**First Amendment to the Iowa Department of Health and Human Services**

**Aging and Disability Resource Center (ADRC) Technical Assistance and Call Center Request for Proposal**

This Amendment to RFP Number ADS-24-001 is effective as of August 15, 2024. The RFP is amended as follows:

**Revision 1. Section 1.3.1.2 (A) Operate a toll-free call center for Eligible Populations** has had subsection (d.) added as follows with the section renumbered accordingly.

d. Current call center standards and performance metrics:

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| --- | --- |
| Number and percentage of calls answered by third ring | At least 90 percent of all calls received |
| Number and percentage of calls placed on hold for longer than two minutes | No more than five percent of all calls received |
| Number and percentage of dropped calls | No more than two percent of all calls received |
| Number and percentage of abandoned calls | No more than two percent |

It is the Agency’s expectation that the bidders proposed call center standards and performance metrics shall meet or exceed the current call center standards.

**Revision 2. Attachment H: Electronic Submission of Bidders' Proposals,** is hereby added.

**Revision 3. Section 3.1, Bid Proposal Formatting is hereby amended as follows adding language below.**

Additional language was added regarding Electronic Submission of Proposals

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| Electronic Submission of Bidders’ Proposals | Please see **Attachment H** regarding the process for electronic submission of Bidders’ proposals. |

**Revision 4. Section: Attachments Specific to this RFP, was amended as follows:**

The Attachments Specific to this RFP section was moved from page 42 to page 29. Also, all Attachments for the Request for Proposal were added to this document.