



Office of the Vice President  
and Chief Financial Officer  
Finance and Accounting Division  
Purchasing and Disbursement Services  
<http://purchasing.ufl.edu/>

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September 25, 2009

**ADDENDUM #2** to the University of Florida Invitation to Negotiate (ITN)10CW-113 Call Center Management, scheduled to open on **Friday, October 9, 2009, at 2:00 PM/ET** at the University of Florida, Elmore Hall Conference Room, Radio Road, Gainesville, Florida.

**1. PLEASE NOTE:**

**THIS ADDENDUM SERVES AS NOTICE THAT THE BID OPENING HAS BEEN CHANGED FROM FRIDAY, OCTOBER 2 AT 3:00 TO FRIDAY, OCTOBER 9, 2009, AT 2:00 PM/ET IN ORDER TO ALLOW TIME FOR VENODRS TO PROVIDE THE PRICING MATRIX ATTACHED.**

**Changing the bid opening date also changes the other dates under 2.3 Schedule of Events as Follows:**

- **10/09/09 Complete Evaluation will now be 10/19/09**
- **10/09/09 Award Notification will now be 10/20/09**
- **10/12/09 72 hour posting period ends will now be 10/23/09**

**2. Attached is the required Pricing Matrix**

This addendum shall be considered part of the Contract Documents for the above mentioned ITN as though it had been issued at the same time and incorporated integrally therewith. Where provisions of the following supplementary data differ from those of the original document, this addendum shall govern and take precedence. All other terms, conditions, and regulations will apply.

Sincerely,

Carolyn T. Wimmer  
Purchasing Coordinator II

**Please acknowledge receipt of Addendum #2 by signing below, and returning this addendum with your proposal. Failure to include addendum with your proposal may result in rejection.**

\_\_\_\_\_  
Signature

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

\_\_\_\_\_  
Company Address

\_\_\_\_\_  
City/State/Zip

**Addendum #2 Pricing Matrix Instructions**

Complete the suggested pricing matrix as an Excel spreadsheet. It is permissible to include any additional Elements as deemed appropriate by industry standards to the matrix. To estimate expenses, use the populations identified at an expected call rate of 25 percent of population. The call center is to be operated on a 12 hour per day schedule with Monday through Friday coverage. Hourly rate is standard per hour expense. Scenario pricing is to be estimated using assumptions listed below and must include the total amount per Element. Separately, identify the positions of the project management team (e.g., Project Manager, Call Center Manager, etc.) and the hourly rate for the each role included in the separate attachment.

Example: CSR training priced at \$25 per hour for a breach of 200,000 individuals (estimate 36 customer service representatives) would be priced at \$5,400. Example: [ $\$25 \times (36 \text{ CSRs} \times 6 \text{ estimated hours of training per CSR}) = \$5,400$ ]