Amendment #4
RFP
Central Collection Unit (CCU) Contact Center Solution
#F50B6400027
April 22, 2016**

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. 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. Clarify Proposal Delivery method

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

Send Proposals to:	DoIT 45 Calvert Street Annapolis Maryland 21401 Attention: Courtney.Kapral@maryland.gov
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2. Revise Section 4.2.3 – Additional Required Technical Submissions (p. 92) as follows:

4.2.3 Additional Required Technical Submissions (Submit under TAB O)

The following documents shall be completed, signed, and included in the Technical Proposal, under TAB O that follows the material submitted in response to Section 4.2.2.

~~For e-mail submissions, submit one (1) copy of each with original signatures.~~ For paper submissions, submit two (2) copies of each with original signatures. All signatures must be clearly visible.

- A. Completed Bid/Proposal Affidavit (Attachment B).
- B. Completed MDOT Certified MBE Utilization and Fair Solicitation Affidavit Attachment D-1A).
- C. Completed Maryland Living Wage Requirements Affidavit of Agreement (Attachment G-1).
- D. Completed Conflict of Interest Affidavit and Disclosure (Attachment I).
- E. Completed Mercury Affidavit (Attachment L).
- F. Completed Location of the Performance of Services Disclosure (Attachment N).

3. Revise Section 4.5.2 – Proposal Delivery (p. 94) as follows:

4.5.2 The Procurement Officer must receive all Technical and Financial Proposal material by the RFP due date and time specified in the Key Information Summary Sheet. ~~If submitted via e-mail, the date and time of submission is determined by the date and time of arrival in the Procurement Officer's e-mail box.~~ Requests for extension of this date or time will not be granted. Except as provided in COMAR 21.05.03.02F, Proposals received by the Procurement Officer after the due date will not be considered.

4. Remove Section 5.3.2 – Financial Proposal Evaluation Criteria (p. 95) as follows:

5.3.2 ~~For proposals submitted via e-mail, DoIT will contact Offerors for the password to access financial proposal data. DoIT will only contact those Offerors with proposals that are reasonably susceptible for award. Offerors that are unable to provide a password that opens the financial submission will be deemed not susceptible for award; subsequent submissions of content will not be allowed.~~

Issued by
Courtney Kapral
Procurement Officer