



# RICE UNIVERSITY

Tuesday, November 24, 2020

## Subject: Request for Proposal 2020-11-001 – Emergency Call Center Services

Addendum 1 - This addendum serves to change and/or clarify the following information.  
Areas of change or clarification: Three (3) Changes.

### 1. RFP - Request for Proposal #: 2020-11-001 – Emergency Call Center Services

**Original Text:**

Proposal Submission Deadline: December 1, 2020 At 5:00 PM Central Time

**Replace With:**

Proposal Submission Deadline: December **8**, 2020 At 5:00 PM Central Time

### 2. RFP - Request for Proposal #: 2020-11-001 – Emergency Call Center Services – Section 3.3 RFP SCHEDULE

**Original Text:**

The table below shows the intended schedule for this RFP. Rice University will make every effort to adhere to this schedule.

Event	Date and Time (Central Time)
Date of Notice (RFP Issued)	November 18, 2020
Closing Date for Receipt of Written Questions	November 19, 2020 at 5:00 PM
Issue Addendum (Response to Submitted Questions)	November 20, 2020
Closing Date for Receipt of Proposals	<b>December 1, 2020 at 5:00 PM</b>
Optional Finalists Demos/Presentations (Tentative)	December 2, 2020
Anticipated Award Notice (Tentative)	December 4, 2020
Contract Execution	December 7, 2020

Rice University expects awarded Provider Organizations to begin services on or around December 7, 2020.

**Replace With:**

The table below shows the intended schedule for this RFP. Rice University will make every effort to adhere to this schedule.

Event	Date and Time (Central Time)
Date of Notice (RFP Issued)	November 18, 2020
Closing Date for Receipt of Written Questions	November <b>23</b> , 2020 at 5:00 PM
Issue Addendum (Response to Submitted Questions)	November <b>24</b> , 2020
Closing Date for Receipt of Proposals	<b>December 8, 2020 at 5:00 PM</b>
Optional Finalists Demos/Presentations (Tentative)	December <b>10</b> , 2020
Anticipated Award Notice (Tentative)	December <b>14</b> , 2020
Contract Execution	December <b>16</b> , 2020

Rice University expects awarded Provider Organizations to begin services on or around December **16**, 2020.

**3. RFP - Request for Proposal #: 2020-11-001 – Emergency Call Center Services – Section 3.5 PROPOSAL SUBMITTAL**

**Original Text:**

Proposals will be received until 3:00 PM, December 1, 2020. All proposals shall be electronically submitted via email and adequately identified with the RFP# 2020-11-001 and Emergency Call Center for Rice University.

**Replace With:**

Proposals will be received until 3:00 PM, December 8, 2020. All proposals shall be electronically submitted via email and adequately identified with the RFP# 2020-11-001 and Emergency Call Center for Rice University.