



December 1, 2020

To: Prospective Proposers

From: Loveneet Kaur, Contract Administrator

**Subject: RFP S20179 Addendum No. 2
Next Generation Contact Center**

The following revision is hereby incorporated into the Request for Proposal (RFP) Documents. Each Proposer shall acknowledge receipt of this Addendum using the attached ACKNOWLEDGEMENT FORM and submit it with their proposal.

1. VTA has moved its solicitations to [ProcureNow](https://secure.procurenow.com/portal/vta/projects/6181). Please click on this link to find the latest RFP information: <https://secure.procurenow.com/portal/vta/projects/6181>.
2. Reference Section 1. INSTRUCTIONS TO PROPOSERS, paragraph F. SUBMISSION OF PROPOSALS is revised to read as follows:

F. SUBMISSION OF PROPOSALS: All Proposals must be submitted through VTA's ProcureNow website at <https://secure.procurenow.com/portal/vta> no later than the date and time stated in Table 1.

The Proposer must submit their Proposal with all the forms listed in the RFP.

Submissions must bear the Proposer's name, address and be clearly labeled with the RFP number and description.

All responses, inquiries, and correspondence related to this RFP and all reports, charts, displays, schedules, exhibits, and other documentation produced by the Proposer submitted as part of the Proposal will become the property of VTA when received by VTA and may be considered public information under applicable law. Any proprietary information in the Proposal should be identified as such. VTA does not typically disclose proprietary information to the public, unless required by law; however, VTA cannot guarantee that such information will be held confidential.



ACKNOWLEDGMENT FORM

Proposer must sign this ACKNOWLEDGMENT FORM to indicate receipt of Addenda in order for the proposal to be accepted. Please list each Addendum received, sign, and submit this form with your proposal.

Acknowledgment of Addendum No: _____

Acknowledgment of Addendum No: _____

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Acknowledgment of Addendum No: _____

Acknowledgment of Addendum No: _____

Proposer's Signature

Date

Name and Title

Firm Name