

**REQUEST FOR PROPOSALS (RFP)**  
**STATE OF MARYLAND**  
**DEPARTMENT OF HUMAN SERVICES**  
**CUSTOMER SERVICE CENTER**  
**OS/CSC-22-001-S**  
**AMENDMENT # 2**  
**August 22, 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 2.3.9.A.:**

**2.3.9. Training**

~~A. For Offerors proposing to provide a facility located outside of the State of Maryland, assign a senior management person located within the Baltimore Metropolitan area, who shall be available and have the ability to attend in person trainings.~~

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](mailto:sang.kang@maryland.gov).

**Sang Kang, Procurement Officer**  
**August 22, 2023**

