



LARRY HOGAN
Governor

BOYD K. RUTHERFORD
Lieutenant Governor

DAVID R. BRINKLEY
Secretary

MARC L. NICOLE
Deputy Secretary

AMENDMENT #3
To
REQUEST FOR PROPOSALS (RFP)
CUSTOMER SERVICE TRAINING
SOLICITATION NUMBER 050B7400008
MARCH 29, 2017

Ladies and Gentlemen:

The following Amendment is being issued to amend language and clarify information contained in the above-named RFP. All information contained herein is binding on all Offerors who respond to this RFP. The following change is listed below; new language has been double underlined and marked in red bold (ex. **new language**) and language deleted has been marked with a double strikeout (ex. ~~strike out~~).

1. Revised Section 5.4 (**Volume I – Technical Proposal**), as follows:

5.4.~~25~~.6 **Offeror Technical Response to RFP Requirements and Proposed Work Plan (Submit under TAB E).**

5.4.~~25~~.6.1 The Offeror shall address each Scope of Work requirement (RFP Section 2) for the Functional Area(s) for which it is proposing to provide services in its Technical Proposal and describe how its proposed services, including the services of any proposed subcontractor(s), will meet or exceed the requirement(s). If the State is seeking Offeror agreement to any requirement(s), the Offeror shall state its agreement or disagreement. Any paragraph in the Technical Proposal that responds to a Scope of Work requirement shall include an explanation of how the work will be done. Any exception to a requirement, term, or condition may result in having the Proposal classified as not reasonably susceptible of being selected for award or the Offeror deemed not responsible.

5.4.~~25~~.6.2 The Offeror shall give a definitive **section-by-section** description of the proposed plan to meet the requirements of the RFP, i.e., a Work Plan. The Work Plan shall include the specific methodology, techniques, and number of staff, if applicable, to be used by the Offeror in providing the required services as outlined in RFP Section 2, Scope of Work. The description shall include an outline of the overall management concepts employed by the Offeror and a project management plan, including project

control mechanisms and overall timelines. Project deadlines considered contract deliverables must be recognized in the Work Plan.

5.4.25.6.3 The Offeror shall identify the location(s) from which it proposes to provide the services, including, if applicable, any current facilities that it operates, and any required construction to satisfy the State's requirements as outlined in this RFP.

5.4.25.6.4 The Offeror shall provide a draft Problem Escalation Procedure (PEP) that includes, at a minimum, titles of individuals to be contacted by the Department's Contract Manager should problems arise under the Contract and explains how problems with work under the Contract will be escalated in order to resolve any issues in a timely manner. Final procedures shall be submitted as indicated in RFP Section 3.3.

Issued and authorized by:

Pamela Malech
<Signed>
Procurement Officer