

Amendment # 1

RFP Solicitation # 01B68-16-0260

Sections of this RFP document are being amended as follows:

Appendix "B" – Statement of Work

DELETE:

RESOURCES AND LEVEL OF EFFORT:

To perform this work, we require the services of a professional contractor with the following knowledge and experience:

Project Lead:

- Experience in Project Management
- Experience in Certified Customer Experience Professional (CCXP)
- Experience in group facilitation and coaching
- Experience in organizational development
- Experience in interviewing
- Experience in business requirement analysis

Other Resources (if the Bidder deems necessary):

- Experience in Certified Customer Experience Professional (CCXP)
- Experience in group facilitation and coaching
- Experience in organizational development
- Experience in interviewing
- Experience in business requirement analysis

INSERT:

RESOURCES AND LEVEL OF EFFORT:

To perform this work, we require the services of a professional contractor with the following knowledge and experience:

Project Lead:

- Experience in Project Management
- Experience as a Customer Experience Professional
- Experience in group facilitation and coaching
- Experience in organizational development
- Experience in interviewing
- Experience in business requirement analysis

Other Resources (if the Bidder deems necessary):

- Experience as a Customer Experience Professional
- Experience in group facilitation and coaching
- Experience in organizational development
- Experience in interviewing
- Experience in business requirement analysis

All other aspects of the RFP remain unchanged.