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**STATE OF INDIANA**

**ADDENDUM #3**

**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~~ January 9, 2026 @ 3:00 PM ET**

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Indiana Department of Administration

Procurement Division

402 W. Washington St., Room W468

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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**

## **Summary of Milestones**

**Graphical user interface, text, application

AI-generated content may be incorrect.**

1. **Attachment E Business Proposal**

**Question removed.**

* + 1. **~~Respondent’s Diversity, Equity, and Inclusion Information -~~** ~~With the Cabinet appointment of a Chief Equity, Inclusion, and Opportunity Officer, on February 1, 2021, the State of Indiana sought to highlight the importance of this issue to the state. Please share leadership plans or efforts to measure and prioritize diversity, equity, and inclusion. Also, what is the demographic composition of Respondents’ Executive Staff and Board Members, if applicable.~~