

REQUEST FOR PROPOSALS (RFP)
STATE OF MARYLAND
DEPARTMENT OF HUMAN SERVICES
CUSTOMER SERVICE CENTER
OS/CSC-22-001-S
AMENDMENT # 10
September 15, 2023

Dear Prospective Offerors:

This amendment is being issued to amend certain information in the above-named RFP. All information contained herein is binding on all Offerors who respond to this RFP. Specific parts of the RFP have been amended. The changes are listed below. New language has been double underlined and marked in **bold** (i.e. **word**), and language that has been deleted has been marked with a strikethrough (i.e. ~~word~~).

1. Delete Section 2.5.2.:

~~2.5.2. CSC Extended Hours of Operation~~

~~The Contractor shall provide as optional service to be accepted at DHS' discretion the ability to operate CSC extended hours of operation. The extended hours of operation would include all services provided by the CSC during normal hours of operation.~~

2. Revise Section 3.10.7.B.

~~A. Needs beyond the hours described in paragraph A, may be defined in a Task Order.~~ **The Contractor may be required to operate the CSC during extended hours beyond Department business hours 8:00 AM to 5:00 PM, Monday through Friday, and may include evenings, overnight, weekends and holidays.**

3. Revise Section 2.4.5. as follows:

QA/QC Plan	Refer to Section 2.3.13. <u>Initial Plan Due NTP + 15 calendar days during Transition-In.</u>	HHR	
		DSR	
		WSR	
		MSR	
		QPR	
		SPR	<input checked="" type="checkbox"/>
		APR	
		AHR	

If you require clarification of the information provided in this amendment, please contact me at (410) 767-7404, or via email at sang.kang@maryland.gov.

Sang Kang, Procurement Officer
September 15, 2023