

REQUEST FOR PROPOSALS (RFP)
STATE OF MARYLAND
DEPARTMENT OF HUMAN SERVICES
CUSTOMER SERVICE CENTER
OS/CSC-22-001-S
AMENDMENT # 11
September 20, 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. **Add a revised Price Sheet. Please use Attachment B – Financial Proposal – 3rd Revised which has been amended. This price sheet was added last week.**
2. **Revise Section 2.3.11.D.**
 - D. Update the Customer’s information on the State’s automated systems via electronic transmission of data ~~through the software product designated by the State~~. This electronic transmission must be done ~~daily~~ **real-time**.

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 20, 2023

