

Amendment 1 to RFP #20160318

This Amendment must be signed and submitted as a part of any proposal to be considered for this procurement. The following sections RFP #20160318 have been amended as follows:

1.6.1 CPC Performance Standards:

Contractor shall be responsible for:

2. Provide CPC Manager who shall work collaboratively with Contractor's PA Unit and medical consultants.

1.7 Reporting and Deliverables

1.7.1 Call Center Requirements

3. The Contractor shall ensure that its Call Center Staff treats each caller with dignity, and respects the caller's right to privacy and confidentiality. The Contractor shall process all incoming telephone inquiries regarding pharmacy ~~rate-setting~~ services in a timely, responsive and courteous manner. Telephone staff shall greet callers and shall identify the Contractor and themselves by name when answering.

There is no section 1.9.6. The Release Section should be 1.9.6

3.4 ORAL PRESENTATION

Oral presentations may be held as part of the Technical Evaluation; however, they are not required. At the discretion of DOM, all Offerors receiving a minimum of ~~three hundred fifty~~ thirty five (35) points of the total score on the Technical Phase of the evaluation may be given the opportunity to make an oral presentation.

Receipt of Amendment Acknowledged: _____
(Signature)

(Printed)

Title: _____