



STATE OF TENNESSEE
DEPARTMENT OF TOURIST DEVELOPMENT

**REQUEST FOR PROPOSALS # 32601-15018
AMENDMENT # ONE
FOR CALL CENTER AND FULFILLMENT SERVICES**

DATE: April 20, 2016

RFP # ONE 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.

SCHEDULE OF EVENTS

- 2.1. The following RFP Schedule of Events represents the State's best estimate for this RFP.

EVENT	TIME (central time zone)	DATE
1. RFP Issued		April 18, 2016
2. Disability Accommodation Request Deadline	2:00 p.m.	April 21, 2016
3. Pre-response Conference	2:00 p.m.	April 22, 2016
4. Notice of Intent to Respond Deadline	2:00 p.m.	April 25, 2016
5. Written "Questions & Comments" Deadline	2:00 p.m.	April 28, 2016
6. State Response to Written "Questions & Comments"		May 3, 2016
7. Response Deadline	2:00 p.m.	May 10, 2016
8. State Completion of Technical Response Evaluations		May 13, 2016
9. State Opening & Scoring of Cost Proposals	2:00 p.m.	May 16, 2016
10. State Notice of Intent to Award Released <u>and</u> RFP Files Opened for Public Inspection	2:00 p.m.	May 18, 2016
11. End of Open File Period		May 25, 2016
12. State sends contract to Contractor for signature		May 26, 2016
13. Contractor Signature Deadline	2:00 p.m.	June 1, 2016

- 2.2. **The State reserves the right, at its sole discretion, to adjust the RFP Schedule of Events as it deems necessary.** Any adjustment of the Schedule of Events shall constitute an RFP amendment, and the State will communicate such to prospective Respondents from whom the State has received a Notice of Intent to Respond (refer to section 1.8).

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.