



Amendment #1
RFP
Central Collection Unit (CCU) Contact Center Solution
#F50B6400027
March 9, 2016

Ladies/Gentlemen:

This Amendment #1 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~~).

1. Revise Section 1.7.5 as follows:

A site visit is suggested for prospective Offerors to assist in responding to this RFP. A site visit has been pre-scheduled for ~~Friday, March 11, 2016~~ **Thursday, March 17, 2016**, beginning at ~~10:00 am~~ **9:00 am** Local Time, at 300 West Preston Street, Baltimore, MD. All prospective Offerors are encouraged to attend in order to facilitate better preparation of their proposals.

Issued by
Courtney Kapral
Procurement Officer