



**Addendum No. 1 to RFP No. 2012-02**  
**Request for Proposals**  
**Help Desk Services for the**  
**Compliance Instrument Tracking System Service (CITSS)**

August 6, 2012

**PURPOSE OF THIS ADDENDUM**

- Add project requirements for data retention in the US and/or Canada, and for a toll-free telephone number usable in the US and Canada.
- Clarify the requirement for Help Desk accessibility by persons with disabilities.

**GENERAL INSTRUCTIONS**

- This Addendum No. 1 constitutes an integral part of the RFP and shall be read in conjunction with the RFP.
- Where inconsistent with the original RFP, this Addendum shall govern.
- It is the responsibility of all bidders to the RFP to conform to this Addendum.
- **Bidders shall acknowledge receipt of Addendum No. 1 by certifying below and returning this sheet in the proposal envelope mailed to WCI, Inc.**
- Unless specifically changed herein, all other requirements, terms, and conditions of the RFP remain unchanged and can only be modified in writing.

Company Name: \_\_\_\_\_

Signature of Authorized Representative: \_\_\_\_\_

Print Name and Position of Representative: \_\_\_\_\_

\_\_\_\_\_  
Date: \_\_\_\_\_

**REVISIONS TO THE RFP**

**1. The following shall be added to RFP Section II.A.2, Help Desk Availability:**

- c. Bidders shall include the provision of a toll-free telephone number (usable in the US and Canada) in their proposals. This number must be transferable to WCI, Inc. or other vendor designated by WCI, Inc. upon WCI, Inc.'s request or at the termination of the contract.

**2. The following shall be added to RFP Section II.A.4, Security:**

- d. All data associated with the Contractor's work must be retained solely in the US and/or Canada.

**3. RFP Section II.A.5, Accommodations, shall be deleted in its entirety and replaced with the following:**

5. Accommodations

In accordance with requirements such as those of the Americans with Disabilities Act and relevant state and provincial legislation for services provided by states, provinces, and businesses, Help Desk services must incorporate reasonable accommodations for access by persons with disabilities, including visually impaired and hearing impaired persons.