DEPARTMENT OF
BUDGET & MANAGEMENT

MARTIN O'MALLEY
Governor

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Lieutenant Governor

T. ELOISE FOSTER
Secretary

DAVID C. ROMANS
Deputy Secretary

Amendment #8 to Request for Proposals (RFP)
DBM Statewide Language Interpretation Services
Solicitation No. 050B2400001
August 10, 2012

This Amendment is being issued to amend and clarify certain information contained in the above named RFP. All information contained herein is binding on all Offerors who have responded to this RFP. Specific parts of the RFP have been amended. The following changes/additions are listed below; new language has been double underlined and marked in bold (ex. **new language**) and language deleted has been marked with a strikeout (ex. ~~language deleted~~).

The following sections of the RFP shall be revised as indicated below.

1.   **AMENDED 2.6.1.1 AS FOLLOWS:**

Telephonic language interpretation service will be billed in ~~1/10th of a minute~~ **1 second** increments ~~after the first minute~~, during both Standard Hours and Non-Standard Hours.

2.   **AMENDED 2.8.2 AS FOLLOWS:**

Telephone Interpretation **ONLY:**

The Contractor shall ensure that any user of Telephone Interpretation services will be able to reach the Contractor Representative, other appropriate Contractor employee(s) or an established complaint submission phone number and/or email address or web site location to file a complaint ~~while still on-line during an interpreted call or at another~~ any time that is ~~more~~ convenient for the person placing the call.

Offerors are to acknowledge receipt of this amendment by providing a signed document to the Procurement Officer at the address provided in RFP Section 1.7 by 2:00 PM, August 14, 2012, stating that this Amendment #8 has been received and reviewed by the Offeror. Failure to acknowledge receipt of an amendment does not relieve the Offeror from complying with all terms of any such amendment.

Issued and authorized by

Erin Oliver
Procurement Officer