



**Amendment #3
Request for Proposals
Toll Free Services
#060B4400012
October 2, 2014**

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~~).

1. Revise the following Abbreviations & Definitions on Page 10 as follows:

Surcharges	A surcharge the Offeror plans to charge the State for the services requested in the scope of work and included in the Financial Proposals. A Surcharge shall only be billed if explicitly priced in the Contract. A fee is a type of surcharge.
Taxes	A tax the Offeror plans to charge the State for the services requested in the scope of work and included in the Financial Proposals. A tax shall only be billed if explicitly priced in the Contract.

2. Revise Section 1.14.1 Public Information Act Notice on Page 13 as follows:

1.14.1 An Offeror should give specific attention to the clear identification of those portions of its Proposal that it considers confidential and/or proprietary commercial information or trade secrets, and provide justification why such materials, upon request, should not be disclosed by the State under the Public Information Act, Md. Code Ann., **General Provisions, Title 4**, ~~State Government Article, Title 10, Subtitle 6~~. (Also, see RFP Section 4.4.3 "Claim of Confidentiality"). This confidential and/or proprietary information should be identified by page and section number and placed after the Title Page and before the Table of Contents in the Technical Proposal and if applicable, separately in the Financial Proposal.

3. Revise Section 1.47 Pricing for Contract/Contract Modifications on Page 23 as follows:

The rates for services will remain the same or lower through the base term of the contract and the two one (1) year renewal options. The Contractor may grant a concession to the State and lower the rates at any time during the Contract by submitting revised service rates to the State Contract Manager. Rates for any contract modification

shall be same or lower than the rates provided in Contractor's tariff. **Surcharges and taxes shall only be billed if explicitly priced in the Contract.**

Issued by
Dale Eutsler
Procurement Officer