



**AMENDMENT #2  
REQUEST FOR PROPOSAL  
MDM0031030513  
MHBE Consolidated Service Center  
February 24, 2017**

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 respond to this RFP. Specific parts of the RFP have been amended. The following changes/additions are listed below; new language has been underlined and language deleted has been marked with a strikethrough (ex. ~~language deleted~~).

1. Amend RFP Section 3.7c Staffing Requirements/Plan - Operations Manager as follows:

**Operations Manager:** Conducts operational oversight to Supervisors, Team Leads and CSRs. ~~Shall have a~~ Bachelor's Degree (**preferred**), at least five years' experience managing call center operations, at least two years' experience in Health Exchange operations or comparable experience.

2. Amend RFP Section 3.7e Staffing Requirements/Plan – Quality Assurance Manager as follows:

**Quality Assurance Manager:** Develops best practice quality assurance utilizing call monitoring and screen capture technology. Conducts oversight of QA team. Bachelor's Degree (**preferred**), at least five years' experience managing call center operations, at least two years' experience in Health Exchange operations or comparable experience.

3. Amend Key Information Summary Sheet – Closing Date and Time as follows:

Closing Date and Time: ~~March 15, 2017~~ **March 22, 2017**, 2:00 PM, Local Time

4. Amend RFP Section 1.11 Proposals Due (Closing) Date and Time as follows:

Proposals, in the form set forth in Section 4.2 "Proposals" must be received by the Procurement Officer at the e-mail address listed on the Key Information Summary Sheet, no later than ~~March 15, 2017~~ **March 22, 2017, 2:00 PM** Local Time ~~or~~ in order to be considered.

Date Issued: February 24, 2017  
Michelle Compton  
Procurement Officer