

REQUEST FOR PROPOSALS (RFP)
STATE OF MARYLAND
DEPARTMENT OF HUMAN SERVICES
CUSTOMER SERVICE CENTER
OS/CSC-22-001-S
AMENDMENT # 7
September 11, 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. Revise Question 62 as follows:

Question 62: Appendix 4 - Do the call volumes represented in the table include calls handled by the IVRS?

Response: ~~All calls listed pass through the IVR. Some may have been handled via self-service options and others would have connected to an agent.~~ The Call volumes in Appendix 4 is call volume delivered to an agent. These are calls that are pushed from the IVR into queue to be handled by an agent. It does not include IVR self-service.

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 11, 2023

