

REQUEST FOR PROPOSALS (RFP)
STATE OF MARYLAND
DEPARTMENT OF HUMAN SERVICES
CUSTOMER SERVICE CENTER
OS/CSC-22-001-S
AMENDMENT # 9
September 13, 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 3.2.7. to 3.2.6.:

3.2.6.—3.2.7. The Contractor shall transfer the CRM data and system to MDTHINK or to another vendor during the Transition-Out period.

2. Delete Section 2.3.11.H.

~~H. Establish the CSC infrastructure/system on a server used for the centralized database, which shall include storage (Example RAID 5), provisions for controller redundancy, and mean times between failures of the processors and the disk subsystem. At a minimum, the centralized database shall be able to continue operations if any single storage component fails.~~

3. Add Appendix 9:



Appendix 9. – DHS CSC IVR Script

Please see separate PDF document entitled Appendix 9.

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 13, 2023