



UNIVERSITY OF MARYLAND GLOBAL CAMPUS

DATE: October 19, 2020

TO: All Prospective Proposers

FROM: Alicia Klein
Director, Technology Procurement
301-985-7223

and

Eric Pfister
Assistant Director, Technology Procurement
301-985-7095

RE: RFP # 91835 – Contact Center Services for Higher Education Enrollment Management
Addendum #2 dated 10/19/2020

The following amends the above-referenced RFP documents. Receipt of this addendum is to be acknowledged by completing the enclosed "Acknowledgement of Receipt of Addenda Form" and including it in the Technical Proposal.

1. UMGC Response to Question No. 19 is deleted and replaced in its entirety with the following:

"UMGC expects the awarded firm to provide dedicated agents to service UMGC. The awarded firm may use shared agents during peak times. UMGC does not expect students to be assigned to one specific agent from the awarded firm."
2. Please note that this modification also impacts the response to Question No. 41.
3. The due date and time for the Technical Proposal is **Monday, October, 26, 2020, on or before 2:00 PM ET**. Proposals must be submitted electronically in accordance with Section I., paragraph 5 at page 5 of the RFP document. **Late proposals cannot be accepted.**
4. Receipt of this addendum is to be acknowledged by completing the enclosed "Acknowledgement of Receipt of Addenda Form" and including it in the Technical Proposal.

End of Addendum 2 dated 10-19-2020

ACKNOWLEDGEMENT OF RECEIPT OF ADDENDA FORM

Solicitation: UMGC RFP #91835 – Contact Center Services for Higher Education Enrollment Management

TECHNICAL PROPOSAL DUE DATE: Monday, October 26, 2020 at 2:00 PM ET

NAME OF PROPOSER: _____

ACKNOWLEDGEMENT OF RECEIPT OF ADDENDA

The undersigned, hereby acknowledges the receipt of the following addenda:

Addendum No. <u> 1 </u>	dated <u>10/16/2020</u>
Addendum No. <u> 2 </u>	dated <u>10/19/2020</u>
Addendum No. _____	dated _____
Addendum No. _____	dated _____
Addendum No. _____	dated _____

Signature

Name Printed

Title