



**Amendment #2
RFP
Central Collection Unit (CCU) Contact Center Solution
#F50B6400027
March 22, 2016**

Ladies/Gentlemen:

This Amendment #2 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 Offeror Minimum Qualifications
3. Clarify MBE Goal
4. Revise the Price Sheet

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

Proposals Due Date and Time: **4/21/2016 at 12:00 PM Local Time** ~~4/6~~

2. Revise Section 2.1 - Offeror Minimum Qualifications (p. 38) as follows:

To be considered reasonably susceptible for award, an Offeror must provide proof with its Proposal that the following Minimum Qualifications have been met:

2.1.1 The Offeror, ~~or its Subcontractor,~~ shall **provide three (3) examples of past performance (with references) demonstrating** ~~have at a minimum five (5) years' experience, within the last seven (7) years, successfully~~ **its capability to** ~~providing and operating~~ a vendor hosted cloud based Contact Center Solution, IP-PBX, ACD, IVR, IPD, Call Monitoring and Recording, equipment, and ~~infrastructure~~ which supported a minimum of 200 users and a 20 person Contact Center. **Each engagement must have lasted a minimum of one year, and have been within the last five years.**

2.1.2 The Offeror, ~~or its Subcontractor,~~ shall **provide two (2) examples of past performance (with references) demonstrating** ~~have at a minimum five (5) years of experience, within the last seven (7) years,~~ **its capability to** ~~integrating its proposed~~ **an** IPD with a web application to provide Computer-Telephone Integration (CTI). **Each engagement must have been within the last five years.**

As proof of meeting these two requirements, the Offeror shall provide with its Proposal references from the past years able to attest to the Offeror's experience. **The Offeror can submit the same reference**

for both Minimum Qualifications if applicable. See Section 4.2.2.9 - References for required information to be submitted for References.

3. Clarify Attachment D – MBE Goal (p. 135) as follows:

The Minority Business Enterprise (MBE) subcontractor participation goal for this solicitation is ~~25%~~5%.

4. Delete Attachment F – Price Sheet and replace it with Attachment F – Price Sheet as Revised by Amendment #2.

Issued by
Courtney Kapral
Procurement Officer