

**ADDENDUM #2**

To: Prospective Proposers

From: Robert Aboulafia, Deputy Agency Chief Contracting Officer

Date: February 29, 2016

Re: Request for Proposals to Provide Contact Center Services (handling of 3-1-1 calls) for the City - E-PIN: 85815P0003

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This addendum is issued for the purpose of amending the requirements of the solicitation for the above specified project, and is hereby made part of the solicitation document to the same extent as though it were originally included herein.

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Please make note of the following information regarding the above-specified solicitation:

**New Pre-Proposal Conference/Site Visit\*:**

Date: March 9, 2016

Time: 10:00 AM to 12:00 PM (NYC Time)

Location: Situation Room  
59 Maiden Lane, 14<sup>th</sup> Floor  
New York, NY 10038

\*Immediately after the Pre-Proposal Conference, the City will permit prospective proposers who have made arrangements in advance with the Authorized Agency Contact Person to tour/observe the city-operated call center and equipment room. Any person participating in such tour/observation must submit an executed Non-Disclosure Agreement (*see Attachment B*). Please RSVP by March 8, 2016.

**Last Date for Receipt of all Questions:**

Date and Time: March 14, 2016 at 3:00 PM (NYC Time)

**New Proposal Due Date, Time and Location:**

**Date: March 25, 2016**

**Time: 3:00 PM (NYC Time)**

**Location: Department of Information Technology & Telecommunications  
75 Park Place, 9<sup>th</sup> Floor  
New York, NY 10007  
Attn: Anne Cody**

**THIS ADDENDUM MUST BE SIGNED BY ALL PROPOSERS AND ATTACHED TO THEIR PROPOSAL.**

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Company Name

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Authorized Signature

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Print Name of Authorized Signature

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Title of Authorized Signature