

# Amendment 2 to RFQ 20180831

The following section of RFQ #20180831 has been amended as follows:

**DOM is amending question #47 of Section 5.7 Methodology/Work Statement to read as follows:**

- a. Describe the entity's Provider services call center operations including:
- b. Hours of operation;
- c. Identify if the location of the Provider services call center will be located in state or out of state. (If out of state, The Offeror's Qualification should describe how it will accommodate services for Mississippi);
- d. Specific standards for rates of response (e.g., live answer, incomplete calls, speed of answer, average length of call) and measures to ensure standards are met (DOM retains the right to approve all call center standards);
- e. Training program for call center employees including cultural competency; and,
- f. A description of any plans to use electronic communication to respond to Provider inquiries.