



REQUEST FOR PROPOSALS # 33701-10042
AMENDMENT #4
Call Center and Customer Support Services

DATE: June 7, 2022

RFP # 33701-10042 IS AMENDED AS FOLLOWS:

1. **This RFP Schedule of Events updates and confirms scheduled RFP dates. Any event, time, or date containing revised or new text is highlighted.**

EVENT	TIME (central time zone)	DATE
1. RFP Issued		April 14, 2022
2. Disability Accommodation Request Deadline	2:00 p.m.	April 20, 2022
3. Pre-response Conference	10:00 a.m.	April 21, 2022
4. Notice of Intent to Respond Deadline	2:00 p.m.	April 22, 2022
5. Written "Questions & Comments" Deadline	2:00 p.m.	April 27, 2022
6. State Response to Written "Questions & Comments"		May 13, 2022
7. Response Deadline	2:00 p.m.	May 23, 2022
8. State Completion of Technical Response Evaluations		June 3, 2022
9. State Opening & Scoring of Cost Proposals	9:00 a.m.	June 6, 2022
10. Cost Negotiations (Optional)		June 6 – 13, 2022
11. State Notice of Intent to Award Released <u>and</u> RFP Files Opened for Public Inspection	2:00 p.m.	June 15, 2022
12. End of Open File Period		June 22, 2022
13. State sends contract to Contractor for signature		June 23, 2022
14. Contractor Signature Deadline	2:00 p.m.	June 27, 2022

2. **RFP Amendment Effective Date.** The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFP not expressly amended herein shall remain in full force and effect.