

## **ADDENDUM #1**

The following questions were received in association with the RFP  
**SPC# 04-16-17 – Call Center Operations**, Posted Wednesday, February 01, 2017

RFP Deadline: Tuesday, March 14, 2017 2:00PM

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Additional questions will be accepted until 03:00 PM on Wednesday, February 15, 2017

### **Questions:**

**1. Whether companies from Outside USA can apply for this? (like, from India or Canada)**

*Answer: The RFP is open to companies in and outside of the United States to apply.*

**2. Whether we need to come over there for meetings?**

*Answer: On-site meetings typically occur 1-2 times a year.*

**3. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)**

*Answer: Tasks can be performed outside of the United States. However, as stated on page 11, question two, priority may be given to call centers based in the United States.*

**4. Can we submit the proposals via email?**

*Answer: The original proposal marked as "original" with wet-ink signatures, nine copies of the original proposal, and one electronic version of the original proposal stored on a flash drive or CD must be submitted within a sealed envelope and either hand delivered or mailed to the address listed on page 4, section three under General Conditions.*