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**STATE OF INDIANA**

**ADDENDUM #1**

**Request for Proposal 410-26-84962**

**INDIANA DEPARTMENT OF ADMINISTRATION**

**On Behalf Of**

**Family and Social Services Administration (FSSA)**

**Division of Mental Health and Addiction (DMHA)**

**Solicitation For:**

**988 Contact Center Services**

**Submission Form Due Date and Time:**

**December 1, 2025 @ 3:00 PM ET**

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Indiana Department of Administration

Procurement Division

402 W. Washington St., Room W468

Indianapolis, Indiana 46204

Please access the sourcing event package and documents at <https://www.in.gov/idoa/procurement/current-business-opportunities/>.

**Summary of Changes**

Deletions are indicated via ~~strikethrough~~ and additions have been made in red font in the corresponding documents.

1. **RFP Boilerplate Document**

## 1.5 **Solicitation Outline**

|  |  |
| --- | --- |
| Attachment K | Scope of Work |
| Attachment K1 | Average Call Volume |
| Attachment K2 | Contact Center Manual |

## 1.6 **Pre-Proposal Conference**

A pre-proposal conference will be held following IDOA’s Industry Day event at the date, time and location specified in [Section 1.24](#_1.24_SUMMARY_OF). At this conference, potential respondents may ask questions about the solicitation and the solicitation process. Respondents are reminded that no answers issued verbally at the conference are binding on the State and any information provided at the conference, unless it is later issued in writing, also is not binding on the State.

## 1.24 **Summary of Milestones**

**Key Dates**

|  |  |
| --- | --- |
| **Activity** | **Date** |
| Issue of solicitation | September 23, 2025 |
| Pre-Proposal Conference | ~~October 7th, 2025~~  ~~at 10:00 AM~~   IDOA Industry Day  Indiana Government Center South  Conference Center  October 9, 2025  8:00am – 12:30pm  Pre-Proposal Conferences  11:45-12:30pm  Room # 18 |