



**AMENDMENT #3
 REQUEST FOR PROPOSAL
 MDM0031030513
 MHBE Consolidated Service Center
 March 6, 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 2.1 “Offeror Minimum Qualifications: as follows:

The Offeror shall have at least three (3) years of experience within the past five (5) years with: (1) individual and Medicaid insurance eligibility and enrollment **or Affordable Care Act eligibility and enrollment**; (2) experience utilizing a third party customer relationship management (CRM) solution such as Oracle RightNow or Salesforce; and (3) experience operating and maintaining a telephony system. As proof of meeting this requirement, the Offeror shall submit a reference or combination of references who can attest to the Offeror’s above experience with the information required in Section 4.4.2.10 for each reference.

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

Closing Date and Time: ~~March 22, 2017~~, **March 29, 2017** 2:00 PM, Local Time

3. 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 22, 2017~~, **March 29, 2017 2:00 PM** Local Time ~~on~~ in order to be considered.

4. Amend RFP Section 3.2.2.2 Deliverables Table as follows:

3.3 Transition Plan	Transition In Plan	Refer to RFP Section 3.3.1 for details	NTP + 15 <u>10</u> calendar days
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5. Amend RFP Section 3.3 Transition Requirements Summary Table as follows:

3.3.1.2 & 3.3.1.3	Contractor submits Transition Plan	NTP + 15 <u>10</u> calendar days
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Date Issued: March 3, 2017
 Michelle Compton
 Procurement Officer