

November 11, 2016

**BOARD OF COUNTY COMMISSIONERS
ORANGE COUNTY, FLORIDA**

**ADDENDUM NO. 1
RFP #Y17-125-PD**

**THE UTILITIES CUSTOMER INFORMATION SYSTEMS (CIS) SOLUTION:
PAYMENT GATEWAY, INTERACTIVE VOICE AND WEB RESPONSE (IVR AND
IWR), OUTBOUND NOTIFICATIONS, CALL CENTER MODULE AND MOBILITY**

The above Request for Proposals is amended as follows:

1. The response date is changed as follows:

Firms or companies desiring to provide services, as described in the Scope of Work, shall submit sealed proposals, one (1) original, fifteen (15) copies and one (1) electronic copy on CD or USB drive not later than **2:00 PM local time Tuesday, December 6, 2016**, to the Orange County Procurement Division, Internal Operations Centre II, 400 E. South Street, 2nd Floor, Orlando, Florida 32801, (407) 836-5635.

Offers by e-mail, telephone or fax shall not be accepted. An e-mailed or a faxed proposal shall be rejected as non-responsive regardless of where it is received.

2. Addendum 2 is forthcoming to address all questions submitted in accordance with page 8, Paragraph 15, Questions Regarding this RFP.
3. All other scopes, specifications, terms and conditions remain the same.

Perry Davis
Senior Purchasing Agent

ACKNOWLEDGEMENT OF ADDENDA

- a. The proposer shall acknowledge receipt of this addendum by completing the applicable section in the solicitation or by completion of the acknowledgement information on the addendum. Either form of acknowledgement must be completed and returned not later than the date and time for receipt of the proposal.
- b. Receipt acknowledged by:

Authorized Signer

Date Signed

Title

Name of Proposer
RFP #Y17-125-PD
Addendum No. 1
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