



DATE: May 29, 2009

TO: All Prospective Proposers

FROM: Valerie Rolandelli
Assistant Vice President
301-985-7895

RE: RFP 90809 – MEEC Help Desk Services
Addendum #1 dated 05/29/09

The following amends the above referenced RFP documents. Receipt of this addendum is to be acknowledged by completing the enclosed "Acknowledgement of Receipt of Addenda Form" and including it in the Technical Proposal.

1. The due date and time for the **Technical Proposal** **REMAINS** as **Wednesday, June 10, 2009 on or before 4:00 p.m.**

Proposals **must** be delivered to:

Valerie Rolandelli
University of Maryland University College
Office of the CFO and Vice President for Administration
Inn and Conference Center
Room ICC 3120
3105 University Blvd. East
Adelphi, MD 20783
301-985-7895

Late proposals cannot be accepted. My office is located on the Executive Floor of the University of Maryland University College, 3rd floor of the Inn and Conference Center. Access to this floor is from the east elevators off of the main concourse of the Conference Center (prior to the Mt. Clare Café). If you are unfamiliar with the area or the building, you are strongly encouraged to take a "test run" prior to the due date to ensure timely delivery to my office.

2. Questions received from potential proposing firms with answers from MEEC:

- 2.1 Does the proposing firm need to be located in the US or will MEEC consider firms with the call center outside of the US?

Answer: Per Section 1, Paragraph 1.1 of the Solicitation Documents: “A firm with mid-Atlantic region experience is preferred. The Contractor(s) must be headquartered with its primary geographical location(s) in the continental United States. Economic benefit to the State of Maryland is also highly desirable.”

- 2.2. **Per Article 3 of Section 3 of the solicitation documents Paragraph 2.4 Firm Experience/References:** The Proposer is to provide four (4) contracts on which he/she deems the most similar or relevant to the MEEC requirements. Provide client and short case studies to illustrate performance examples. These contracts should be of similar size, scope and complexity to the MEEC member’s possible Help Desk operations. (Refer to “Section 2” for more details and description.) **Of the four contracts 2 must be for an educational institution with higher consideration given if this is the case for more than four.**

Will MEEC consider firms with less or no educational experience?

Answer: Since MEEC is an educational cooperative, experience providing help desk services to educational institutions is preferred and highly desirable and will weigh heavily in the evaluation of the technical qualifications of proposing firms.

DELETE “Of the four contracts, 2 must be for an educational institution with higher consideration if this is the case for more than four.” and REPLACE this sentence with the following:

“It is highly desirable that proposing firms demonstrate similar and relevant experience with educational institutions. Higher consideration in the evaluation process will be given to proposing firms who can demonstrate such experience.”

END OF ADDENDUM #1

This addendum e-mailed to all potential proposing firms known to the Issuing Office.
Original will not follow in the mail.

ACKNOWLEDGEMENT OF RECEIPT OF ADDENDA FORM

RFP NO.: 90809

TECHNICAL PROPOSAL DUE DATE: June 10, 2009 AT 4:00 P.M.

RFP FOR: MEEC HELP DESK SERVICES

NAME OF PROPOSER: _____

ACKNOWLEDGEMENT OF RECEIPT OF ADDENDA

The undersigned, hereby acknowledges the receipt of the following addenda:

Addendum No. 1 dated 05-29-09

Addendum No. dated

Addendum No. dated

Addendum No. dated

Addendum No. dated

As stated in the RFP documents, this form is included in our Technical Proposal.

Signature

Name Printed

Title

Date

END OF FORM