



Washington Health Benefit Exchange  
RFP HBE 18-004 Addendum No. 2

September 21, 2018

**TO:** Potential Bidders for RFP HBE 18-004 and Other Interested Parties  
**FROM:** Erin Hamilton, RFP Coordinator  
**SUBJECT:** Addendum No. 2 to RFP HBE 18-004 for "Call Center Services"

**PURPOSE:** The purpose of this addendum is:  
1) To allow WAHBE additional time to provide the most complete and accurate responses possible to the 230 questions submitted by potential bidders for RFP HBE 18-004.

RFP HBE 18-004 is hereby amended as set forth below. For ease of identification, language changes to the RFP are denoted in red. Any material not specifically referenced below remains in full force and effect.

1) Section 2 "Procurement Schedule", is hereby amended as follows:

#	Activity	Dates & Deadlines
1	Issue RFP HBE 18-004	8/17/18
2	Optional Vendor Conference (Skype for Business)	8/29/18
3	Vendor Questions Due by 3:00 p.m. PT	9/07/18
4	WAHBE Posts Responses to Vendor Questions by 12:00 p.m. PT	9/24/18

Please contact the RFP Coordinator at [contracts@WAHBExchange.org](mailto:contracts@WAHBExchange.org) if there are any questions concerning this Addendum.

Respectfully,

Erin Hamilton, CPPB  
RFP Coordinator