

REQUEST FOR PROPOSALS (RFP)
STATE OF MARYLAND
DEPARTMENT OF HUMAN SERVICES
CUSTOMER SERVICE CENTER
OS/CSC-22-001-S
AMENDMENT # 14
September 29, 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 Section 2.3.11.C.

- C. ~~Purchase, install, and maintain a dedicated data circuit (minimum of 20 mbps) to terminate from the Contractor's location to DHS's Primary Data Center (SSC Primary). As a backup, install a dedicated data circuit (minimum of 20 mbps) to terminate from the Contractor's location to Department of Human Services Information Service (DHSIS). This second circuit (from DHRIS) should terminate to a secondary vendor location. Should this location change the Contractor will be responsible for costs associated with moving the circuit.~~ **Establish a secure VPN connectivity between the Contractor's network and DHS' network according to DHS' security standards.**

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 29, 2023

