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**STATE OF INDIANA**

**ADDENDUM #2**

**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**

Christina Garcia, Procurement Consultant

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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 K1 | Average Call Volume |
| Attachment K2 | Contact Center Manual |
| Attachment K3 | Crisis Lifeline Network Agreement Example |

**Attachment K3 has been added.**