

# Covered California RFP 2019-10 – Call Center Services Plan

February 4, 2020  
Addendum #2

## Summary of Changes

RFP 2019-10 – Call Center Services

Sections:

### 3.2 Purpose

The purpose of this RFP is to solicit proposals from qualified Bidders to provide an additional Call Center to support up to ~~4,000~~ 1200 Full-Time Equivalent (FTE) staff for voice, chat and data entry.

### 4.3.4 Past Projects Completed

Describe in a narrative up to five (5) projects the Bidder has completed in the last ~~two~~ **three** (3) years that relate to the tasks listed in Model Contract Exhibit A – Scope of Work.

(No more than 5 pages.)