



STATE OF TENNESSEE  
Department of Labor & Workforce Development

## REQUEST FOR PROPOSALS # 33701-10042 AMENDMENT #1 Call Center and Customer Support Services

DATE: May 11, 2022

RFP # 33701-10042 IS AMENDED AS FOLLOWS:

1. This RFP Schedule of Events updates and confirms scheduled RFP dates. Any event, time, or date containing revised or new text is highlighted.

EVENT	TIME (central time zone)	DATE
1. RFP Issued		April 14, 2022
2. Disability Accommodation Request Deadline	2:00 p.m.	April 20, 2022
3. Pre-response Conference	10:00 a.m.	April 21, 2022
4. Notice of Intent to Respond Deadline	2:00 p.m.	April 22, 2022
5. Written "Questions & Comments" Deadline	2:00 p.m.	April 27, 2022
6. State Response to Written "Questions & Comments"		May 12, 2022
7. Response Deadline	2:00 p.m.	May 23, 2022
8. State Completion of Technical Response Evaluations		June 3, 2022
9. State Opening & Scoring of Cost Proposals	9:00 a.m.	June 6, 2022
10. Cost Negotiations (Optional)		June 6 – 9, 2022
11. State Notice of Intent to Award Released and RFP Files Opened for Public Inspection	2:00 p.m.	June 13, 2022
12. End of Open File Period		June 20, 2022
13. State sends contract to Contractor for signature		June 21, 2022
14. Contractor Signature Deadline	2:00 p.m.	June 23, 2022

2. **RFP Amendment Effective Date.** The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFP not expressly amended herein shall remain in full force and effect.